



FOLLOW US ON FACEBOOK
@BYKERCOMMUNITYTRUST
FOR ALL THE LATEST NEWS.

**CHRISTMAS CARD
COMPETITION
WINNERS
SEE PAGE 7**

**COST OF LIVING CRISIS –
WE’RE HERE TO HELP YOU
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**CONDENSATION AND DAMP
SEE PAGE 22**

Our freephone telephone number

0800 533 5442

is available for all enquiries and out of office hours emergency repairs.

☎ Option 1 for repairs (also out of hours emergencies)

📞 Option 2 for all rent enquiries

🏠 Option 3 for all housing enquires

📠 Option 4 for all business enquiries



Since July 2012, BCT has invested £41.5m in improvements!

USEFUL NUMBERS

Concierge Service (Byker Wall residents)

0800 772 0519

Employment & Welfare Benefits

0800 533 5442

Housing Benefit / Council Tax (Switchboard)

0191 278 7878

LANGUAGES

This information is about Byker Community Trust, part of Karbon Homes. If you'd like this in another format, such as translated or audio version, please let us know!

Arabic

هذه المعلومات عن Byker Community Trust، جزء من Karbon Homes. إذا كنت ترغب بها بصيغة أخرى، مثل نسخة مترجمة أو صوتية، فيرجى إعلامنا!

Slovak

Tieto informácie sa týkajú organizácie Byker Community Trust, ktorá je súčasťou spoločnosti Karbon Homes. Ak si želáte obdržať tieto informácie v inom formáte, napríklad v preloženej alebo zvukovej verzii, dajte nám prosím vedieť!

French

Ces informations concernent le Byker Community Trust, qui fait partie de Karbon Homes. Si vous souhaitez obtenir ce document dans un autre format, par exemple traduit ou dans une version audio, faites-le nous savoir !

Czech

Tyto informace se týkají organizace Byker Community Trust, která je součástí společnosti Karbon Homes. Pokud byste chtěli tyto informace v jiném formátu, například v přeložené nebo zvukové verzi, dejte nám prosím vědět!

Polish

Niniejsza informacja dotyczy Byker Community Trust, części Karbon Homes. Jeśli chcieliby Państwo otrzymać tę informację w innym formacie, np. w tłumaczeniu lub w wersji audio, proszę dać nam znać!

Portuguese

Esta informação é sobre Byker Community Trust, parte da Karbon Homes. Se desejar esta informação noutro formato, por exemplo a versão traduzida ou em áudio, por favor informe-nos!

FRONT COVER PHOTO:

Christmas card winner Mollie Baldwin, age 8 from Year 4, pictured with BCT's Bijoli Deypurkaystha

Answers to the spot the difference on page 23.



WELCOME TO THE WINTER EDITION OF THE BYKER COMMUNITY TRUST NEWSLETTER



It's been a difficult year for a lot of people, even more so now with the cost of living crisis. We're doing all we can to support our customers during these times. If you're struggling to buy food or are worried about money and budgeting, please contact our Tenancy Sustainment Team who are here to help you and give you advice. The last thing we want is for you to be sitting at home worrying.

It was lovely to see pupils from Byker Primary School get involved in his year's Christmas card competition and although only one person from each year group was selected to win, they're all winners in my eyes. There were some fantastic creative designs, so well done to everyone who got involved!



On page 9, we've highlighted this year's Valued Customer Status winner who won £500 worth of shopping vouchers. All Byker customers who

meet the requirements of the standard and complete their annual customer care survey are automatically entered into the prize draw. Make sure you are in the draw for next year!

We need everyone to play their part in keeping the estate clean and tidy. The skips will be back first week of January, we've started monthly litter picks with customers and we're going to be introducing new communal bin stores and recycling facilities at Dunn Terrace and Headlam Green as the first two areas. If you live in these areas, please do get involved as your views and feedback are important to us.

You'll also read inside this issue important information about fire safety and keeping you safe in your home, tackling anti-social behaviour and condensation and damp. Please read this important information and get in touch if you have any queries or concerns.

We always welcome your feedback about this newsletter and the services we deliver, please speak to your neighbourhood housing officer or a member of staff within our Customer Services Team. This just leaves me to wish you all a very Merry Christmas and a happy, healthy and prosperous 2023.

If you can, give us a follow on Facebook **@bykercommunitytrust** where we post regular updates about what's happening on the estate.

Michelle Bell
Assistant Director – Byker



Christmas opening hours


Over the festive period, the Byker office will close from 12.30pm on Friday 23 December and re-open 9am Tuesday 3 January 2023. You can still report emergency repairs on our freephone **0800 533 5442** number during the festive period.




WHAT'S ON

Here's our usual round-up of activities and events planned for this winter half term. For all the latest events and activities, please check the @BykerCommunityTrust page on Facebook.

Skating at Life!

 Until Sunday 15 January 2023
(Excluding Christmas Day, Boxing Day and New Year's Day).

 Times Square, outside Life Science Centre

 **Costs apply**
Ideal for ice skaters of all abilities and ages.

For more information, please visit www.life.org.uk/skating




#FollowTheStar
Our Christmas Light Garden is back!


16th December
St Michael's Church
4:30-6:30pm

Followed by a carol service

Come for as long as you like!


Festive Fiver


 Life Science Centre, Newcastle

 **Costs apply: £5 for adult and child ticket**

Your chance to see a brand-new show called Winter Skies in their state-of-the-art planetarium, watch a live show full of exciting demos in the Science Theatre, make and take home an illuminated Christmas card in the Making studios and be a festive detective with UV light in the Experiment Zone.

FREE Winterland experience

 3 December 2022 - 29 January 2023, 10am-5pm.

 Seven Stories, Lime Street, Newcastle upon Tyne, NE1 2PQ.

 **FREE**

Every day except Wednesdays (open Wednesday 28th December and Wednesday 4th January in school holidays). Will feature never-before-seen artwork from the Seven Stories Collection chosen by authors, illustrators, staff and partners of the charity to create a winter gallery of stories for families to enjoy. There will also be a 'selfie sleigh', activities for children including letter-writing to Santa, and free hot chocolates for all visitors at intervals throughout the day.



OCTOBER HALF-TERM FUN!

We organised two free trips for customers to attend during the October school half-term holidays. This included visits to Northumberland Zoo and Belsay Hall, both in Morpeth.

Over 100 customers attended both trips and had a great time. Thank you to everyone who attended, here's a selection of photos.



CELEBRATING BLOOMIN' BYKER!



Winners of this year's Byker in Bloom gardening competition, in partnership with Newcastle City Council, were invited to a celebration event held at Byker Primary School.

The event was well attended with Leader of the Council, Nick Kemp and Sheriff of Newcastle, Veronica Dunn who presented all competition winners with vouchers, certificates and trophies.

12 deeds of Christmas

Karbon Homes launched its 12 deeds of Christmas initiative on 1 November, to celebrate the stars in our communities.

12 deeds of Christmas is a chance to give a big thank you to the individuals or groups who have gone the extra mile to help others. You could nominate stars in two categories including **Good Neighbour and Community Hero**.

Karbon received 62 nominations in total including one for Silvie Fisch of Byker Mutual Aid. Although she didn't win, we would like to highlight and recognise Silvie, and everyone else involved in the Byker Mutual Aid group, and what they have contributed to our community.

Here is a copy of her nomination:

Honestly, I have never met anyone else like Silvie. I got to know her through her work coordinating Byker Mutual Aid Group. She has worked tirelessly since the first week of the pandemic to make sure people received deliveries of food and medicine and dog walks.

She also coordinated the delivery of cooked meals to Byker sheltered housing residents. Since then, she has quietly submitted funding bids, run summer projects that inclusively fed dozens of children, and coordinated weekly food distributions from Fareshare via the Mutual Aid Group. She has also tenaciously pushed ahead with plans for a permanent base for that group to advance their work and benefit more people in Byker.

She is humble, kind, compassionate, supportive, passionate, and committed to Byker. She is embedded in the community and values everyone and their contribution.

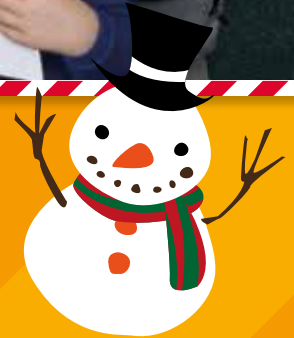


She is entirely inclusive and non-judgemental, always seeing the best in people. She isn't about 'charity', but instead, 'solidarity', recognising the dignity and contribution of everyone. Please celebrate her - she's amazing!

What an amazing contribution Silvie has given to the Byker community. On behalf of everyone at Byker Community Trust, we'd like to say thank you and well done!



BCT CHRISTMAS CARD COMPETITION



Every year, we invite the children at Byker Primary School to get into the festive spirit and be creative by designing our BCT Christmas card.

All pupils get involved, from nursery through to year six and our judges selected a winner from each year group.

The winners, (from each year group) will receive a Christmas selection box. BCT would like to say a special thank you to Mrs Bell, Arts Coordinator for helping us with this year's competition. Well done to all the children - your Christmas cards were fantastic.





COST OF LIVING: ADVICE, SUPPORT AND INFORMATION

Information and advice around the Cost of Living is changing constantly so we advise customers to visit our website and social media channels on Facebook and Twitter to keep up to date with all the latest information.

In November, Chancellor Jeremy Hunt announced new measures in his autumn statement. Here's a quick recap on the energy price change and additional cash payments to help towards those energy costs.

In his statement, the Chancellor adjusted the energy price guarantee which was originally set at £2,500 per year for the next two years. This has now been changed so a typical household's annual energy bill will now be £3,000 for one year (from April 2023 to the end of March 2024). We are not sure what will happen beyond this date.

Remember, this is not a cap on how much you will actually pay – your bill depends on how much energy

you actually use. The more energy you use, the more you'll pay – use less energy, the less you'll pay.

In addition... from April 2023, some groups will receive cash payments to help with energy costs:

£900 COST OF LIVING PAYMENT

- to households on means-tested benefits from the Department for Work and Pensions (DWP) in 2023/2024. These are: Universal Credit, Income-based Jobseekers Allowance, Income-related Employment and Support Allowance, Income Support, Working Tax Credit, Child Tax Credit and Pension Credit.

£300 COST OF LIVING PAYMENT

- for pensioner households.

£150 DISABILITY COST OF LIVING PAYMENT

- in 2023-24, for customers on disability benefits.

We'll provide further details on our website and social media channels once more information is available.

DON'T STRUGGLE IN SILENCE – PLEASE CONTACT US



Aneta is our Tenancy Sustainment and Welfare Reform Officer. She supports Byker customers with everything from benefit checks to Universal Credit advice, budgeting and financial wellbeing advice to affordability checks. Her role is to support you to sustain your tenancy and make sure you aren't missing out on any potential income.

If you're struggling to pay your bills or are confused about what payments you're entitled to, you can get free, independent support from our Tenancy Sustainment Team on **0800 533 5442** or email **enquiries@bykerct.co.uk**

VALUED CUSTOMER STATUS WINNER

Valued Customer Status (VCS) is an initiative which recognises and rewards customers who abide by the full terms of their tenancy agreement and have completed the annual Customer Care Survey.

One of the rewards of the scheme is that customers are automatically entered into an annual prize draw.

The minimum requirements to meet this standard include:

- ✓ The interior of your property is kept in good and clean condition

- ✓ The interior of your property is kept in good decorative order
- ✓ Your garden/external area is kept neat and tidy
- ✓ You have no tenancy issue notices or tenancy breaches
- ✓ No history of Anti-Social Behaviour
- ✓ You have a clear rent account
- ✓ Completed an annual Customer Care Visit

The annual prize draw to win £500 worth of vouchers is made before Christmas and given the current economic climate and cost of living crisis, these vouchers would come in very handy!



Please contact your neighbourhood housing officer to book a Customer Care Visit.

Congratulations to Iris Howell of Grace Street who is the winner of this year's VCS.

To find out more information about Valued Customer Status and ensure you are in with

a chance of winning the prize draw next year, please contact your neighbourhood housing officer, on **0800 533 5442** or email **enquiries@bykerct.co.uk**

BYKER CUSTOMERS SIGN UP TO MyKarbon

Have you registered for your MyKarbon account yet?

Over 650 BCT customers have – why don't you join them?

MyKarbon is a free, safe, and secure online service for all customers. It lets you make payments, report repairs, and manage your appointments all with a simple touch of a button. Do what you need to do at a time and place that suits you and your family. All you need to get started is:

- **An email address or phone number**
- **Your full address**



By making a rent payment directly through your MyKarbon account, you'll no longer need to go through Allpay.

To register, please visit karbonhomes.co.uk/mykarbon or visit the BCT website and click on the MyKarbon button in the top right hand corner. If you were already using the BCT online portal, you don't have to do anything, we've already moved you over to MyKarbon. You can just login using your usual login details.

DIRECT DEBIT

BCT recommend Direct Debit as the best way for you to pay your rent. It saves you time, is safe and reliable, gives you peace of mind and is convenient. You can also pay weekly or monthly via direct debit.

Please contact us on **0800 533 5442** or drop into our office at 17 Raby Cross.



SWIPECARD

Use your rent payment card to pay at any Post Office or PayPoint Outlet. There's one at the Raby Cross Convenience Store and the Brinkburn Store.

TELEPHONE

Use your debit or credit card to make a payment by calling **0800 533 5442**.

ONLINE BANKING

If you use online banking you can pay your rent into this account:

Sort code: 30-93-71

Account number: 59878060

Please quote your reference number.

RECURRING CARD PAYMENT OPTION

Unlike Direct Debit, there is no charge for bounced payments and it saves you having to make manual payments over the telephone or via PayPoint. There are no charges for this payment method.



If you need help with ways to pay your rent, please contact Byker Community Trust on **0800 533 5442** or email enquiries@bykerct.co.uk where staff will be pleased to assist you.

THE NEW START YOU'VE BEEN LOOKING FOR IN 2023



The poster features the Karbon Homes logo in the top left. The main headline reads '10 new jobs for Byker customers' in white and orange text. To the right, the word 'JOB' is written in orange inside a white circle. The central text says 'New Start' in large orange letters, followed by 'Real life work experience, with a real wage, and the qualifications you need to boost your career' in white. At the bottom, the hashtag '#NewStartCareers' is displayed in orange. The background is dark blue with a lightbulb icon in the bottom right corner.

If you're looking for your first job or want to change your career path, then our groundbreaking New Start project will get your foot in the door.

With New Start, you can get real-life work experience, with a real wage and the qualifications you need to boost your career.

After a hugely successful first year where we helped 73 people into career starting roles, we're

bringing New Start back in 2023, with ten exciting opportunities in the Byker area.

New Start will launch in January. For more information or to register your interest, please visit www.karbonhomes.co.uk, their Facebook page or email foundations@karbonhomes.co.uk

BYKER 360



Karbon's Foundation for Life Team organised a 'Cost of Living' activity week for Byker customers in November.

We invited our partners and support agencies to provide practical advice and information to help you through these uncertain times.

The sessions were held at our neighbourhood office and at the Byker Pantry.

One Byker customer who attended is now £168.81 per month better off after speaking to our advisors and... we also helped them claim their £67 cost of living voucher. They were also entered into our free raffle draw and won a £50 Morrisons voucher from Karbon Homes.

LET'S KEEP BYKER TIDY!



Skips will be back on the estate in the New Year -
1pm-3pm on the following days and locations:

Monday 9th January
Michaelgate car park

Tuesday 10th January
Chirton Wynd car park

Wednesday 11th January
Brock Street

Thursday 12th January
Shipleigh Walk & Dalton Terrace

Feel free to dispose of your household waste. Strictly no whitegoods, hazardous waste or bulky items e.g. settees, beds etc. For large bulky items, please call Envirocall on 0191 278 7878.

CUSTOMERS TAKE PRIDE IN THEIR AREA

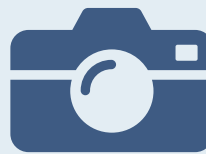


In November, we invited customers to join us for a litter pick of their area. We welcomed six residents and others joined us while we were out tidying up Raby Cross. This will become a monthly event, starting in the New Year. Look out on our website and Facebook page for dates, times and meeting areas and hopefully, you'll be able to join us to help keep your area tidy.



IS ILLEGAL · WARNING - FLY TIPPING IS ILLEGAL · WARNING - FLY TIP

THREE EASY STEPS TO HELP US



STEP 1:

take a photo or video and
note the date and time



STEP 2:

call Envirocall on
0191 278 7878 to report it



STEP 3:

make a statement with
all the details

Customers anonymously contacted us and provided evidence of fly tipping in their area. We passed this evidence to Newcastle City Council who took action and those responsible received a £75 fixed penalty notice.

IS ILLEGAL · WARNING - FLY TIPPING IS ILLEGAL · WARNING - FLY TIP

LET'S WORK TOGETHER TO STAMP THIS OUT AND KEEP REPORTING ILLEGAL FLY TIPPING.

DUNN TERRACE AND HEADLAM GREEN RESIDENTS - WE NEED YOUR VIEWS



CGI of the proposed new communal bin stores for Byker.

In a step to tackle waste management and fly tipping on the estate, we'll be starting to roll out the environmental improvement programme in the New Year. The first two areas to benefit from some of these improvements will be Dunn Terrace and Headlam Green.

We're going to be trialling communal bin stores and introducing recycling facilities in these areas but before we do, we want to consult with all customers living in these areas to have their say and give us their feedback on the proposed plans.

The improvements are part of the Community Pledge, which is a set of priorities that Karbon said they will deliver to Byker customers.

All customers living in these areas will be sent a letter and an information leaflet which will give you more information about the communal bin stores and an opportunity to have your say. You'll be able to give us your views via a number of ways including on the website, face to face, telephone, email and letter.

If you live in any of these two areas and would like to help us engage with your fellow neighbours, please contact Ruth Clifford on 0800 533 5442 or email ruth.clifford@bykerct.co.uk

DISTRICT HEATING SYSTEM UPDATE



The remaining repair works at Gordon Road and on Conyers Road, adjacent to Shipley Baths continue.

GORDON ROAD

Repair works are almost complete in this area. Engineers are finishing off the last few minor repairs and we expect this work to be completed by December.

CONYERS ROAD (SHIPLEY BATHS)

Engineers have been excavating along Conyers Road to expose the existing underground pipes. They are currently excavating the last section of pipework, across the car park outside the former Shipley baths and will remove and replace the damaged pipework. They expect this work to last a couple of weeks and then they will switch off the backup boilers in the

plant room and reconnect customers' heating and hot water to the heat station boilers on Walker Road.

As always, we'll keep customers updated on the progress of these repairs to the District Heating System via text messages, on our website and in the Byker News newsletter.

In the meantime if you experience any issues, please report the problem as we'll get someone out to your home as soon as possible.

You can contact us at:

In person: At the BCT office at 17 Raby Cross

Call us: 0800 533 5442 and select option 1

Email: enquiries@bykerct.co.uk

BATHROOMS AND INTERNAL DOORS



The bathroom and internal door improvement programme continues to progress. In the last quarter, RE:GEN, who is the contractor appointed to carry out the work, fitted 120 new bathrooms.

Since April 2021, they have completed:

536 new bathrooms with showers

585 homes fitted with new internal doors

The works include bathrooms being upgraded with showers, fitting new baths, wash hand basins and toilets and finishing with modern tiling, flooring, and redecoration.

RE:GEN's Customer Experience Team will contact customers before any works commence to arrange a survey and explain what work is required. In the coming months, homes at Norfolk Square, Priors Green and Brinkburn Street will benefit from new bathrooms and internal doors.

All homes across the estate will receive a new bathroom with shower and new internal doors between 2022 and 2025. We will then return to provide all customers with a new kitchen between 2025 and 2029.

NEW HOMES COMING SOON



Land where proposed new homes will be developed.

Works to develop 24 new affordable homes for rent on the estate will soon be starting on site subject to planning and the necessary approvals.

The homes will be developed near Bolam Street, on land next to Harbottle Park and will include a mix of 12 1 & 2-bed level access bungalows, 8 2-bed houses and 4 2-bed apartments. Work is expected to start on site in spring 2023.

This will be our first new development as part of Karbon Homes and the delivery of our Community Pledge.



KEEPING YOU SAFE IN YOUR HOME

The Fire Safety (England) Regulations 2022 sets out the requirements all landlords are required to provide to customers in respect of fire safety instructions.

Our number one priority is to make you feel safe in your home and we'll be providing customers with fire safety information which sets out what you should do in the event a fire breaks out in your home. This will outline what the evacuation policy is for your home and how to contact the fire service.

In addition, we will also be providing information about the importance of fire doors and what role you can play to ensure you keep your home safe. This includes the importance of giving us access to regularly check the door is safe and has not been tampered with.

The new leaflets will be sent to all customers and copies will also be available to download from our website in January.



CUSTOMERS REVIEW OUR FIRE SAFETY GUIDELINES

Karbon invited a group of customers to review our customer needs and communication and engagement in building safety. The customer scrutiny group has published a report on their findings and provided recommendations for BCT/Karbon to consider.

The review of Karbon and Byker properties included high rise buildings (18 metres or 7 storeys), all multi-story flats, sheltered and timber frame extra care schemes.

The Future of Building & Customer Safety Working Group within Karbon has been established for a number of years and is made up of representatives from various areas within Karbon and Byker. Their role is to ensure we are following regulations and will consider the recommendations that have been put forward by the scrutiny group. The customer scrutiny group will also be proofing the leaflets that are being produced so we can consider their views and feedback. We'll keep you up to date on progress but the leaflets will be available to all customers in January.



STAY SAFE THIS CHRISTMAS

Santa and his reindeers know better than anyone else how to stay safe at Christmas with all of the chimneys, fireplaces and extravagantly decorated homes they've visited over the years.

With this in mind, please be aware of a few safety pointers this year.

- Ensure candles and tea lights are in the correct holders, and never leave them unattended
- Always turn off your Christmas lights and other electrical items when you go to bed
- Keep portable heaters and candles away from Christmas decorations
- Never leave your cooking unattended, over the festive period you may be tempted to cook while drinking alcohol. Remember, cooking and alcohol don't mix!
- Be aware of your Christmas bin collection day and remember to bring in your wheelie bin when it has been emptied
- Finally, always remember to test your smoke alarms on a regular basis.

Everyone at Tyne and Wear Fire and Rescue Service wishes you a safe and happy Christmas and New Year!



ARE YOUR VALUABLES COVERED?

Contents insurance is a policy that covers your home contents against loss, damage or theft. It will also insure your contents from any fire, water leakage, or damage caused by storms or flooding. Typical items covered by a policy include furniture, clothes, electrical items, money and jewellery.

Please ensure you have the right policy in place to cover the value of your personal belongings. Royal Sun Alliance offers a scheme for BCT and Karbon customers.

If you have any questions or for more information about insuring your contents, please contact us on freephone 0800 533 5442.

We cannot stress how important it is to have contents insurance.

LOCAL COUNCILLOR SURGERIES

Councillor surgeries will be held on the **third Wednesday of every month** between 1pm-2pm at BCT's offices at 17 Raby Cross.

No appointment is necessary and you can speak to your local councillor about any issues that concern you.

WAYS TO GET INVOLVED

Byker is known for its community spirit and there is usually always something going on that you can get involved in. We work closely with customers and partners on the estate to make sure that there are plenty of opportunities for:

- Things for the kids to do
- Getting online and using computers
- Employability and training
- Self-employment and business advice
- Welfare support (debt and benefit advice)
- Social activities and groups

Help us to improve our services

Cleaning Inspectors - help us to ensure the walkways and stairwells in the Byker Wall and other blocks are kept safe, clean and tidy.

Grounds Maintenance Inspectors - get involved and provide feedback on the service that has been delivered in your area.

Become part of our Customer Scrutiny Panel

The Byker Community Trust (BCT) Customer Scrutiny Panel is made up of customers who review our services and provide feedback on how they perform. Sometimes, the panel will also provide critical feedback on how they can be improved so we can work towards making them better for all our customers.



Why not become part of the panel and make a difference?

The roles and responsibilities of members are:

- To work alongside the BCT Committee and the BCT Team to provide valuable and independent customer feedback on BCT services
- To test BCT services and produce reports that highlight the Customer Scrutiny Panel's thoughts on how they can be improved
- To make sure that all of BCT's policies and ways of working reflect the needs of BCT customers
- To use your position as a BCT customer to review BCT's performance and ensure the customer journey through each of BCT's services is of the highest standard
- To work in partnership with other groups of involved residents to ensure customer views are prioritised to direct positive change.

If you're interested in any of these roles or to find out other ways to get involved, we'd love to hear from you. Please call Bijoli Deypurkaystha, Community Engagement Officer on **0800 533 5442** or email bijoli.deypurkaystha@bykerct.co.uk



BYKER PUPILS INVITED TO REMEMBRANCE DAY SERVICE

A selection of Year 6 pupils from Byker Primary School were invited to attend this year's remembrance service at St. Michael's Church, to pay their respects and showcase their poppies and creative designs.

Some of the staff and veterans from Launchpad visited the school earlier in the week to talk to the pupils about the importance of Remembrance Day but also invite them to participate in an arts and crafts session.

Byker Community Trust awarded Launchpad £400 from the BCT Community Partnership Fund to contribute towards the costs of the materials needed for the activities, such as paint, brushes, paper and pens etc.

The children were invited back to Avondale House for lunch after the service and to meet residents and visit the garden of remembrance which is located in the central courtyard of the house.



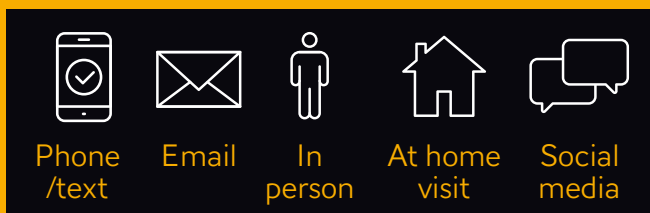
TACKLING ANTI-SOCIAL BEHAVIOUR



Byker Community Trust employs two Safer Communities Officers to manage serious Anti-Social Behaviour (ASB) on the estate, assisted by four Neighbourhood Housing Officers.

We work closely with Northumbria Police and other agencies to tackle ASB on the estate.

There are several ways you can report ASB to us. They are:



There are many tools available that can be used to help gather evidence of ASB. These include:

iWitness Service – a specially trained, independent team of iWitness officers available out of hours to respond to your reports of disturbances immediately and provide accurate and credible witness statements.



Noise App – available to instantly record noise nuisance on your smartphone to create an accurate record of the problem and how it affects you. Once you've recorded your evidence, you can send it directly to Karbon Homes to investigate for free.

CCTV – Karbon Homes have CCTV coverage throughout the estate which can be used to investigate reports of ASB or criminal activity.

If you're a victim of ASB, do not assume that someone else will report it, everybody has a responsibility to report. The more people that let us know about ASB, the more chance of successfully managing it. It's better to have too much evidence than not enough. Even if your neighbour has reported something, if you are affected or have also witnessed something, you should still let us know. **DO NOT** assume that someone else has or will report it to us!

Issues to report to BCT

- Noise nuisance
- Subletting
- Loitering in blocks
- Neighbour disputes



Issues to report to Northumbria Police

Responsible for investigating criminal matters such as:

- Drug dealing
- Burglaries
- Vehicle crime
- Physical violence



BCT works alongside the police to seek updates on criminal investigations and where necessary, we'll take appropriate tenancy enforcement or other interventive action. Crimes should be reported directly to the Police by calling 999 in an emergency, 101 in a non-emergency or utilising the online reporting service: <https://beta.northumbria.police.uk/our-services/report-it/report-an-incident>

COMPLAINTS, COMPLIMENTS AND SUGGESTIONS

(July – Sept 2022)

Our aim is to give you the service you expect all day, every day, 365 days a year. We try hard to avoid problems, but sometimes we do make mistakes. If you receive a poor service, then please tell us about it so we have the opportunity to put things right.

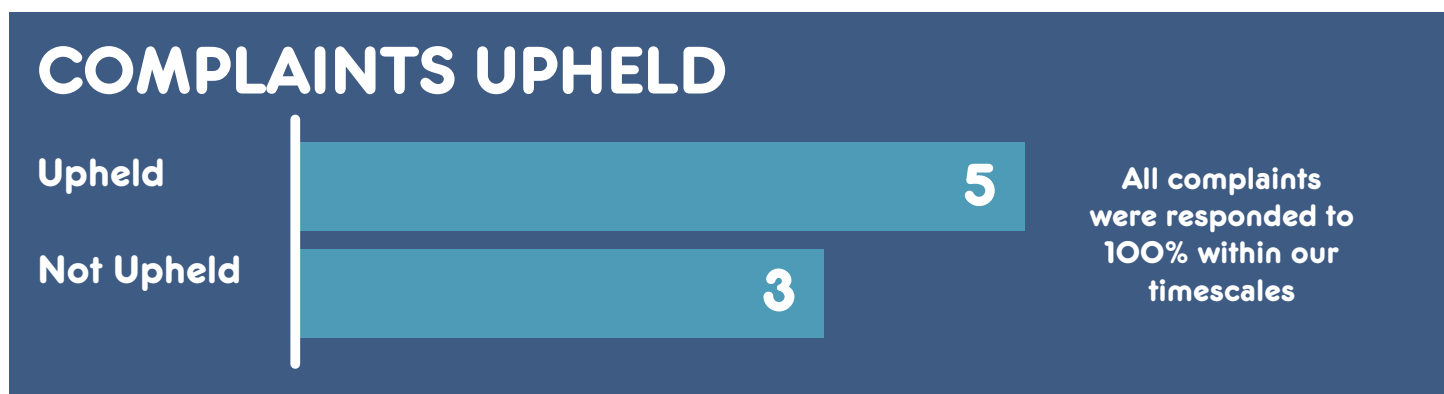
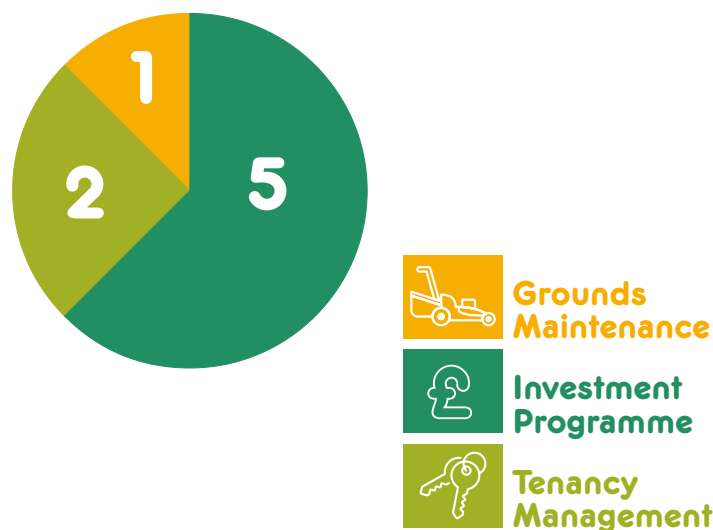
We greatly appreciate your time and view any feedback as an opportunity to improve our services. We're always listening and ready to work hard to resolve your concerns straight away. We received 8 complaints in Q2 (1st July – 30th September 2022).

Number, Nature, Outcome

8 
COMPLIMENTS



8 
COMPLAINTS (Stage 1)



Ways to contact us:

- Face-to-face with any member of staff, including contractors working on BCT's behalf.
- Call our Customer Service Team on **0800 533 5442 (option 3)** 9am-5pm Monday to Thursday and 9am-4.30pm Fridays.
- Email our Customer Services Team at: enquiries@bykerct.co.uk
- Write to our local office address: Byker Community Trust 17 Raby Cross, Byker, Newcastle upon Tyne, NE6 2FF.
- BCT website and social media via Facebook and Twitter.
- Via a Councillor, MP or other third party.

CONDENSATION AND DAMP



There is nothing more important than the safety of you and your family.

If you suspect you may have any form of dampness or a leak in your home, please call us on **0800 533 5442** and select option 1 for repairs and we'll send someone around to investigate.

Condensation can be a problem in any property no matter how old it is. Thankfully, it's not something we encounter a lot here in Byker because of the District Heating System but, we are reminded to be vigilant so here are some tips and advice to avoid getting condensation and damp in your home, particularly over the winter period.

What is condensation and how does it happen?

Condensation happens when moisture meets a cold surface and it turns into droplets of water. If left, it will develop into mould.

Activities like cooking, showering and drying clothes create moisture in your home.

It can help if you:

- cover pans when cooking
- use extractor fans in kitchens and bathrooms
- close internal doors when you cook or shower
- leave a gap between furniture and external walls
- dry clothes outdoors or use a vented tumble dryer

Ventilating your home

Ventilating will help reduce condensation by making the moist air escape outside.

- Open your bedroom windows for 5-10 minutes when you get up.
- Keep a window open when you are cooking, in the bath or shower.
- Make sure ventilation grills in doors, windows or walls are not closed.

What do I do if I find mould in my home?

If you find mould in your home, please contact us on **0800 533 5442** or speak to your neighbourhood housing officer as soon as possible, and we'll arrange an inspection of your home.

Mould can form anywhere in your home. The most common places are in the bathroom, bedroom or kitchen.

Mould is a living organism and needs killing to get rid of it. Something that will help do this is wiping down affected areas with a fungicidal wash – one which carries a Health and Safety Executive approved number – making sure you follow the manufacturer's instructions

When cleaning it away:

- try not to disturb mould by brushing or vacuum cleaning as this can make it spread
- do not use bleach or washing up liquid as this can make things worse
- make sure mildewed clothes are washed, and any affected carpets cleaned.

Once treated, you can buy fungicidal paint to apply to walls. This helps to prevent the mould from growing back.

£25 PRIZE WORDSEARCH

C	O	S	T	O	F	L	I	V	I	N	G	N	M
T	E	F	G	N	E	T	G	S	V	O	C	L	E
N	B	W	L	O	R	D	C	A	O	I	N	Y	E
U	R	E	I	T	D	K	E	M	R	T	R	I	L
N	A	A	T	L	U	E	L	T	E	A	H	S	T
M	P	E	T	L	N	S	E	S	M	S	O	O	I
R	O	N	E	A	N	I	B	I	E	N	S	R	A
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A	V	Y	S	N	C	A	N	S	C	E	A	E	E
H	B	M	H	A	E	E	T	N	E	R	E	A	O

Complete the wordsearch to win a £25 Eldon Square voucher to spend on whatever you fancy!

COST OF LIVING MYKARBON
CHRISTMAS CELEBRATION
BYKER PRIMARY LITTER PICKS
REMEMBRANCE DUNN TERRACE
RENT CONDENSATION



Congratulations to Claire Nwankwagu from Winship Terrace who won the last wordsearch competition and is pictured here with her dad!

Name:

Address:

Postcode:

Daytime telephone number:

Send your completed wordsearch along with your name, address and a daytime telephone number to:

Byker Community Trust News Competition, Byker Community Trust, 17 Raby Cross, Byker, Newcastle upon Tyne, NE6 2FF. Closing date is Friday 3rd February 2023.

Please note: Competitions are only open to residents with no rent arrears.

JUST FOR FUN!

Spot the difference - can you spot 10 differences?





- 1 Byker Community Trust office Freephone 0800 533 5442
- 2 Sure Start East Family Sands Centre Call 0191 275 9636
- 3 ACANE Community Centre Call 0191 265 8110
- 4 St. Michael's Church Centre Raby Cross
- 5 St. Michael's Church Headlam Street
- 6 Former Byker Community Centre
- 7 Byker Village Bowling Green
- 8 Byker Primary School Call 0191 265 6906
- 9 Avondale House (Veterans' Support)
- 10 St. Lawrence's Primary School Call 0191 265 9881
- 11 St. Lawrence's Church
- 12 East End Library and Pool Call 0191 277 4100
- 13 Climb Newcastle
- 14 Chirton House
- 15 Ralph Erskine House
- 16 Tom Collins House
- 17 Mount Pleasant

How to contact Byker Community Trust:

- 📞 Call: **0800 533 5442**
- 📞 Option 1: Repairs (also for out of hours emergencies)
- 📞 Option 2: Rent Enquiries
- 📞 Option 3: Housing Enquiries
- 📞 Option 4: Business Enquiries

- ✉ enquiries@bykerct.co.uk
- 🌐 www.bykercommunitytrust.org
- 📘 bykercommunitytrust
- 🐦 @bykertrust



Part of the **Karbon** family

17 Raby Cross, Byker, Newcastle upon Tyne, NE6 2FF

