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ANNUAL REPORT TO TENANTS 2021



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.

آرېبېرغلا
Arabic "نېيات نوبأ لس الكويين يف لولو ركياب راقع كللمت يئلا، تسرت ركياب ةعومجب تامول عملما هذه قل عتت" مقر فتاه ىلع كفتدعاسمل مجرتم تامدخ بيترتتب فوقن فوسف كفتغلب تامول عملما هذه 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.



FOREWORD

This year's annual report to tenants covers the reporting period 1 April 2020 to 31 March 2021, which is before the formal transfer of Byker Community Trust (BCT) into Karbon Homes on 1 April 2021.

This year more than ever, has been extremely challenging for us all. The economic uncertainty and challenges that Covid-19 presented have been extremely difficult, but I am really encouraged and thankful to see how we came together as a community and supported one another.

Thank you to all our tenants for your patience and support over the past year and to staff, community partners and the business community who supported our tenants during these difficult times. We've highlighted inside this report some of the wonderful projects and initiatives that were delivered to ensure members of our community had the support they needed during this challenging time.

At the end of the year, Jill Haley, Chief Executive of Byker Community Trust announced her retirement. I'd like to personally thank her for her contribution and the success that has been achieved for the Byker Estate and community. Through Jill's leadership and passion for the Byker community, she has helped us to focus on achieving our vision.



So now a turbulent 2020/2021 has come to an end, we're able to look back with pride on what we have achieved through these unprecedented times.

Throughout 2020/21, we invested £3.5m on improving homes and the Estate and we spent £2.02m on repairs and maintenance.

Our Welfare Reform Team provided advice on money and benefits to 592 tenants, ensuring they received the financial support they are entitled to and helped 249 tenants who needed rent advice. In 2020/21, the team helped to secure an additional £491,806 to support our tenants.

Over the last 12 months, we supported ten projects totalling £6,071.95 through our Easter activity programme. Our staff carried out 341 customer care calls to support tenants with their tenancy and I was pleased to see 182 tenants achieve Valued Customer Status.

We were delighted to win the Neighbourhood Transformation award at the UK Housing Awards in December, and we successfully retained our Customer Service Excellence accreditation.

Throughout the year, discussions to partner with Karbon Homes continued and formal consultation with all tenants and stakeholders commenced in September. Byker Community Trust became part of Karbon Homes on 1 April 2021.

This report is designed to raise awareness about how BCT has worked over the last financial year, how money has been spent, how we performed compared to previous years and also how we compare against other housing associations. I hope you find the report helpful and informative.

Michelle Bell Assistant Director – Byker Community

ABOUT US

OUR STRATEGIC OBJECTIVES

The BCT strategy for 2025 is:

- Making Byker an Estate of Choice;
- Contributing to a thriving Byker; and
- Ensuring that BCT's community ethos is sustained.

Our Values

We will do our best for Byker by being:

- Ambitious for people and the community.
- Energetic in our work with and for our diverse neighbourhoods.
- Innovative in providing excellent services.
- Open and transparent in the conduct of our business.
- Unrelenting in our focus on positive change.

WHY ARE WE PUBLISHING THIS REPORT?

We publish this report each year to make sure our tenants are kept up to date on how we are performing against the standards that are set by the Regulator of Social Housing.

The Regulator of Social Housing has two main objectives set by the Government. One is to make sure that housing associations are complying with the **Economic Standard**, which focuses on effective governance; the achievement of value for money; and how rent levels are set in line with the Government

Rent Standard guidance. The other, is ensuring compliance with the **Consumer Standard** which includes your home, tenancy, neighbourhood and community and tenant involvement and empowerment.

These standards help show how well we are doing as an organisation and, more importantly, allow you to understand how well we are delivering our services to you. A detailed explanation of what the standards mean is included on page 6.

How does BCT monitor performance?

BCT's performance is monitored using several methods that are in place to ensure all areas of the association are as efficient and effective as possible.

We compare ourselves against other similar organisations by using benchmarking. This allows BCT to compare our business processes and performance against other housing associations and where possible, identify best practice.

BCT's performance scorecard is reported to Board and the Customer Scrutiny Committee on a quarterly basis.



KEY PERFORMANCE

The following performance indicators are monitored by the BCT Board and the Customer Scrutiny Committee.

KEY PERFORMANCE INDICATOR	2020-21	2019-20	TARGET	PERFORMANCE IMPROVEMENT
Percentage of rent collected	98.4%	98.6%	100.05%	☹️
Void Rent Loss	1.32%	1.43%	0.82%	😊
Tenancy Turnover	9.52%	13.34%	7.02%	😊
Average Relet Time (days)	37.7	30.7	34.6	☹️
Average cost of a responsive repair	£124	£94	£120	☹️
Average cost of a void repair	£3,524	£2,563	£2,096	☹️

The outbreak of the pandemic and lockdown restrictions affected performance throughout the year. There was a reduction in income collection during the first national lockdown, however, collection rates have stabilised and returned to pre-Covid-19 levels.

The void rent loss is the income lost when properties remain empty. Performance improved during the year, recovering from a poor start with tenants unable to move home during the first national lockdown.

Since the regional lettings portal, Tyne & Wear Homes re-opened in June, BCT has been letting properties. There continues to be a demand for all properties on the Byker Estate.

There was a lower level of property turnover compared to previous years. We understood there may be a greater reluctance for tenants to move during the current uncertainty and we closely monitor this indicator.

The average re-let time for the year stood at 37.7 days, up from an average of 30.7 days in 2019-20 and outside of the HouseMark average of 34.6 days. The main reason for this increase was the closure of Tyne and Wear Homes during the first national lockdown and delays in letting a small number of properties, affecting the overall average.

All activity has been impacted upon by Covid-19 restrictions including material shortages and safe working practices have affected the duration of void works and reduced productivity time.

Overall, customers satisfied with the repairs service during 2020-21 have at 90% exceeded the HouseMark benchmark of 88.3% and was below the target of 93% customer satisfaction.



WHO IS THE HOUSING REGULATOR AND WHAT IS THE REGULATORY FRAMEWORK?

The Regulator of Social Housing is responsible for monitoring how housing associations, like BCT, are performing.

They require housing associations to comply with seven Regulatory Standards. These Standards are split into three Economic and four Consumer Standards.

Economic Standards	
Governance and Financial Viability Standard	This standard sets out expectations about how BCT is governed and how the BCT Business Plan is monitored.
Value for Money Standard	This standard is about how BCT makes best use of the resources available to deliver services and new housing.
Rent Standard	This standard governs how your rent and service charges are set.
Consumer Standards	
Home Standard	This standard sets out the required standards for repairs, maintenance and improvements made to your home.
Neighbourhood and Community Standard	This standard governs the area in which you live and how BCT works with partners to deliver services in your community and prevent anti-social behaviour.
Tenancy Standard	This standard is about your tenancy agreement and how our housing is allocated.
Tenant Involvement and Empowerment Standard	This standard is about communicating with you and how you can get involved with BCT to help to shape our services and hold us to account.

The following pages illustrate how BCT has complied with the Regulatory Standards.

Governance and Financial Viability Standard

Each year, BCT's Board completes a self-assessment against each of the Regulatory Standards to ensure that BCT continues to meet all of the requirements and explores areas for improvement. BCT have a **G1/V2** rating - the highest possible score for governance and are compliant with financial viability.

G1	V1	The highest rating, compliant with the Standard.
G2	V2	Compliant with the standard but needs to improve some aspects to maintain compliance.
G3	V3	Not compliant with the Standard and there are issues of serious concern.
G4	V4	The lowest rating. Not compliant with the Standard and the housing association will be subject to intervention or enforcement by RSH.

Governance

Governance describes the methods and structures that are in place to ensure that BCT's decisions are made well. The BCT Board has adopted a governance framework that includes risk appraisal and management, enhanced internal audit for greater assurance, and stress testing of the Business Plan.

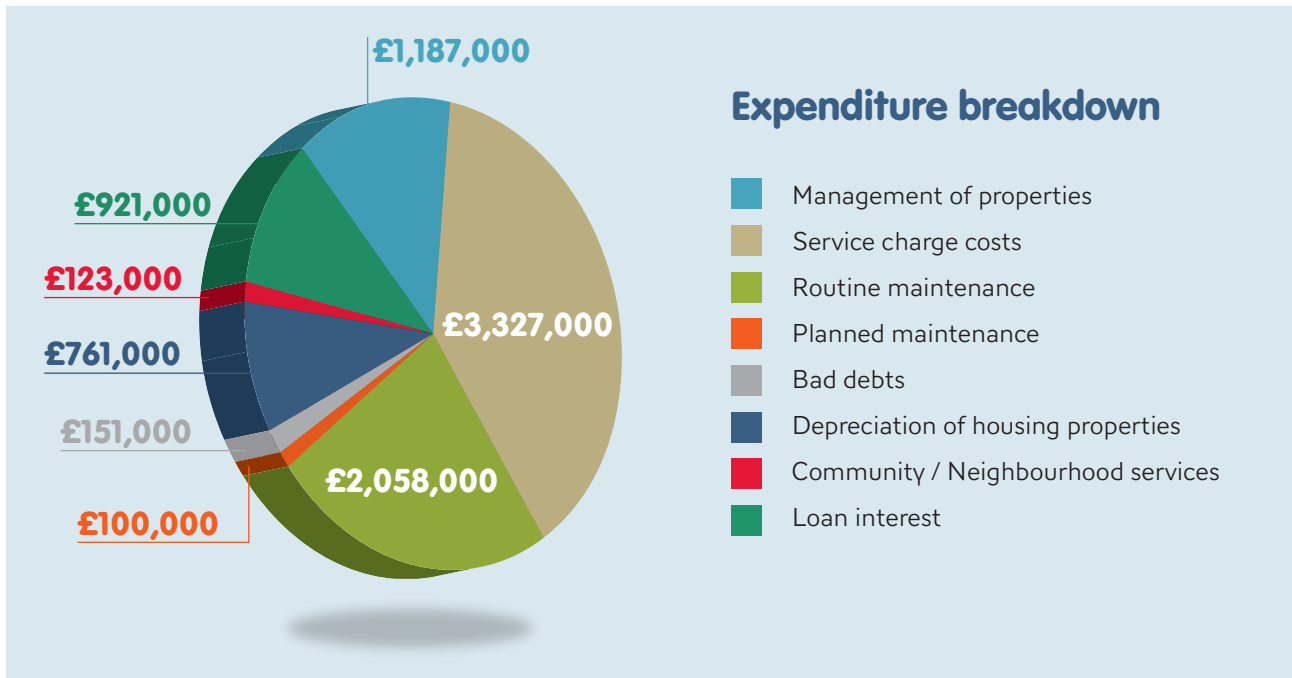
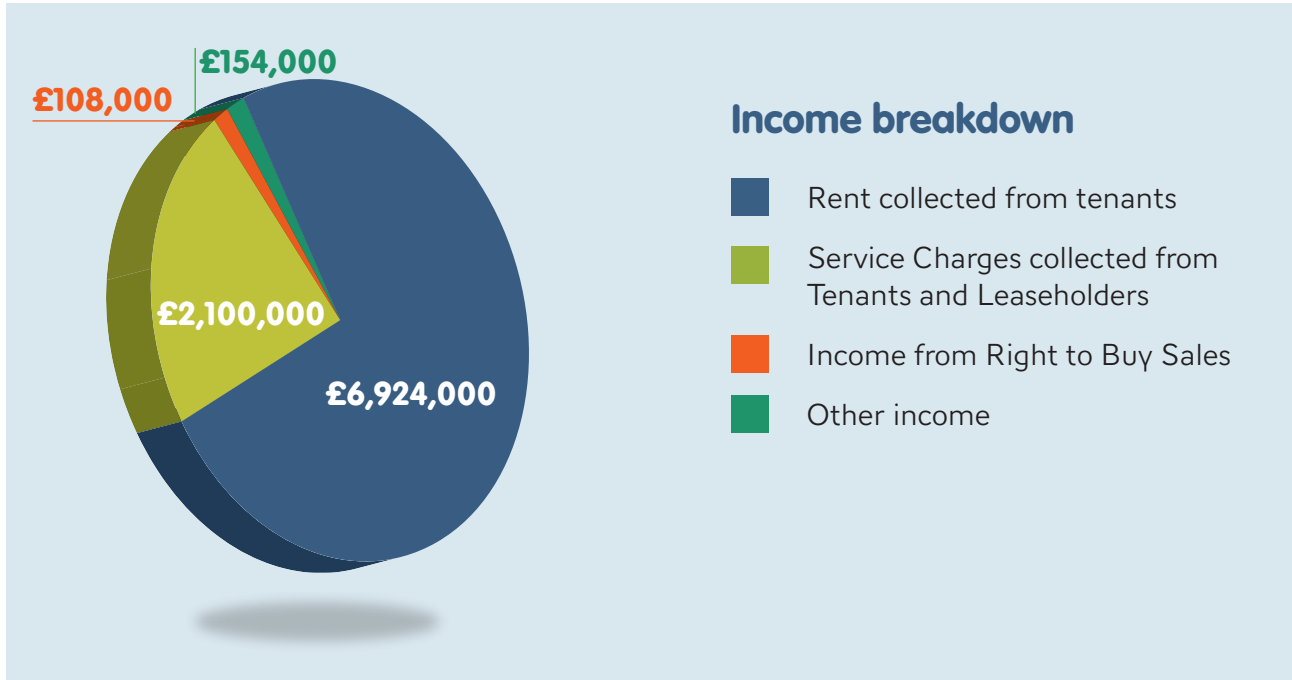
In addition, the BCT Board and Committee structure includes committees to support the decision-making process and ensure that tenants have a key role to play in scrutinising our services and performance:



FINANCIAL PERFORMANCE

How BCT spends the income it collects

The rent and service charges paid by tenants and leaseholders is used to pay for all of the day-to-day services provided by BCT as well as the ongoing investment required on the Estate. BCT's income in 2020-21 was £9,286,000 including receipts from properties sold under the right to buy.



During 2020/21, BCT's total expenditure was £8,628,000 and we achieved a surplus of £658,000.

A surplus occurs in a budget when expenditure is less than the income collected. BCT keeps the surplus in reserve and uses it to finance further investment and to help repay loans that have taken out to fund the investment programme.

These figures confirm that BCT is on track against its financial targets.

VALUE FOR MONEY STANDARD

As a housing association with a strong social purpose, BCT cannot just consider the cheapest option. Alongside the economic benefits, BCT must also consider the social and environmental benefits, which is often referred to as the 'Triple Bottom Line.'

BCT is committed to delivering Value for Money (VfM) in the interests of its tenants and the wider community because we aim to minimise the financial pressures on households adversely affected by economic pressures, and to improve service quality and customer satisfaction.

Economy Turns money spent into inputs.	We buy in goods and services at the best price.
Efficiency Turns inputs into outputs.	We review internal processes to be lean and remove waste.
Effectiveness Turns outputs into outcomes.	We put our resources where we will have biggest impact towards our Vision. We recognise that we shouldn't try to do everything - we work with partners where they can provide a more effective service than us.



NEIGHBOURHOOD TRANSFORMATION –

Inside Housing awards

The Byker Estate received national recognition after winning the Neighbourhood Transformation Award at the UK Housing Awards - considered as one of the most prestigious in the UK housing sector.

Shortlisted against other neighbourhoods in cities such as London, Bath, Liverpool, Hull and Nottingham, it was the transformation and improvement of the Byker Estate by using a co-creative approach with residents which caught the eye of the judges.

Delivering Excellent Customer Service

In February 2020, BCT was awarded the Customer Service Excellence (CSE) accreditation for our commitment to delivering high quality housing and community services to our residents.

Twelve months after the initial assessment, the assessor revisited the organisation to see what progress had been made.

We are pleased to say that BCT retained its CSE accreditation status and is fully compliant in 56 elements with five achieving Compliance Plus, including Leadership, Culture, Customer Insight, Access and Information. Compliance Plus is awarded when an organisation goes above and beyond the requirements of a specific area of a standard.



HOME STANDARD

The Home Standard focusses on the provision of quality accommodation, a cost-effective repairs and maintenance service, the health and safety of tenants, and the provision of an adaptations service that meets customer needs.

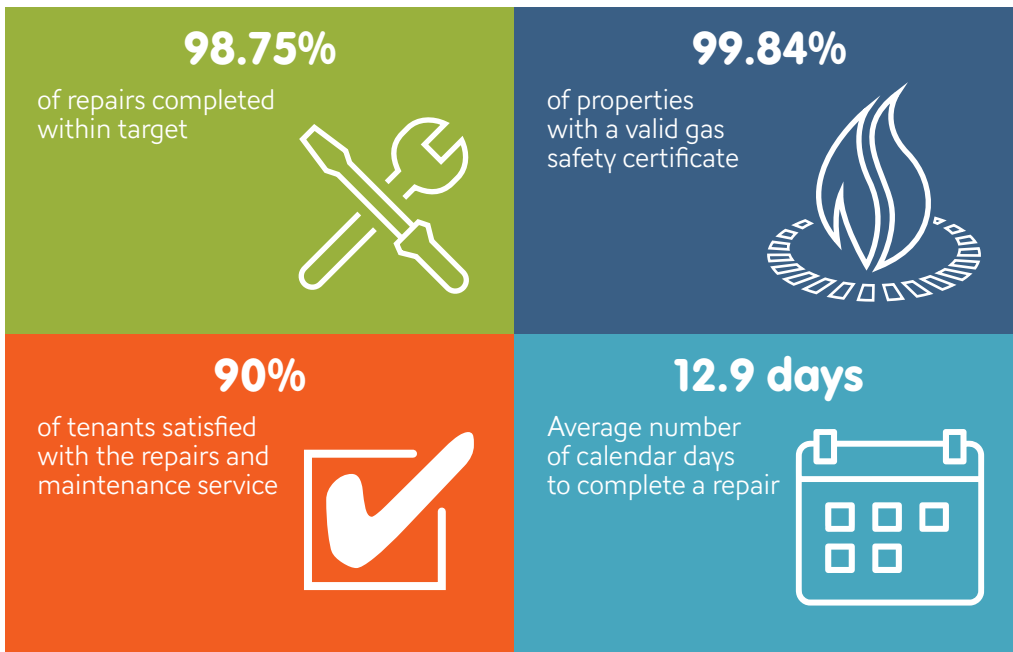
Repairs and maintenance

The Home Standard requires BCT to meet a range of statutory requirements for the health and safety of tenants in their homes (including, but not limited to Gas Safety, Fire Safety, Electrical Safety, Asbestos, Legionella and Lift Safety).

We deliver your repairs and maintenance service in partnership with Karbon Solutions Ltd and have a dedicated team of 17 staff working in Byker.



The below indicates how well BCT have been performing in relation to delivering repairs and maintenance during 2020/21:



INVESTMENT COMPLETED DURING 2020/21:

The official offer document
stated BCT would invest

£39m

in the Estate in its first
20 years.



In BCTs first 9 years, since 2012,
it has committed over

£36.4m

in the delivery of our
investment programme.

Investment works delivered

- District Heating Works - essential pipework repairs were completed to a section at Harvey Gardens and H. Malone and Sons have now completed 1,118 heating property upgrades since starting on site in June 2018.
- 22 requests for major disabled adaptations have been processed.
- £1.66m contract to replace of all lifts from Byker Crescent to Northumberland Terrace including the refurbishment of two lifts in Tom Collins House completed.
- £3.6m roof replacement of 411 homes with Esh Construction completed.
- £2.2m external upgrade of the Dunn Terrace section of the Byker Wall completed including the replacement of 35 flat and service cupboards with new fire doors.
- Work started to convert three commercial units into four new homes for affordable rent.
- Work started to complete fire rectification works to the Byker Wall and its link blocks identified in Fire Risk Assessments.
- Work has commenced to upgrade the communal lighting to 15 stilt and communal blocks across the Estate.

Design works for environmental upgrade health & safety works are progressing to include:

- External bin stores to be provided in Dunn Terrace as a pilot area for the upcoming estate environmental upgrade.
- Additional litter bins will be provided across the Estate.
- A new footpath will be installed along the east side of Raby Way.
- Barriers are being installed on staircases to prevent falls.

Other investment progressing during 2021/22:

- Replacement of 110 doors across the Estate.
- 272 kitchens and 354 bathrooms across the Estate have been identified for replacement.
- Byker Wall fire rectification works.

OUR RESPONSE DURING THE COVID-19 PANDEMIC

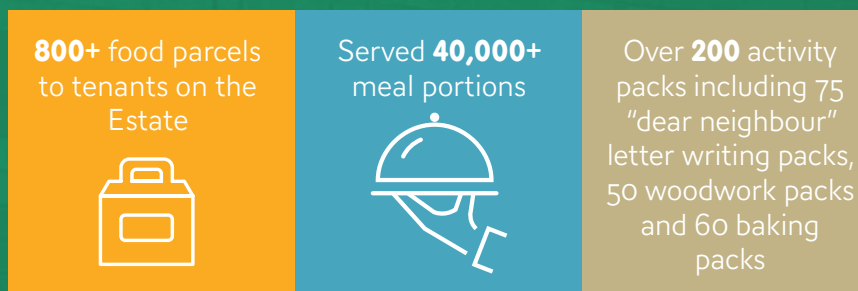
During lockdown, BCT worked in partnership with lots of different organisations to reduce isolation and support you during this difficult time.

We contacted tenants to check on their welfare and provided advice for those who were worried about paying their rent, jobs and income, accessing benefits and foodbanks.

Throughout the year, BCT:



Together with our partners, we delivered:



- Partners from **Byker Children's and Young People's Partnership (BCYPP)** delivered food and other essentials as part of the emergency response on a twice weekly basis using the Youth Lorry.
- We co-ordinated letter writing packs which were issued as part of a '**Dear Neighbour**' initiative - a national pen-pal letter writing scheme, helping to tackle social isolation among elderly people.
- The annual **Byker in Bloom Garden competition** went ahead as planned during lockdown and attracted an all-time high number of applications.
- 56 cooked meals were delivered twice per week at Tom Collins House and Mount Pleasant sheltered schemes.



- A partnership was developed between **Morrisons** and **Newcastle United Foundation** to supply surplus Morrisons stock to the **Byker Mutual Aid group** for distribution.
- Funding was secured to deliver the **Best Summer Ever**, providing four weeks of activity throughout August (Tues to Fri) across St. Michael's Church area, Dunn Terrace, Priory Green and Ayton Pitch. Activities included arts and crafts, street dance, break dancing, football skills, jumps and ramps, pirate shows, walking tours and audio stories.





- BCT funded food so that in addition to the activities and free school meal vouchers, children were also able to access locally produced healthy stottie sandwiches, fruit, and water. **Street Games** food packs were available free to collect from the Byker Community Centre each Saturday morning.
- Worked with **First Network**, a local employability charity to deliver a Level 1 qualification to social enterprise for BCT tenants.
- BCT held a **Halloween fancy dress** and pumpkin carving competition on Facebook, with prizes being awarded for the best outfits and best carved pumpkins.



Big River Bakery

The social enterprise and small batch bakery distributed baking kits to tenants on the Estate. Every Friday during lockdown, the team made up food parcels.

Kids Kabin

The team distributed 25 woodwork creativity kits across Byker to children and young people referred through BCT, Byker Primary School and Community Family Hub East.



The packs were on top of 120 home activity packs that were delivered to children and young people each week.



Northern Stage

The team delivered food parcels and activity packs working in partnership with BCT and Vineyard Church.



Barnardo's Community Family Hub East

The team at Byker Sands packaged and distributed food parcels and essential items during lockdown. They supported **151** families on the Estate by distributing:

91 baby and toddler essentials

238 food banks delivered/collected with Vineyard Church

24 recipe books/ideas

169 toiletries

31 toys/footballs

195 children's activity packs

NEIGHBOURHOOD AND COMMUNITY STANDARD

This standard focuses on the cleanliness and safety of neighbourhoods and communal areas; the promotion of social, environmental and economic wellbeing; and the prevention and tacking of anti-social behaviour.

Contributing to a thriving Byker

In 2019, BCT introduced its first Thriving Byker Strategy (TBS).

There have been some amazing outcomes and projects delivered, particularly via the Children and Young People's Partnership, made up of over 27 community organisations including the Police, schools, churches, charities and play and youth providers who have contributed to making Byker a fun, safer and exciting place for children, young people and their families.

We supported ten projects in our Easter activity programme, totalling £6,071.95.

In 2021, we will be launching Stage Two of the TBS to deliver a range of projects and activities for all tenants and residents living on the Byker Estate and have broadened the themes to include:

- Pride and ownership in the area
- Health, wealth & mindfulness
- Income maximisation
- A cleaner and greener Byker
- A safe place to live
- Children and Young People
- Hard to reach groups
- Community Training and employment
- Digital connectivity

If you know of, or are part of an organisation or community group who may be interested in working with us to deliver projects to our community aligned to the TBS Stage Two, please contact Bijoli Deypurkaystha, Community Engagement Officer on **0800 533 5442** or email bijoli.deypurkaystha@bykerct.co.uk

Byker Best Summer Ever

Children, young people and their families took part in Byker's second Best Summer Ever this year.

Activities took place weekly throughout August across four locations on the Estate.

Extra safety measures were introduced due to Covid-19, including social distancing and smaller groups. Activities were completely free and included den building, cookery classes, bike jumps and ramps, audio stories, crafts, performance, dancing and football. Children even had the chance to learn British Sign Language to their favourite songs!

BCT arranged for free ice creams for tenants and residents on the Estate.

In numbers:

447

sessions were attended in total



151

children and young people participated



19

unique workshops



36

artists include



4 weeks

in August (during Covid)





BCT has continued to work closely with Newcastle City Council's (NCC) Waste Management Team and other community partners to address a wide range of issues on the Estate.

To date, BCT have:

- Continued to empty the BCT branded litter bins on the Estate on a weekly basis and will be installing more litter bins during 2021/22 to help keep Byker tidy.
- Held 'skip days' collecting **8,621** kilos of general waste with **89%** being waste that could be recycled.
- Completed regular community litter picks with residents and community partners at various locations across the Estate.
- Removed **321 tonnes** of waste from the Estate over the year.

Police and Community Safety

BCT works closely with the Police, NCC and other partners in order to provide a safe community. We proactively work together to help reduce anti-social behaviour (ASB) and to minimise the effects that it has on the lives of residents living on the Byker Estate.

During the course of the last year, we have:

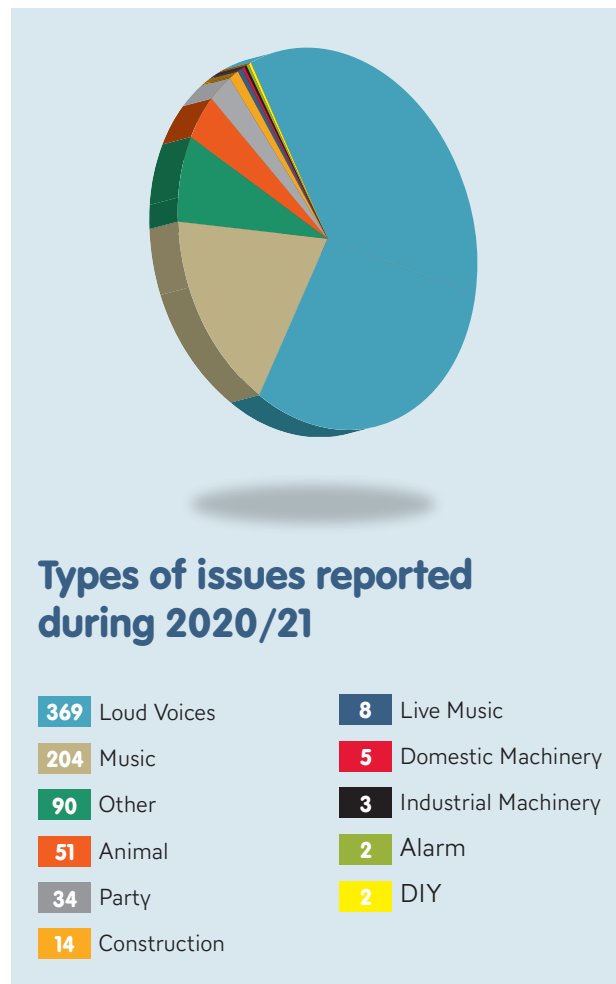
- Dealt with **61** cases of anti-social behaviour, **11** of which were of a serious nature.
- Secured two Outright Possession Orders and one Suspended Possession Order on properties on the grounds of ASB.

- Obtained one Civil Injunction to prevent drug use/dealing on the Estate.
- Supported two closure orders to prevent people entering our properties in order to tackle serious ASB.

The Noise App

The Noise App continues to be a very popular tool with tenants for its ease in reporting noise related issues. Use of the app has more than doubled since its introduction in 2017 and it has helped to effectively tackle ASB cases.

Feedback from tenants has been very positive as a preferred way of recording incidents relating to noise. The Noise App supports customer complaints and can be used in Court when it is necessary to take legal action against perpetrators of ASB.



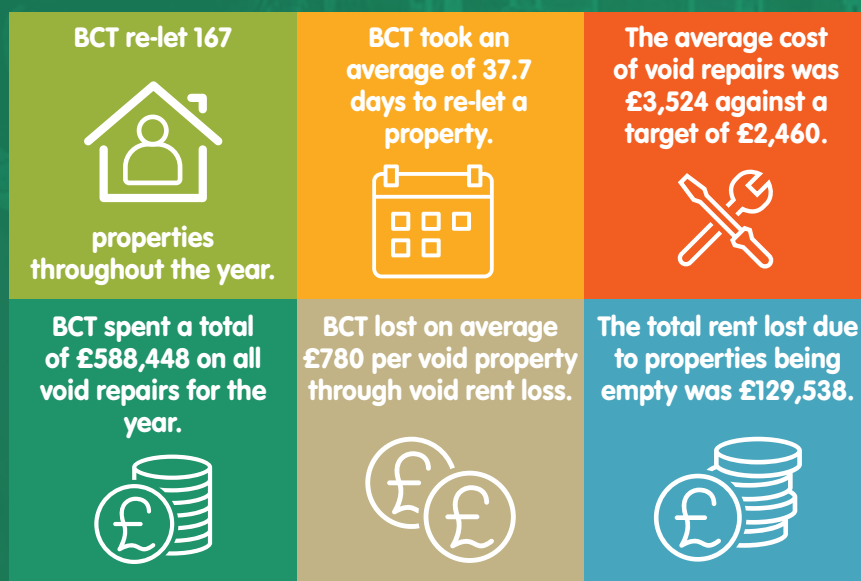
TENANCY STANDARD

This standard focuses on the way homes are allocated and how tenants are supported to maintain their tenancy.

Starting and Ending Tenancies

BCT are part of a Choice Based Letting Scheme called Tyne and Wear Homes. This scheme runs in partnership with Newcastle City Council (NCC) and other housing providers in the Tyne and Wear region.

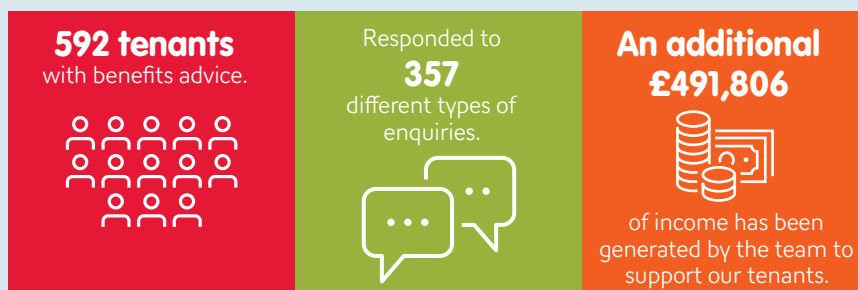
Tyne and Wear Homes operates through a website (www.tyneandwearhomes.org.uk) and provides a one stop-shop for anyone wishing to search or register for social housing across Gateshead, Newcastle, North or South Tyneside.



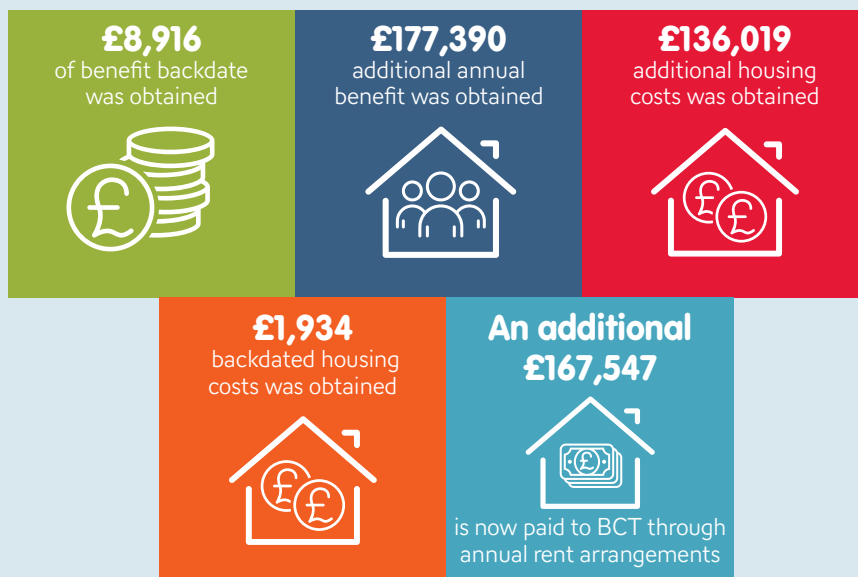
Collecting your rent



Our Welfare Support and Tenancy Sustainment Team work to ensure that tenants receive all of the financial support that they are entitled to. In addition, the team can provide advice and guidance to access employment. The team work closely with our Income Management Team to collect rent and help tenants to stay in their home. In 2020/21, BCT helped and supported:



That figure included:



We also worked closely with our partners; Building Futures East who helped our tenants with employability, skills, training and CV development.

TENANT INVOLVEMENT AND EMPOWERMENT STANDARD

The Tenant Involvement and Empowerment Standard is intended to ensure that tenants are able to hold their landlord to account. It sets out how BCT should engage and interact with our tenants, how we should handle complaints, and the importance of taking tenants' needs into account.

Here is a summary of the ways tenants can get involved with BCT:

- **Customer Scrutiny Committee (CSC)**
- **BCT Tenant Board Members**
- **Grounds Maintenance Inspectors**
- **Litter Picks and Community Clean up days**
- **Through our Tenant Engagement Framework**
- **Estate Walkabouts with Neighbourhood Housing Officers**
- **Consultation with customers on the future strategy for BCT**

The Byker Approach

Throughout the year, we continued to carry out Customer Care Visits (CCV's) for all tenants via telephone. The aim of the CCV's is to obtain feedback from tenants and to help BCT identify and address any issues or concerns. BCT also use the information to assess future investment priorities and deliver services that are appropriate and support tenants.

In addition, BCT also awarded Valued Customer Status (VCS) to tenants who have a clear rent account, maintain their home to a good standard and have no breaches of tenancy such as anti-social behaviour or untidy gardens. Tenants who are awarded with VCS may be considered for priority re-housing and are automatically entered into BCT's annual prize draw.

341 Customer Care Visits were completed during the year.



Prize draw winner picture - Mr & Mrs Usher

182 tenants achieved Valued Customer Status during the year.

**During 2020/21,
20 Compliments were received**

- 4 Repairs and Maintenance
- 8 Housing Management
- 8 Grounds Maintenance

43 Complaints were received

- 23 Repairs and Maintenance
- 16 Housing Management
- 4 Grounds Maintenance

✓ All complaints were responded to within our service standards.



THE FUTURE - MAKING BYKER AN ESTATE OF CHOICE

In 2019, BCT and residents from the Customer Scrutiny Committee consulted with tenants, to establish what your key priorities were, in relation to your homes and the neighbourhood.

We asked for your views on the services we deliver, how we could improve those services, to find out what was important to you and understand what your aspirations for Byker were.

You told us you wanted:

- transformational investment across the environment,
- investment in your homes (such as new kitchens and bathrooms with showers)
- new homes to meet the changing demographic needs of the community
- to continue with an office on the Estate where you can talk face-to-face with staff.

Delivering what you wanted required significant more investment than what BCT has in its business plan.

The BCT Board agreed to explore how we could expand our current partnership with Karbon Homes to help us achieve our strategic objectives.

Both organisations created a Community Pledge, based on what you told us you wanted. The Community Pledge was used as part of the

consultation and is a summary of what Karbon Homes has committed to deliver as your new landlord.

Consultation with all tenants and stakeholders commenced in September 2020 and we received 175 responses, providing a return of 9.68%.

94% of respondents supported the proposals, while 6% did not support the proposals.

BCT Shareholder ballots took place on Thursday 21 January and Wednesday 10 February 2021. On both occasions, a unanimous 100% voted in favour of the partnership with Karbon Homes.

The ownership and management of all homes on the Byker Estate was transferred to Karbon Homes on 1 April 2021.

A new BCT Committee has been established, consisting of 12 members, including local people with four tenants responsible for overseeing the quality of services delivered by Karbon. In addition, the management area continues to be called Byker Community Trust, the local office and colleagues have stayed in situ and all of the housing services in Byker continue to be delivered by Karbon Homes.

For further information on the Community Pledge, please visit our website or call us on 0800 533 5442.



COMMUNICATING WITH YOU

We have continued to improve the way we connect with you through social media such as Facebook and Twitter.



Facebook – we achieved **67.5K** impressions, reached **159.4K** people and our followers grew by **34%** from **930** to **1,246**.



Twitter – we posted **75** tweets, achieved **68.2K** impressions and we have **1,966** followers.

We will continue to send out our award winning 'Byker News' newsletter keeping you up to date with our progress and upcoming events.



**THANK YOU TO OUR CUSTOMER SCRUTINY COMMITTEE
AND TO ALL OF THE RESIDENTS WHO SUPPORT IT**
They drive forward positive change on behalf of all residents.

Get Involved

If you would like to get involved in improving the neighbourhood, developing housing services or organising community activities, then please contact Bijoli Deypurkaystha on 0800 533 5442 or email bijoli.deypurkaystha@bykerct.co.uk

What are you waiting for?

This report was created for you, our tenants, to keep you updated on how well we are doing as an organisation and how well we are delivering our services to you.

We'd love to hear your constructive feedback on the report, from the content to the way it has been designed.

To let us know your thoughts, get in touch at:

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](https://www.facebook.com/bykercommunitytrust)

🐦 [@bykertrust](https://twitter.com/bykertrust)



BYKER
community trust

Part of the **Karbon** family