

# BYKER NEWS

community trust

[www.bykercommunitytrust.org](http://www.bykercommunitytrust.org)

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FOR ALL THE LATEST NEWS.



**CHRISTMAS CARD  
COMPETITION  
WINNERS  
SEE PAGES 6 & 7**



**PHASE 2 OF IMPROVEMENTS  
ANNOUNCED SEE PAGE 9**

**STAR SURVEY RESULTS ARE  
IN SEE PAGE 14**

Issue 34 - Winter 2021

Part of the **Karbon** family

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 enquiries
- 📠 Option 4 for all business enquiries



Dec 21 £38.4m

July 2012

Since July 2012, BCT has invested £38.4m worth of 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, which owns the Byker Wall Estate in Newcastle upon Tyne. If you would like this information in your own language, we will arrange for an interpreter to help you on freephone 0800 533 5442.

Arabic  
يڤ بڤرت تنك اذآ. نڤات نوبأ لس الكويڤن يڤ لوو ركڤياب راقع كلفمت يتلا، تسرت ركڤياب ة عومجب تامول عمل ا هذ قلععتت  
”مقر فتاه ىلع كفتدع اسمل مچرتم تامدخ بيترتب موقن فوسف كفتغلب تامول عمل ا هذ ىلع لوصحلا  
244 5335 0080.“

České  
Czech  
Tato informace je o nadaci Byker Community Trust, která vlastní Byker Wall Estate v Newcastle upon Tyne. Pokud si tuto informaci přejete ve vašem vlastním jazyce, zajistíme tlumočníka, který vám pomůže na čísle 0800 533 5442.

Français  
French  
Ces informations concernent le fonds Byker Community Trust auquel appartient la propriété Byker Wall Estate à Newcastle upon Tyne. Si vous souhaitez recevoir ces informations dans votre langue, nous demanderons à un interprète de vous aider en appelant le 0800 533 5442.

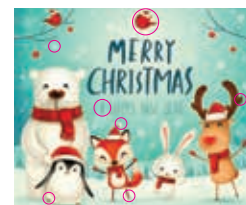
Polonais  
Polish  
Ta informacja dotyczy funduszu Byker Community Trust będącego właścicielem nieruchomości Byker Wall Estate w Newcastle upon Tyne. Aby otrzymać tę informację w swoim języku, prosimy zadzwonić pod nr 0800 533 5442, a zaaranżujemy tłumacza w celu udzielenia pomocy.

Português  
Portuguese  
Esta informação é sobre a Byker Community Trust que é proprietária do Byker Wall Estate, em Newcastle upon Tyne. Se desejar esta informação na sua língua, trataremos de organizar um(a) intérprete para o/a ajudar através do 0800 533 5442.

русский  
Russian  
Здесь представлена информация о Byker Community Trust, которому принадлежит жилой комплекс Byker Wall в Ньюкасл-апон-Тайн. Если Вы хотели бы получить эту информацию на своем языке, мы подберем переводчика, который будет для Вас переводить, по номеру 0800 533 5442.

FRONT COVER PHOTO: The winner of this year's Christmas card competition is Liliana from Year 6 at Byker Primary School. She is pictured with Bijoli Deypurkaystha, Community Engagement Officer at Byker Community Trust.

Answers to the spot the difference on page 23.

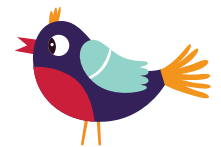




# WELCOME TO THE WINTER EDITION OF THE BYKER COMMUNITY TRUST NEWSLETTER



I can't believe Christmas is almost here and we're saying goodbye to 2021 and hello to 2022.



It's great to see lots of exciting Christmas events and activities planned over the coming weeks for our families. We've highlighted some of these over the page which have been organised by the Byker Children and Young People's Partnership here on the Byker Estate, so please book early to avoid disappointment.

This year also saw the return of our popular Christmas card competition. Every year group from nursery and reception through to year 6 at Byker Primary School participated in this year's competition and there were some fantastic designs! Well done to everyone who participated.



On page 9, we have announced the streets included in delivering phase 2 of improvements to your homes, part of our Community Pledge to customers. These properties will receive bathroom replacements with showers and new internal doors. Our contractor, RE:GEN are progressing well with excellent customer feedback. You'll also read about a special delivery during their routine inspections!

The results of our STAR survey are out and I'm pleased to see an increase in customer satisfaction compared to our last survey in 2018. Thank you to everyone who responded. The overall satisfaction of services provided by BCT/Karbon was 83%, an increase of 12%.

The skips will be back in the first week of January to help you dispose of your Christmas waste responsibly and we've also drawn the winner of this year's Valued Customer Status – see page 15. You can read more about these and lots of other great projects and initiatives we've been busy delivering inside this edition of Byker News.

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 2022.

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

**Michelle Bell**  
Assistant Director – Byker Community



# WHAT'S ON



Here's our usual round-up of activities and events planned for this winter half term. All activities are FREE unless stated otherwise.



What



When



Where

For all the latest events and activities, please check the @BykerCommunityTrust and @BykerCYP Partnership pages on Facebook.

## FREE family events and activities



Look out for daily activities to do around lunch or to take home and do later! Home recipe kits, sports and games, jumps and ramps and a festive woodland day (see below).



### Bike Jumps and Skills



Tuesday 21 December, 12pm-2pm,  
Priory Green



Thursday 23 December, 1pm-3pm, Spires Pitch

**Bikes and helmets will be provided.  
Age 8+ only.**



### North East Wilds Family Christmas Day



Monday 20 December 1pm-4pm  
(Drop in Anytime)



Ayton Pitch (Woodland/park area)

**A drop in for families to do nature crafts, games and cook a marshmallow on the fire. No pre-booking, but all children must be accompanied by an adult.**



### Eat, drink and be merry!



Every day Monday 20 - Friday 24 December



Come along and pick up a free takeaway lunch for you and the kids from one of two locations:

**Bottom of the Estate 11.30am-12.30pm** covered area at The Chevron, Gordon Road.

**Top of the Estate 1.15pm-2.15pm** still block on Headlam Street (opposite the Stag's Head Pub).

- Curry Monday
- Chilli Tuesday
- Warming Wednesday (Chicken Casserole)
- Roastie, Toasty Thursday - burger in a bun!
- Finger lickin' chicken sandwiches on Christmas Eve



### Winter Light Garden



Monday 20 December, 4.30pm-6.30pm



St. Michael's Church

Fire pits, hot chocolate, goodies, crafts and more!



**Booking is essential: Please call 0191 447 0770 or email: [thisisachoicebyker@gmail.com](mailto:thisisachoicebyker@gmail.com)**







### Santa's Gift Workshop



Monday 20 December, 1pm-4pm



Foundation Futures, The Chevron

Visit Santa and his elves in Santa's workshop and make your very own personalised gift to take away.

Booking is essential:  
Please call 07895 582 516 or email:  
jennie@foundationfutures.org.uk



### Winter Lights at Life

Charges apply



13 November 2021 - 4 February 2022



Life Science Centre

Enjoy an array of hands-on activities, luminous live shows, magical light play and festive experiments. Be wowed by Gaia – a great, glowing replica of planet Earth and explore the Play Zone for under 7s. Visits will last about 2-3 hours and pre-booking a timed slot online is essential. To book, please visit [www.life.org.uk/winter-lights](http://www.life.org.uk/winter-lights)



### Byker Forest School Christmas Holiday Club with North East Wilds



Tuesday 21 & Wednesday 29 December, 10am-3.30pm



Chopwell Woodland Park

Transport provided (collection - Byker Primary School). For 6-14 year olds.

Booking is essential to avoid disappointment: please visit: <https://bookwhen.com/northeastwilds>



### Skating season at Life - it's ice to be back!

Charges apply



13 November 2021 - 9 January 2022



Times Square, outside Life Science Centre

Life's open-air ice rink is back. The rink is ideal for ice skaters of all abilities and ages. Pre-booking for Christmas Eve is essential. To book, please visit [www.life.org.uk/ice-skating](http://www.life.org.uk/ice-skating)



### Doorstep Stories, Winter Tales



Saturday 18 to Wednesday 22 December



On your own doorstep, garden or yard

A wintry storytelling experience lasting 45 mins, suitable for ages 3-7 yrs. Book a free visit at: [www.unfoldingtheatre.co.uk/doorstepstories](http://www.unfoldingtheatre.co.uk/doorstepstories) or call/text Unfolding Theatre on 07842 855 761.



# BYKER PUPILS DESIGN FESTIVE BCT CHRISTMAS CARDS



Grace Reception



Kelsie Reception



Ardin Year 1

All children at Byker Primary School have been getting creative by designing this year's BCT Christmas card. We invited all pupils from nursery through to year six to participate and our judges selected a winner from each class. As you can see, the standard was very high with lots of careful thought and attention going into each design, which made it even more difficult for the judges to select an overall winner.



Lucas Year 2



Keira Year 2



Mollie Year 3





Ayat Year 3



Sawsan Year 4



Amelia Year 4



Alice Nursery



Pippa Year 1

Well done to all pupils!  
The winners from each year group all received 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.



Kayden Year 6



Harmony Year 6



Harmony Year 6



**THE OVERALL WINNER IS LILIANA FROM YEAR 6 WHO DREW THIS PICTURE OF THE POLAR EXPRESS!**



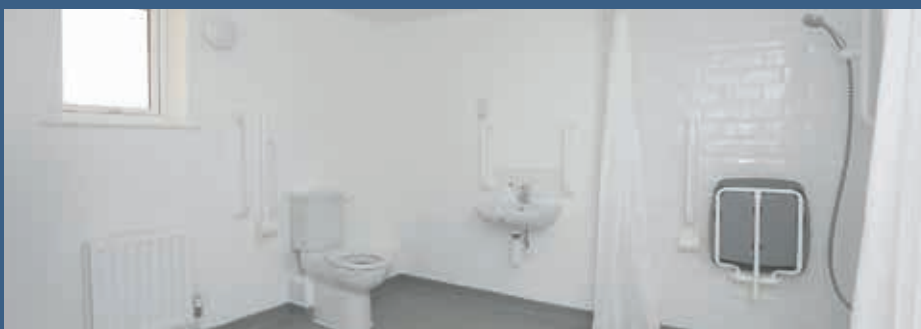
# INVESTMENT UPDATE



## NEW HOMES - AVAILABLE TO RENT NOW!

As reported in the summer issue of Byker News, three former commercial units on the Estate have been converted into four one-bedroom affordable homes to rent. ❄️

Each ground-floor home at 71 Dunn Terrace, 66 Northumberland Terrace and the former district heating office on Raby Street, have been converted into modern, accessible homes with wet rooms. They are now available to rent and for further information, please contact your neighbourhood housing officer. ✨



## ENVIRONMENTAL UPGRADE

Brambledown Landscape Services Ltd are working on the Estate to install new litter and recycling bins to help us dispose of our rubbish correctly and keep Byker tidy. They are also constructing a new footpath link on Raby Way and undertaking some essential works to some of the footpaths and steps. Works are expected to be completed by the end of January.

## STAIRWELL UPGRADES

We are in the process of appointing a contractor who will carry out a programme of works to upgrade each of the stairwells in Byker blocks. The works will include new flooring and redecoration and are expected to commence in spring 2022 and continue throughout the year. Look out for more information to follow.



# RE:GEN DELIVERING IMPROVEMENTS (AND BABIES)!



BCT customer Laura Dixon

Phase 1 of improvement works commenced in the summer and we're getting some great feedback from customers who are pleased with their new bathrooms.



Laura Dixon and her partner, Craig from Ayton Rise are delighted with the work. They had their new bathroom installed at the end of September and it took three weeks from start to finish.



Laura said: "We're really happy, it's so much cleaner and it's what we all wanted as part of the improvements to our homes. RE:GEN were excellent and very efficient."



## PHASE 2: 2022 PROGRAMME:

The programme for Phase 2 of the works has just been announced. Customers eligible for a new bathroom including the installation of a shower and the replacement of internal doors will receive a letter from RE:GEN who will need to organise a survey of your home and explain to you more about the work involved. If your street is not listed below, this means it will be in a future phase.

Please keep looking at our website and in future issues of Byker News for updates on other phases.

If you have any queries regarding the internal works to your home, please do not hesitate to contact us on **0800 5335 442**.

- **Benson Place**
- **Chirton Wynd**
- **Harriet Place**
- **Headlam Green**
- **Jubilee Terrace**
- **Manor House Close**
- **Old Vicarage Walk**
- **Village Place**



## NEW ARRIVAL

When RE:GEN's Liza Hills and Gill Sweeney visited a property on Raby Street for a routine check, they didn't expect what happened next.

The heavily-pregnant customer had gone into labour so they whisked her off to the maternity ward at the RVI in Gill's car. Nelly was born within 10 mins of arriving at hospital and it's thanks to the quick thinking of Liza and Gill he was delivered safely. He was born on Thursday 18th November weighing 7lb 3oz.



Just launched  
in Byker!

Northumbria  
**Connected**



# Informing **you** and **your community**

Northumbria Connected allows you to share your priorities, concerns and views with us directly.



Simply visit:  
[www.northumbriacconnected.co.uk](http://www.northumbriacconnected.co.uk)





# MEET THE BCT COMMITTEE



**As part of the transfer of engagements with Karbon, a 'Community Pledge' was created based on what BCT customers said they wanted.**

One of the commitments within the pledge was to establish a new Committee consisting of up to 12 members. The Committee includes a minimum of four customers and they are responsible for overseeing the quality of services delivered by Karbon and ensuring the Community Pledge is delivered.

Committee Members give their time, skills and expertise to help BCT achieve its strategic objectives. They are:



**Anne Mulroy**  
Chair of the Committee and Karbon Nominee



**Jo Ray**  
Karbon Nominee



**Anthony Itiat**  
Customer Committee Member



**Nicola Snowdon**  
Customer Committee Member



**Stephen Sheraton**  
Customer Committee Member



**Geoff O'Brien**  
Customer Committee Member



**Geraldine Kay**  
Independent Committee Member



**Nigel Emmerson**  
Independent Committee Member



**Caroline West**  
Independent Committee Member



**Lisa French**  
Independent Committee Member



**Veronica Dunn**  
Local Authority (Newcastle City Council) Nominee



**Amanda Senior**  
Local Authority (Newcastle City Council) Nominee

# PLANTING SPRING BULBS

A community planting project was awarded £500 from the BCT Community Partnership Fund to plant spring bulbs in selected spaces on the Estate.

Children and adults joined in to plant tulips, narcissi and crocuses, which will burst into colour next spring.

The bulbs were planted over three days at the end of October and it was brilliant to see the young gardeners working together.

Byker resident John, said: "I planted my last tulips when I was a kid. But don't get me wrong, I like flowers, they put a smile on your face don't they."



# GET INVOLVED - WE NEED YOU!

Engaging and involving our community is at the heart of our business and is in everything we do. We have a member of staff dedicated to community engagement – she is called Bijoli Deypurkaystha.



It's Bijoli's job to work with you to develop and support community activities in Byker as well as improving estate management and housing services.

## Getting involved in the Byker community

Byker is known for its community spirit and there is always something going on that you can get involved in. We work closely with residents 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

## Can you get involved to help us improve our services?

We're currently looking for the following:

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

**Grounds Maintenance Inspectors** - to provide feedback on the service that has been delivered in your area.

**Or become part of the Customer Scrutiny Panel** - and get involved with reviewing the services that are delivered to our customers.



If you are 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](mailto:bijoli.deypurkaystha@bykerct.co.uk)



# A NEW HOME IS WAITING JUST FOR YOU



**DO YOU KNOW ANY FAMILY MEMBERS WHO MAY BE LOOKING TO LIVE ON THE BYKER ESTATE?**

**FREE**  
carpets, first week free rent and refer a friend for a £50 voucher!



We have flats available to rent now at our Mount Pleasant House sheltered scheme, ideal for residents aged 55 and over, singles and couples.

Each flat has its own lounge, kitchen, bathroom and bedroom. Flats for couples have larger rooms.

Excellent location close to local amenities including shops, chemists, library, Metro station and Post Office. There is also a very good local bus service.

The benefits of living in Mount Pleasant are:

- Sheltered housing officer onsite
- A fully equipped laundry
- A guest room for visitors
- A communal lounge for social activities
- Large secure garden for residents' use

## Charges:

Rent:	£64.76
Heating charge:	£10.09
Service charge: (covered by housing benefit for those eligible)	£36.81



To register your interest, please contact us on **0800 533 5442**.



# WE VALUE YOUR FEEDBACK







Over the summer, we sent out a STAR survey (Survey to Tenants and Residents) to all customers to find out how satisfied you are with the services we deliver and more importantly, identify areas where we still need to improve.



We'd like to thank everyone who completed and returned their STAR survey questionnaire to us. Your feedback is greatly appreciated; it informs what services we deliver and how we deliver them and identifies areas for service improvement. It also gives us knowledge in areas we do not have control over, such as, refuse and waste management and allows us to share your feedback with Newcastle City Council, so we can work more closely together to look at ways of making improvements on the Estate. Your feedback helps us to decide where we focus our priorities and also allows us to compare key satisfaction results with other landlords.

The survey was undertaken by an independent company called Acuity.

## STAR survey results in summary:

- 
**435** households responded to the STAR survey. This equates to 24.5% of all households.
- What you told us we do well**
- 
**83%** Overall satisfaction with service provided (12% increase compared to 2018)
- 
**79%** Percentage of customers satisfied with the quality of their home (1% increase compared to 2018)
- 
**81%** Customers satisfied their rent provides value for money (increase 5% compared to 2018)
- 
**68%** Satisfied the neighbourhood has either improved or stayed the same (increase 7% compared to 2018)
- 
**74%** Satisfied with the repairs and maintenance service (increase 5% compared to 2018)
- 
**67%** Opportunity to participate in decisions (increase 9% compared to 2018)
- 
**69%** Customers satisfied BCT listens to views and acts (increase 9% compared to 2018)
- 
**42%** Customers are very loyal and happy to promote BCT to other people.
- What you think we could do better:**
- 
**69%** Customer satisfied with BCT keeping customers informed (decrease 10% compared to 2018).



**Congratulations to Hamid Mbarouk, Miss Snowdon, Robert McQuillion and Mrs L Bacon**

who were randomly selected to receive £50 worth of Love2Shop vouchers for taking part in the survey.







# VALUED CUSTOMER STATUS





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. In addition, the initiative provides further benefits such as being given priority for new housing developments on the Estate or priority for events run by BCT.

## 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 prize draw to win £500 worth of vouchers was made before Christmas. Congratulations to Francis Endumwenben who was the winner of this year's VCS. In the photo, he is seen collecting his vouchers from Anne Mulroy, Chair of the BCT Committee with his wife Iyen and children, Harvey and Harmony. 

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 **customerservices@bykerct.co.uk**

# CONDENSATION AND DAMP

Condensation is by far the most common cause of dampness in homes and affects both old and new properties. 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 is caused when warm moist air hits a cold surface such as a window or external wall and condenses, running down the cold surface as water droplets. If left, this can develop into a black mould which looks and smells unpleasant.



Cooking, drying clothes, bathing, even breathing adds to the moisture in the air. If allowed to build up it can cause damp. It usually appears on cold surfaces and in places where there is little movement of air. This can cause black mould growth on walls, ceilings, furniture, clothing and even in or behind wardrobes and cupboards.

## How to reduce the problem:

- Wipe down surfaces where moisture settles such as windows and cills
- Cover boiling pans when cooking
- Dry clothes outside where possible
- Cover fish tanks to stop water evaporating into the air
- Make sure tumble dryers are vented to the outside
- Do not use bottled gas or paraffin heaters – these produce a lot of moisture and can also be a health and safety risk if not used and stored appropriately
- If you have to dry clothes inside, do so in a small room with the doors closed and windows open
- When cooking, bathing or washing, close kitchen and bathroom doors to prevent steam going into colder rooms. Increase ventilation by opening windows and using the extractor fan, even after you have finished



- Maintain a low constant heat when the weather is cold or wet – this is more effective than short bursts of high heat.
- Your room thermostat should ideally be set between 18°C and 21°C.



## How to get rid of mould?

The tips above should help prevent mould growth, but what if you already have the problem? How do you get rid of it?

- Mould is a living organism and needs killing to get rid of it. To do this, wipe 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
- Do not disturb mould by brushing or vacuum cleaning
- Do not use bleach or washing up liquid
- Treat any mould you may already have in your home then do what you can to reduce condensation. This will restrict new mould growth
- Mildewed clothes should be dry cleaned and any affected carpets shampooed
- After treatment, redecorate using a good quality fungicidal paint to help prevent mould recurring. This paint is not effective if overlaid with ordinary paints or wallpaper.



**If you do have a problem with mould in your home, please get in touch with your neighbourhood housing officer as soon as possible, and we'll arrange an inspection of your home.**



# FOUNDATIONS FOR LIFE



Employment Advisors from Karbon's Foundations for Life team will be at BCT's office every Thursday afternoon to provide customers with a regular and personalised approach to employability support.

To chat to the team about how they can help you, pop down to meet the team or get in touch by calling **0191 223 8750** or email **foundations@karbonhomes.co.uk**

# EMPLOYMENT OPPORTUNITIES!

**RE:GEN** has opened its academy recruitment for the second intake of graduates/apprenticeships.

The following roles are available:

**Apprentice Joiners x 2**

**Apprentice Bricklayers x 2**

**Apprentice Plasterers x 2**

**Multi Skilled Operatives – Labourers x 3**

The start date for the programme will be end of January, beginning of February 2022.

To register your interest, please visit:  
<https://tinyurl.com/uzs5z7mv>



# 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 PAYMENTS

Register your details at [www.allpayments.net](http://www.allpayments.net) or download the allpay app for your phone.



## 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 **rents@bykerct.co.uk** where staff will be pleased to assist you.

# HAVE A SAFE CHRISTMAS AND NEW YEAR

Watch Manager, Graeme MacDonald of Green Watch at Byker Community Fire Station has provided a few useful hints and tips that will hopefully ensure customers have a Christmas to remember for the right reasons.

## TIP ONE:

If you use candles, in particular tea lights, always ensure they have the appropriate holders and keep them away from flammable materials like curtains, blinds and decorations.

Also, keep them out of reach of children, pets and Santa Claus – especially if they are positioned on the mantle-piece.

## TIP TWO:

Always make sure your Christmas lights are in full working order as any faulty bulbs or loose wires could cause overheating.

## TIP THREE:

Never overload your plug sockets – if you use an extension cable ensure it is free from damage and properly fused.

## TIP FOUR:

Always check you have working smoke alarms as they can be a lifesaver, and the only way to do this is by testing the detectors on a regular basis.

**STAY SAFE AND MERRY CHRISTMAS FROM EVERYONE AT TYNE AND WEAR FIRE AND RESCUE SERVICE!  
WWW.TWFIRE.GOV.UK**



## Clean up after Storm Arwen

The Byker Estate couldn't escape the destruction caused by Storm Arwen at the end of November.

Our neighbourhood housing officers assessed damage to properties and identified emergency repairs that needed to be carried out. Our grounds maintenance team also safely removed fallen trees and debris.

Thank you for your co-operation and understanding.





# BYKER PUPILS LEARN ABOUT REMEMBRANCE DAY



Over 60 year 6 pupils from Byker Primary School learnt about the importance of Remembrance Day from the veterans living at Launchpad's Avondale House.

The veterans visited the school in November to explain why we remember those who served and honour armed forces members who have died in the line of duty.



Pupils were given large pebbles and stones to decorate with poppies or words of remembrance. They also wrote small verses on poppy heads made from card explaining what remembrance means to them.

The stones and poppy heads were displayed at St. Michael's Church for their Remembrance service which some of the pupils and staff attended.

Byker Community Trust awarded Launchpad £281 funding 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.



# COMPLAINTS, COMPLIMENTS AND SUGGESTIONS

(July – September 2021)

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.

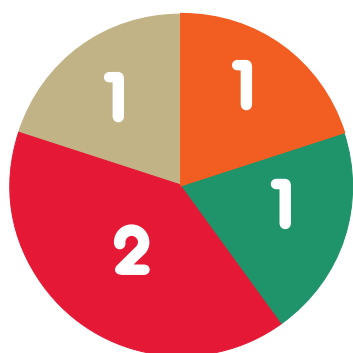
If you receive a poor service, then please tell us about it so we have the opportunity to put things right.

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 26 complaints in Q2 (1st July – 30th September 2021).

## Number, Nature, Outcome

**5**   
**COMPLIMENTS**



**26**   
**COMPLAINTS**



## COMPLAINTS UPHELD

Upheld



(BCT agrees that the complaint was justified)

Not Upheld



(BCT does not agree that the complaint was justified)

Q2 July – September 2021

### Ways to contact us:

- Face to face with any member of staff, including contractors working on BCT's behalf.
- Telephone to our Customer Service Team on **0800 533 5442 (option 3)** 9am-5pm Monday to Thursday and 9am-4.30pm Fridays.
- Email to our Customer Services Team at: [customerservices@bykerct.co.uk](mailto:customerservices@bykerct.co.uk)
- In writing 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.



# LET'S KEEP BYKER TIDY!



The locations of the skips will be available 12pm-2pm at the following:

**Tues 4 Jan** - Ayton Rise

**Wed 5 Jan** - Bamburgh Terrace car park

**Thurs 6 Jan** - Raby Street  
(next to Avondale House)

**Fri 7 Jan** - Dalton Crescent/Kendal Street

**Remember, you can also recycle your Christmas cards and charity shops will happily accept unwanted clothes, textiles and gifts. Thank you for your co-operation.**

To help you dispose of your Christmas waste responsibly, we will be providing four skips on the Estate in the first week of January.

**Please note:** the skips are for household and Christmas waste only. Strictly no white goods, hazardous waste or bulky items (e.g. settees, beds etc) please. These sites will be monitored regularly and we will not accept trade waste.



Eight young people visited the Estate in November to pick up litter as part of a Princes Trust project, organised by Newcastle United Foundation.

They cleaned areas from Raby Way to Dunn Terrace and is a project which aligns with our theme of a cleaner, greener Byker and taking pride in the Estate.

The young people really enjoyed their visit and will be returning to carry out further litter picks next year.

# BCT NEIGHBOURHOOD HOUSING OFFICERS



Each officer is responsible for looking after particular areas of the Estate and you can contact them to discuss any issues you may have.



**Emma Foulis**



Areas covered are:

- |                  |                    |   |
|------------------|--------------------|---|
| Avondale Rise    | Priory Green       |    |
| Brinkburn Square | Priory Place       |   |
| Brinkburn Street | Raby Crescent      |   |
| Brock Square     | Raby Street        |   |
| Brock Street     | Raby Way           |   |
| Dibley Square    | Rabygate           |   |
| Dibley Street    | Shipley Place      |   |
| Gordon Road      | St Michael's Mount |   |
| Gordon Square    | The Chevron        |  |
| Norfolk Square   |                    |   |



**Craig Cross**



Areas covered are:

- |                 |                    |   |
|-----------------|--------------------|---|
| Brinkburn Close | Kendal Green       |    |
| Brinkburn House | Kendal House       |   |
| Brinkburn Lane  | Kendal Place       |   |
| Brinkburn Place | Kendal Street      |   |
| Clive Place     | Low Fold           |   |
| Dalton Crescent | Northumberland Tce |   |
| Dalton Street   | Salisbury House    |  |
| Dunn Terrace    | Shipley Walk       |   |
| Gordon House    | Tom Collins House  |   |
| Graham House    | Wolseley House     |   |



**Yoyo Chow**



Areas covered are:

- |                  |                   |   |
|------------------|-------------------|---|
| Ayton Rise       | Jubilee Terrace   |   |
| Benson Place     | Kirk Street       |   |
| Bolam Coyne      | Laverock Court    |   |
| Chirton Wynd     | Lilburn Gardens   |   |
| Commercial Road  | Manor House Close |   |
| Cushat Close     | Merle Gardens     |   |
| Finchale Terrace | Oban Gardens      |   |
| Garmondsway      | Old Vicarage Walk |   |
| Glanton Close    | Raby Cross        |   |
| Harbottle Street | Ruddock Square    |   |
| Harriot Place    | St Peters Road    |  |
| Headlam Green    | The Brow          |   |
| Houlet Garth     | Village Place     |   |
| Janet Square     | Whickham Gardens  |   |
| Janet Street     |                   |   |



**Jennifer Elliott**



Areas covered are:

- |                  |                   |   |
|------------------|-------------------|---|
| Bamburgh Terrace | Jane Street       |  |
| Byker Crescent   | Long Headlam      |   |
| Carville Rise    | Michaelgate       |   |
| Cheviot Mount    | Shipley Rise      |   |
| Chirton House    | Spires Lane       |   |
| Fairless Gardens | St Lawrence Court |   |
| Felton Green     | Thornbrough House |   |
| Felton House     | Winship Gardens   |   |
| Felton Walk      | Winship Terrace   |   |
| Grace Street     |                   |   |
| Harvey Gardens   |                   |   |
| Headlam House    |                   |   |
| Headlam Street   |                   |   |





# £25 PRIZE WORDSEARCH

M N L G L I L S S L E N A E  
M I S T L E T O E I E T I T  
M W E C H R I S T M A S L T  
L L T S E L W S L L A M L O  
E Y S O L L L G O F S C C I  
S M L E M E C A I A Y I O A  
N O L H S G D M O M L S K I  
O O S E C F F G Y I L I Y O  
W A L O O S Y W E L O L L Y  
M M Y L S A O A L Y J T E N  
A D Y L L E L O F O E L F F  
N L L D A C O L C A R O L S  
A S T O C K I N G R S L R C  
A O N H O L L Y T M N A Y R

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

- SLEDGE JOLLY
- FAMILY SNOWMAN
- CHRISTMAS HOLLY
- STOCKING ELF
- MISTLETOE CAROLS



Congratulations to Mr Cocuzza who won the last wordsearch competition!

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 4th February 2022.**

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

## JUST FOR FUN!

Spot the difference - can you spot 7 differences?





- 1 Byker Community Trust Offices BCT 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

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



Part of the **Karbon** family

