

BYKER NEWS

community trust www.bykercommunitytrust.org

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@BYKERCOMMUNITYTRUST
FOR ALL THE LATEST NEWS.



**NEW START
FOR ROSS
SEE PAGES 10 & 11**

**DISTRICT HEATING SYSTEM UPDATE
SEE PAGE 5**

**MANAGE YOUR BCT HOME ONLINE
USING MYKARBON SEE PAGE 9**

Issue 35 - Spring 2022

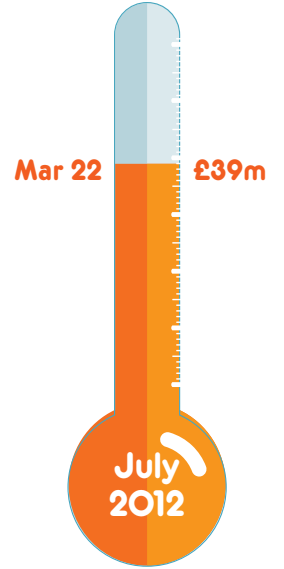
Part of the **Karbon** family

Our freephone telephone number

0800 533 5442

is available for all enquiries and out of office hours emergency repairs.

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



Since July 2012, BCT has invested £39m 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, which owns the Byker Wall Estate in Newcastle upon Tyne. If you would like this information in your own language, we will arrange for an interpreter to help you on freephone 0800 533 5442.

Arabic
يڤ بڤرت تنك اذآ. نڤات نوبأ لس الكويڤن يڤ لوو ركڤياب راقع كلفمت يڤتلا، تسرت ركڤياب ة عومجب تامول عمل ا هذه قل عتت
244 5335 0080 مقر فتاه ىلع كفتدع اسمل مڤرتتم تامدخ بيترتب موقن فوسف كفتغلب تامول عمل ا هذه ىلع لوصحلا

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

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

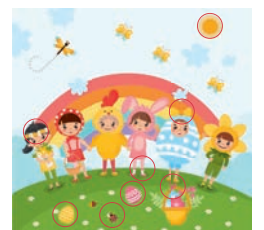
Polonais
Polish
Ta informacja dotyczy funduszu Byker Community Trust będącego właścicielem nieruchomości Byker Wall Estate w Newcastle upon Tyne. Aby otrzymać tę informację w swoim języku, prosimy zadzwonić pod nr 0800 533 5442, a zaaranżujemy tłumacza w celu udzielenia pomocy.

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

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

FRONT COVER PHOTO: Byker resident Ross Johnstone has secured a role working with Karbon's Grounds Maintenance Team thanks to the New Start employability scheme.

Answers to the spot the difference on page 19.



WELCOME TO THE SPRING EDITION OF THE BYKER COMMUNITY TRUST NEWSLETTER



First of all, I'd like to apologise for the inconvenience caused by the leaks on the District Heating System. The loss of heating and hot water affected 1,300 homes and I am sorry for the stress this caused our customers, especially in the days leading up to Christmas.



In March, we published a special issue of Byker News 'Your guide to the Byker District Heating System', which provided you with a summary of what happened, why it happened, what our response was and what will happen next. We have provided a further update on the repairs to the system inside this issue, please turn to page 5. Newcastle City Council is working hard to complete the repairs as soon as possible and we'll keep you updated on progress.

A new project providing real work experience has been rolled out and it's great to read about how the New Start programme has benefitted some of our



customers including Ross and Alex – turn to pages 10 and 11 to find out more.

We're continuing to make investments in your homes and the estate and you'll see on pages 6 and 7 we are progressing with installing bathrooms with showers and internal doors, as well as unveiling plans for a proposed new development of 24 much-needed one and two bedroom homes at Bolam Street. These are just some of the promises we outlined to you in our Community Pledge.

The Byker Pantry has received a grand makeover thanks to our partner RE:GEN Group. I would encourage you to pop in and have a look if you haven't already done so. We've also made it easier for you to manage your rent account with MyKarbon via your laptop, mobile or tablet. You can now pay your rent, view statements and even book a repair all at the touch of a button.

I can't believe it's nearly Easter - where does time go? I am hoping we can look forward to some sunshine arriving in time for the holidays and I wish you and your family a very Happy Easter.

As always, we'd love to hear from you about how we can improve our services to you. We'd also encourage you to get involved in helping us to shape our services and you can find out how on page 14.

If you can, give us a follow on Facebook **@bykercommunitytrust** where we post regular updates about what's happening on the estate and please also ensure we have your latest mobile number so we can text you updates about the work on the District Heating System.

WHAT'S ON

Here's our usual round-up of activities and events planned for this Easter half term. For all the latest events and activities, please check the @BykerCommunityTrust and @BykerCYP Partnership pages on Facebook.

What is it?

A new group for adults in Byker starting April 2022. You'll get to go and see a range of events including Comedy, Film, Music, Theatre, Dance, Art and Food Festivals and discuss them afterwards.

What you'll see will be up to you and can be anything else you're interested in! At the end of the project we'd also help you set up your own event for the community based on what you liked best.

How much does it cost?

Nothing... it's FREE! Northern Stage will cover all of the ticket/admission costs, food and travel so it won't cost you anything.

Who is it for?

Any Byker resident aged between 18 and 118! We only have 12 places available though... so be quick!

When will it happen?

We're looking to start in April and the new group will meet together in Byker at times that work for you. We'd aim to go to see a few things together each month and this could happen flexibly on weeknights, weekdays or weekends. The project will go on until Winter 2022.

How do I get involved?

Easy... to express your interest just do one of the following things:

**TEXT YOUR NAME & CULTURAL ENCOUNTERS
TO 07512 819 563**

**OR EMAIL YOUR NAME & CONTACT NUMBER TO
CULTURALENCOUNTERS@NORTHERNSTAGE.CO.UK**

**Please get in touch
by 11 April**



Animals, eggs and astronauts



8 – 24 April 2022, open 7 days a week,
10am - 5pm



Newcastle's Life Science Centre



Costs apply

**Families can enjoy experiments and exhibits,
live shows, space adventures, and crafty
nest making activities.**



Cartoony Critters and Hilarious Humans! with Liz Million



Tues 12 and Thurs 21 April 2022, 10.30am
(5-8 year olds) and 12.30pm (9+ year olds)



Seven Stories



Tickets are £9.50 each

**Draw like a professional illustrator with
local illustrator and author Liz Million.**

**Liz will share top tips and design secrets
with you as you laugh, learn and draw
along together in this fully interactive
drawing session.**



DISTRICT HEATING SYSTEM



In March, we published a special issue of Byker News to provide you with some general information on the District Heating System (DHS), an overview of what happened in December, what action we put in place to reinstate the heating and hot water supply to your home and what the plans are going forward to repair the four leaks on the underground pipework.

Temporary boilers have been connected to all 11 substations across the estate. This enables engineers from Newcastle City Council (NCC) to carry out essential repair works to their network whilst maintaining a heating and hot water supply to your home.

NCC is working to complete the repairs as soon as possible. Repairs to the pipework at Chirton substation are almost complete and work to repair the leak on the

pipework at the Byker Heat Station, situated on Walker Road, is progressing well. The trenches have been dug and laying the new pipework has commenced.

The work at Byker Heat Station is expected to be completed during the second week of April with a series of tests to take place over the following two weeks as we slowly build up water pressure and heat. It is expected that the temporary boilers at Ayton, Bolam, Janet Croft and Dunn Terrace will be removed at this stage and this part of the system will revert to being heated by the main heat station boilers.

We will continue to keep you updated on the progress of repairs to the DHS via text message, BCT's website, social media and Byker News.



Once again, we are very sorry for the inconvenience this caused. If you're still experiencing issues with your heating and hot water supply, please report the problem and we'll get someone out to your property as soon as possible.

You can contact us at:

In person: At the BCT office at 17 Raby Cross

Call us: 0800 533 5442 and select option 2

Email: enquiries@bykerct.co.uk

DELIVERING OUR COMMUNITY PLEDGE



BATHROOM AND INTERNAL DOOR REPLACEMENTS

RE:GEN Group is continuing to deliver the first two phases of the improvement works.

All homes across the estate will receive a new bathroom with shower and new internal doors between 2022 and 2025. We will then return to provide all customers with a new kitchen between 2025 and 2029.

These improvements are part of our Community Pledge to our customers. Phase 3 of the improvement works will be announced shortly.

A stock condition survey identified a small number of homes that require a new kitchen before 2025. We will contact the customers affected in writing.

CHIRTON HOUSE

Bell Group will shortly be commencing internal redecoration works at Chirton House.

EXTERNAL REDECORATION

Bell Group is undertaking pre-paint repairs and external redecoration works to properties in Clive Place and Low Fold. The work is expected to be completed in April 2022.

ENVIRONMENTAL UPGRADE

Brambledown Landscape Services Ltd have installed new litter and recycling bins across the estate, created a new footpath link on Raby Way and complete essential works to some of the footpaths and steps.



Customer consultation will begin soon to install new waste management arrangements to blocks in the Dunn Terrace area and Headlam Green. More information will be announced soon.

STAIRWELL UPGRADES

Bell Group has been appointed to carry out the stairwell upgrade programme. The works will include new flooring and redecoration to the communal entrances and stairwells across the estate. Flat doors and cupboard doors on the stairwells will also be redecorated.

Works began in March 2022 and are expected to be completed by October 2022. Customers affected by these works will receive a letter from Bell Group to explain what works are being carried out.

DOOR REPLACEMENT PROGRAMME

Esh will shortly commence a second phase of door replacements of flat entrances in stilt blocks, which have been identified as requiring a new fire door as part of a recent Fire Risk Assessment. Customers requiring a new door will be contacted by Esh to arrange the works.

BT OPENREACH

BT is upgrading the cabling/joints on the Byker Wall roof throughout April. The work is expected to take around four weeks and there will be minimal impact to customers while their works are carried out. The new cabling/joints should last 30-40 years.

PROPOSED NEW DEVELOPMENT AT BOLAM STREET



Residents living near Bolam Street were invited to attend a public consultation event in March to view proposed plans to build 24 affordable homes for rent.

If approved, the proposals for the site, which is currently on land next to Harbottle Park, would include the development of 12 1 & 2-bed level access bungalows, 8 2-bed houses and 4 2-bed apartments.

The project is in its early stages with surveys ongoing, ahead of proposed layouts/cost appraisals being developed. Feedback from residents at the consultation event will be included as part of the planning application submitted to Newcastle City Council.

If the scheme gets the go-ahead, it will be our first new development as part of Karbon Homes and the delivery of our Community Pledge.

MANAGING WASTE ON YOUR ESTATE



A project group involving staff from Byker Community Trust and Newcastle City Council has been established to tackle the issues of fly tipping and waste on the estate.

The group will be specifically looking at waste issues in the Byker Wall and blocks and across the estate, including customer engagement, education and communication.

The project is still in its early stages and more information will be published in the next issue of Byker News with details of how you can get involved to help tackle the issues and help keep Byker tidy.



GRAND MAKEOVER FOR BYKER PANTRY

The Byker Pantry, located next to our neighbourhood office at 17 Raby Cross, has received a makeover by RE:GEN Group as part of its ongoing commitment to the Byker estate.

For many years, the Byker Pantry has supported hundreds of families by offering heavily discounted food and household items as part of a points system, seeking to reduce the cost of supermarket goods by almost half and to lessen the stigma of asking for much-needed help.

Upgrades included the removal of passage walls and knocking two rooms into one to create a large open space area. A new kitchen, additional storage, alterations to doorways to provide wider access, a new main door and front window and also upgrading of lighting to LED fixtures have also been installed throughout.

RE:GEN Group worked with local partners Hewitt's Plumbing and Heating, Tiffen Gas and BA Electricals to carry out the works. The new kitchen units were supplied by JTC Kitchens and the new window and door were provided by Sekura Windows.

The Pantry, which currently welcomes around 100 people through their doors each week, hopes to see a 50% rise in membership over the next 12 months due to this refurbishment.

YOU CAN DO EVEN MORE WITH MyKarbon



Register for a MyKarbon account today and:

- **View rent statements**
- **Report repairs**
- **Manage personal information**

all at the click or a touch of a button.

To register, please visit karbonhomes.co.uk/mykarbon or visit the BCT website and click on the MyKarbon button in the top right hand corner.

If you were already using the BCT online portal, you don't have to do anything, we've already moved you over to MyKarbon. You can just login using your usual login details.

There are a lot more new features too. You can log even more types of repairs and book repair slots directly using your account. This means you can choose a date and time which is convenient for you. You'll also be able to amend or cancel your repair.

By making a rent payment directly through your MyKarbon account, you'll no longer need to go through Allpay.

YOUR QUESTIONS

Q. I don't like giving my details out online, is it safe?

A. Don't worry, we've made sure MyKarbon is a safe, secure and easy way to manage your tenancy online. As well as getting in touch with us, you can also keep your personal details up to date with just a couple of clicks – meaning you'll not miss any important messages or customer alerts that relate to your tenancy.

Q. Does it take ages to sign up?

A. We've made it quick and easy to sign up. All you'll need is a little bit of information that includes:

- An email address or phone number
- Your full address
- Your tenancy number - you'll find this on any letter we've sent you.

Q. Can anyone have an account?

A. If you're a BCT customer and are named on a tenancy, then yes!

AUTOMATED PAYMENT LINE NOW LIVE

When you call our freephone **0800 533 5442** number and select option 2 for rents, you can now make payments. All you'll need is your tenancy number and you can also get a live account balance. Any payments made using this service are updated to customer rent accounts within 10 minutes. You can also use this service during out-of-hours.



NEW START

New Start is a new employability scheme that helps you get real life work experience, with a real wage, and the qualifications you need to boost your career.

New Start is a paid placement programme for people aged 25 and over. We work with local employers to offer job seekers five-month opportunities, opening doors for candidates who were previously struggling to find work.

The programme aims to offer a new approach to employment in the region, enabling more people to achieve their career aspirations. With no prior experience needed and ongoing support from an employment advisor, the programme enabled applicants to explore roles within a wide range of industries, including engineering, hospitality, construction, law and teaching.



Recruitment for New Start has now closed, but if you're looking for work, training, volunteering or work experience, then please contact our Foundations Employment Project team:

Web: www.karbonhomes.co.uk/foundations-for-life

Call: 0191 223 8750

Email: foundations@karbonhomes.co.uk

Facebook: [@foundationsforlife](https://www.facebook.com/foundationsforlife)

NORTH OF TYNE PROJECT

New Start is a partnership between housing providers in the North of Tyne region, Karbon Homes, Your Homes Newcastle (YHN), North Tyneside Council, Northumberland County Council, Changing Lives and Bernicia, and roles were open to customers living in their homes.

The project is funded by the UK Government's Department of Levelling Up, Housing and Communities (DLUHC) through the UK Community Renewal Fund with the North of Tyne Combined Authority as the lead authority.

The UK Community Renewal Fund is a UK Government programme for 2021/22.

This aims to support people and communities most in need across the UK to pilot programmes and new approaches to prepare for the UK Shared Prosperity Fund.

It invests in skills, community and place, local business, and supporting people into employment.

For more information, visit

www.gov.uk/government/publications/uk-community-renewal-fund-prospectus



BYKER RESIDENTS MAKE A NEW START

New Start launched in November 2021 and created 68 new career-starter roles in February. Six of those roles were created specifically within Byker working with Karbon's Grounds Maintenance Team.

We caught up with Ross and Alex to ask them about how they found this different approach to finding a job.

"It was time for a change."



Ross, a 29-year-old who lives in Byker, was looking for a change after he had worked as a cleaner at a school for several years.

When he saw that New Start offered him the opportunity to work as part of Karbon's Grounds Maintenance Team, he jumped at the chance.

"It was a risk trying something new and leaving a permanent role, but I felt like it was time for a change and that if I didn't take this opportunity, it may not come up again. It can be hard to get this type of job, so I just took it straight away."

Ross was put in touch with the New Start employment advisors Helen and Kate who helped him through the recruitment process.

"I've been working since I left school, but I've never had to write a CV. Helen and Kate were spot on – they showed me how to use emails properly. I would have struggled otherwise if they hadn't helped me."

"Hopefully after the five months you never know what could happen. I'm enjoying it - it's an unbelievable job."

"I've finally got somewhere I'm happy to work in."



27-year-old Alex, from Byker, applied for New Start on a whim after his mother-in-law showed him a leaflet for the programme.

"Within a week of getting in touch, I was contacted to say I had an interview. It's brilliant – it's straight to the point and I didn't have to wait for ages."

Alex was able to get a role working as a Retail Worker at video game lounge Ctrl: Pad and has been encouraged by his employer.

"The energy I give off really helps customers feel more welcome. It's overwhelming. I've finally got somewhere I'm happy to work in. If I could, I would happily work there seven days a week."

DEFIBRILLATORS SAVE LIVES

Did you know a defibrillator can be the difference between life and death for some people?

A defibrillator is a life-saving piece of equipment that can be used to help someone suffering cardiac arrest – that is when the heart malfunctions and suddenly stops beating unexpectedly.

A person's chance of survival decreases by around 10% for every minute where defibrillation is delayed. Unfortunately, CPR alone is not enough and it's vital that a defibrillator is on a person's chest within minutes to give them a fighting chance.

There is a defibrillator on the side of the Byker Sands/ Barnardos building at Raby Cross and is available for anyone to use within the Byker community.

If it is needed, anyone can go to it and follow the instructions on the box. Simply call the number and a code will be given to access the equipment. The defibrillator gives step-by-step instructions along with 999 operators.

If the system gets used, it will flag up on their system where it will be resupplied with whatever equipment has been used.



CONNECT 25 FOODBANK

Every Christmas, we make a donation to the Connect25 Food Bank on Brinkburn Street. In December, we donated food parcels and selection boxes to be handed out to those in need on the estate.

Connect25 was established in 2015, recognising the need to set up and establish a food bank to help those who need it most. They provide emergency food supplies to local people living within the Byker Ward and surrounding areas and rely on donations including food parcels to meet the demand from the local community.



MESSAGE FROM YOUR FIRE SERVICE

Watch Manager Graeme Macdonald of Byker Community Fire Station, says:

"The Easter half term holidays can be great fun for everyone such as exploring your local community, spending time with your friends and family...and of course devouring some yummy Easter eggs!

"In all seriousness, after your kids or young relatives have enjoyed their chocolate treats, please make sure you know what they are up to.

"We are aware historically that in the school holidays the Fire Service sees an increase in Anti-Social Behaviour (ASB) across the City, including deliberate fire setting. This unfortunately means that when our crews and fire engines are extinguishing rubbish fires, they aren't available for potentially life-threatening incidents, such as house fires or vehicle accidents.

"Also, when you have finished all of those chocolate eggs, please dispose of your waste correctly, and make sure that you return your wheelie bin back to its usual storage area after it has been emptied on bin day.



"This will greatly reduce the likelihood of your bin being involved in a deliberate fire, and will help us work towards keeping Byker a clean and safe place to live and work."

If you have any important information about deliberate fires being ignited in your local community – you can report the details anonymously by calling Firestoppers on 0800 169 5558 or by reporting it through their website.

NEWCASTLE COVID 19 UPDATE

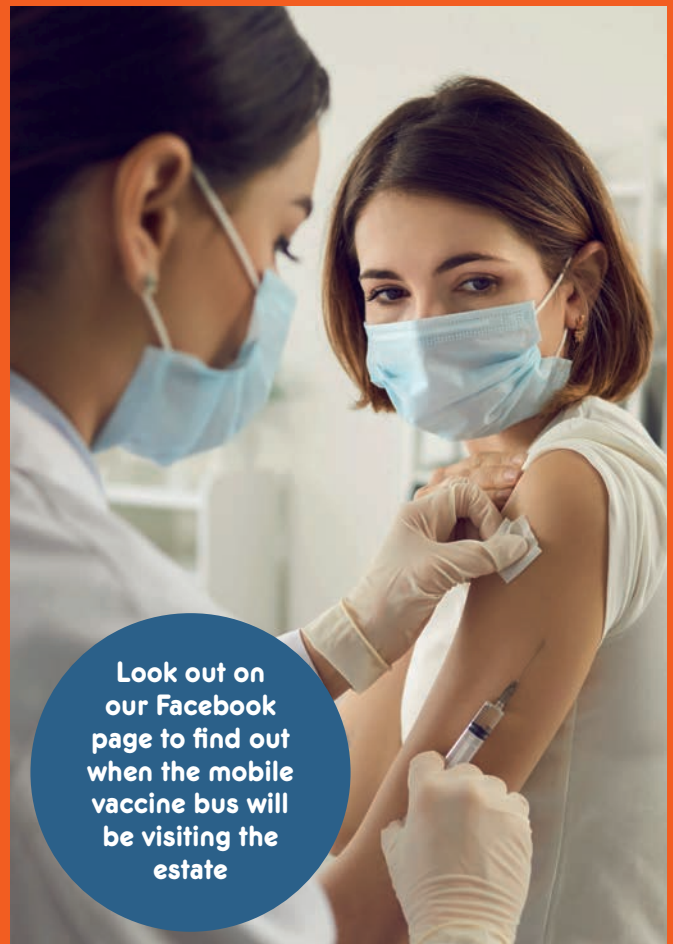


Our best form of protection continues to be the vaccine, which has been remarkable in preventing deaths in those most vulnerable and reducing hospitalisations and protecting our NHS.

We've made enormous progress in providing jabs to people right across the city. But, there are still some who have yet to receive a full course of vaccination, or even a first dose, and we want to make sure everyone knows, it's not too late.

There are lots of ways to get vaccinated, from large vaccination centres, pop-up clinics across the city, vaccine buses, and community pharmacies.

**Find out more at
www.newcastle.gov.uk/covidvaccine
and get fully vaccinated.**



**Look out on
our Facebook
page to find out
when the mobile
vaccine bus will
be visiting the
estate**

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.

RENT SURGERIES

Our rent surgeries will re-commence **4th April**. Discuss ways to pay your rent every Monday 12:30pm-3pm and Wednesday 10am-12:30pm at BCT's offices at 17 Raby Cross.

GET INVOLVED

We're passionate about providing excellent housing and developing thriving communities that our customers are proud to live in and where other residents aspire to live.

To achieve this, we know we need to work with and listen to you, our customers. By doing this, we'll understand what customers want and what they'd like their homes and communities to look like.

Ways to get involved

Byker is known for its community spirit and there is usually always something going on that you can get involved in. We work closely with residents and partners on the estate to make sure that there are plenty of opportunities for:

- Things for the kids to do
- Getting online and using computers
- Employability and training
- Self-employment and business advice
- Welfare support (debt and benefit advice)
- Social activities and groups

TARA MEETINGS RESUME

With Covid 19 restrictions lifted, the Tenants and Residents Association (TARA) will be meeting on the third Tuesday of every month at the Spires Lane Hobby Room at 4pm.

Pop along and speak to the Community Police and housing officers.

If you're interested in setting up a TARA in your area and would like more information, please contact Bijoli Deypurkaystha on 0800 533 5442.



Help us to improve our services

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

Grounds Maintenance Inspectors - get involved and provide feedback on the service that has been delivered in your area.

Become part of the Customer Scrutiny Panel

If you're interested in any of these roles or to find out other ways to get involved, we'd love to hear from you. Please call Bijoli Deypurkaystha, Community Engagement Officer on **0800 533 5442** or email bijoli.deypurkaystha@bykerct.co.uk

A NEW HOME IS WAITING JUST FOR YOU

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

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



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

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

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

The benefits of living in Mount Pleasant are:

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



| | |
|-----------------|--------|
| Rent | £64.76 |
| Heating | £8.09 |
| Service charges | £36.19 |

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

COMPLAINTS, COMPLIMENTS AND SUGGESTIONS (October - December 2021)

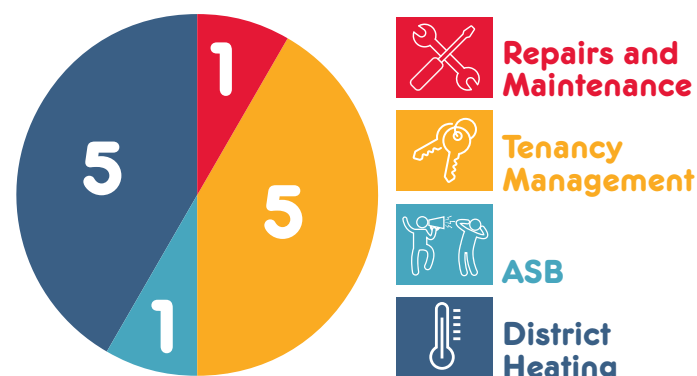
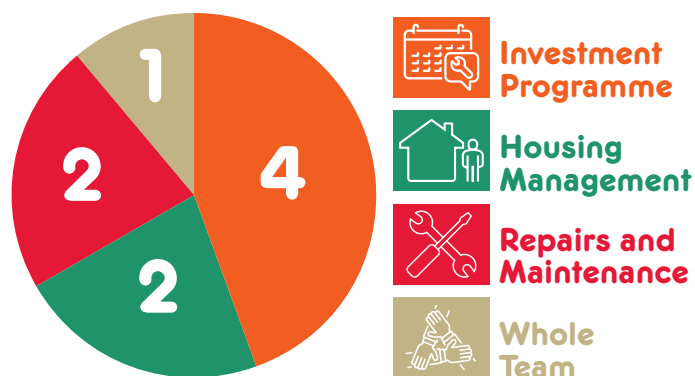
Our aim is to give you the service you expect all day, every day, 365 days a year. We try hard to avoid problems, but sometimes we do make mistakes.

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

We greatly appreciate your time and view any feedback as an opportunity to improve our services.

We're always listening and ready to work hard to resolve your concerns straight away. We received 12 complaints in Q3 (1st October – 31st December 2021).

Number, Nature, Outcome



COMPLAINTS UPHELD



- 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.

BCT NEIGHBOURHOOD HOUSING OFFICERS

Every quarter, our neighbourhood housing officers carry out estate walkabouts. Each officer is responsible for looking after particular areas of the estate and you can contact them to discuss any issues you may have. Why not join them on their next estate walkabout? Times are 12pm-2pm at the following dates and locations.



Jennifer Elliott

11th April – meet at Cheviot Mount/ Michaelgate

Areas covered are:

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



Craig Cross

12th April – meet at Dunn Terrace/ Northumberland Terrace

Areas covered are:

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



Yoyo Chow

13th April – meet at Chirton Wynd

Areas covered are:

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



Emma Foulis

14th April – meet at Raby Way/Raby Street (Avondale House)

Areas covered are:

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

Northumbria Connected



Northumbria Police has launched a new tool called Northumbria Connected to engage with local communities.

This ensures that as a police force, they are delivering on the issues that affect you.

Neighbourhood Policing Teams want to better understand the issues that impact you the most where you live so they can shape their response to tackle them effectively.

The tool allows you to hear about news in a way that you choose. By signing up to Northumbria Connected, you can decide on the updates you will receive in either text or email.

A short survey will then follow to help the police better understand what is impacting you and your community.

After all, no one will know better what is happening in your community than you!

Signing up is really easy. Simply subscribe online at <https://northumbriacconnected.co.uk> and start to help shape policing in your area today.



£25 PRIZE WORDSEARCH

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| A | E | T | V | E | R | K | T | T | T | R | N | I | B |
| A | R | V | G | R | R | A | T | R | E | G | E | N | N |
| T | E | C | C | G | N | V | A | I | V | A | L | R | E |
| N | D | E | F | I | B | R | I | L | L | A | T | O | R |
| E | A | O | L | E | K | I | C | K | S | T | A | R | T |
| M | E | B | R | T | P | P | A | T | E | T | T | N | H |
| E | Y | R | T | N | A | P | K | B | T | E | V | Y | M |
| V | E | A | S | T | E | R | P | G | E | R | R | M | Y |
| L | C | L | B | R | B | O | L | A | M | K | M | O | K |
| O | B | I | T | T | O | V | C | O | N | N | I | O | A |
| V | T | E | B | B | V | T | N | V | R | L | T | B | R |
| N | L | N | A | O | O | A | K | S | L | L | D | L | B |
| I | C | A | C | H | O | C | O | L | A | T | E | R | O |
| E | A | E | G | G | S | R | N | B | M | A | A | K | N |

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

- | | | |
|-----------|-------------|---------------|
| EASTER | KICK START | MY KARBON |
| EGGS | BOLAM | DEFIBRILLATOR |
| CHOCOLATE | REGEN | |
| PANTRY | INVOLVEMENT | |

Congratulations to Mrs Osamwonyi who won the last wordsearch competition!

| | |
|-----------|---------------------------|
| Name: | Address: |
| | |
| Postcode: | Daytime telephone number: |

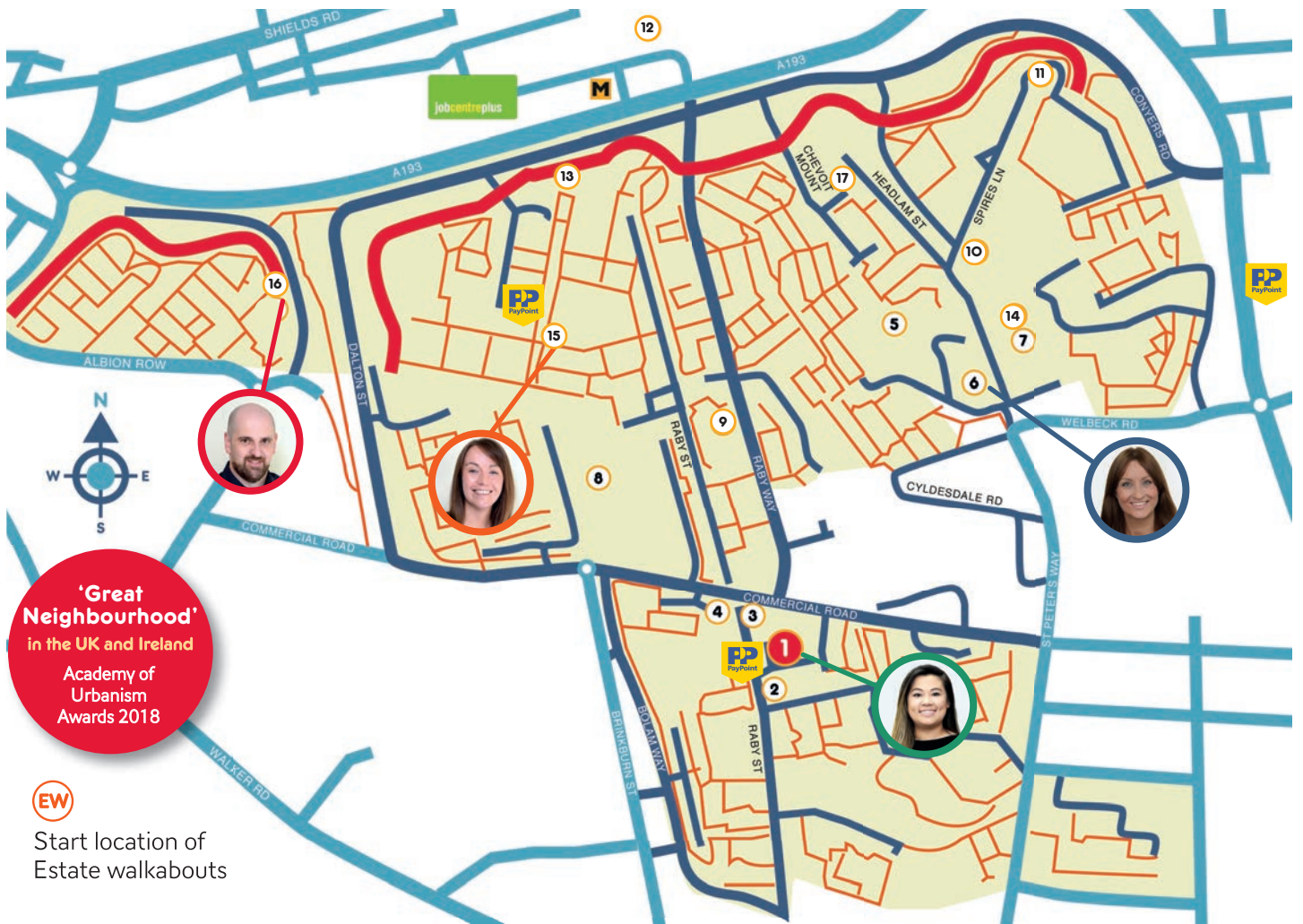
Send your completed wordsearch along with your name, address and a daytime telephone number to: **Byker Community Trust News Competition, Byker Community Trust, 17 Raby Cross, Byker, Newcastle upon Tyne, NE6 2FF. Closing date is Friday 27th May 2022.**

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

JUST FOR FUN!

Spot the difference - can you spot 8 differences?





EW
Start location of Estate walkabouts

- | | | |
|----|--|-------------------------|
| 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

- customerservices@bykerct.co.uk
- www.bykercommunitytrust.org
- bykercommunitytrust
- @bykertrust



Part of the **Karbon** family

17 Raby Cross, Byker, Newcastle upon Tyne, NE6 2FF

