

BYKER NEWS

community trust www.bykercommunitytrust.org



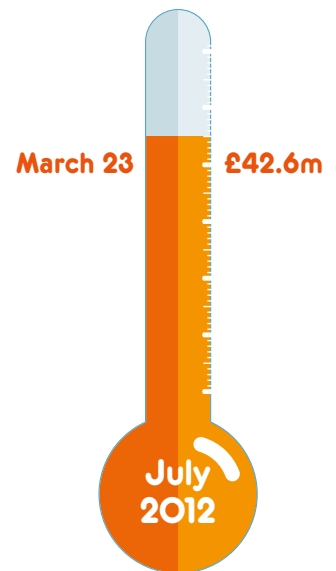
FOLLOW US ON FACEBOOK
@BYKERCOMMUNITYTRUST
FOR ALL THE LATEST NEWS.

**CUSTOMERS
CONSULTED ON
ENVIRONMENTAL
PLANS SEE PAGES 8 & 9**

**FOOD SUPPORT ON YOUR
DOORSTEP SEE PAGE 7**
**COST OF LIVING SUPPORT – SPRING
CLEAN FOR ONLY £4 SEE PAGE 13**

Our freephone telephone number
0800 533 5442
is available for all enquiries and out
of office hours emergency repairs.

- ☎ Option 1 for repairs (also out of hours emergencies)
- 📞 Option 2 for all rent enquiries
- 🏠 Option 3 for all housing enquires
- 🏢 Option 4 for all business enquiries



Since July 2012,
BCT has invested
£42.6m in
improvements!

USEFUL NUMBERS

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

LANGUAGES

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

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

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

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

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

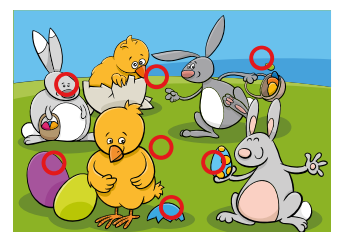
Polish **Niniejsza informacja dotyczy Byker Community Trust, części Karbon Homes. Jeśli chcieliby Państwo otrzymać tę informację w innym formacie, np. w tłumaczeniu lub w wersji audio, proszę dać nam znać!**

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

FRONT COVER PHOTO:

An image of how Dunn Terrace could look with some of the new environmental improvements.

Answers to the spot the difference on page 19.



WELCOME TO THE SPRING EDITION OF THE BYKER COMMUNITY TRUST NEWSLETTER



It's exciting to be launching consultation on the start of an £11 million investment by Karbon Homes to improve the environment across the Byker Estate. This investment was a key commitment to our customers as part of the Community Pledge when BCT became part of the Karbon family in April 2021.

You can read more about these improvements on pages 8 & 9 and we'll review the feedback we've received from customers living in the Dunn Terrace and Headlam Green areas about our proposals for pilot bin stores and the introduction of recycling facilities. It's also great to get feedback from customers on our wider environmental improvement plans for Dunn Terrace.



We expect works in Dunn Terrace and Headlam Green to start in the autumn and can't wait to see the transformation this investment will bring to your neighbourhood.

In this issue, you will find information about the cost of living and whether you are eligible for extra support and help from the Government. See page 6 for more details.

Don't sit at home in silence – speak to us. Our Tenancy Sustainment Team can help with debts, benefit maximisation and provide advice on household budgeting. Please get in touch and we can support you.

As part of our regular What's On guide – we've highlighted places to visit and explore which are completely free of charge. You'll also see our spring clean guide for your home which will cost you less than £4.

On page 7, you'll read about The Bread and Butter Thing – an affordable food hub which we hope to bring to the Byker Estate soon. We're just looking at potential venues where food can be distributed from and we'll hopefully announce something soon!



I'm looking forward to the lighter nights and hope we get a repeat of the glorious summer sunshine we got last year.

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.

If you can, give us a follow on Facebook **@bykercommunitytrust** where we post regular updates about what's happening on the estate. Hope you and your families have a wonderful Easter.

Michelle Bell
Assistant Director – Byker

WHAT'S IN



Just in time for the Easter holidays, did you know there are plenty of places to visit and explore in Newcastle that are completely free of charge. NewcastleGateshead Initiative (NGI) have shared a list of free things to do across the city that won't cost you a penny! Here are some of our favourites:



GREAT NORTH MUSEUM: HANCOCK

An award-winning family attraction in the heart of Newcastle. It's free to enter and open daily for visitors who want to explore centuries of history.

The Living Planet gallery tells the story of wildlife and habitats alongside the Hadrian's Wall gallery which enables visitors to discover the detailed history of the World Heritage Site.

Be sure to try and spot the T Rex skeleton on your visit.

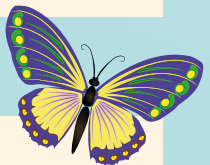


DISCOVERY MUSEUM



Discover all about life in Newcastle and Tyneside from the area's renowned maritime history and world-changing science and technology right through to fashion through the eras and military history.

The museum is bursting with interactive displays, which makes it the perfect place to learn and have fun. With free entry and displays that are regularly updated, this is not just a one-time visit. Take advantage of the free, fun learning activities that are available.



SEVEN STORIES

The National Centre for Children's Books is a book-lover's paradise committed to preserving British literature heritage for children and future generations and is guaranteed to spark creativity and imagination in all ages.

The collection includes work by over 250 authors and illustrators including Enid Blyton, Philip Pullman, Robert Westall and Judith Kerr. All situated in a beautiful listed building, over seven storeys, it is free to enter and a perfect place to bring children for a day out.

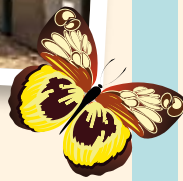




OUSEBURN FARM

Ouseburn Farm provides the perfect home for sheep, goats, pigs and chickens.

You'll never tire of visiting due to its regular event schedule which includes animal petting and feeding sessions and child-friendly activities to entertain and educate during school holidays.



PET'S CORNER



This is a popular, family-friendly visitor attraction in the heart of Jesmond Dene. You'll find animals of all shapes and sizes, including alpacas, pot-bellied pigs, goats and sheep alongside rabbits and colourful birds and much more! It is a perfect day out with children. Try to spot all the different animals within Pet's Corner and relax in the leafy surroundings of Jesmond Dene.

ADMIRE GREY STREET



Renowned for its beautiful Georgian architecture, Grey Street has long been a favourite with visitors. Built by Richard Grainger in the 1830s with the aid of several architects, including John Dobson, it contains the Theatre Royal designed by John and Benjamin Green and the Central Arcade and is renowned for its Georgian architecture. Today, it is a magnet for discerning diners and drinkers who frequent the wine bars and restaurants lining the magnificent street.



NOURISH FOOD SCHOOL

BYKER PANTRY COOKERY CLASSES (for adults)

@ Byker Pantry, Raby Way
11:00am - 12:30pm
Thurs. 27th April Thurs. 25th May Thurs. 29th June

BOOK AT nourishfoodschoo.co.uk/bykerpantrycooking
or speak to the team in Byker Pantry
(free to Byker residents)

BYKER community trust
Part of the Karbon family

NOURISH FOOD SCHOOL

BYKER KIDS COOK CLUB EASTER COOKING CLASSES

@ Byker Pantry, Raby Way, Byker
Thurs. 6th April & Thurs. 13th April - 11:00 - 13:00

BOOK AT nourishfoodschoo.co.uk/bykerkidscookclub
(free to Byker children, suited best to 7-13 year olds)

BYKER community trust
Part of the Karbon family



COST OF LIVING - WE'RE HERE TO SUPPORT YOU



Aneta Szafranska, Tenancy Sustainment and Welfare Reform Officer

Ofgem, the energy industry's regulator sets the maximum price suppliers can charge households per unit of energy on a standard - or default tariff.

The price cap is set every three months and limits what you pay for each unit of gas and electricity that you use. Here in Byker, it is only the electricity cost that you will need to pay as the district heating system provides unlimited heating and hot water supply to your home and is charged separately.

Remember, this is not a cap on how much you will actually pay – your bill depends on how much energy you actually use. The more energy you use, the more you'll pay – use less energy, the less you'll pay.

Due to record high energy prices, the Government stepped in and introduced the Energy Price Guarantee, which provides a discount on the Price Cap for households. This means the Government subsidised the cost of energy and limited the amount suppliers could charge per unit of energy used.

Under the Energy Price Guarantee, someone with a 'typical' amount of energy usage, paying by direct debit, will currently pay £2,500 a year. In the recent Budget, the Government announced this will be extended for a further three months from April to June 2023.

Last year, the Government announced a £400 rebate which all Byker customers received. This was paid in six instalments, starting in October 2022 until March 2023. The Government has confirmed that the £400 energy rebate was a one-off and will not be repeated this year.

Will there be any support from government?

Yes. From April 2023, some groups across the UK will receive extra help:



• £900 (UP FROM £650 IN 2022)

to households on means-tested benefits - paid in three instalments in spring, autumn and spring 2024. These benefits are: Universal Credit, Income-based Jobseekers Allowance, Income-related Employment and Support Allowance, Income Support, Working Tax Credit, Child Tax Credit and Pension Credit.



• £300 (SAME AS 2022)

for pensioner households



• £150 (SAME AS 2022)

to people on certain disability benefits

GET IN TOUCH!

Our Tenancy Sustainment and Welfare Reform Officer supports Byker customers with everything from benefit checks to Universal Credit advice, budgeting and financial wellbeing advice to affordability checks.

Her role is to support you to sustain your tenancy and make sure you aren't missing out on any potential income.

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

FOOD SUPPORT ON YOUR DOORSTEP

We're exploring the possibility of bringing an affordable food hub to the Byker Estate. Initial discussions have commenced with The Bread and Butter Thing (TBBT).

We believe the service will complement the great work carried out at The Byker Pantry and will provide further opportunities for customers to access reduced cost food, but also the opportunity to signpost for advice and support.

TBBT work in partnership with high street supermarkets, food manufacturers and farms to redistribute surplus stock. This is food that often goes to waste because it's wrongly labelled or there is simply too much of it.

We asked Fiona Williams to tell us more about TBBT.

How does it work?

We're an affordable food club that gives people access to food at a deeply discounted price. Every week, for just £7.50, members visit their local hub and collect around £35 worth of food, including fresh fruit and vegetables, chilled food for the fridge, and store cupboard items.

We never know what we're going to get from one week to the next so your bags will always be different. But it's always good quality, fresh produce. You probably still need to top up from the shops as well but our food goes a long way to helping you feed your family affordably and healthily.



Why do people love it?

Our members love the variety the bags bring to their weekly shop. The contents are often seasonal and there's always a bit of excitement as people discover what's inside their weekly bags and discuss how to use ingredients. People often come across items they've not cooked before and this gives them the chance to try something different in an affordable way. Our members share recipes, trade items and even bring in cakes and jams for others to enjoy. It's much more than a way to get cheap food – it brings the community together, improves healthy eating and it saves hundreds of tonnes of food from going to waste.

How will I be able to join?

The scheme is free to join, anyone can become a member and there is no ongoing commitment. We'll give you a number to text with your full name, postcode, and the name of the hub you will be collecting from. Once signed up as a member, you'll receive a weekly text asking if you'd like any groceries that week. If you reply 'yes', your order will be delivered to the hub you choose which we hope will soon become Byker.

Representatives from TBBT have visited the Byker Estate to look at potential venues where food can be distributed from and we'll hopefully be able to share some exciting news with you soon! Keep checking our website and social media channels for more information.

CUSTOMERS GIVE THEIR VIEWS ON ENVIRONMENTAL IMPROVEMENTS

Consultation has commenced with customers living in the Dunn Terrace and Headlam Green areas of the estate about the pilot bin stores and the introduction of new recycling facilities.

Information with details of our proposals has been sent to all homes in these areas to seek their feedback and views on the plans. We also organised drop-in sessions at Tom Collins House and at the Spires Lane Hobby Room so customers could speak to us directly and ask any questions they may have.

Customers living in these areas told us their main area of concern was waste management so we agreed to tackle this issue first. We'll be using these pilots to gather feedback before rolling out waste management improvements across the estate and to other neighbourhoods.



KEEP YOUR ESTATE CLEAN AND TIDY



Spring clean your estate by joining us on a litter pick. You'll join other volunteers and all equipment will be provided.

The litter picks are held on the first Tuesday of each month:

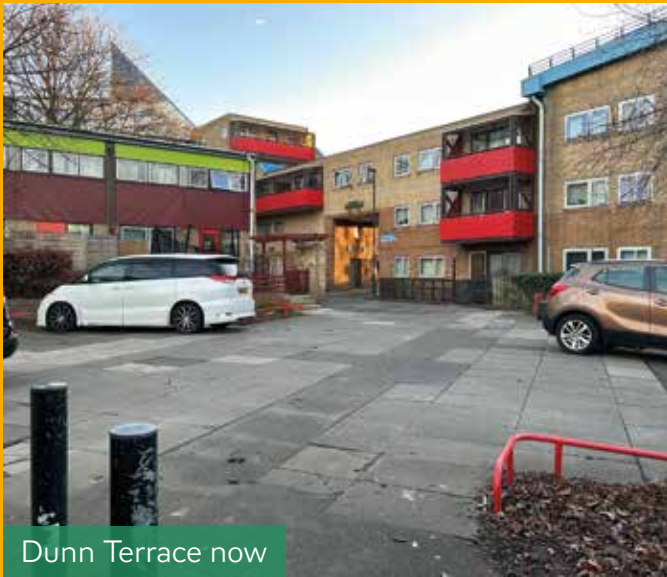
Tue 4th April

Tue 2nd May

Tue 6th June



Check our Facebook page for updates of dates, times and meeting areas or call Bijoli Deypurkaystha, Community Engagement Officer on **0800 533 5442** or email **bijoli.deypurkaystha@bykerct.co.uk**



Dunn Terrace now



How it could look



DUNN TERRACE IMPROVEMENTS

The Dunn Terrace area will be the first neighbourhood to benefit from wider environmental improvements.

The works is part of an £11 million investment programme by Karbon Homes between now and 2029. As part of the transfer of engagements with Karbon in April 2021 and the development of a Community Pledge, Karbon committed to invest in the Byker Estate which included a programme to improve the external environment.

Works are expected to get underway this autumn. In addition to waste management, the improvements customers told us they wanted to see are:



BCT has been working with JDDK Architects to consult with customers and develop a master plan for the area which includes proposals that are affordable, meet the investment priorities and are delivered in line with the estate's Grade II* listing. Representatives from Historic England and conservation and planning officers from Newcastle City Council have also been involved throughout the process.

These images show how some of the improvements at Dunn Terrace could look. We're also setting up a small focus group of customers who live at Dunn Terrace to help us shape and deliver these improvements. If you'd like to get involved, please contact Ruth Clifford by email at ruth.clifford@bykerct.co.uk or call **0800 533 5442**.

<p>CREATING SAFE PLAY AND OPEN SPACES</p>	<p>IMPROVING LANDSCAPING</p>	<p>TREE MANAGEMENT</p>
<p>CAR PARKING</p>	<p>SECURITY AND LIGHTING</p>	<p>FENCING</p>

INVESTMENT UPDATE



BATHROOM IMPROVEMENTS

We're coming to the end of Year 2 of our bathroom programme. RE:GEN Group has been re-appointed to continue with the delivery of bathrooms in Year 3 which will see new bathrooms with showers installed in homes at Low Fold then we'll be working up to Janet Street before completing homes towards Shipley Place.

We've received very positive customer satisfaction about the service and quality of work delivered by RE:GEN Group.

We are pleased with how well this programme is progressing, with now over a third of homes on the Estate receiving new bathrooms, with the remaining properties receiving improvement works in the next two years.

HEATING TANKS

Malones have been replacing heating tanks and pipework within homes over the last ten years. There are only a handful of outstanding tanks to replace.

These will be replaced when homes become empty or on request. If your tank hasn't yet been replaced, please contact us on **0800 533 5442** and we'll arrange a visit.

NEW STAIRWELLS



We have invested around £700,000 in improving the stairwells of all communal blocks. Works have included asbestos removal, new flooring and redecoration of communal areas across the estate.

Works is currently coming to an end with Graham House the final block to complete. We hope customers like the new improved entrances and communal areas to their block.

NEWCASTLE UNITED FOUNDATION

BCT and the Newcastle United Foundation work together to help enrich the Byker Estate with a number of community programmes including physical education, multi-skills and team building activities, which are delivered to all year groups at Byker Primary School.



The Foundation has gifted official Newcastle United football kits to pupils and shared donations of football boots and shin pads for all children to give everyone the opportunity to play and enjoy physical activity.

Engaging with the children through sport, we are seeing development in every PE lesson – be it in fitness or skill, improving self-confidence of individuals or the team spirit of each class.



Photos courtesy of Newcastle United Foundation.

BYKER CUSTOMERS WIN FREE NUFC TICKETS

Newcastle United Foundation offered us two tickets to watch Newcastle's Premier League game against Wolves.

We offered the tickets to Byker Primary School and Layla Zibens in Year 5 was the lucky pupil selected to watch the game with her mother.

They must have been a lucky mascot as they watched the black and whites win 2-1! We hope you enjoyed the game!



LOCAL COUNCILLOR SURGERIES

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

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

NEW BYKER COUNCILLOR ELECTED



Labour Councillor, Hayder Qureshi was duly elected after claiming a by-election victory in Newcastle's East End. He has filled the seat vacated by the resignation of Stephen Sheraton in January. The 34-year-old pharmacist picked up almost 47% of the vote.

We look forward to working with Cllr. Qureshi and would like to put on record our thanks to Stephen Sheraton who served as a Byker Councillor since 2021 and was a great ambassador for the Byker Estate.

NEW CAREERS FOR BYKER CUSTOMERS

In the last issue of Byker News and on our website and Facebook page, we advertised various careers available through the New Start project.

Applications have now closed and at the time of this newsletter going to print, we were still reviewing applications that have been submitted to secure some of the roles on offer including, grounds maintenance, front of house/manager trainee in hospitality, tattoo trainee, filming production & casting, carers, trainee chef... and more!

Working with local employers, big and small – we have created some fantastic opportunities exclusively for Byker customers. From March-August, these

karbon homes

New Start

JOB

Real life work experience, with a real wage, and the qualifications you need to boost your career

#NewStartCareers

The graphic features a blue background with a white circle containing the word 'JOB' in orange. Below the main text, there are icons of a briefcase and a lightbulb.

are five month, paid placements with ongoing employment wraparound support.

Look out for our feature in the next issue of Byker News where we'll highlight some of the roles that have been fulfilled by Byker customers.

YOUR £4 SPRING CLEAN

Does the thought of a sparkling home sound appealing, but the idea of spring cleaning from top to bottom seem expensive and a little overwhelming? Well... here's our whole spring clean shopping list which will set you back for less than a fiver.

So, whether you have five minutes to freshen things up one item or room at a time or a whole weekend to blitz the lot, you'll be armed with everything you need to shine!

Handy hacks for a home that's ready for summer

Spray windows, dust blinds and vacuum curtains

Wait for an overcast day to clean your windows. This avoids streaks caused by the sunshine drying the cleaner onto warm windows before you get a chance to wipe it off. Use a microfiber cloth and a simple glass cleaner poured into a spray bottle to get a nice fine mist.

Ingredients:

- 2 cups of cold water
- ½ cup of white vinegar
- Optional 10 drops of essential oil to add a nice scent

Freshen up carpets

Banish pet odours by simply sprinkling baking soda on your carpet. Leave it for a few hours then vacuum up using a vacuum with a clean bag.

Steam clean the microwave

Tackle pesky stains once and for all! Fill a large microwave-safe bowl with a cup of water and a chopped-up lemon, lime or orange or a few tablespoons of white vinegar and pop it inside. Turn the microwave on high until the solutions boils and the window is steamy. Let it cool for a few minutes before opening the door and cleaning inside.

Deep clean the fridge

Declutter any empty bottles and jars and wash out ready for recycling. Pop out removable shelving and storage drawers and wash in warm, soapy water. Wipe down the fridge walls before reloading. Stubborn smell that won't shift? Try placing a shallow bowl of baking soda on one of the shelves. It's natural deodorising powers will neutralise smells like magic.

SHOPPING LIST

- Lemon **28p** (Morrisons)
- Baking soda/bicarbonate of soda **75p** (Asda)
- Distilled white vinegar **29p** (Asda)
- Soda crystals **£1.50** (Wilko's)
- Salt **65p** (Asda)
- Washing up liquid **43p** (Asda)

Total £3.90*

Optional extra! Essential oil **£2.50** (Wilko's)
Lemon gives a fresh, clean scent, but you can choose your favourite

* Prices correct at the time of going to print

De-gunk your oven

Baking soda, salt and water are all you need to shift months – or even years – of oven grime. Try this recipe from baking soda makers, Arm & Hammer. It makes enough to deep clean an oven floor, triple if you're also doing the back, sides and ceiling:

- 1 pound of baking soda
- 1 tablespoon of salt
- 2 tablespoons of water

Mix together in a bowl to make a thick, sandy paste. Remove the racks. Using a spatula, cover the entire metal and glass surfaces with the paste. Shut the door and leave overnight in the cold oven. The paste will harden by morning. Once hardened, use the rubber spatula and warm, wet paper towels to loosen it up and wipe up soda and dirt to reveal your oven original stain-free surface beneath.

Get stainless steel sparkling again

For super shiny appliances, mix a solution of 1 teaspoon of washing up liquid and 1 quart of hot tap water. Using a microfiber cloth, rub the solution onto marks in small sections, going with the grain. Rinse with hot clean water and dry with a clean cloth.

Keep drains smelling fresh

Try this simple hack to freshen drains (not unclog them) and keep them free-flowing:

- ½ cup of baking soda
- ¼ cup of table salt
- 1 cup of heated white vinegar

Mix together the baking soda and salt and pour it down the drain followed by the vinegar. Let it foam and bubble for no more than 15 minutes then flush with hot water for at least 30 seconds.

STAY FIRE SAFE THIS SPRING

Over the coming weeks, schools will be breaking up for the Easter holidays, and at this time of year we have historically experienced an increase in cases of Anti-Social Behaviour, in particular, deliberate fire-setting within the local community.

We (Tyne and Wear Fire and Rescue Service) understand that it's only a small number of young people in the immediate area who are responsible for these actions. But we would ask for the help and support of parents and guardians to ensure they know where their children are throughout the day and night.

We regularly work in partnership with local organisations to deliver community safety programmes that include the importance of fire safety at home, at play and at work. Always remember to bring in your wheelie bins after collection day, and to test your smoke alarms on a regular basis.



If you have any information then you can anonymously contact Firestoppers by calling **0800 1695558** or by visiting **www.firestoppersreport.co.uk**

karbon
homes

Providing a strong foundation for life.

BECOME A BUILDING SAFETY CHAMPION



We're looking to set up a customer group that will give you an active role in ensuring the building you live in is safe for you and your neighbours.

By becoming a member of our customer safety panel, you'll be able to influence the way Karbon Homes reviews building safety issues in our blocks of flats.

All we ask is that you attend six meetings throughout the year and you'll also be able to meet other Karbon customers and staff. We'll also cover your travel expenses or arrange taxis to get you to and from meetings.

For more information or an informal chat, please contact Lewis Rimington our Customer Engagement Specialist at Karbon Homes on **07930 842 197** or email **lewis.rimington@karbonhomes.co.uk**

KEEPING YOU SAFE IN YOUR HOME

If you live in our multi-storey blocks such as Tom Collins House, Mount Pleasant, Chirton House or the Byker Wall, you'll have received a leaflet about fire safety. Please, take the time to have a read and keep it safe!

It reminds you what the evacuation strategy is for your building, how to report a fire and how to contact the Fire Service in the event of a fire breaking out. It also highlights other safety instructions and advice such as testing your smoke detectors.

If you have fire doors, you will also have received an additional leaflet which outlines the importance of giving us access to carry out the necessary safety checks to these fire doors and how to report any faults or damages.

The leaflets have been produced with involvement from customers and approved by the Fire Service. More information is available on our website at www.bykercommunitytrust.org and click on the 'fire safety' button.



AVOID OVERLOADING ELECTRICAL SOCKETS

Although your extension lead might have space to plug in four appliances, it isn't always safe to do so. By overloading the lead, you can run the risk of causing it to overheat, which could in turn cause a fire.

- ✓ Check the rating of the extension lead before plugging appliances into it.
- ✓ The rating should be marked on the back or side.
- ✓ Never overload by plugging in appliances that together exceed the maximum rating stated for the lead.

To check if you're exceeding the maximum load, use the overload calculator found at www.electricalsafetyfirst.org.uk. This website by the UK's leading electrical safety charity is packed with other helpful tips too.

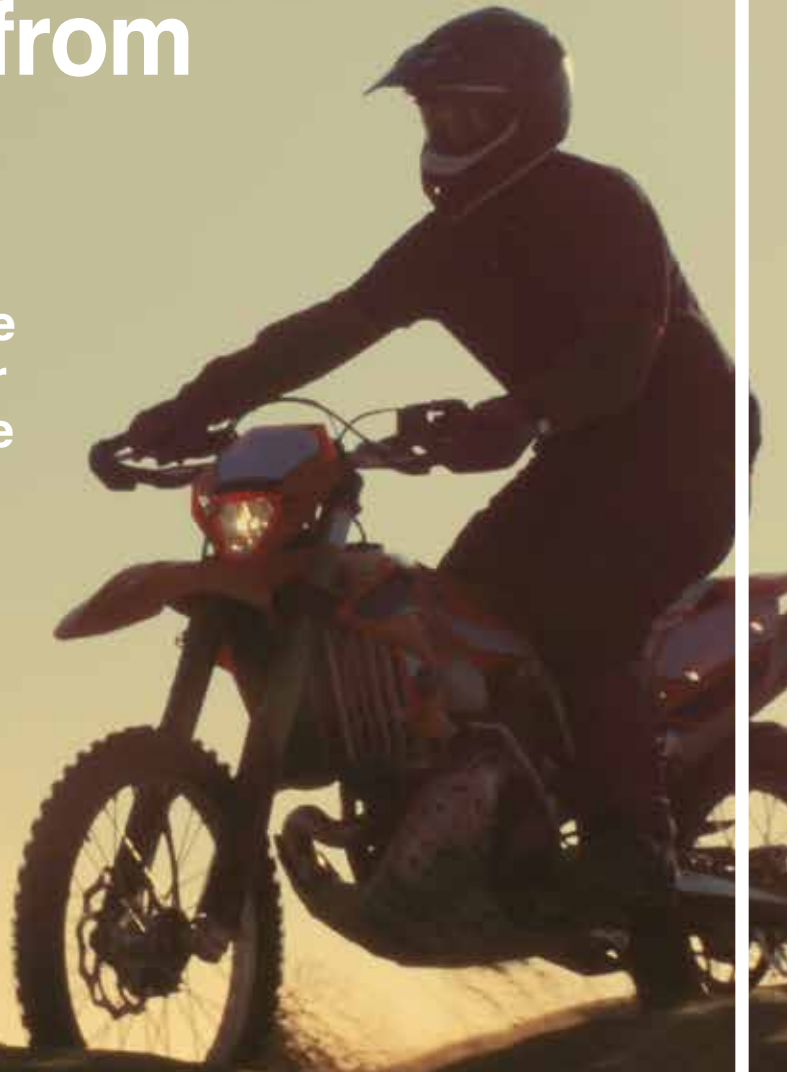




**NORTHUMBRIA
POLICE**
Proud to Protect

Please help us eliminate off-road motorbikes from our estate

They are often very difficult to catch therefore we are appealing for your help to identify who these people are.



We can then use powers under the Police Reform Act 2002 to seize the bikes and have them destroyed. Do you have any information about the use of these vehicles, where they're being ridden and who by?

If you want to provide information via email contact your local neighbourhood team craig.patchett@northumbria.police.uk If you do not want us to contact you then please say so on the e-mail.

You can also call **101** to make a report.

Information that can help the police may include:

- The name and address of the owner of the off road motorbike
- Where the bike is stored
- When and where the bike is being used (e.g. days, times and routes)
- Any other useful information such as a description of those who use the bike and its make/model/colour



WE'D LOVE YOUR FEEDBACK ON OUR SERVICES

We work closely with a market research agency called Acuity who carry out the majority of our customer feedback surveys on our behalf.

Acuity may call you from time to time to ask for your feedback about services you may have used as a BCT/Karbon Homes customer.

They will always explain who they are when they call, and they will ask if you are willing to complete the survey. Of course, if you don't wish to take part then we completely understand, just let them know. Also, they will never ask you any personal questions relating to your finances. The telephone number that Acuity will call from starts with a 01273 code.

HAPPY RETIREMENT DENISE!



We'd like to bid a fond farewell to one of our colleagues, Denise Allan who retired in March. Denise has worked in Byker since June 1998, originally starting at the former housing office. Customers may have spoken to her in the past.

We'd like to wish her a very happy and healthy retirement and thank you for your service to Byker and our customers.

DESIGN AND RENOVATE YOUR OWN HOUSE

Newcastle-based Small House Project has invited Byker customers to take part in a short course which provides opportunities to build confidence in all things to do with home making, designing and renovating.

The course explores house renovations and interior design. You'll be guided through the art of design, looking at other people's home designs, look at styles of furniture, furnishings and fittings you might like both past and present to start to fire up your imagination.



You'll set up your own home using practical and creative ideas to build up your skills on a small scale. You'll learn and enhance your skills in painting and decorating, sewing, upholstering, building flat pack furniture, doing wood finishing, varnishing, and also look at small electrical work, roofing and bricklaying.

The course is free. To register, please visit: <https://thesmallhouseproject.co.uk/registration-form/>

COMPLAINTS, COMPLIMENTS AND SUGGESTIONS

(Oct - Dec 2022)

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

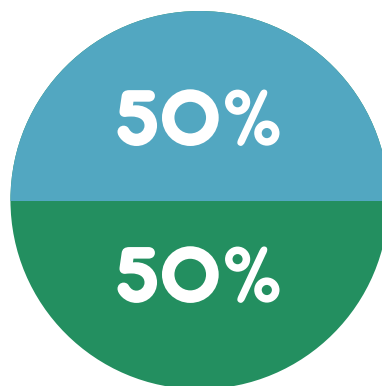
We greatly appreciate your time and view any feedback as an opportunity to improve our services. We're always listening and ready to work hard to resolve your concerns straight away. We received 2 complaints in Q3 (1st October - 31st December 2022).

Number, Nature, Outcome

1 
COMPLIMENT

2 
COMPLAINTS (Stage 1)

 Investment Programme



 Property Services

 Housing Management

COMPLAINTS UPHELD

Upheld

1

Not Upheld

1

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.

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.

All complaints were responded to 100% within our timescales

Ways to contact us:

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

£25 PRIZE WORDSEARCH

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

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

Easter	NUF	Grey Street
Bunny	Hayder	Bread and Butter
Consultation	Living	
Fire Safety	Spring	

Congratulations to **Nosakhare Osa Odias** from Headlam Green who won the last wordsearch competition!



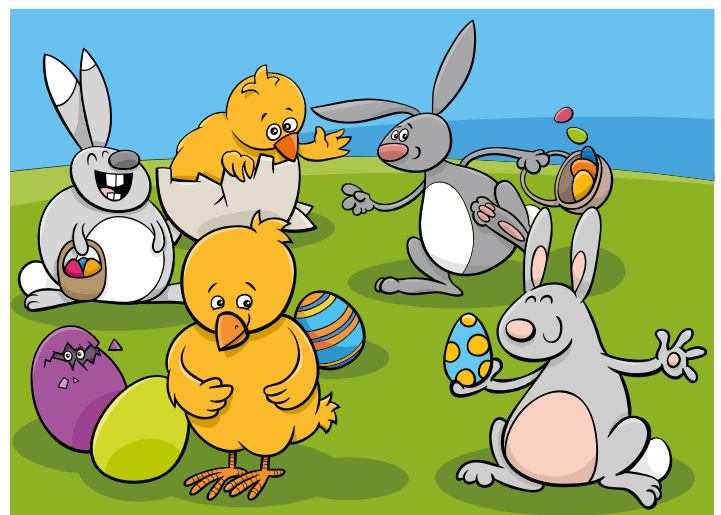
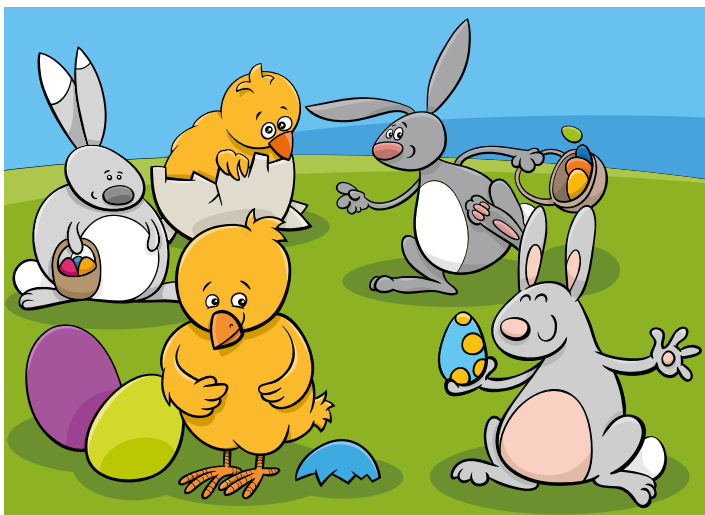
Name:	Address:
Postcode:	Daytime telephone number:

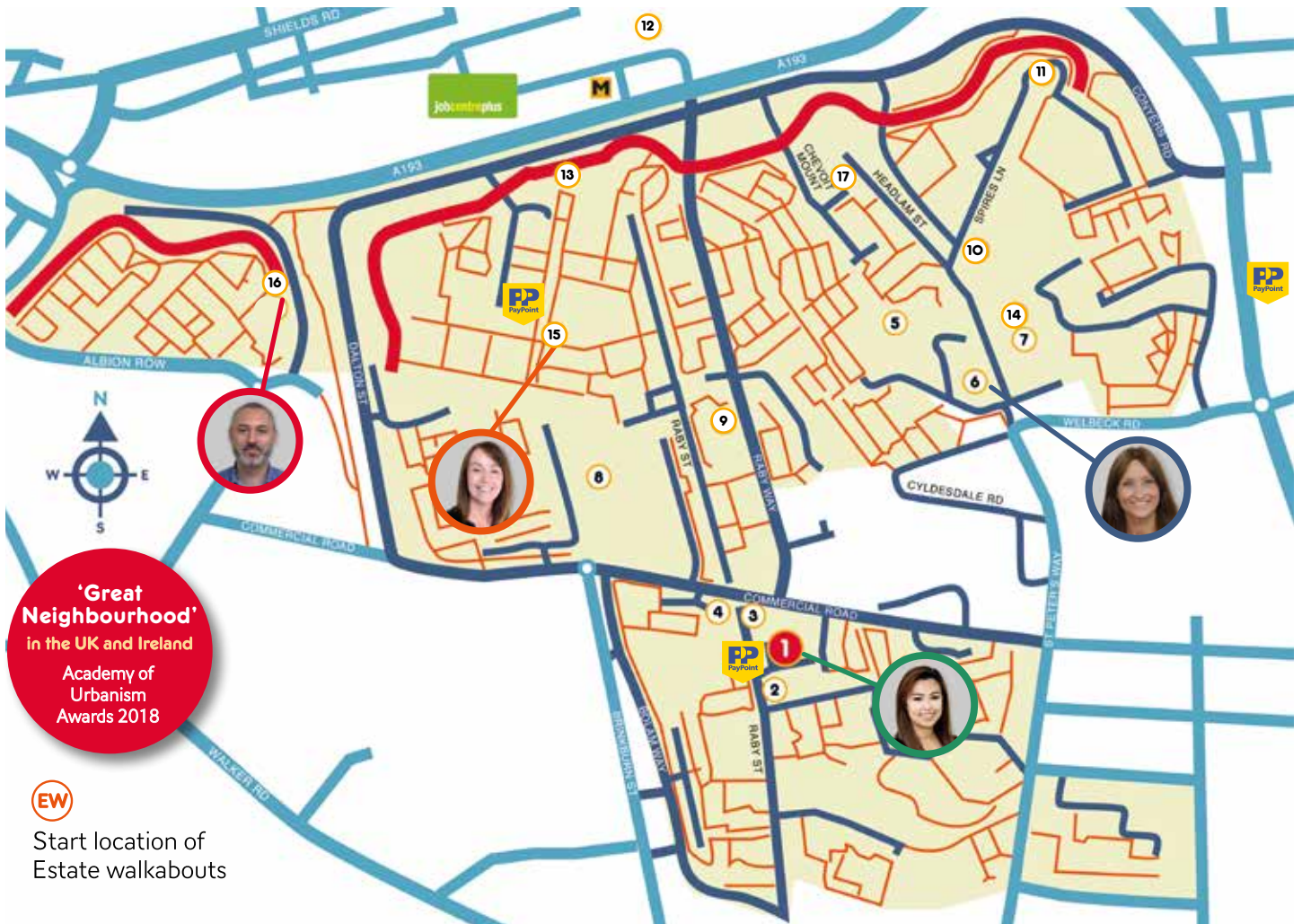
Send your completed wordsearch along with your name, address and a daytime telephone number to: **Byker Community Trust News Competition, Byker Community Trust, 17 Raby Cross, Byker, Newcastle upon Tyne, NE6 2FF. Closing date is Friday 26 May 2023.**

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

How to contact Byker Community Trust:

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

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

