



**A NEW COMMUNITY
HUB PAGE
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FOR ALL THE LATEST NEWS.**

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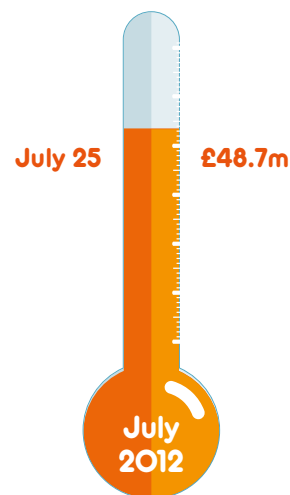
**KEEPING YOUR
BALCONY SAFE
PAGE 8**

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 3 for all housing enquires
- £ Option 2 for all rent enquiries
- 📞 Option 4 for all business enquiries

USEFUL NUMBERS

Concierge Service (Byker Wall residents) **0800 772 0519**
 Employment and Welfare Benefits **0800 533 5442**
 Housing Benefit / Council Tax (Switchboard) **0191 278 7878**



Since July 2012, BCT
 has invested £45.5m
 in improvements!

WELCOME TO THE SUMMER EDITION OF BYKER NEWS!



With the arrival of summer, there's so much going on in the Byker Estate.

As I'm sure you'll be pleased to hear, we have a fantastic programme of trips running throughout the summer holidays – there's something for everyone. Turn to page 4 to find out where we'll be heading and how you can sign up.

There's also the opportunity to join the Karbon Homes summer get together at Beamish. You could be part of 300 customers who are receiving free tickets to the attraction, where you'll be able to explore the region's past as well as chat to our Karbon colleagues.

This edition, we have a special feature on the opening of the Lighthouse Project, which is a brilliant addition to Byker, right in the heart of the estate. Turn to page 14 to find out more.

On page 10, you can hear from our Safer Communities Officers, Craig and Cameron, who have given insight into their job in Byker and how they're helping the Police to reduce youth disorder in the estate, and how your help is very important in doing this. We've also featured our Grounds Maintenance Team on page 7, where you can find out all the hard work that goes into

managing the grounds on the estate, as well as what they're doing to promote biodiversity.

Our 'Getting to Know You' campaign is designed to help us make better decisions and enhance customer service, by collecting information about our customers and residents.

I'd really encourage you to check your details are up to date in your MyKarbon account. As a thank you, customers are entered into a prize draw every month for a chance to win a £50 voucher from a high street retailer of your choice. Head to page 12 to find out more.

Turn to page 9 to hear from our Assistant Director of Operations, Andy Lessels on what we're doing to make sure our customers live in safe, well-maintained and energy efficient homes, and how we're keeping homes free of damp and mould.

I hope you enjoy this edition of the Byker News and I'd like to wish you all a lovely summer.

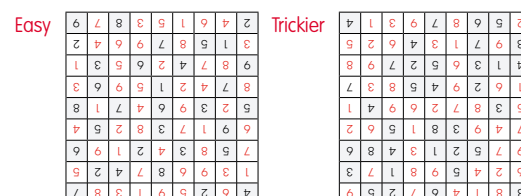
Michelle Bell
 Assistant Director

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!
Farsi	این اطلاعات درباره بایکر کامیونیتی تراست (Byker Community Trust)، که بخشی از کاربون هومز (Karbon Homes) است، می باشد. اگر مایل هستید این مطلب را در قالب دیگری، مانند نسخه ترجمه شده یا صوتی دریافت کنید، لطفاً به ما اطلاع دهید.
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:
 Byker Primary pupils enjoying
 the opening event at
 The Lighthouse project



DIDN'T GET YOUR COPY OF THE MAGAZINE?

You can subscribe or unsubscribe at any time, or if you'd like it in another format, such as translated or audio version, let us know!

SUMMER TRIPS



Our Easter trips to Lillidorei certainly were a hit with the community. Thanks to everyone who joined us, we had a brilliant couple of days.

So much so that we'll be running another trip there in August! This will be for customers who signed up in Easter, but unfortunately weren't offered a place due to high demand. Our Community Engagement Officer Bijoli will contact you to confirm your place. Any leftover places will be allocated to those who have expressed an interest on the sign-up form.



Our full trip schedule is below:

- Reserved trip to **Lillidorei / Alnwick Gardens – 30 July**
- **Diggerland – 6 August**
- **Hall Hill Farm – 13 August**
- **Over 55s trip - Seaton Delaval Hall and Seaton Sluice beach - 27 August**



You can sign up using the QR code below, or pop into our Raby Cross office and our reception colleagues will be happy to fill out a form on your behalf. Terms and conditions apply.

Please be aware, we have changed the sign-up process to make it as fair as possible. Now, only one household will be accepted per form. Anyone who signs up multiple households will not be considered for the trips.



Foundation Futures Panel

Youth Charity Foundation Futures has recently launched an exciting young person's panel, thanks to funding from Newcastle Council's Youth Fund, which has been met with significant enthusiasm by Byker's young people.

The group is currently full however, a key part of the funding is specifically allocated to training young people to become youth mentors. This is a fantastic opportunity for young people aged between 14-18 years who live in Byker to develop valuable leadership and support skills while

making a positive impact on their peers. This initiative not only empowers the young mentors themselves but also strengthens the support network available to all young people in Byker.

If any young person is interested in learning more about becoming a youth mentor, please get in touch with Jennie at Foundation Futures directly via jennie@foundationfutures.org.uk.



Through this mentorship programme, they will receive comprehensive training and ongoing support to guide and encourage other young people in the area, helping them to navigate challenges and access opportunities.

Summer fun with Eden



Join Eden on Saturday 30 August 2pm – 4pm at St Silas Church for a summer fun celebration.

FREE SUMMER GET TOGETHER AT BEAMISH MUSEUM WITH KARBON



In addition to our usual Byker customer free trips, we're thrilled to be able to invite you to a special summer get together on Tuesday 19 August.

We're delighted to offer 300 free passes for Beamish Museum available exclusively for customers throughout Karbon, including Byker.

We know the school holidays come with an added financial pressure for many families, and we want to give families the opportunity to

make lasting memories without having to worry about the cost.

If you are lucky enough to get a ticket, you and your family will get free access to Beamish Museum from 10am on Tuesday 19 August. Enjoy a fabulous family day out exploring the Pit Village, take a ride on the Beamish tramway, enjoy the funfair at the 1900s Town or experience life in the North East in the 1950s including the Grand cinema.

We'll be on hand to answer

queries and offer help and advice. We'll also let you know about our opportunities for you to have your say on Karbon, our latest career and apprenticeship opportunities and community programmes.

We have 300 tickets available. To register your interest in coming along on the day, please visit www.karbonhomes.co.uk/summerevent or scan this QR code. If you are allocated tickets, we will be in touch.



YOUR ONE STOP SHOP: THE BYKER PANTRY



In the heart of the estate, at Raby Cross you can find the Byker Pantry, your one stop affordable food shop.

The Pantry stocks a wide range of basic foodstuffs, including fresh and tinned vegetables and fruit, rice, pasta, tea, coffee, milk and bread. Alongside this, they have household essentials like loo rolls and personal hygiene items, some preloved clothes and shoes and even small gifts.

It is their aim to significantly reduce your food bills with most of their items at least half the cost of those in the supermarket.



Did you know?



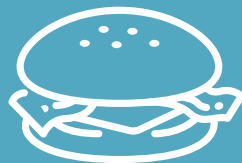
The pantry is run solely by a team of volunteers.



The pantry is open on Tuesdays from 9.30am-12pm and 1pm-4pm.



Financial advice is available



You can buy a bacon butty for just £1 that is cooked to order.



Free tea and coffee are available.

GROUNDS MAINTENANCE



With six dedicated team members on the Byker Estate, our Grounds Maintenance service maintains the outdoor areas around your homes.

The Grounds Maintenance Team carry out a variety of jobs to keep the areas around your homes looking neat and tidy, including regular grass cuts and fortnightly litter picking.

As well as maintaining the green spaces, our Grounds Maintenance Team is dedicated to improving biodiversity in the estate.

To help keep wildlife safe and healthy, we've stopped using harsh chemical-based weed killers and made the switch to plant-based products and have started to move to using battery powered equipment to reduce harmful emissions.

We've sown wildflowers in many areas of the estate, including smaller unused spaces, with some good success. This will also improve biodiversity by attracting pollinators which help to increase wildlife in the area.

As part of the environmental upgrades the team have also been working hard to replace and replant trees that may have been removed during the works.

Want to find out more?
Contact us on
enquiries@bykerct.co.uk.

Biodiversity is a variety of plants, insects and animals that live in an area and help to keep nature in balance. We've made a number of changes in Byker to help improve biodiversity. In larger grass areas of the estate, we've reduced the cuts from every two weeks to every four. This boosts biodiversity by:

- **More plant variety:** When grass is mowed less frequently, wildflowers and other plants have a chance to grow, creating a richer habitat for insects and animals.
- **Better homes for wildlife:** Taller grass provides shelter for small creatures, helping them thrive.

- **More pollinators:** Flowers that grow in longer grass attract bees, butterflies, and other pollinators, which are essential for healthy ecosystems.
- **Less disturbance:** Frequent mowing disrupts natural habitats and can reduce the number of beneficial insects while encouraging pests.
- **Healthier soil:** Longer grass helps retain moisture, and supports a more balanced ecosystem underground.

Did you know you can help shape our Grounds Maintenance service?

To ensure we're delivering the Grounds Maintenance service you expect to receive, we're asking for customers to come forward and act as inspectors for the area where you live. When our Grounds Maintenance teams have completed work in your area, you will then be given a short survey to fill in and return to us.

It will take no more than five minutes to complete, and you will be given a freepost envelope to return your survey. Alternatively, you can hand it to your Neighbourhood Housing Officer.

All resident Grounds Maintenance Inspectors are invited to quarterly meetings at our BCT office to meet with Grounds Maintenance colleagues and our Community Engagement Officer to discuss any issues.

KEEP YOUR BALCONY SAFE

It's no secret that the Byker Estate is a striking part of the Newcastle skyline. Balconies, especially along the Byker Wall, are a defining feature - but they also present safety challenges. It's important to use your balcony safely, not just for your own wellbeing but for your neighbours too.

Our Building Safety Manager, Mark has shared some simple tips to help:

- Keep your balcony clean and clutter-free. Rubbish can be a serious fire risk.
- Never use barbecues, disposable barbecues or fire pits. - they pose a danger.
- If smoking, fully extinguish cigarettes and dispose of them safely. Don't allow them to build up or throw them over the edge.
- Don't use or store white goods or electric appliances on your balcony.
- Electric bikes, scooters or similar devices shouldn't be stored or charged there.
- Water your plants and remove any dead ones. Dry vegetation is highly flammable and can burn if ignited.

If your balcony has carpet or artificial grass, these are combustible and should be removed. Use the local recycling centre for safe disposal.

Advice from Tyne and Wear Fire and Rescue Service

Balconies can present a serious fire risk if they're not used safely. Without proper care and attention, fires can quickly start from discarded cigarettes, overloaded sockets, disposable barbecues and decorative items.



If you have a balcony in the Byker Wall, you may have noticed that you have a gate that leads to your neighbour's balcony.

This was designed as an additional fire escape route to allow you to move onto the neighbouring balcony away from a fire to await rescue if it isn't possible to get out of your home any other way. These gates must be kept clear at all times and not be fixed shut or blocked, doing so could put yourself or others in danger.

If you have any questions or concerns about how to use your balcony safely, please get in touch at buildingsafety@karbonhomes.co.uk

You can also join our Building Safety Panel for exciting opportunities and to make a real impact on how we manage the safety of your home. Contact Stacey Close on **0784 148 2504** or email connectwithkarbon@karbonhomes.co.uk

TACKLING DAMP AND MOULD WITH AWAAB'S LAW



Making sure our customers live in safe, well-maintained and energy efficient homes is at the heart of what we do. This includes homes free of damp and mould.

Earlier this year, the Government announced the introduction of Awaab's Law from October 2025. The law is named in memory of two-year-old Awaab Ishak, who tragically passed away after prolonged exposure to mould in his family's home in Rochdale.

The law means social landlords, like us, must respond to resolving health hazards, like damp and mould, within set timeframes. We sat down with our Assistant Director of Operations, Andy Lessels to find out more.

Hi Andy, tell us more about Karbon's approach to damp and mould.

We take a proactive approach – we carry out five-yearly surveys of all homes, and we keep an even closer eye on those more vulnerable to damp. To stop water getting into homes, we replace doors, windows and roofs when needed. We're also making improvements to homes to make them more energy efficient, because poor insulation can be a cause. We train our teams to spot signs, too.

On top of that, we respond quickly to customer reports and concerns. We've updated our customer advice materials, sharing our approach and everyday tips we can all follow to prevent issues. We've also translated the materials into different languages, which you can find on our website.

What improvements are you making?

We've been preparing for Awaab's Law for some time, we didn't want to wait, we've been exploring ways to ensure we meet its requirements. For us, this isn't just about ticking boxes, it's about doing the right thing for our customers. We were pleased to ask one of our customer groups to examine our approach last year. Their feedback also helped shape action we're taking.

We still have some work to do, and a key priority is accelerating the speed of both inspections and repairs. One of the biggest changes is our new dedicated Damp and Mould Team, which will solely focus on delivering repairs to resolve damp and mould issues.

What are the timeframes for Awaab's Law?

We already work to respond to all emergency repairs within 24 hours – whether it's a gas leak, electrical issue or unsafe damp and mould.

However, from October 2025, this will be a legal requirement. Within 48 hours of our investigation, we'll provide you with a written summary, too.

Looking ahead, these protections will expand over the next few years. By 2026, new safety standards will cover dangers like excess cold and fire risks, with even more improvements coming in 2027.

If you spot damp and mould in your home, please let us know straight away. Call us on **0808 164 0111**, email info@karbonhomes.co.uk or report it via the MyKarbon portal.



Share your feedback or get involved in one of our customer forums. It's a great way to have your say and help us to improve.

This article was written in May 2025, before the Government published the full details and timeframes for Awaab's Law.

WE'RE HERE TO HELP

Our dedicated Community Safety Team offer support and advice to keep you safe in your home.



Craig and Cameron are the Byker Estate's dedicated Safer Communities Officers, and they told us how they're working to keep you and your home safe.

We work with many different organisations to ensure the safety, wellbeing and empowerment of our customers, as well as raise awareness and prevent anti-social behaviour (ASB), crime and particularly youth disorder in the Byker Estate.

We know the majority of people, young and old, make a positive contribution to the estate. However, youth disorder caused by a minority is a problem the estate faces regularly, but particularly in summer with the warmer weather and longer days.

We've been able to successfully secure youth injunctions through the court system that aim to tackle ASB and crime by restricting youth behaviour. For example, not being allowed in certain areas of the estate or being stopped from gathering in large groups.

It takes us time to gather the evidence we need and sometimes



the outcome leads to us issuing Acceptable Behaviour Agreements (ABAs). If the behaviour continues and no other solutions work, we may issue a Notice of Seeking Possession (NOSP) to the parents of those causing problems. We do everything within our power to deal with disorder and nuisance but rely heavily on support from residents and the Police.

There are many ways you can help us to tackle issues on the estate:

By reporting incidents and providing as much information as you can, we're able to respond as quickly as possible in order to reach a resolution.

There are tools we have available that can help you record and report any issues including iWitness and the noise app.

We also have a large number of CCTV cameras throughout the estate which can help find evidence to support any reports of activity you may tell us about.

Without your support, it can be difficult to progress action against those who decide to commit

offences on the estate. We need to prove that people are guilty and that their behaviour is having a detrimental effect on the lives of other customers and residents in Byker.

If you have concerns about ASB on the estate, you can report to us on the following:

iWitness

A specially trained, independent and accredited team of iWitness officers respond to your reports of disturbances immediately and provide accurate and credible witness statements. They're available out of hours and they respond to reports and incidents of ASB that are happening or ongoing at the time of your call.

If you spot ASB, contact us by calling **0808 164 0111**.

In an emergency, always call the Police on **999**.

Less serious incidents should be reported to the Police on the **101** number.

Noise App

Download the free Noise App to your smartphone, register your details and then you can send recordings via the app to Byker Community Trust. The app will allow you to record additional information such as the location of the noise, your location, type of noise nuisance and how it is affecting you. You do not need an internet connection at the time of making recordings.

You can be kept informed on progress by way of notifications through the app.

Evidence provided via the Noise App has been used successfully by service providers in taking legal action and seizing equipment such as stereo systems that have caused nuisance and annoyance to others.

COME AND HAVE A GO IF YOU THINK YOU'RE BRAVE ENOUGH.

**BECOME A NEIGHBOURHOOD OFFICER
WHAT IT TAKES IS ALREADY IN YOU**

Search | Northumbria Police Officer jobs



YOUR SUPPORT MAKES A DIFFERENCE

We're thrilled to share a great piece of news that has happened thanks to your support.



Putting you first – our commitment to customer service

Thanks to your feedback, we've successfully retained the ServiceMark certificate for another three years. ServiceMark is a national standard showing an organisation's commitment to customer service. This certificate shows that we've been able to use your feedback to constantly improve how we support you.

Thank you for being part of this journey, we're excited to keep growing together.

We're giving away two £50 vouchers each month

We believe in delivering the best possible service to our customers. That's why we've launched our 'Getting to Know You' campaign, aiming to collect up-to-date information about our customers and residents.

This information will help us make better decisions and enhance your customer service. If you complete your details via MyKarbon, you will be entered into a prize draw to win a £50 voucher from a high street retailer of your choice*.

To find out more, visit website www.karbonhomes.co.uk/gtky

*Terms and conditions apply.



COUNCILLOR UPDATE



It's just over a year since I was elected as one of your councillors. I've spent that time building relationships, learning how things work and trying to fix the problems that affect our lives. This year, I want us to do even more.

Litter and fly-tipping are still big problems, but we're getting somewhere. It was great to see so many of you at the Spring Clean day, using the skips and pitching in. The estate has new bin stores coming (pictured) and new CCTV cameras to deter fly-tippers. I'm also pushing for pedestrian access to the Household Waste Recycling Centre so people without cars can recycle.

I'm still leading the Byker Clean Streets Campaign every second and fourth Sunday of the month. It's a great way to meet your neighbours, get some fresh air and tidy up your street. Email me at nick.hartley@newcastle.gov.uk if you want to get involved.

Let's keep the clean-up, and our community spirit, going strong!

Cllr Nick Hartley, Byker Ward



As your local councillor, I've been working closely with Newcastle City Council and Karbon Homes/Byker Community Trust to address key environmental issues on the estate.

I'm pleased to share that temporary CCTV cameras have now been installed across key fly tipping hotspots across the Byker Estate. These will help us gather vital evidence and support enforcement action to tackle illegal dumping. The project is being monitored regularly, and I'll continue to push for further neighbourhood improvements that support a cleaner and safer environment for all.

It's also been fantastic to see more local events taking place, including the recent activities in Hadrian Square which brought families together and helped foster a real sense of community spirit. These moments remind us what makes Byker so special!

Wishing you all a safe, relaxing and enjoyable summer.

Cllr Hayder Qureshi, Byker Ward



As your local independent councillor for Byker, a ward I have been proud to represent since 2002 I remain absolutely committed to working on behalf of all Byker residents.

For me the really pressing issues remain the need for focus on maintaining the ward and working towards making Byker clean and green. There is too much litter and fly tipping across the whole ward, and we all need to work together to challenge this.

I have long campaigned for the Byker Community Centre to be returned to use for the benefit of local people and I'm pressing hard for this to happen. We are also working to deal with the heating charges on the district heating system in the estate.

As the chair of Byker Primary Governing Body I continue to be amazed by the school and our fabulous young people as they grow and strive to reach their potential. It is great to see the development of the Lighthouse Project and what a brilliant addition this is going to be for Byker. I'm always available to help where I can for all and every Byker resident.

Cllr Nick Kemp, Byker Ward

THE LIGHTHOUSE PROJECT

A pioneering new community hub has opened in Byker



The Lighthouse Project is a state-of-the-art facility which offers a broad range of activities and services centred around young people. It has been created through the renovation of St Michael's Church on St Michael's Mount.

We sat down with Lighthouse Project Trustee, Mark Squires, and Ben Roman, Chief Executive at The Lighthouse Project to find out more.

Hi Mark and Ben, can you tell us a bit about where the idea for the Lighthouse Project came from?

Mark: The idea for the Lighthouse Project first arose out of a passion for working with young people on the Byker Estate and a frustration with not enough purpose-built facilities in the area to support this work.

Our mission is to create an inspiring youth and community space in the heart of Byker that will support quality youth and community engagement and will have a lasting impact on the community and wider city for many years to come.



What kind of facilities and activities can the community expect to see?

Ben: The new space includes a purpose-built youth club annex, arts and performance spaces, state-of-the-art e-sports suite, music rehearsal space, outdoor sports area and a nature trail.

There are open access youth clubs for juniors and seniors, homework clubs and family health and wellbeing programmes will also be available, while mentoring, special educational needs support and detached youth work will be delivered in dedicated spaces within the building in cooperation with local delivery partners.

Office, meeting and storage facilities will be available for local community partner organisations, while the building still includes a reimagined worship space and will provide a new home for the Byker Scout Group. There's something for everyone!



We've heard that the Lighthouse Project will soon be home to a very special part of a North East emblem – can you tell us a bit more?

Mark: Yes – we will be one of the recipients of the 'Trees of Hope' Sycamore Gap saplings that are being gifted to individuals, groups and organisations across the UK by The National Trust. The sapling is due to be planted next winter in an area which will be used for Forest School activities by two local primary schools.

The project is obviously a big addition to the estate and wider community, how was it made possible?

Mark: We received a £4.2m grant from the Department for Culture, Media and Sport's Youth Investment Fund, as well as substantial funding from the Lord Crewe Trust and The Squires Foundation. We're seeing a growing number of regional businesses wanting to get involved too, which is brilliant.

Ben: We've also received sponsorship with a local heritage link. Global engineering group British Engines, which was founded in Byker in 1922, recently signed a 10-year sponsorship agreement. This will help to fund the project's set-up and ongoing running costs, and British Engines are committed to providing a range of new opportunities for local young people, including work experience and training.



What are your hopes for the Lighthouse Project?

Ben: The transformation of St Michael's has seen us trying to use every available space, inside and outside the building, to provide something that will benefit local young people and families.

Our team has created an outstanding facility, and we're confident that the new opportunities we'll be opening up and the aspirations we'll be raising here will give many more young people in Byker the chance to fully realise their potential.

We're excited to be at the start of something that we hope will one day make Byker even more famous than it already is!

For further information on The Lighthouse Project, visit <https://thelighthouseproject.org.uk/> or follow @lighthouseprojectbyker on Instagram.

COLLEAGUE UPDATE

Hannah, who you may recognise as our Byker Employment Advisor, has now officially started her new role as Neighbourhood Housing Officer. She will be taking over Yoyo's area.



CCTV

We've recently installed an additional 34 temporary CCTV cameras on the estate. As a result of this, we've been able to review over 50 hours of footage and have successfully identified 12 individuals committing fly tipping offences. These people have been made known to Newcastle City Council, who are now investigating these cases for illegal fly tipping.



Bins

The new communal bins are officially open in Dunn Terrace and Headlam Green. After consulting with customers in these areas, we have removed individual wheelie bins to ground floor homes and moved customers to a communal bin collection service, to reduce fire risk, to promote a cleaner area and keep litter to a minimum.

Change of ownership of the Byker District Heating Network

Since the creation of Byker Community Trust (BCT) in 2012, Newcastle City Council has continued to own and maintain the district heat network that provides heat and hot water to homes on the Byker Estate.

From 5 December this year, the council plans to transfer the ownership of the network to Karbon Homes, as part of an agreement that was set out when BCT was created.

Once the transfer is complete, Karbon will become the heat provider to all Karbon owned properties on the Byker Estate and will continue to bill customers for their heating and hot water.

The council will continue to be the heat provider to private homeowners (freeholders) and non-residential properties which it owns and will bill its customers as it does now.

Preparation for the transfer is currently underway, and we will keep you updated through the process.



Pigeons

In urban areas, like the Byker Estate, there's often many pigeons, leading to concerns such as noise, droppings and potential health risks. While pigeons are an integral part of city ecosystems, managing their numbers responsibly can create a cleaner and more comfortable environment for everyone who lives on the estate.

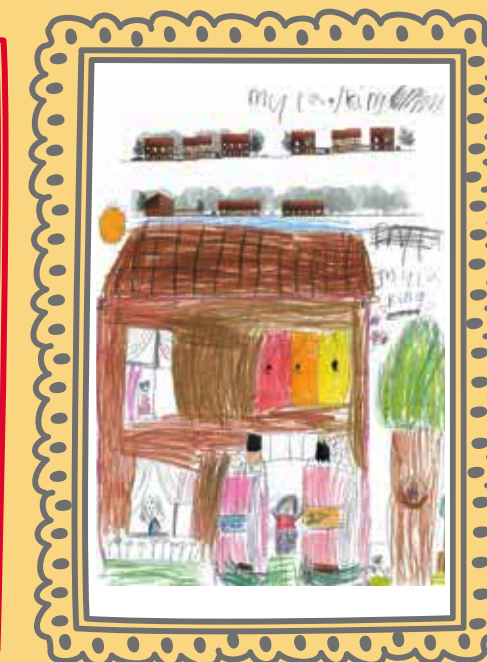
One of the main reasons pigeons thrive in urban areas is the availability of food. Everyone can help reduce the presence of pigeons by:

- Avoiding intentionally feeding the pigeons as this encourages them to congregate in large numbers
- Dispose of food waste correctly in your individual covered bin or allocated communal bin, to prevent pigeons from scavenging.

BOLAM STREET

St Lawrence's Primary School pupils were joined by contractors N.B Clarke who tasked them with designing what they think the new homes at Bolam Street will look like.

Look at some of their great designs below:



SUMMER STORY COMPETITION

To celebrate summer, we're giving you the chance to win a £25 gift voucher with our summer story competition.

We want you to tell us about your favourite summer activity over the summer holidays – it could be going to the beach, having a picnic or even taking part in one of our Holiday Squad activities.

You can write a short story about why you love your activity or you could draw a picture of you enjoying it.

Ask a grown up to share your entry to communications@karbonhomes.co.uk and be sure to include your age. We'll publish a selection of the entries on Facebook and in the next edition of the magazine. Good luck!



SUDOKU

Easy

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	1	5		7				
2						8		9

Trickier

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	5	6		7				4

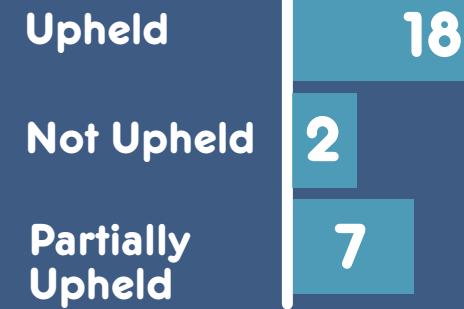
Answers on page 2

COMPLAINTS, COMPLIMENTS AND SUGGESTIONS

Q4 JANUARY- MARCH 2025

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 22 compliments and 28 complaints in Q4 from customers regarding the service they received from us.

COMPLAINTS UPHELD

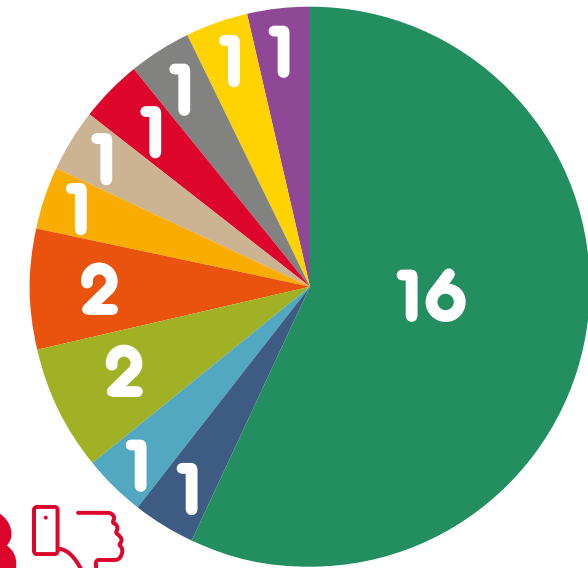


Upheld: A complaint is considered as 'upheld' when the investigation into the complaint found that BCT made mistakes or provided a poor service to the customer. (One complaint still open)

Not upheld: A complaint is considered as 'not upheld' when the investigation into the complaint found that BCT acted correctly in providing the service to the customer.

Partially upheld: A complaint is considered as 'partially upheld' when BCT agrees that the complaint was justified in at least one element of the complaint.

Number, Nature, Outcome



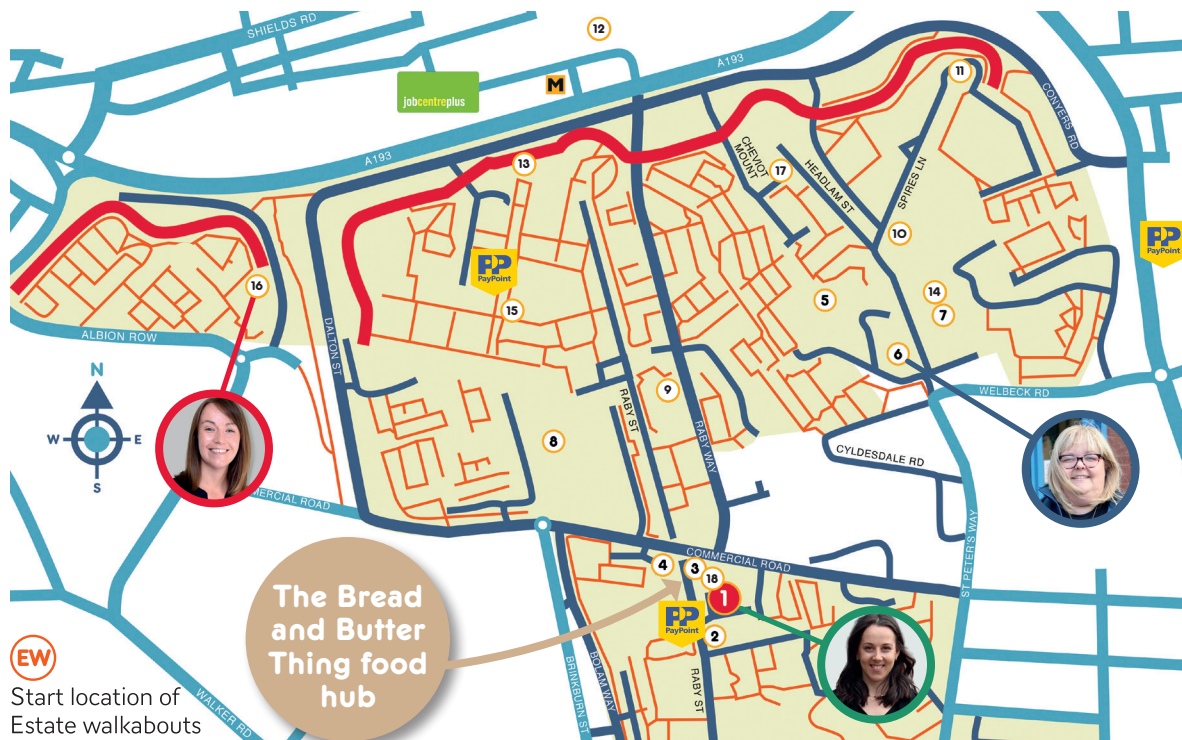
28 COMPLAINTS

- Responsive Repairs
- Facilities
- Compliance
- Housing Management
- Pest Control
- Investment: treatment of home
- Investment: Communication
- ASB
- Appointments
- Quality of Service
- Damp and Mould

22 COMPLIMENTS

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.
- Via a Councillor, MP or other third party.



- | | |
|--|---|
| 1 Byker Community Trust office Freephone 0800 533 5442 | 10 St. Lawrence's Primary School Call 0191 265 9881 |
| 2 Children and Families Newcastle East – Byker Sands Centre Call 0191 275 9636 | 11 St. Lawrence's Church |
| 3 ACANE Community Centre and The Bread and Butter Thing Call 0191 265 8110 | 12 East End Library and Pool Call 0191 277 4100 |
| 4 St. Michael's Church Centre Raby Cross | 13 Climb Newcastle |
| 5 St. Michael's Church Headlam Street | 14 Chirton House |
| 6 Former Byker Community Centre | 15 Ralph Erskine House |
| 7 Byker Village Bowling Green | 16 Tom Collins House |
| 8 Byker Primary School Call 0191 265 6906 | 17 Mount Pleasant |
| 9 Avondale House (Veterans' Support) | 18 Byker Pantry |

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

BYKER
community trust

Part of **Karbon**

