

**CHANGING THE
FACE OF BYKER
SEE PAGE 5 FOR
MORE DETAILS**

**IMPORTANT
CHANGES TO WASTE
COLLECTIONS
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**WELFARE REFORM AND
BENEFITS UPDATE
SEE PAGE 11**

USEFUL NUMBERS

Byker Community Trust Office	Freephone 0800 5335 442
Byker Community Housing Office (for all tenancy related issues)	0191 278 1555
Advice and Support	0191 278 1537
Community Care Alarm Service	0191 278 8699
Concierge Service (Byker Wall residents)	0191 224 4395
Employment & Welfare Benefits	0191 290 3910
HASBET (Housing, Anti-Social Behaviour Enforcement Team)	0191 278 8740
Housing Advice	0191 277 1711
Housing Benefit / Council Tax (Switchboard)	0191 278 7878
Housing Options	0191 277 2020
Newcastle Furniture Service	0191 278 1888
Newcastle Futures	0191 230 2970
Northumbria Police non-emergency	101
Rapid Response Team (ask for Envirocall)	0191 278 7878
Repairs Centre	0191 277 7878
YHN Customer Involvement	0191 278 8600
YHN Leasehold	0191 278 7725
Young People's Service	0191 277 1190

NEIGHBOURHOOD WARDEN SERVICE SHIFT TIMES: 1.30PM – 10PM

Warden Hotline	0191 277 3970
Matthew Chadwick (Warden)	07717 427 450
Elleena Faulder (Warden)	07867 966 307
Julie Gledson (Warden)	07976 149 000

LOCAL CONTACTS

YMCA Neighbourhood Youth Project	0191 276 6052
ACANE Community Centre	0191 265 8110
Byker Community Centre	0191 265 5777
Sure Start Family Sands Centre	0191 275 9636
Byker Primary School	0191 265 6906
St Lawrence's Primary School	0191 265 9881
East End Library and Pool	0191 277 4100

If you have a question about your tenancy (such as rent, housing applications or neighbour complaints) please contact:

**BYKER COMMUNITY HOUSING
OFFICE - 0191 278 1555**

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 0191 278 8600.

آرېبىر عرلأ
Arabic

“نېيات نونك اذآ نوبأ لس الكوېن يف لوو ركياب راقع كملمت يتلا، تسرت ركياب ةعومجب تامول عملأ هذه قل عتت”
8600 278 0191 مقرر فتاه ىل ع كتدع اس عمل مچرتم تامدخ بيترترب فوقن فوسف كتغلب تامول عملأ هذه ىل ع 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 tlumočnicka, který vám pomůže na čísle 0191 278 8600.“

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 0191 278 8600.

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 0191 278 8600, 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 0191 278 8600.

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 0191 278 8600.

FRONT COVER PHOTO: The £9.7 million refurbishment of the Byker Wall is nearing completion.

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WELCOME TO THE SPRING EDITION OF THE BYKER COMMUNITY TRUST NEWSLETTER

Spring is a special time of the year which brings transformation and change. As the nights get lighter and we say goodbye to the cold days, we look forward to seeing a brighter sky, bursts of colour and new life around us with lots of energy and positivity.

The same could be said for Byker Community Trust this year as we take further steps to deliver our vision. We continue to progress towards our new service model, which will begin in July when the new grounds maintenance and rapid response services will commence. We have already written to you about this and more information is available inside this newsletter.

Our aim is to make a better Byker by introducing a new 'Byker Approach' and we will achieve this by working closely with you and by continuing to create opportunities to listen to your views on how to improve services, whilst also making efficiency savings along the way.

The refurbishment works on the Byker Wall will be completed in the next few weeks and we are looking forward to unveiling our newly refurbished housing office at 17 Raby Cross, plus our new website will be launched at the same time.

During the Easter holidays, there will be lots of activities happening within our community for children of all ages to get involved in – see our What's On page inside this newsletter.

As always, we are keen to hear your thoughts and suggestions about how we can make Byker a great place to live and work. I hope you enjoy reading this issue of Byker News.

Jill Haley
Chief Executive



PAY YOUR RENT BY DIRECT DEBIT

Did you know that from November 2015, you were no longer able to pay your rent at the Customer Service Centre on Shields Road?

There are other ways to pay your rent but our preferred method of payment is via Direct Debit.

Direct Debit



BCT recommend Direct Debit as the best way for you to pay. It saves you time, is safe and reliable, gives you peace of mind and is convenient. You can also pay weekly or monthly via direct debit.

Please contact us on 0800 5335 442 or drop into our office at 17 Raby Cross or the Housing Office on Brinkburn Street and we will help you move to direct debit.

Swipe card



Use your rent payment card to pay at any Post Office or PayPoint Outlet. There's one at the Raby Cross Convenience Store and the Brinkburn Store.

Telephone

Use your debit or credit card to make a payment by calling 0191 278 7878.

QR Code

Scan this code using your smartphone or tablet and you will be directed to the online payments screen.



Online Banking

If you use online banking you can pay your rent into this account:

Sort code: 30-93-71

Account number: 63352060

If you need help with ways to pay your rent, please contact Your Homes Newcastle on 0191 278 1555 where staff will be pleased to assist you.

CHANGES TO COMMUNITY CARE ALARM SERVICE

From July 2016, users of the Your Homes Newcastle (YHN) Community Care Alarm Service (CCAS) will see some changes in the service that they receive, in particular, how they are charged and who pays for the service.



YHN acknowledge that this service is vital, and provides peace of mind to its users, their friends and family and would like to speak to CCAS users to help find a way for them to continue using the service.

We recommend that current users contact YHN direct on 0191 277 7471 to discuss the changes and options available.



REFURBISHMENT WORKS ON BYKER WALL NEARING COMPLETION

The refurbishment works that have been undertaken on the Byker Wall for the last two years are nearing completion.



The wall has undergone a £9.7 million refurbishment to 628 flats and maisonettes including link blocks.

The works have included a full external fabric overhaul including repaint to the main wall, the installation of a new roof and PV panels, new windows and doors, improvements to communal stairwells and entrance, a new digital aerial system, upgraded door entry and CCTV system.

Jill Haley, Chief Executive of the BCT, said: "The completion of these ongoing works is good news for residents not only living in the wall but also on the Byker Estate. I would like to thank all residents who may have been affected by these works over the last two years and for your co-operation. I hope you will agree that these improvements have made a significant difference to these homes making them more efficient and improving the visual appeal of the whole Estate."



NEW OFFICE OPENING

Refurbishment works have been completed to the new BCT housing office at 17 Raby Cross.

A new reception area with interview rooms, a waiting room and a board room have all been unveiled as part of the new development. The new office was officially opened on 17th March and you are able to book an appointment to speak to a member of staff about any of the services BCT provides to you including any other activities within your community.



NEW WEBSITE GOES LIVE

You may be aware that we have been working on a brand new website which is accessible to everyone.

The newly designed BCT website went live on 17th March to co-incide with the official opening of our new office and includes all our latest news as well as a community events calendar detailing activities in your area.



We hope you take time to visit our new website at www.bykercommunitytrust.org and as always, we are keen to hear your views. Please contact David Jones on Freephone 0800 5335 442 or email david.jones@bykerct.co.uk with any suggestions.

BICYCLE WINNERS

Attendance figures at St. Lawrence's RC Primary School have seen a steady increase after the school offered a new incentive to all pupils if they achieved 98% attendance or more in each term.



All pupils who achieved this figure were entered into a free prize draw to win a bicycle up to the value of £200 from the Cycle Centre on Shields Road. The two winners from last term were Channelle Satcha and Idwin Neto (pictured) who were treated to an early Christmas present.

Head teacher, Paul Brown, said: "We have noticed a big improvement in attendance over the year though we aren't quite at our target yet. It was a delight to see the names of so many children in the hat for the award on the last day before Christmas.

"Well done to Channelle and Idwin who were whisked down to purchase their bikes immediately and special thank you to Cycle Centre who gave us a generous discount for the bikes."



IMPORTANT CHANGES TO WASTE COLLECTIONS

Newcastle City Council has announced that it will be changing the number of times it collects your household waste on the Estate.

From week commencing 11th April 2016, households on the Byker Estate will receive weekly alternating collections for household waste in line with those received across the City.

Dry recycling materials will continue to be fortnightly and will alternate with household waste collections. Collections will therefore alternate between recycling one week and general waste the next. Newcastle City Council will be writing to inform you of these changes and if you have any questions about these new collection arrangements, please contact the Council directly on 0191 278 78 78.

We request that residents respect these new collection arrangements and on the day of your collection, we kindly request that cars do not obstruct access for the refuse vehicles to pass. If the road is blocked and prevents vehicle access this may result in your waste not being collected. It may also prevent access to emergency vehicles too.



Need help with your bins?

Did you know that you can get help if, for health reasons, you find it hard to put your bin out for collection and nobody lives with you who can do it for you? The Assisted Lift Service is free and available to residents in Newcastle.

If you register for the scheme, the Council can arrange for your rubbish, recycling or garden waste bin to be collected and returned to a place of your choice in your garden or yard.

The place that you choose to leave your bin should be convenient for you and must be easy for the collection workers to access. It can be directly outside of your front door or by a side door, but you will need to leave gates unlocked on the collection day to let the workers get to it.

You can say how long you need the service. It can be for a short period of time, for example if you are injured or pregnant, or it can be permanently if you are unable to manage the bin on your own.

To apply for the Assisted Lift Service, please contact Envirocall on 0191 278 7878 and ask for 'Assisted Lift'.



FUNDS AWARDED TO BYKER COMMUNITY GROUPS

For the third year running, local community groups applied for funding through the BCT Participatory Budget.

This year attracted 25 applications with the Participatory Budget Steering Group awarding funds to 11 projects. Congratulations to the following projects that were successfully awarded.

Name	Description
Anabel Jacinto Learning a Language	A language tutoring service for adults and children (where English is not their first language) that aims to offer support in improving English reading, writing.
Keith Connolly GASBAGS	A project providing mutual support and activities for gay & bi-sexual men.
Stepney Bank Stables (SBS)	A project for Year 6 pupils to get involved in horse care and horse riding sessions, team building activities and external trip opportunities.
Newcastle United Foundation (NUF) Byker United	A continued partnership between BCT and NUF to further deliver the hugely successful Byker United project delivered in 2015.
St Michael's Church The Byker Café*	A local church centre which aims to set up a not-for-profit community café run by local people for local people where it will provide healthy affordable food in a central location.
Hat-Trick Project Byker Sports Partnership	A new partnership programme bringing together Hat-Trick, Newcastle Eagles Foundation & Lawn Tennis Association, promoting health and wellbeing through sport whilst also creating diversionary activities for the Byker Estate.
playINnewcastle Junior Youth Club*	A fun, safe, calm and controlled environment for young people to have fun, participate in group activities in a local place.
Streetwise North Streetwise @ Byker	The proven support service `YIACS` (Youth Information, Advice & Counselling Support Service) is now being delivered two nights per week to young people through outreach and drop in sessions.
Newcastle Thunder Byker Rugby Engagement	A project for Year 3,4,5 and 6 pupils to learn and develop life skills via Rugby League as the vehicle of delivery.
Silvie Fisch Byker History Detectives	A programme aimed at children aged 8 – 14 to educate in the history of Byker in fun and interactive ways benefiting their education but more so improve their knowledge of the area in which they live.
Gem-Arts Culture Exchange Project	A BME women's art project aimed at reducing isolation and increasing participation and confidence.

* Still to comply with a number of conditions before their funding can be released.

COMMUNITY ACTIVITY FUND TO BE REVIEWED

In the last issue of Byker News (Winter 2015), we told you about the Byker Community Activity Fund event where you could have your say and vote for your favourite projects and community activities.

The BCT has £20,000 available and we invited you to nominate projects who you think should receive a share of the cash.

Regrettably, the event had to be cancelled and we are now looking at reviewing the format of how the fund is managed. More details will be published in future issues of this newsletter.



DELIVERING OUR VISION AND STOCK TRANSFER PROMISES

We wrote to you back in November to find out your views on changes that the BCT wish to make to improve your housing and repairs services.



Thank you to everyone who completed and returned the 'Your Comments' form as part of this process. The feedback and observations which were received were most helpful and positive. A number of tenants also reported issues relating to their individual homes and we have replied to all of those issues separately.

The overall aim of the changes is to provide our tenants with the best possible service. To allow us sufficient time for a smooth transition, we now propose to phase the transfer of services as follows:

July 2016 - Rapid Response and Ground Maintenance services will be provided as a new partnership between BCT and Isos Housing;

Autumn 2016 - Tenancy and Estate Management will be transferred from YHN to BCT; and Repairs & Maintenance services will transfer to the partnership between BCT and Isos Housing.

As part of this new arrangement, every tenant will then have their own named Housing Officer.

In the meantime, Your Homes Newcastle will continue to deliver housing management services and Newcastle City Council will deliver the repairs service for BCT.

There is a lot of work going on behind the scenes to make these changes happen smoothly and successfully and we will keep you informed of our progress.

The first services to be transferred will be Rapid Response and Grounds Maintenance and we will be communicating with you and keeping you up to date of these changes.

If you have any questions, please do not hesitate to contact the Byker Community Trust office on Freephone 0800 533 5442.

ME SIZE SNACKS

Children attending the Byker Sands Centre were invited to participate in an activity which helped them to explore a wide range of different snacks and choose 'Me Size Snacks'.



The idea is to educate children to understand the correct amount of food or snacks they should be eating rather than using more than what they need.

The children took a snack box home with them to use when they were out food shopping with their parents and used their hand size as a measuring tool.

Parents of those children who participated in the activity reported that they have been healthier and were more independent by making choices for themselves.

Some of the comments from parents included, "That I did not really give snacks before, my child had larger meals. Now they have smaller meals and snacks, they eat meals much better", and "I introduced fruit as a snack."



HAVE YOUR SAY ON HOW BCT IS RUN AND VOTE AT OUR ANNUAL GENERAL MEETING.

For only £1, you can become a tenant member.

For more information, please contact us on Freephone 0800 5335 442.

JOIN THE TEAM

The BCT's Tenant Communications Group look at how we communicate with tenants and review our publications, such as this newsletter and our annual report, by reading the information before it is published to ensure that it is easy to read for tenants.

The group meets every two months at the BCT's offices and meetings usually last approximately two hours. The Communications Group would like to invite you to join the team and help to further improve communications within our community.



If you would like more information, please contact David Jones on Freephone 0800 533 5442.

WELFARE REFORM AND BENEFITS UPDATE

There are some proposals, made by Government, which could have an impact on your benefit entitlement.

Restrictions on Housing Benefit

There are plans to limit the amount of Housing Benefit that can be paid to those living in social housing, so that they do not receive more than those living in private accommodation. At the moment, tenants renting private houses have a cap on Housing Benefit, known as Local Housing Allowance (LHA).

The cap is worked out based on the size of your household and the average rents in the area you live. Current rates for Newcastle upon Tyne are as follows:

Shared Accommodation Rate:

£60.00 per week



One Bedroom Rate:

£90.90 per week



Two Bedrooms Rate:

£103.56 per week



Three Bedrooms Rate:

£115.07 per week



Four Bedrooms Rate:

£149.59 per week



So, if it is decided that you require 2 bedrooms in your property, then the maximum Housing Benefit you will be able to receive is £103.56 per week, even if your rent is higher than this.

This change will come in to effect in April 2018 and will affect anybody signing a new tenancy from April 2016. Please contact our Welfare Benefit Caseworker, Andrew Young on 0800 5335 442 if you would like to discuss this further.

Benefit Cap

In 2013, the Government imposed a cap on non-working families, so that they received no more than £500.00 per week (couples or lone parents) or £350.00 per week (single people), in benefits. In 2016, a new lower cap will be imposed, reducing this level to:

- £384.62 a week if you are a couple or have children and live outside London (£20,000 per annum)
- £257.69 a week if you are a single person and live outside London (£13,400 per annum)

There are some exceptions to this, such as claiming Disability Living Allowance/Personal Independence Payments, Claiming Working Tax Credit or claiming Carers Allowance. This means that some households stand to lose more money and this could have implications on your ability to pay for your essential items.

If you are worried about this, please contact us on 0800 5335 442 and we can arrange for Andrew Young our Welfare Benefit Caseworker to speak to you.



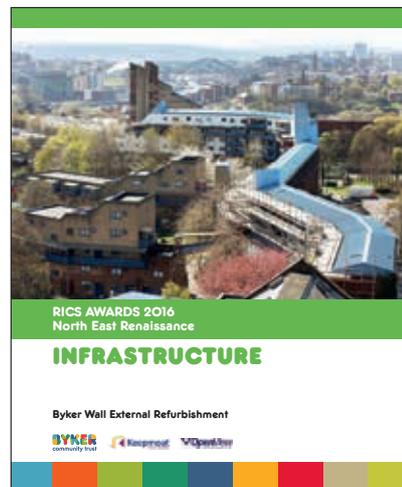
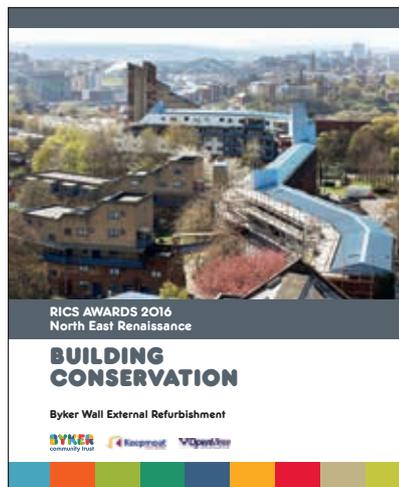
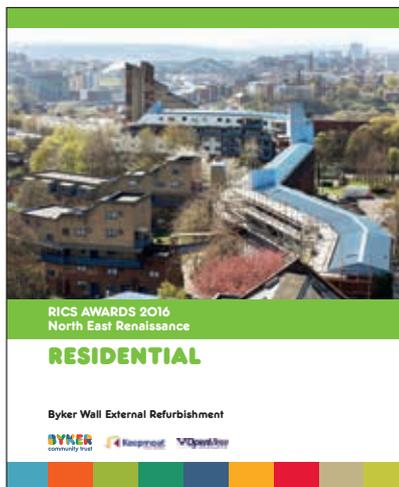
RECOGNITION FOR BYKER

We all know that Byker is a special place to live and work so it's important that we shout about our achievements and success stories.

The BCT has been shortlisted in a number of high profile regional awards and we will be keeping our fingers crossed in the final award ceremonies. We will keep you updated if we are successful but in the meantime, here is a list of awards we have been shortlisted for.

Royal Institute of Chartered Surveyors (RICS) North East Renaissance Awards

The refurbishment work that has been undertaken on the Byker Wall has been shortlisted in three categories, namely: Residential, Building Conservation and Infrastructure.



Tenant Participation Advisory Service (TPAS) Northern Awards

BCT has been shortlisted in the Excellence in Contractor Engagement category in recognition of the work that BCT and Keepmoat have delivered on the Byker Wall.

HAVE YOUR SAY!

Look out for a questionnaire being pushed through your letterbox in a few weeks' time.

Every two years we send all tenants a STAR (Survey of Tenants and Residents) Survey to find out your views about the services we deliver and what you think of your neighbourhood.

The survey should only take you 10 minutes to complete and we would be very grateful if you could return it to us in the freepost envelope that is provided.

We will then use this information to develop an action plan to help improve the services you receive. Your views are very important to us.



Apologies

In the last issue of Byker News, we published an article about members of the Easy Riders SMC North East visiting the veterans at Avondale House to deliver Christmas boxes in December. We would like to apologise to Phil Old, manager at Armed Forces & Veterans Launchpad for spelling his surname incorrectly.

PLAYING WITH FIRE COSTS LIVES

The Tyne and Wear Fire and Rescue Service report a steady increase in the number of deliberate fires, particularly in the Spring months of April and May.



Not only do these anti-social behaviour fires cause damage to property, the environment and tie up firefighters unnecessarily, but they can also cause injuries and sometimes deaths. What may seem like a bit of fun can quickly spread and endanger lives.

Davey Leach, Station Manager at Byker Community Fire Station, said: "Once the clocks change and the nights are lighter for longer, we see a real increase in these types of fires.

"The increase also coincides with the Easter school holidays. We work closely with our partners such as the local authorities and

the police to tackle the issue of setting fires deliberately, as it is criminal offence."

The Tyne and Wear Fire and Rescue Service is urging Byker residents to take simple precautions to help reduce the opportunity for deliberate anti-social fires.

These include:

- Keeping your wheelie bin stored away until collection day
- Reporting fly-tipped rubbish to Newcastle City Council for removal
- Making your children aware of the very real dangers to themselves and other people of setting fires.

Byker youngsters meet basketball legends

Staff from the BCT and youngsters from the Byker Estate were invited to showcase their basketball skills during the half time interval at the Newcastle Arena.

As part of our partnership with Hat-Trick, the children got to run around the court, shoot some hoops and meet their basketball legends after being invited to the Newcastle Eagles vs Sheffield Sharks BBL Championship game in February.

It was a great experience for the youngsters who watched the Eagles come from behind to beat the Sheffield Sharks 86-84.



Fresh club night for people with learning disabilities

The Twisting Ducks Theatre Company will be managing the 'Fresh' club nights on the first Tuesday of every month starting in March.

The popular club night, which is organised for people with learning disabilities and autism to enjoy music and a late night out, has been up and running since 1998.

The new 'Fresh' club night will be held at World Headquarters in Carliol Square, Newcastle and will be open from 7pm until 11pm.

The Twisting Ducks plan to bring live acts and DJ's to the venue and tickets cost £5.00 (£2.50 for carers).



WHAT'S ON

Easter Break Activities



FREE HAT-TRICK SESSIONS

Hat-Trick are running free football sessions for youngsters aged 8+ in Byker. The sessions will be held:

- Thursdays (31st March & 7th April) @ Priory Green, NE6 2DW, 12-2pm (Ages 8+, FREE)
- Fridays (1st April & 8th April) @ St Lawrence Pitch, NE6 2JX, 12-2pm (Ages 8+, FREE)

For more information, please contact Kate or Dwayne 0191 406 0291.



BYKER HISTORY DETECTIVES



Byker is full of history!

Almost 2,000 years ago, the Romans built Hadrian's Wall, right next to where Byker Wall is today. It was the Vikings who came up with the name.

Want to find out more? Join us in the Easter holidays and take part in some fun activities:

- Take part in a photo competition
- Dress up as a historic character
- Meet a Roman soldier who will take you on a fun history walk
- Get an Arts Award
- Meet one of the architects who built the Byker estate

When: Easter Holidays: Weekdays including Good Friday and Easter Monday, 10am – 2pm (bring a packed lunch)

Where: 23 Spires Lane, Byker, NE6 2JX

Who: 8 – 14 year olds. FREE

If you would like to take part please ask a parent or carer to get in touch with Silvie, tel 07929 852602 or email ncp.cic@gmail.com.

This project is organised by Northern Cultural Projects and supported by the Byker Community Trust.

ST MICHAEL'S CHURCH

Meets every Sunday at St Michael's Centre 11am with Sunday School

- **Kids Club** every fortnight on a Sunday, 3.30pm for school years 1-7 (primary school age) the next one is Sunday 27th March and every 2 weeks afterwards.
- **Youth Cafe** every Wednesday 6.30pm til 7.30pm for school years 1-7 at St Michael's Centre
- **Youth Cafe Xtra** every Wednesday 8pm til 9pm for school years 7-13 at St Michael's Centre
- **Boy's Brigade** every Monday (for boys and girls) term time 5.30pm til 6.30pm, 5-12 years old at Byker Community Centre
- **Play Newcastle** every Friday 3.30pm til 5pm, 5-12 year olds at St Michael's Centre
- **Kids Kabin** every Thursday (term time) 6.30pm til 7.30pm at St Michael's Centre

£25 PRIZE WORDSEARCH

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

W X P L A N N I N G T W Z D S H C O
R C B N H A I R D N U K E M R W S U
K W W I G J K P E R N C B E E N R N
I F I L Z F S M L P I P B M E E J P
F J F J K R T A X S B Z J B T L G Q
E U V D A S I K I D E V E E N I L U
C B V B E F L O Y R J K R R U Y N D
D X R V U V N E G Z W R I S L A G C
S J N T Z M Y I C U J Z F W O B D E
Z I U X A F H W D N I P G E V I D G
W R V K I T G C K R A D E B R Y Z Q
E B I W K H S Z Z Y A N A R O A R E
T N E M E V O R P M I O R N G Q X O
G T E G D U B F M N Q M B E C L N Z
Q X T R Q X W H C U R C O Z V E M M
D G C S L T S T S U E R F R N O Y X
R T C G J T X K I U J Q W S H Y G B
A X X F R V W J K J I B H V O O N K

BOARD

BUDGET

DECISION
MAKING

FUTURE

GOVERNANCE

GUIDANCE

IMPROVEMENT

INVESTMENT

MEMBERS

PLANNING

VOLUNTEERS

Name:

Address:

Postcode:

Daytime telephone number:

Send your completed puzzle along with your name, address and a daytime telephone number to:

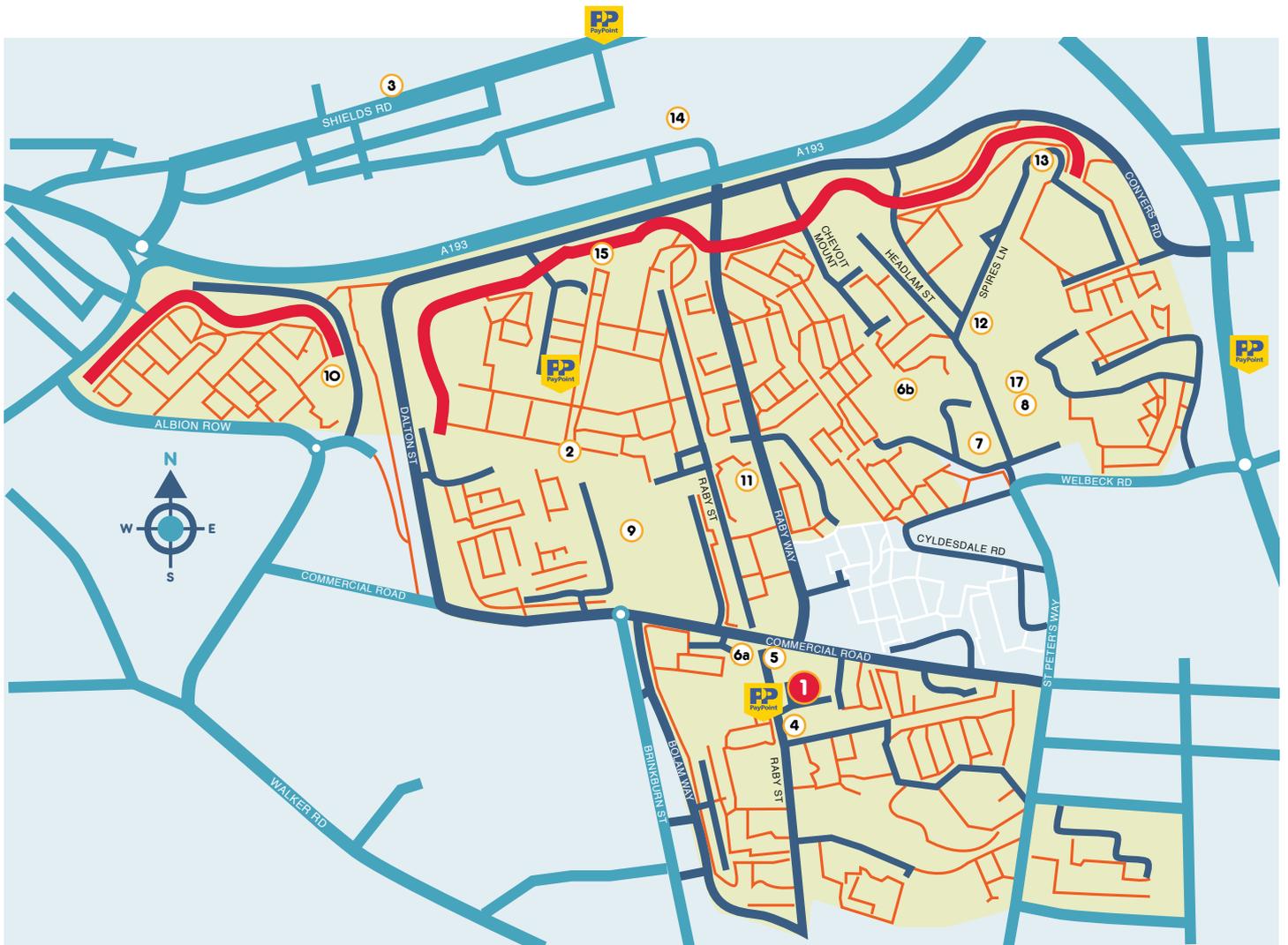
**Byker Community Trust News Competition,
Byker Community Trust,
17 Raby Cross,
Byker, Newcastle upon Tyne,
NE6 2FF**

by Friday 6th May 2016.

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



Congratulations to Trahas Gebrehiwet from Northumberland Terrace who won the last wordsearch competition. She said: "That was the first time I have filled it in and I am very happy to win the competition."



- | | |
|---|---|
| 1 Byker Community Trust Offices BCT | 9 Byker Primary School |
| 2 Byker Community Housing Office YHN | 10 Byker YMCA Neighbourhood Youth Project (Dunn Terrace) |
| 3 East End Customer Service Centre NCC and YHN | 11 Avondale House (Veterans Support) |
| 4 Sure Start East Family Sands Centre | 12 St Lawrence's Primary School |
| 5 ACANE | 13 St Lawrence's Church |
| 6a St Michael's Church Centre Raby Cross | 14 East End Library and Pool |
| 6b St Michael's Church Headlam Street | 15 Climb Newcastle |
| 7 Byker Community Centre | 16 Chirton House |
| 8 Byker Village Bowling Green | |

Please remember that we'd love to include more stories from our community so don't hesitate to contact us if there's anything you'd like us to highlight!

If you'd like more information on anything in this newsletter or have any feedback or comments regarding this newsletter, please get in touch with the team at the Byker Community Trust.

Tel: Freephone 0800 5335 442
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