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FOR ALL THE LATEST NEWS.



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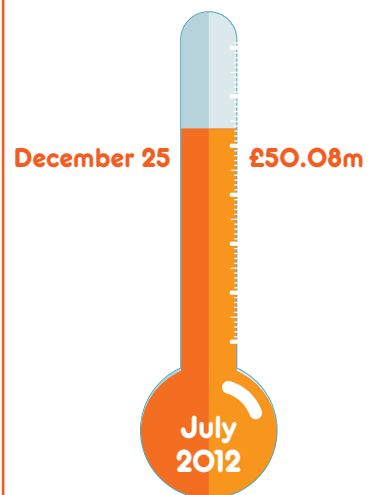
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EASTER HOLIDAY HOURS

During the Easter bank holidays, we'll be running our out-of-hours service from 6pm on Thursday 2 April to 8am on Tuesday 7 April.

Our out-of-hours service can help you with emergency repairs, reports of anti-social behaviour and rent payments. Just call us on our usual number **0808 164 0111**.

MyKarbon is available 24/7, 365 days a year. Our Supported Housing service will remain available during the holidays.



Since July 2012, BCT has invested £50.08m in improvements!

USEFUL NUMBERS

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

LANGUAGES

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

Arabic

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

Slovak

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

French

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

Czech

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

Polish

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

Portuguese

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

FRONT COVER PHOTO:

The first new build homes on the Byker Estate since 1983

WELCOME TO THE SPRING EDITION OF BYKER NEWS!



Spring has sprung and there's plenty of exciting things happening in and around the Byker Estate.

We're pleased to share that we've taken ownership of 24 brand new homes on Bolam Street. There's a mixture of bungalows, houses and apartments and you can find out more on page 17.

We've included updates from our community partners such as The Lighthouse Project, Byker Sands and the Ouseburn Trust, and you can also find a feature on Cobalt Studios, a brilliant venue in Ouseburn who host a large range of free and pay as you feel events. Turn to page 6 to find out more. We've also included a reminder on page 8 of the affordable food hubs that are available on the estate to help you keep your weekly shop cost down.

Keeping you safe in your homes is very important to us and on page 11 we've put some helpful tips together on how you can help us keep unauthorised people out of the Byker Wall, including a helpful guide on using your intercom system to ensure your privacy.

There's been some brilliant updates to how you can contact us including the brand new MyKarbon app and WhatsApp. These make managing your home even easier and if things go wrong, you've got Karbon at your fingertips. Find out more on page 9.

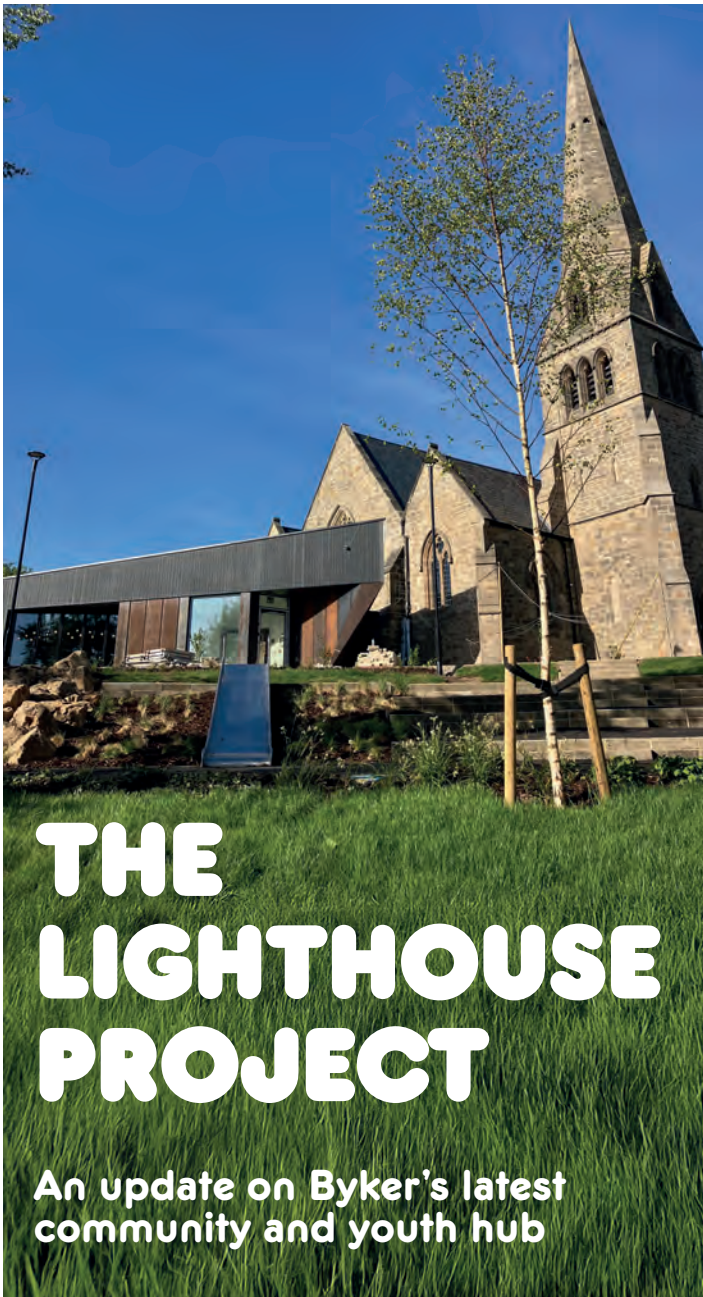
This April in line with government guidelines, we will be increasing our rents. Every year we review our rent and service charges, and we've recently written to you to explain the changes from 6 April 2026. You can find out more, and what you need to do if you claim Universal Credit on page 12.

Enjoy the Easter Break.

Michelle Bell
Assistant Director - Byker

**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!



THE LIGHTHOUSE PROJECT

An update on Byker's latest community and youth hub

The Lighthouse Project has made a huge impact on the community and is expanding its youth and community groups! Check out the new additions below.

Brew and Do

Join The Lighthouse Project for its new community coffee morning with activities held monthly.



When?

Every last Thursday of the month
10:30am-12pm.

Youth clubs

The youth clubs are growing and there are some amazing activities, now including gaming in the dedicated gaming room.



Youth clubs are:

Monday and Wednesday
4pm - 5.30pm - Juniors - 8-12 years old
5.45pm - 7.15pm - Seniors - 12+
Multi-Sports Session for 8-12 year olds:
Thursday's at 4.30pm - 6pm



NAPI

North East Action for Children Parents and Inclusion (NAPI) are running a messy fun session for under five's on Friday 27 March 1pm - 2:30pm.

The Lighthouse Project, Saint Michael's Mount, Newcastle upon Tyne NE6 2FT.



Byker Sands

Byker Sands are holding basic English classes every Friday 11:30am - 1:30pm.

Childcare places are available, call **0191 275 9636**.

AN UPDATE FROM THE OUSEBURN TRUST

There's plenty of upcoming events, groups and volunteering opportunities on Byker's doorstep in Ouseburn!

Ouseburn Festival returns on Saturday 4 July and Sunday 5 July, bringing you a whole lot of fun all over Ouseburn, and as always, it'll be totally free to attend. Expect live music, arts workshops, markets, food stalls, and a huge amount of community spirit.

Stay up to date with programming releases at [@ouseburnfest](#) on Instagram, Ouseburn Festival on Facebook and at ouseburnfestival.org.uk.

Ongoing events:

Ouseburn's Green Team

Ouseburn's Green Team meets every Thursday 2pm - 3pm for a chat and litter-pick and on Saturdays 10am - 12pm for nature friendly maintenance of pathways, hedges and planted beds. It's a great way to spend time outdoors in good company and everyone is welcome.

Find out more at ouseburntrust.org.uk/environment-support

Interested in local heritage?

We have a range of volunteering opportunities to get you diving deeper into the history of our area, from Victoria Tunnel tours, to research and exhibitions, to brewery and walking tours, there's lots to explore.



Find out more about volunteering with us at ouseburntrust.org.uk/volunteer, or our events at ouseburntrust.org.uk/events

Theme Groups

Ouseburn Trust also run a selection of theme groups, where people with an interest in heritage, environment, planning and development or local transport can come together. Theme groups are open to anybody, whether you're working in one of the subject areas, want to stay up to date about what's going on in Ouseburn and surrounding areas, or just have a general interest in the subject, you're more than welcome to join us.

Find out more at ouseburntrust.org.uk/groups

Wild Ouseburn

Do you love the wildlife that you see in your neighbourhood? Wild Ouseburn run free events throughout the year to explore and learn about the nature that's on our doorsteps, including wildlife walks, family and creative events, and identification courses and surveys.

Find out more at wildintrigue.co.uk/wildouseburn



Stay up to date with all things Ouseburn at [@ouseburntrust](#), or ouseburntrust.org.uk

A HUB OF CULTURE AND ARTS ON YOUR DOORSTEP



Cobalt Studios offers affordable culture, accessible arts, community spaces and events in Ouseburn, which is just a short walk away from The Byker Estate.

As a community interest company, the studios place the community at the core of everything they do, offering a range of events to suit everyone. This year alone they're hosting over 300 events and activities, with a range of free and "pay as you feel" events and activities to ensure everyone has a chance to access culture and arts in the community.

Check out some of their free and pay as you feel events:

L.A.D.S (Ladies Open Decks and Social)

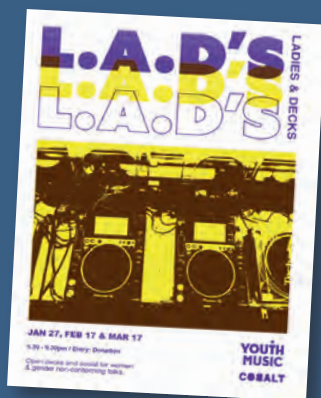
Dates: 17 March, 21 April, 12 May, 9 June

Ladies/nonbinary and gender fluid people who DJ or want to DJ?

Meet other likeminded people who love music and are already DJ-ing or would like to learn for chatting, mixing, sharing notes and generally addressing the lack of women (or those identifying as women) on the decks in this city and beyond. This is a friendly and informal event, many people come alone for the whole or part of the session.

Bring Vinyl or a USB stick if you have one (both decks available) and if you don't just bring yourselves, your ideas and your musical enthusiasm! Refreshments available for purchase.

FREE or choose pay as you feel if you are able.



Open house - play!

Dates: Every Tuesday 7pm

An open invitation to all to join in the creation of spontaneous sound in a spirit of community, curiosity, and play.

Come regularly or pop in for a one-off session of improvised music, rhythm and voice. If you have an instrument, or anything you'd like to make a noise with, bring it – if not, then just bring yourself.

FREE or choose pay as you feel if you are able.



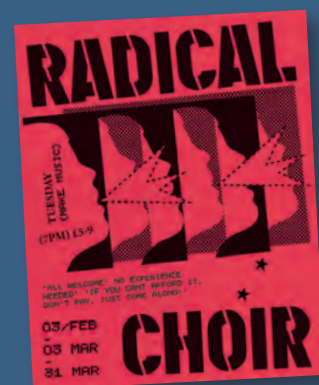
Radical Choir with Bethany Elen

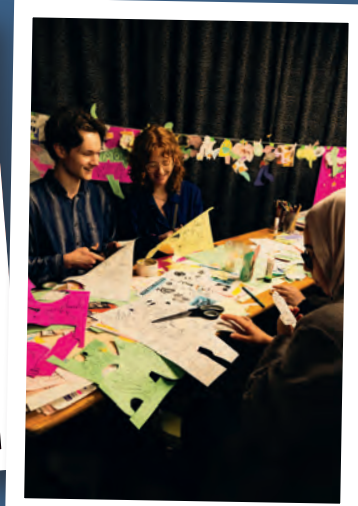
Date: 31 March

Explore mutual strength through music, creating connections and community through collaborative song. The choir will explore themes of radical hope, unity and justice.

Each session will provide a space for learning, exploring and sharing music, concluding sessions with a discussion around the themes arising. All are welcome. All sessions are fully accessible and inclusive, no previous choir experience is necessary.

Tickets from £5, no one turned away for lack of funds.



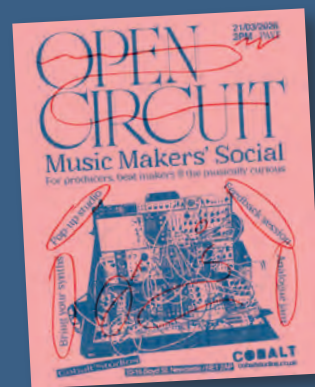


Freshly squeezed open mic night

Dates: 24 March, 28 April, 26 May, 16 June

A monthly open-mic night at Cobalt led by Jayne Dent. Come and watch or take your place in the spotlight, share your tunes and chatter.

Sign up for a slot from 6pm and get comfortable, performances will begin shortly after. Welcoming everyone from seasoned performers to first timers; bringing fresh material or old classics this is a friendly and non-judgmental community that welcomes all.



Open Circuit: Music Makers' Social

Date: 21 March

Cosy social and pop-up studio for producers and the musically curious. Bring your synths and WIPs, or come along and use equipment provided, friendly advice and feedback, a jam session, and a rare opportunity to hear your tracks on a lush club sound system. Open to all skill levels.

Suggested donation £3

Pay as you feel or suggested donation of £5



Downtempo collage café

Dates: 1 April, 27 May

Cosy café vibe with a downtempo soundscape backdrop, access to lots of old Cobalt posters for collaging and simple food available tbc. DJ's soundtracking the night with eclectic tunes for your listening pleasure. Come along on your own or with friends for an evening of making art and connections.

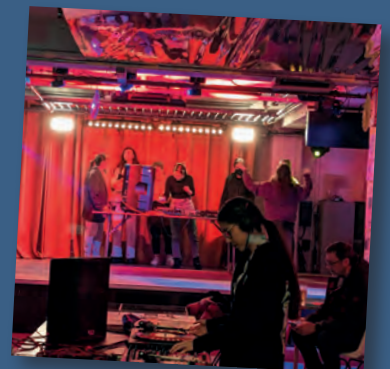
Tickets from £5

The Late Shows

Open: 6-10.30pm

Date: 8 May

From the backyard to the top floor, take a wander around Cobalt. Peek into artists' studios, enjoy a BBQ, have a go at DJ-ing with L.A.D's, find artwork, listen to live music from the brilliant Dele Sosimi, and take part in a whirlwind pop-up Mobile Disco with Yoko Pwno. More details to be announced soon.



Free entry



KEEPING FOOD COSTS DOWN

Keeping our cupboards full can be quite the challenge when supermarket costs are rising.

We have great relationships with many partners in the local area who can help with affordable food, making sure you can keep yourself healthy without it breaking the bank.

The Bread and Butter Thing

(ACANE, Raby Cross, NE6 2FF, Friday 12PM)

The Bread and Butter Thing has been distributing its affordable food shopping on the estate since 2023.

Run by volunteers, the hub sees a delivery every Friday of a fantastic range of fresh food and cupboard staples that could cost you as little as £8 for three large bags.

How to sign up

It's really easy to join The Bread and Butter Thing. Everyone is welcome, there's no fee, no contract, you can dip in and out as you need and the membership rules are really simple.

Text **07507 237 311** with your full name, postcode, and the name of the hub you will be collecting from (Byker).

The Byker Pantry

(Raby Cross, NE6 2FF, Tuesdays)

The Byker Pantry is a "Half Price Shop" set up to serve the people of Byker. Not only is it a place to come and get a weekly shop at half the regular price, but there is also a warm and welcoming space set up for locals to enjoy a cuppa and a chat with each other and the friendly volunteers. They are also able to provide additional advice and support and occasionally can run cookery courses and other exciting activities.

Byker Mutual Aid

(St Michael's Centre, Raby Cross, NE6 2FF)

Byker Mutual Aid is a grassroots community group volunteering support for neighbours in Byker. If you find yourself struggling to keep your kitchen stocked up, they provide free food once a week on a Wednesday, 3pm - 4pm and can arrange and deliver food parcels.

THE HOME OF YOUR HOME GOES MOBILE

Staying on top of your rent, repairs and tenancy shouldn't be difficult. That's why we've launched the new MyKarbon app, designed to make managing your home even easier and more convenient.

More than 2,000 customers are already using the app, with customers' telling us:

"It's quite easy for someone who hates technology and can never remember how to log in, so thankful to have the app."

"I didn't know Karbon had an app it's so much easier I can pay my rent and do repairs all on the app thank you Karbon Homes★★★★★"

Download the MyKarbon app now from the Apple App Store or Google Play.

What you can do with MyKarbon

MyKarbon brings everything you need into one easy place:

- Check your rent balance and make payments
- Report a repair and track its progress
- Update your personal details
- Manage your tenancy quickly and easily

You can use the app wherever you are — at home, on the bus or during a break at work.

Don't forget, when you download the app, you'll be added into a monthly prize draw to win a £50 voucher!

More to come

This is just the start. We'll keep improving MyKarbon, adding new features and listening to your feedback so it continues to grow with your needs.

If you haven't tried it yet, now's a great time to download MyKarbon and see how it can help you manage your home.



What's that? WhatsApp?

You can now message us directly for repairs, tenancy questions, or general support on WhatsApp.

It's quick, easy and free. Save our number and drop us a message anytime during office hours.



Chat with us by adding our freephone number to your contacts or scan this QR code!



KEEPING YOU SAFE IN YOUR HOME

Do you live in the Byker wall and need support to evacuate in an emergency?

We've recently been contacting residents to check whether anyone might need extra help to leave their home safely in an emergency.

Some people may benefit from a Personal Emergency Evacuation Plan (PEEP), a short, confidential plan that sets out any support you'd need to get out safely. It won't affect your tenancy.

If you think you might need a PEEP, or you're unsure, please get in touch. A trusted person can contact us on your behalf if that's easier.

- Call: **0800 533 5442**
- Email: **enquiries@bykerct.co.uk**
- Webchat: **www.bykerct.co.uk**
- Online form: **www.karbonhomes.co.uk/peeps** or scan this QR code



Annual fire safety information

Over the coming weeks, we'll be writing to all customers living in high-rise buildings with their annual fire safety information. This includes important guidance about what to do in a fire and any updates you need to be aware of. Please look out for this letter when it arrives.

Keep an eye on your building noticeboards

We regularly update the noticeboards in your building with useful information, safety updates, and any changes you need to know about. It's worth checking them regularly so you're always up to date.

Report anything that doesn't look safe

If you spot anything in your building that could be a safety risk, like damage to fire doors, blocked corridors, or faulty alarms, please tell us straight away.

You can report concerns by contacting us in the usual ways (phone, email, webchat or via our website). We'll make sure it reaches the right team quickly so we can keep your building safe.

KEEPING THE BYKER WALL SAFE AND SECURE

The Byker Wall is home to over 600 flats and maisonettes, and with hundreds of people going in and out of the building every day, it's important to keep the building secure to ensure the safety of you, your home and your neighbours.

Sometimes people who do not live in the building try to gain access, which can result in anti-social behaviour. Please always check who is calling your flat intercom system before allowing entry to the building. If someone is continuously calling your flat creating unwanted noise and disruption, you can set your intercom system to do not disturb by:



AT-07 intercom

How to Configure Do Not Disturb and Silence Modes

Your device offers two sound-control features

- Do Not Disturb mode and Silence mode. Each designed to limit interruptions in different ways. Both modes can be scheduled in advance.

Do Not Disturb Mode

Do Not Disturb turns off all sounds except the alarm. Incoming calls from other devices will not appear on the screen. Any calls received during this time will be stored as missed calls on the main screen.

How to set it up

1. Open the **General** section in the monitor settings.
2. Select **Mode**.
3. Turn on **Do Not Disturb mode**.
4. Choose the start and end times for when the mode should be active, then save the schedule.

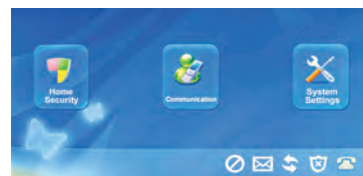
Silence Mode

Silence mode also turns off all sounds except the alarm, but in this mode, incoming calls **will still appear** on the screen.



How to set it up

1. Open the **General** section in the monitor settings.
2. Select **Mode**.
3. Turn on **Silence mode**.
4. Set the start and end times, then confirm your selection to save the schedule.



Older intercom

On the bottom of the screen there are several icons, tap the first icon (the circle with a line through) to turn on the privacy function which will stop the intercom ringing.

As a resident you are allocated an access fob so you can easily get to your home through communal entrances, but it's important that you do not share this fob. If the fob is lost or stolen, please report it to us immediately so we can cancel the fob and give you a new one.

Please also be aware of anyone trying to follow you into the building without an access fob. People often "tailgate" (follow behind you) to gain access to buildings. Remaining aware of who's around you can ensure we keep the wall as safe as possible. If you see any suspicious behaviour please report it to us directly, or if it is an emergency please contact the police immediately.

CHANGES TO YOUR RENT

Every year we review our rent and service charges, and we've recently written to you to explain the changes from 6 April 2026.

To help explain the changes, we spoke to our Head of Income, Rob Jeffreys.

“We set our rent in line with government policy and guidelines from the Regulator of Social Housing.

Like other social housing providers, we'll be increasing our rents in line with the UK's main measures of inflation which measure changes in the price of goods, like food, fuel, gas and electricity.

We understand the pressure the current cost of living crisis is having on everyone. We've very carefully made this decision after assessing our rising costs along with making sure we can continue to provide good quality homes, deliver an excellent customer service and create great places for our communities.

This year's rent increase will help us cover these rising service delivery costs. It will also enable us to continue our investment in existing homes, so they are safe and secure, and support the delivery of challenging environmental sustainability targets.

We've sent a letter out to you with more details. If you pay a service charge, the letter will also include details of these costs.”

Updating your Universal Credit Journal

If you claim Universal Credit (UC), from 6 April 2026 you will receive a new 'to-do' in your UC journal asking you to 'Confirm your housing costs'.

All the details you need to complete this will be in your rent increase letter. **Please don't update your rent details before the 6 April 2026.**

If you are on a monthly tenancy, the date you need to update your charges may not be the 6 April 2026. You can check this on your rent increase letter.

If you no longer have your rent increase letter, you can contact the Customer Relationship Team on **0808 164 0111** or by emailing **info@karbonhomes.co.uk**.

If you need any support with your rent or updating your Universal Credit claims, our Customer Accounts Team is here to help. Please contact us by calling 0808 164 0111 or emailing info@karbonhomes.co.uk.



MEET OUR NEW DAMP AND MOULD TEAM

We listen to what matters to you and always look at where we can improve. Damp and mould in your home isn't just frustrating; it can affect your health and wellbeing. That's why we've created a dedicated Damp and Mould Team, a group focused on tackling these issues quickly, thoroughly and with care, to respond to customer reports.



We sat down with Rob Nixon, the team manager, to find out more.

Q. Hi Rob, what would you say is the team's main goal?

We're here to make homes

safe and comfortable. That means not just fixing damp and mould but understanding the root cause so it doesn't keep coming back.

Q. How are you responding to customer requests and feedback?

Customers told us it's frustrating when problems aren't resolved quickly. We've structured our team to act fast, keep you updated and ensure work is high quality. It's also part of how we're meeting parts of Awaab's Law, which the Government recently introduced to ensure social landlords address hazards in homes promptly.

Q. What do you like about working in the team?

I love that we're making a real impact. The team is skilled and caring, and it feels great knowing we leave homes safe, comfortable and free from damp and mould.



Q. What else does Karbon do to tackle damp and mould?

Our team mainly responds to reports from customers or colleagues who have spotted damp and mould in homes.

We've also got other teams who take more of a proactive approach. They'll do things like survey homes every five years, keep an eye on homes that might be at higher risk, replace things like doors, windows or roofs when they're needed to stop water getting in, and work on improving the overall energy efficiency of our homes.

Q. Is there anything customers can do to help?

Simple things like keeping rooms ventilated, using extractor fans, putting lids on pans when cooking, but the main thing is to let us know as soon as you spot issues.

If you spot damp and mould in your home, please get in touch with us straight away.



DON'T GET BITTEN - STOP LOAN SHARKS

The cost of living is still at a high, and we can easily find ourselves in financial difficulties, especially when it comes to making sure we pay the bills.

Our Customer Accounts Team Manager, Ruth Shrimpton-Dean spoke to us about the dangers of looking to resolve those financial issues via loan sharks and what support is available.

Ensuring your finances stay afloat may make you consider borrowing money from a loan shark. Loan sharks are unregulated and illegal money lenders that will offer loans with no paperwork, often very quickly.

On the surface, this may seem like a quick fix to resolve money struggles. However, loan sharks often charge extremely large amounts of interest, resulting in your debt increasing further.

There are currently almost 1.1 million people in debt to a loan shark in England. If you've found yourself in debt to a loan shark there is free and confidential help available. You're not alone and you're not in trouble if you have borrowed from a loan shark. It is the lender that is committing a criminal offence, not you.

Our Customer Accounts Team recently received training from the Government-funded Stop Loan Sharks Team who investigate and prosecute illegal money lenders and provide support for borrowers in England.

If you've borrowed from a loan shark or are worried about someone else, you can contact Stop Loan Sharks for free confidential advice. You can call **0300 555 2222**, contact via WhatsApp on **07700 102773**, email **reportaloanshark@stoploansharks.gov.uk** or visit www.stoploansharks.co.uk for more information.

If you're struggling with debt and need advice, please contact our Money Matters Team by calling **0800 164 0111**, email **info@karbonhomes.co.uk** or use MyKarbon to get in touch.

Unsure if you've borrowed from a loan shark?

If you answer yes to any of the below questions, it's likely that you have and you should contact us for advice as soon as possible.

- Did they offer you a quick loan?
- Did they appear to be a friend at first, but now you're not so sure?
- Did they say there was no need for paperwork?
- Did they add extra charges or huge amounts of interest to your loan?
- Have they threatened you?
- Are you scared of people finding out?
- Have they taken your bank card, passport, watch or other valuables from you?

CREATING SAFE AND WELCOMING COMMUNITIES FOR EVERYONE

Did you know that Karbon Homes is the first organisation in the North East to sign the LGBTQ+ Housing Pledge?

Our Strategic Equality Diversity and Inclusion Lead, Di Keller tells us why this is an important step in our commitment to creating safe, welcoming and inclusive communities for everyone.

Hi Di, can you tell us more about the LGBTQ+ Housing Pledge?

The pledge has been created by HouseProud and delivered by Stonewall Housing. It's a way for social housing providers - like Karbon - to show their commitment to equality and support for LGBTQ+ residents. It helps us to work with customers and take action to make housing fair and inclusive.

Why is this important?

Home should be a place where everyone feels safe and free to be themselves. Sadly, many LGBTQ+ people still face discrimination, even in relation to housing. The pledge helps tackle this by promoting equality and building positive relationships between housing providers and LGBTQ+ residents.



What will Karbon be doing?

We're already active in promoting inclusion, through our Pride Inclusion Hub and involvement with Newcastle Pride, but this pledge means we can do even more. We're creating initiatives around LGBTQ+ that support both colleagues and customers and sharing more stories about the work we're doing.

We're proud to lead the way in the North East and look forward to working with our colleagues, customers and partners to make a real difference.

We're also keen to get you involved in our LGBTQ+ work too. If you'd like to find out more then please get in touch by emailing inclusion@karbonhomes.co.uk.

HAVING YOUR VOICE HEARD

Have you ever had something you wanted to voice about Byker Community Trust?

Michael and Dennis are two Byker residents who regularly take part in our customer engagement forums and panels. We spoke to them about their work on our Procurement Panel and how it helps them ensure that we are delivering value for money for residents.

Why did you decide to get involved with the Procurement Panel?

Michael: I've been part of the panel for about a year. I was interested to find out about what procurement is and how it impacts residents.

Dennis: Michael introduced me to the panel. I thought it sounded very interesting. Getting to read through the contracts, see the tenders that Karbon are using and finding out how it will affect you and where you live.

Michael: It's more than how money is going to be spent, it's also the social value side of things – how the investments Karbon make impact the wellbeing of our communities.

Which projects have you been involved in?

Dennis: I've only recently joined the panel, but I'm going to be getting involved in looking at the contracts for the lifts. We both live in Tom Collins House and we've had some issues with the lifts breaking down. It's of particular interest to me to be able to see who they will bring in and how they will improve things like the maintenance going forward.

Michael: You're able to highlight where you feel there has been unsatisfactory performance from contractors previously and work together to find a solution.



Did you feel your voice was heard and in what ways?

Michael: Most of the time my voice is heard. It makes me feel that it's worth doing.

Dennis: You always get good feedback and you feel more informed as well, it gives you the bigger picture. I think that's really important.

Why is it important that customers have their say on things like the tender process?

Michael: To make sure they make things satisfactory for residents. You're being consulted about it and you're able to bring your own experience as a resident to help Karbon make the best decisions for everyone.

To find out more about the Procurement Panel and all the ways you can get involved with us, visit karbonhomes.co.uk/get-involved.

BOLAM STREET



The Byker Estate has around 2,000 homes, and now we've added 24 more!

A huge milestone in the estate's history, the development at Bolam Street marks the first ever new builds to be added to the iconic estate since its completion in 1983.

Over the years we've successfully converted hobby rooms into homes to meet housing demand but now we've built from scratch.

A mixture of bungalows, houses and apartments, the new homes on Bolam Street have already proved popular, and we're delighted that new customers are moving into them. We hope that this is the first of many more new homes in Byker, expanding our community and making it an even better place to live.

A NEW SPACE FOR OUTDOOR PLAY!

We're pleased to announce that we've secured over £12,000 in social value funding to transform the old MUGA (multi use games area) next to Dunn Terrace.

The refurbishment will complete a series of works in the area, which has seen homes in Dunn and Northumberland Terrace receive new fencing, bin storage areas and tree removal and planting.



To create a new safe space for children to play in, we'll be repainting the full space, updating the floor activity artwork and replacing the basketball hoops.

Keep an eye out on our website and Facebook page for further updates on when work starts, and when we expect the space to reopen.

TREE SURVEYS TAKING PLACE IN YOUR AREA

We're carrying out routine tree surveys across our neighbourhoods.

The surveys are being completed by Dryad Tree Specialists Ltd, one of our approved contractors. Their teams will carry out visual checks on trees located on our land to make sure they remain healthy, safe and well-managed.

Surveyors may need access to some customers' gardens to do the survey. If this is needed, the surveyor will always ask for permission before entering. They won't enter gardens belonging to non-customers.

In some cases, the survey may also visually check nearby trees that are within falling distance of our land (up to 15 metres away). These checks are carried out from public areas or our own land.

All Dryad surveyors carry official identification, so you can be confident about who they are. If you have any questions or would like to confirm the identity of a surveyor, please call **0808 164 0111** or email **info@karbonhomes.co.uk**.



EASTER COLOURING COMPETITION

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

Grab your pens, pencils, crayons and paints and colour in our Easter pic. Be as creative as you like, you can even add some of your favourite spring activities to the picture as well.

Ask a grown-up to share your entry to **enquiries@bykerct.co.uk** and be sure to include your age. We'll publish a selection of the entries on Facebook and in the next edition.

Good luck!

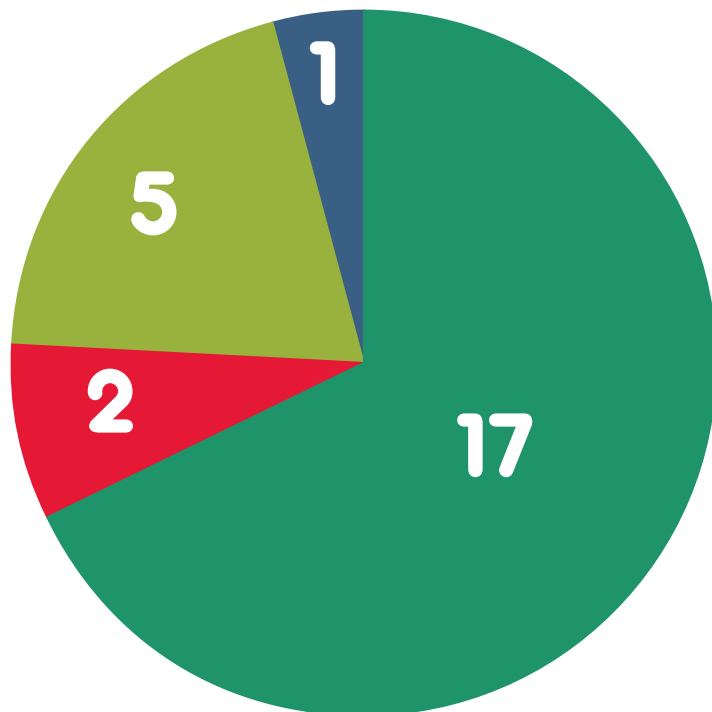


COMPLAINTS, COMPLIMENTS AND SUGGESTIONS

Q3 NOV 2025 - JAN 2026

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 12 compliments and 25 complaints in Q3 from customers regarding the service they received from us.

Number, Nature, Outcome



COMPLAINTS UPHELD

Upheld	10
Not Upheld	8
Partially Upheld	7

Upheld: A complaint is considered as 'upheld' when the investigation into the complaint found that we 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 we acted correctly in providing the service to the customer.

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

25  COMPLAINTS

 Operations and Support Services

 Housing

 Customer Relationship

 Customer Experience

12  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.

At Karbon, we're always looking for ways to improve our services and make life easier for our customers, while also trying to reduce our carbon footprint. That's why we've gone paperless with rent statements, and we're no longer sending them in the post.

You can access your rent information using our free and secure online MyKarbon portal, where you can view your balance, transactions, make payments and manage your rent. If you're not already signed up, visit www.karbonhomes.co.uk to register.

You can also phone us on 0808 164 0111 and use our 24-hour automated line to check your balance or make a payment. You'll just need your tenancy reference number.

If you need a paper statement at any time, please contact us to request one to be sent via email or post.



- | | |
|---|---|
| 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. Defibrillator available here. | 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](https://www.facebook.com/bykercommunitytrust)



Part of **Karbon**

