



HELP US TO IMPROVE SERVICES

SEE PAGE 7 TO SEE HOW YOU
CAN GET INVOLVED

FROM HOBBY ROOMS TO NEW
LUXURY APARTMENTS
SEE PAGE 9

ACCESS YOUR RENT ACCOUNT ONLINE
SEE PAGE 10 & 11

BYKER NEWS
SHORTLISTED AS
ONE OF THE TOP 6
PUBLICATIONS IN THE
COUNTRY SEE PAGE 17



You said...

There are too many phone numbers to remember.

We did...

We have introduced a dedicated Freephone number for all enquiries.

0800 533 5442

Also for out of hours emergency repairs.



USEFUL NUMBERS

Concierge Service (Byker Wall residents)

0191 224 4395

Employment & Welfare Benefits

0191 290 3910

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
"يف بغرت تنك اذا. نيات نوباً لس الكوين يف لور ركياب راقع كملمت يتلا، تسرت ركياب ة عوم جمب تامول عمل ا هذه قل عتت" 244 5335 0080 مقرر فتاه ىل ع كتدع اس عمل مچرت م تامدخ بيترت تب موقن فوسف كتغلب تامول عمل ا هذه ىل ع لوصح ل"

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 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:

There are many opportunities to get involved. Viv Hall of Winchip Terrace who is one of our grounds maintenance inspectors pictured with Dan Thompson.

Answers to the spot the difference on page 19.



WELCOME TO THE SPRING EDITION OF THE BYKER COMMUNITY TRUST NEWSLETTER

Spring has arrived and it is one of my favourite times of the year – a time for new beginnings, which is the case for Byker Community Trust.



It is now six months since the launch of the new 'Byker Approach' and I am pleased to report that we are starting to see some notable improvements in performance and service delivery. The new approach has also presented more opportunities for tenants to get involved and as you will see in this newsletter, we have highlighted many different ways that you can get involved and help us to improve how we deliver services.

BCT's Customer Care Visit programme will start in April, and carry on throughout the duration of the year. Every BCT tenant will receive one of these visits when your housing officer will visit your home to ask you a range of different questions and at the same time carry out a property check. This one to one consultation will help us to understand the kind of services that you want, as well as offering you advice or assistance should you require it. We will get in touch with you beforehand to arrange a suitable date and time that is convenient.



Tenants who have had a Customer Care Visit and who are fulfilling their tenancy obligations will achieve Valued Customer Status. The Valued Customer Scheme is new and it rewards customers who abide by the full terms of their tenancy agreement. One of the rewards of the scheme means that you will automatically qualify to be entered into a free prize draw for £500, as well as being given priority for new housing developments on the Estate.



Inside this edition, you will see that there is going to be lots more improvements made on the Estate, including new homes developed and modernisation works undertaken throughout the year. Work has already started to convert ten hobby rooms into new luxury homes, see page 9 for more details. The five link bridges on the Byker Wall, Tom Collins House and Mount Pleasant will be modernised.

If you have access to the internet, you can now log onto your tenancy account via our website www.bykercommunitytrust.org and view your rent statements, pay your rent online, check rent balances and report repairs. See pages 10 & 11 for more information.

And finally...

🗨️ We currently have a Tenant Board Member vacancy and if you are interested in finding out more information about the role, please contact the BCT office for further information. 🗨️

I hope you all have a wonderful Easter and as always, we welcome any feedback you may have about the newsletter or any other service we deliver so please get in touch with your neighbourhood housing officer to discuss any queries you may have.

**Jill Haley
Chief Executive**

COME AND JOIN US

At the beginning of January, tenants joined our Neighbourhood Housing Officers to carry out a series of 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? All estate walkabouts commence at 1.00pm and meeting locations are highlighted on the map on the back page of this newsletter.



Craig Cross - Wednesday 12th April and Wednesday 12th July at 1.00pm meet at YMCA

Areas covered are:

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



Emma Foulis - Thursday 13th April and Thursday 13th July at 1.00pm meet at Byker Community Centre

Areas covered are:

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



Jen Elliott - Wednesday 19th April and Wednesday 19th July at 1.00pm meet at BCT office, 17 Raby Cross

Areas covered are:

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



Ruth Clifford - Thursday 20th April and Thursday 20th July at 1.00pm meet at old housing office

Areas covered are:

Avondale Rise	Dibley Square	Priory Green	Rabygate
Binkburn Square	Dibley Street	Priory Place	Shipleigh Place
Brinkburn Street	Gordon Road	Raby Crescent	St Michaels Mount
Brock Square	Gordon Square	Raby Street	The Chevron
Brock Street	Norfolk Square	Raby Way	



SHELTERED HOUSING TENANTS GIVE THUMBS UP TO EXTERNAL AND COMMUNAL UPGRADES



Michelle Bell with tenants from Tom Collins House, left and Mount Pleasant, right.

The BCT Board has given the green light to proceed with modernisation works to Tom Collins House and Mount Pleasant sheltered courts.

Michelle Bell, Head of Property at BCT has consulted with tenants of our sheltered accommodation blocks to outline the proposed works, which include external painting and

repairs, internal improvements and decoration to the communal areas of both buildings.

Michelle said: "We will be working closely with both tenant groups to keep them updated as the project progresses. We will go out to tender by the summer to appoint a suitable contractor to carry out these works and work is planned to start in the autumn."

GREAT NIGHT WITH SHIRLEY MAC

Local singer and entertainer, Shirley Mac entertained guests and residents of Tom Collins House and Mount Pleasant.

Shirley entertained over 30 residents one evening in March and we have received some of the following comments:

"Really enjoyed it, first time I have been down for a party in years, will definitely come down for things like that again."

"Congratulations, the event went really well and everyone seemed to enjoy themselves."

"Brilliant, Shirley was really good, we should have more of these."

Due to the success of the evening, the tenants are looking to organise similar events in future.



IT ONLY COSTS ONE TO BECOME A MEMBER

We are committed to giving all tenants and anyone interested in the Byker community, a say in the management of the Byker Community Trust.

If you become a member your membership of BCT will enable you to:

- **Vote at the Annual General Meeting and any Special General Meeting.**
- **Vote in BCT Board Member elections.**

WHO IS ELIGIBLE TO BECOME A MEMBER?

Tenant Member

Tenant membership is available to all tenants who have an up to date rent account and are not in breach of their tenancy conditions.

If you would like an application form or more information on membership, please contact BCT on 0800 533 5442.

Independent Member

Independent membership is available to anyone who has an interest in the welfare of BCT tenants, or in the provision of affordable homes in Byker. Membership applications are considered by BCT Board.

MALONES DONATE TABLETS TO TENANT VOLUNTEERS

BCT's district heating contractor, Malones donated four tablets as part of their social investment programme to our Tenant Digital Support Volunteers to help them deliver IT training to the Byker community.



The photo shows BCT tenant Rees Hodgson (pictured centre) with Harry Smith of Malones, Andrew Young of BCT and Keith Connelly, Tenant Digital Support Volunteer looking on.

IMPROVING OUR COMMUNICATIONS

We are always looking at new ways to improve services and the information we provide.

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 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.

INSPECT YOUR ESTATE AND GIVE US FEEDBACK



“We are committed to improving the Byker Estate and making it a place where people aspire to live and work giving tenants a key voice and role in helping us to make decisions.”

In order to ensure we are delivering the service you expect to receive, we are asking for tenants to come forward and act as grounds maintenance inspectors for the area where you live. Some people are already involved like Viv Hall (pictured above), and we are looking for as many people as possible to come forward to ensure we are providing a good service.

When our grounds maintenance teams have completed work in your area, you will then be given a short survey to fill in and return to us.

It will take no more than five minutes to complete and you will be given a freepost envelope to return your survey, alternatively you can give this to your housing officer.

The survey will include questions about the quality of work that has been undertaken in your area and ask if you are satisfied with the level of service that has been delivered. It also gives you the opportunity to raise any issues or concerns that you may have, so we can quickly respond to these.

THE GROUNDS MAINTENANCE TEAM



Meet your Grounds Maintenance Team who will be working on the BCT Estate to keep it clean and tidy.

This is some of the feedback from grounds maintenance inspectors provided during March 2017:

Gordon Road - litter picking and grass cutting: **“I am very pleased with the work they’ve done.”**

Tom Collins House - litter picking, grass cutting and spraying: **“The men are doing a great job. What a difference to the area. The team are obviously taking pride in their work and it shows. Excellent!”**

For more information about becoming a Grounds Maintenance Inspector, please contact David Jones on 0800 533 5442.

ARTS ACT AS A CATALYST TO IMPROVE HEALTH AND WELLBEING IN BYKER



'My story, my place, my future' is a three-year project aimed at reducing social isolation and improving health (including depression and anxiety) through visual and performance arts, music, environmental and horticultural activity, and training.

The project, which is run by the Blue Stone Consortium and Well Newcastle Gateshead, will work with young people, middle-aged, and older people: particularly those out of education and employment with a need to become more confident and learn new skills and processes. It will include projects that are for Byker residents, through ideas developed by the community and artists.

Individuals can get involved through a Local Resident Steering Group who will be engaged at all levels of the project – and this is a perfect opportunity for any residents with arts training and skills to come forward.

If you are interested, please contact David Jones on Freephone 0800 533 5442 or email: enquiries@bykerct.co.uk

BCT HEATING COSTS FROZEN

We are pleased to announce that for the fifth year in a row, BCT has frozen the heating charges for all of our tenants.

REES WINS PRIZE DRAW

Back in October, BCT tenants attended events to learn about different IT devices such as computers, laptops and iPads. The initiative was part of 'Get Online Week' – a national campaign to encourage people to improve their confidence and skills and to help them get online.

Everybody who attended these events and signed up to a 'learn my way' account was automatically entered into a free prize draw to win a tablet, provided by the 'Good Things Foundation'.

The lucky winner was BCT tenant, Rees Hodgson of Gordon House - well done Rees!



FROM HOBBY ROOMS TO NEW LUXURY APARTMENTS



BCT carried out a feasibility study of 88 hobby rooms across the Estate to establish the condition of them and identify options to make best use of those buildings to meet the needs of the local community.

The first phase of works to convert ten hobby rooms into new luxury homes has started on site by contractor, Esh Property Services. These will include six one-bed homes and four two-bed

homes of which two will be adapted for disabled access. The project will be complete in August 2017.

All ten homes will be different and the artist impression above gives you an idea of the style and standard you can expect.

To make sure that you do not miss out on our new luxury properties to rent contact Emily Fullen on 0800 533 5442.

BYKER WALL LINK BRIDGES TO RECEIVE MAKEOVER

The five link bridges attaching the blocks to the Byker Wall are set to receive major repairs and full re-decoration. Bell Group has been appointed as the contractor to undertake the works, which are expected to start on site this summer.

Graham House, Kendal House, Brinkburn Court, Headlam House and Felton House will all benefit from improvements to their link bridges. BCT will notify tenants in advance of the works commencing and we will aim to keep disruption to a minimum.



OPEN THE DOOR TO M

Byker Community Trust is pleased to announce the launch of 'My BCT Home Online', a new web portal, that allows tenants to report repairs, pay your rent, check rent balances, view and print all rent statements.

'My BCT Home Online', is accessed from the home page of the BCT website at www.bykercommunitytrust.org.uk

It's an extra way of getting in touch with us, that's quick, easy and available 24/7.

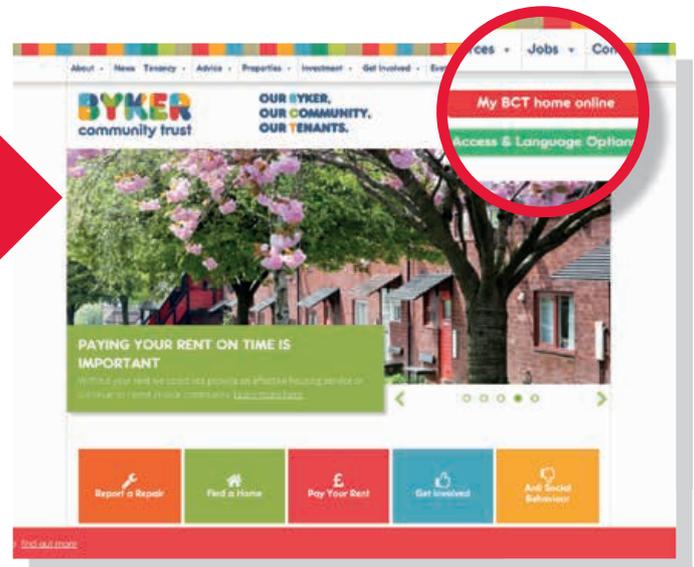
For those tenants that prefer to manage their day-to-day affairs online, the site offers another convenient way of managing rent payments and reporting repairs. We hope you'll find 'My BCT Home Online' simple and easy to use, but to get you started, here are a few tips and pointers.

Tenants who aren't online need not worry though, as all of the usual ways to contact is are still available.

How do I get to 'My BCT Home Online'?

You'll find a link to the entrance to 'My BCT Home Online' (pictured) on every page on our website at www.bykercommunitytrust.org.uk.

Your first step is to click there.



Manage your BCT home online

- Pay your rent
- Request and view repairs
- View your account details and amend your contact information
- View your rent account statements

[Register / login here](#)



WELCOME TO BYKER!

New Improved Services for Byker

As part of the new Byker Approach the second phase of services will be launched on Monday 3rd October 2015, which includes, Tenancy and Estate Management, and Repairs and Maintenance.

Our [Services page](#) tells you all about our new services and how to access these services.

The [BCT Annual Report to Tenants 2015/16](#) has been produced by tenants for tenants. To see the full version of the BCT Annual Report to Tenants click on the picture.



More about our Byker

- News
- Investment
- Advice
- Get involved

WHAT'S HAPPENING IN BYKER

It's my first visit – what do I do?

First you need to register. To register, you will need to supply your tenancy reference number, surname, date of birth and an email address.

You will then be asked to make a password – only you will know what it is and we won't ever ask you for it. You will then be sent an email, which will contain a link you need to click on to complete the registration process.

You'll only need to register once, next time you'll just log in.



MY BCT HOME ONLINE

How do I report a repair?

That's easy. First just click on the **'Request a Repair'** link and from here, you'll need to click on the list that best represents your repair. On the next screen, click on what it is you are repairing.

By visiting our Repair Centre, you can also see a history of any repairs dating back a year.



What about paying my rent?

That's easy too – just click on **'Pay My Rent'**.

This will take you through to the Allpay website, where you can pay your rent online.



How do I look at my rent statement?

Click on **'Review My Rent'**.

Here you'll see when your last payment was and how much you paid, as well as other details of your tenancy. Remember it might take up to three working days for your payment to show up on our system.

To see your rent statement for a specific time period, enter the dates you wish to view in the blue box at the bottom of the page and click **'Show me my Statement'**.



HOW TO PAY YOUR RENT

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 533 5442 or drop into our office at 17 Raby Cross.

SwipeCard



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 0800 533 5442.

Online Payments

Register your details at www.allpayments.net or download the allpay app for your phone.



Online Banking

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

Sort code: 30-93-71
Account number: 59878060

If you need help with ways to pay your rent, please contact Byker Community Trust on 0800 533 5442 or email rents@bykerct.co.uk where staff will be pleased to assist you.

MAKING YOUR HOME MORE ENERGY EFFICIENT

When the ownership of the Byker Estate was transferred from Newcastle City Council to BCT, a stock transfer promise was to upgrade the district heating system, which provides heating and hot water to 2,000 homes, schools and council buildings.

The system operates from a main boiler house located just off the Estate which provides heating and hot water through 6KM of pipes. You will notice that we have been replacing some of the old pipes that were installed back in the 1970's with new pipes to make it more efficient, reliable and affordable for tenants.

The underground pipe work will be completed this autumn and the next phase of work focuses on upgrading the system inside of your home and installing new heating controls. All properties on the Byker Estate will be inspected and brought up to the same standard. Every property will benefit from the fitting of a control programmer, however some homes may also require new radiators, valves, or a new tank. All BCT properties, owner



occupiers and leaseholders will be included in this project.

Over the next few weeks, we will be going out to tender to appoint a suitable contractor to carry out these works, with a view to starting the project in the autumn. The project is expected to take approximately two years to complete and will benefit everyone as the system becomes more efficient and effective.

Prior to any works commencing, we will consult with residents and arrange a convenient time with you to inspect your home.

If you have any questions relating to any of these projects, please contact the Property Team at BCT on 0800 533 5442.

MAKING BYKER A BETTER PLACE TO LIVE

Are you a tenant or leaseholder of the BCT?

Do you want to help us improve the services we provide to you?

If you answered yes, then the BCT 'Tenant Scrutiny Panel' needs you!

This is an exciting involvement opportunity, giving support, power and a real role to play ensuring they are able to regulate how we perform and influence the quality of service we deliver.

The 'Tenant Scrutiny Panel' aims to:

- improve tenant satisfaction
- improve performance of day-to-day services
- ensure we are delivering quality services
- achieve value for money
- hold BCT to account for our performance



The Tenant Scrutiny Panel works independently to the main Board and sets its own agenda. The Panel may for example, decide to review tenant satisfaction, and help us to improve in areas where satisfaction is lowest. They could evaluate a new policy or review decisions we have made.

If you are interested in getting involved and would like to find out more information, please contact David Jones on Freephone 0800 533 5442.

SMOKE ALARMS SAVE LIVES

All BCT homes come with a fitted smoke alarm.

You can purchase additional alarms from the supermarket or at a DIY shop, all alarms must carry the British Standards kitemark. Ideally, smoke alarms should be fitted outside of sleeping areas.

Smoke alarms require very little maintenance:-

- Test the alarm every month, by pressing the test button on the alarm.
- If the ceiling is high, use a stepladder to reach it or use a broom handle or walking stick to push the button.
- Never use candles, cigarettes, matches or other naked flames to test smoke alarms. If you drop them they could actually cause a fire.



- If the alarm begins to beep once in a while replace the battery.
- Once a year gently vacuum clean the smoke alarm.

If you have any questions about smoke alarms, please contact us on freephone 0800 533 5442.

MAKE SURE YOU ARE COVERED

Contents insurance is a policy that covers your home contents against loss, damage or theft. It will also insure your contents from any water leakage, or damage caused by storms or flooding. Typical items covered by a policy include furniture, clothes, electrical items, money and jewellery.

We cannot stress how important it is to have contents insurance.

Please ensure you have the right policy in place to cover the value of your personal belongings. Royal Sun Alliance offers a scheme for tenants. If you have any questions or for more information about insuring your contents, please contact us on freephone 0800 533 5442.



IMPORTANT – PLEASE READ IF YOU OWN A TUMBLE DRYER

Do you own a tumble dryer?

If you do and it is an Indesit, Hotpoint, Creda, Swan or Proline and was manufactured between April 2004 and September 2015 then please stop using it, unplug it and do not use the tumble dryer until it has been modified.

In some rare cases, excess fluff can come into contact with the heating element and present a risk of fire.

To check if your tumble dryer is affected and to register for a free modification, please call the Whirlpool UK Freephone helpline on 0800 151 0905 where they will book an engineer's visit.



IWITNESS SUCCESS

In the last issue of Byker News, we informed you about the new iWitness scheme that has been launched which enables professional witness statements to be used to support action against tenants and their visitors who cause intrusive behaviour and noise nuisance.

We are pleased to report that tenants have used the professional witness scheme and iWitness have attended incidents and provided information which BCT has then used to issue Tenancy Breach notices. This action has had the effect of reducing and resolving anti-social behaviour.

The information is captured by trained and accredited witnesses and as a result, the video evidence they provide, along with their reports, can be used as evidence in Court, if we deem it is necessary to issue possession proceedings via the Courts.

For more information, please contact Byker Community Trust on Freephone 0800 533 5442. In an emergency, always call the police on 999. Less serious incidents should be reported to the police on the 101 number.

iWitness

iWitness is a free and confidential service and professional witnesses are available 24 hours a day and can be on site within the 30 minutes.

FINDING FUNDING FOR YOUR PROJECT IN BYKER (FREE EVENT)

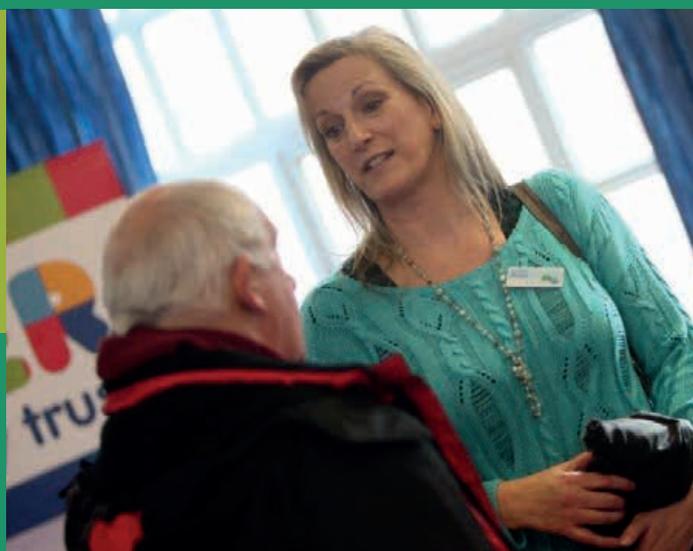
A Byker Community Trust Workshop in partnership with Newcastle CVS

- **When:** Wednesday 17 May
- **Where:** Allendale Centre, Allendale Road, Newcastle Upon Tyne NE6 2SU
- **Time:** 10.00am to 12.30pm

This session is aimed at community groups, charities and residents with good ideas for projects to involve and/or support the community living in Byker.

Whether you have experience of fundraising or not, there will be information of interest to you including:

- Update about the current funding situation from Byker Community Trust;
- Hints and tips about being successful with fundraising and different funding sources from Newcastle CVS;
- Information from the Community Foundation who have a number of funds aimed at grassroots groups;
- Case studies from both Gem Arts and Hat-trick who have both worked in partnership with others to run projects on the Estate; and
- An opportunity to take advantage of intensive support with developing fundable projects.



To book a place(s) at the event, please visit this link: <https://tinyurl.com/kbhk4fo>

MEET THE BCT BOARD

Our Board consists of 12 members as follows:

Tenant Board members:



Catherine Walsh
(since Sept 2016)



Paul Callaghan
(since Sept 2015)



Martin Greenfield
(since Sept 2016)



Janice Logan
(since Mar 2017)



Vacancy

Independent Board members:



Jim Coulter
(Chair of the BCT
Board)



Alison Smith
(since Jul 2012)



Nigel Emmerson
(since Nov 2015)



Gordon Bell
(since Jul 2012)



Christine Stobbs
(since Sept 2016)

Local Authority members:



Nick Kemp
(since Jul 2012)



Amanda Senior
(since Sept 2014)

JOIN THE BCT BOARD

We have a fantastic opportunity for a tenant who would like to create a sustainable future for the Byker Estate. We are looking to appoint a new Tenant Board Member who is motivated to help create a better future for the Estate and its residents.

Our Board consists of 12 members and meets eight times per year and members are elected at the Annual General Meeting, which is held in September. If you would like to be involved or for more information, please contact Philip Ambrose, Company Secretary on 0191 290 3910 or visit the offices at 17 Raby Cross.

The closing date for applications is 5.00pm Sunday 30th April 2017.



KEEP OUR ESTATE CLEAN & TIDY

Officers from BCT have received training from Newcastle City Council's Environmental Team on joint working around reporting both fly tipping and littering.



Refuse collection in Byker is the responsibility of the Council. BCT, together with the Council, have taken action against those who continue to litter on the Estate.



Anyone caught littering on the estate faces a fine of up to £75, while leaving household rubbish could cost you £200. Here are some recent incidents which have been reported:

The tenant responsible for the fly-tipping in the photo above at Rabygate was issued with a Fixed Penalty Notice and action was also taken against them in relation to this breach of tenancy. Further incidents of this nature could result in the tenant being evicted.

A resident residing at Clive Place received a £200 fixed penalty notice for disposing of the furniture (see photo). The fine was paid by the resident in order to discharge prosecution for a section 33 offence under the Environmental Protection Act 1990.



A £75 fixed penalty notice has been issued to a resident from Shipley Rise for inappropriate depositing of waste. Court proceedings against them are now pending following non-payment of the fixed penalty notice.

A visitor to the Byker Estate was issued with a £75 fixed penalty notice after discarding litter from his vehicle in one of the car parks off Conyers Road. The fixed penalty notice has been paid by the driver to discharge prosecution.

Following the deposit of waste illegally into the communal bins from a van, the details of the vehicle registration and descriptions were taken by BCT members of staff for action. The Council interviewed the perpetrator and Court action commenced resulting in the seizure of the van.

Enquiries are still ongoing regarding waste which has been deposited from Glanton Close.

We have now deployed covert cameras across the Estate but if you notice vehicles or anyone fly tipping on the Byker Estate, please take as much information about the vehicle e.g. registration number and a description of the person driving the vehicle. If possible, please also take a photo and then report it to the Council as soon as possible on 0191 278 7878 and ask for 'Envirocall'.

ENVIRONMENTAL IMPROVEMENTS UPDATE

BCT are developing plans to deliver this final stock transfer promise. We will go out to tender in the summer to appoint a suitable design team, to work with BCT and the community, to understand your priorities and seek your feedback on environmental issues.

We will provide an update on progress in the next issue of Byker News.

AWARDS UPDATE

As highlighted in the last issue of Byker News, we informed you that this publication won the gold award for 'Best Publication' in the North East. Byker News has now been shortlisted for the 'Best External Publication' nationally as judged by the Chartered Institute of Public Relations!

Our Communications Team has also been shortlisted in the Housing Heroes Awards as 'Communications Team of the Year' by Inside Housing.

In addition, the digital version of BCT's annual report to tenants has been shortlisted in the 'Excellence in Annual Reports' category of the TPAS (Tenant Participation Advisory Service) Northern awards 2017.

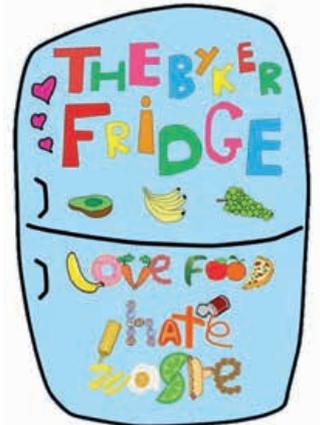
Look out in the next issue of Byker News to find out how we got on.



FREE, FRESH FOOD AVAILABLE TO BYKER RESIDENTS

Free food that would otherwise be wasted is available to Byker residents every Tuesday, Wednesday and Thursday between 1.00pm and 4.00pm from the Cross Café at St. Michael's Church Centre on Raby Cross.

The café receives donations of fruit and bread from Tesco and everybody is welcome to help themselves to food from the Byker Community Fridge.



SPIRES LANE FOOTBALL PITCH

One of our contractors, Bell Group has agreed to improve the football pitch located near to Spires Lane.

They are repairing and repainting the fence and goalposts and the pitch will be marked out in time for Easter.



You said...

Some tenants aren't looking after their gardens. We would like you to do something about it.

We did...

Since February we have inspected the majority of gardens and taken appropriate action (where required), to encourage tenants to look after their gardens.



WHAT'S ON



FREE Easter activities down at the farm

Stuck for ideas to keep the kids busy during the Easter holidays? Why not pop into Ouseburn Farm?

Activities will be held daily: Monday to Friday between 10.00am and 11.00am and then afternoons from 1.00pm onwards.

Events are free for children who must be accompanied by an adult.

For a full timetable of events, please visit www.ouseburnfarm.org.uk or call 0191 232 3698.



Football & Multisport

Hat-trick will be holding community sessions here on the Byker Estate after the Easter holidays. For 8+.

When: Tuesday evenings (from 25th April)

Where: Priory Green

Time: 6.15pm-7.15pm



Keeping Fit

Classes held at Byker Community Centre on Headlam Street every Tuesday.

Afro-Carib Beats – energetic and fun dance.

Time: 6.30pm-7.30pm

Cost: £3.00

African Dance Classes – learn African dances and rhythms

Time: 7.30pm-8.30pm

Cost: £3.00

The cost is £5.00 for both classes.



Arts Activities and Breakfast Club – Byker Community Centre

Byker Community Centre has organised a series of free activities this Easter.

Open Tuesday-Friday 9am-12pm – closed on Mondays and at weekends.

Breakfast club from 9.00am-10.00am

Arts Activities from 10.00am-12.00pm

Activities suitable for under 12's. Children under the age of 8 must be accompanied by an adult. Entrance is free but donations are welcome.

Sessions are run by volunteers and breakfast club is funded by Tyne & Wear Community Foundation and Proctor & Gamble.

£25 PRIZE WORDSEARCH

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

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

Involvement
 Board Member
 Spring
 Byker Estate
 Upgrades
 Malones
 Inspect
 Hobby Rooms
 Online
 Energy
 Insurance
 Awards

Winner of the last wordsearch was Mr Daniel of Cheviot Mount. Here is his family receiving their voucher from Jaime Flinn, Officer Manager.



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. By Friday 26th May 2017.

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

JUST FOR FUN!

Spot the difference

Can you spot 10 Easter differences!

You can find the answers on page 2.





- | | | |
|----|---|-------------------------|
| 1 | Byker Community Trust Offices BCT | 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 | Byker Community Centre | Call 0191 265 5777 |
| 7 | Byker Village Bowling Green | |
| 8 | Byker Primary School | Call 0191 265 6906 |
| 9 | Byker YMCA Neighbourhood Youth Project (Dunn Terrace) | Call 0191 276 6052 |
| 10 | Avondale House (Veterans' Support) | |
| 11 | St. Lawrence's Primary School | Call 0191 265 9881 |
| 12 | St. Lawrence's Church | |
| 13 | East End Library and Pool | Call 0191 277 4100 |
| 14 | Climb Newcastle | |
| 15 | Chirton House | |
| 16 | Old housing office | |

How to contact Byker Community Trust 9am-5pm - Monday to Thursday, 9am-4.30pm Friday

- 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

BYKER
community trust



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