

BYKER NEWS

community trust

www.bykercommunitytrust.org

**REFURBISHED HOBBY
ROOMS READY TO
WELCOME TENANTS -
SEE PAGE 11**



**FREE TENANT EVENT 25TH OCT
SEE PAGE 5 FOR DETAILS**
**WIN £500* IN TIME FOR CHRISTMAS
SEE PAGE 9 FOR DETAILS**

Our freephone telephone number

0800 533 5442

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

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



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.

ةيبرعلا
Arabic يف بـغـرـتـ تـنـكـ اـذـاـ نـيـاتـ نـوـبـاـ لـسـ اـكـوـيـنـ يـفـ لـوـوـ رـكـيـابـ رـاقـعـ كـلـمـتـ يـتـلـاـ ،ـتـسـرـتـ رـكـيـابـ ةـعـوـجـمـبـ تـاـمـوـلـ عـمـلـاـ مـهـذـهـ قـلـعـتـ“ـ مـقـرـفـتـاهـ ىـلـعـ اـكـتـدـعـاسـمـلـ مـجـرـتـمـ تـاـمـدـخـ بـيـتـرـتـبـ هـوـقـنـ فـوـسـفـ اـكـتـخـلـبـ تـاـمـوـلـ عـمـلـاـ مـهـذـهـ ىـلـعـ لـوـصـحـلـاـ 244 5335 0080.”

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:

Ashley Gibson, Technical Services Manager for Byker Community Trust inside one of the newly refurbished hobby rooms.

Printed by: Statex Colour Print.

Answers to
the spot the
difference on
page 23.



WELCOME TO THE AUTUMN EDITION OF THE BYKER COMMUNITY TRUST NEWSLETTER

I hope you had a nice summer. The dark nights are already drawing near and I can't believe how quickly the year is going.

BCT celebrated its fifth anniversary in July and I am so proud of what we have achieved for you, our tenants and the Byker Estate. At the time of stock transfer, we promised £39m worth of investments in the first 20 years, to date we have already completed £20.5m improvements and committed a further £21m by 2025.



Our investment programme on the Estate continues to evolve, with plans for £2m worth of improvements to Tom Collins House and Mount Pleasant Sheltered Housing Schemes. The conversion of ten hobby rooms into beautiful new apartments is nearing completion and they will be ready to start welcoming new tenants this month. Additionally, the repair and redecoration of the five link bridges to the Byker Wall will be completed in the New Year. This year's external painting programme is also nearing a close, and should be complete by November (see page 10 for details).

The new 'Byker Approach' has been very well received by tenants and I would like to thank everyone who has been working with us to improve services. We are getting some great feedback from the Customer Care Visits and it's pleasing to see that so many of you are now eligible for Valued Customer Status (VCS). All tenants who have VCS will be automatically entered into a £500* Christmas Prize Draw which will take place in early December (see page 9 for details).

Litter and waste management continue to be a big problem for the Estate and we are now

making some progress, working closely with Newcastle City Council on new initiatives to tackle this. It is reassuring that residents are working with us by providing valuable information and evidence so that we can take further action against those who are fly tipping.

This year's Tenant Conference Event will be held on Wednesday 25th October at Byker Community Centre and I hope to see you there. The event is free and open to all BCT tenants. You will have the opportunity to meet BCT staff and other organisations who we work in partnership with, and to hear about the plans for Byker over the coming year.



Finally, I am pleased to say that Byker has been shortlisted for a Great Neighbourhood Award in the Academy of Urbanism Awards 2018. Byker is the only area in the North East to have been recognised in this year's awards, and we are one of only three areas in the country shortlisted. More information is on page 19.

As always, if you have any questions, please do not hesitate to contact your neighbourhood housing officer, either by telephone or visit our offices at 17 Raby Cross. I will look forward to seeing you at our tenant event on 25th October.



Jill Haley
Chief Executive

ESTATE WALKABOUTS – COME AND JOIN US

Every couple of months, our neighbourhood housing officers 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 18th October at 1.00pm meet at YMCA

Areas covered are:

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

Jennifer Elliott – Wednesday 18th October 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 Wynd	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	



Emma Foulis – Thursday 19th October 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	Thornbrough House
Carville Rise	Felton Walk	Long Headlam	Winship Gardens
Cheviot Mount	Grace Street	Michaelgate	Winship Terrace
Chirton House	Harvey Gardens	Shipley Rise	
Fairless Gardens	Headlam House	Spires Lane	

Ruth Clifford – Thursday 26th October at 1.00pm meet at old housing office

Areas covered are:

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



FREE TENANT EVENT 25TH OCTOBER!



You are invited to attend our tenant event to find out more about what we have been up to this year and to hear our plans for next year. The theme for this year's event is 'health and wellbeing' so come along, enjoy some refreshments and meet some of the providers who will be delivering services to you here in Byker.

When: Wednesday, 25th October 2017

Where: Byker Community Centre

(See reference 6 on the map on the back page of this issue)

Time: 10.00am – 2.00pm



DISPLAYS • GUEST SPEAKERS • FREE PRIZE DRAW • FOOD AVAILABLE • CHILDREN'S ENTERTAINMENT & ACTIVITIES

You will need to pre-register for this event and it is limited to 150 people on a first-come, first-served basis. For more information or to register your free place, please call Byker Community Trust on 0800 533 5442 or pop into the office at 17 Raby Cross.

CLAIMING UNIVERSAL CREDIT? CAN WE HELP YOU?

In the last issue of Byker News, we shared some best practice about making and managing your claim for Universal Credit.

With the number of claimants in Byker increasing, we want to reassure you that we are here to help you when making a claim for Universal Credit. It is important that you inform your income officer if you are making a claim for Universal Credit.

Our income officers can help you make your claim and provide specialist advice if you are having issues with your claim. We can also provide advice on how to manage your finances, so why not get in touch?

Universal Credit was recently rolled out across Newcastle and is a new benefit which replaces new claims for:

- Income Support,
- Income Based Jobseekers Allowance,
- Child Tax Credit,
- Working Tax Credit,
- Income Related Employment and Support Allowance and
- Housing Benefit.

It is a monthly payment, and in most cases, it will include money to help towards your rent, which



must then be paid to BCT. In certain cases, we can apply to have your rent payment paid directly to us.

Rent surgeries are held every Wednesday between 9.30am and 1pm at 17 Raby Cross and are an opportunity to meet your income officer and discuss different ways to pay your rent, set up payment arrangements and discuss any concerns you may have. If you are unable to make the rent surgeries on a Wednesday, please contact us on 0800 533 5442 to arrange a suitable date and time.

UC *Universal Credit*

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.

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.

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

Please quote your reference number.

Recurring card payment option

This is a new method of payment available to all tenants. Unlike Direct Debit, there is no charge for bounced payments and it saves you having to make manual payments over the telephone or via PayPoint. There are no charges for this payment method.

NON-PAYMENT WEEKS

There are two non-payment collection weeks on 25th December 2017 and 1st January 2018.

If you pay monthly, your non-payment weeks have already been taken into account when working out your instalments. If you have fallen into arrears, then we expect you to make your normal rent payment during these weeks to reduce those arrears.



RECOVERING RENT ARREARS



This year, the Income Team has been successful in recovering £38,000 in former tenant rent arrears (from January – September 2017).

This has been achieved through a focused approach to recover rent arrears from tenants who have left their properties in rent arrears.

BCT'S INCOME TEAM WILL BE AT THIS YEAR'S TENANT EVENT ON 25TH OCTOBER.

FEEL FREE TO POP ALONG AND SPEAK TO A MEMBER OF STAFF OR ASK ANY QUESTIONS ABOUT THE SERVICE THAT KARBON HOMES PROVIDES ON BEHALF OF BCT.



CUSTOMER CARE VISITS

Every tenant of BCT will have a Customer Care Visit. So, what are they and why?

Your neighbourhood housing officer will be visiting you to carry out a customer care visit. The purpose of the visit is to ask you some questions about the services we provide to tenants and to help us improve those services in future. Our officers will also carry out an annual property check and can provide advice and assistance or answer any questions you may have about your tenancy with BCT.

Once you have had your Customer Care Visit and our neighbourhood housing officer is happy that you are fulfilling your tenancy obligations, you may be eligible to be awarded 'Valued Customer Status'- see opposite.



FANTASTIC OPPORTUNITY TO JOIN THE BCT BOARD!

Be part of creating a better 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.

For more information or to request an application form, please ask a member of staff from Byker Community Trust. The role description, person specification and application form is also available on our website at www.bykercommunitytrust.org or at the BCT Offices at 17 Raby Cross.



MORE INFORMATION

If you require any further information, please contact the BCT office on 0800 533 5442.

WOULD YOU LIKE TO WIN £500* JUST IN TIME FOR CHRISTMAS? YOU COULD IF YOU ACHIEVE BCT VALUED CUSTOMER STATUS

BCT has introduced a new scheme designed to recognise and reward tenants who abide by the full terms of their tenancy agreement and who have completed the annual customer care survey.

Thank you to all those tenants for participating in the survey so far, we appreciate all of your feedback.

One of the rewards of the scheme is that tenants will automatically be entered into a prize draw to win £500* which would be a really nice bonus for someone just before Christmas!

In addition, the scheme will have further benefits such as being given priority for new housing developments on the Estate or priority for events run by BCT.

The minimum requirements to meet this standard include:

- The interior of your property is kept in good and clean condition
- The interior of your property is kept in good decorative order
- Your garden/external area is kept neat and tidy
- You have no tenancy issue notices or tenancy breaches
- No history of Anti-Social Behaviour
- You have a clear rent account
- Completed the Customer Care Visit



BCT will contact you to arrange a suitable time and appointment for your Customer Care Visit but if you would like to book this in advance, please contact us on 0800 533 5442 or email customerservices@bykerct.co.uk

For your chance
to win £500*, please
arrange your Customer
Care Visit today by
calling 0800 533 5442.

The first draw will take
place early December.



UPDATE ON IMPROVEMENT PROGRAMME

We reported in the last issue of Byker News that work had commenced to repair and redecorate the five link bridges which are attached to the Byker Wall.

The first link block to benefit from the improvement works was Felton House and those works have now been completed. Scaffolding has been erected at Headlam House and work will follow to Brinkburn House, Kendal House and Graham House. The repairs and redecoration to these four link bridges is expected to be complete by the New Year.

The contractor carrying out the work is Bell Group and they have designed the scaffolding to ensure the link bridges are kept open during the refurbishment works, maintaining access to the Byker Wall and minimising disruption to tenants living in these blocks.



An external painting programme commenced in June and is scheduled to be completed in November. At the time of this newsletter going to print, Bell Group had completed around 60% of the works. Houlet Garth, Cushat Close, St Peters Road, The Brow, Merle Gardens, Laverock Court, Ayton Rise, Commercial Road and Whickham Gardens have all been completed.

TOM COLLINS AND MOUNT PLEASANT IMPROVEMENTS

As part of BCT's on-going investment programme on the Estate, plans have been submitted to Newcastle City Council for improvement works to our two sheltered housing schemes.

Tom Collins House and Mount Pleasant will benefit from painting and decorating, upgrade of communal landlord services including fire safety works, the replacement of existing cladding at Tom Collins House due to its age and condition and other external repairs and improvements to the communal gardens. BCT have also investigated the feasibility of installing a sprinkler system, and will be including the installation as part of the investment works to Tom Collins House.

If given the green light, the £2m worth of improvements are expected to commence in the New Year once a contractor has been appointed. Residents living in both schemes have been consulted on the plans.



BEAUTIFUL NEW APARTMENTS ALMOST READY FOR OCCUPANCY



At the time of this newsletter going to print, ten new luxury apartments were being handed over by contractor Esh Property Services and our allocations team were in the process of contacting those tenants eligible to move into these modern new homes.

Tenants with Valued Customer Status will be given priority (see page 9 for more details) with the first tenants ready to move in immediately - just in time for Christmas. Ten hobby rooms on the Estate have undergone extensive refurbishment and will include six one-bedroom homes and four two-bedroom homes, with two homes adapted for disabled access.



For more information about the new luxury apartments, please contact Emily Fullen on 0800 533 5442

COME ON MAN! HELP US TO KEEP BYKER TIDY

How seriously do we take the disposal of our household rubbish?

Once we've taken the food out of the packaging for our tea, unwrapped the birthday presents, bagged up the used nappies, scraped the plates clean after tea, worn a torn coat for the last time - are we thinking "I'll just throw this in any bin... no-one will mind!"

Please take some time to sort out what rubbish goes where. Recycling not only helps the planet, it also helps the people working in the recycling centres and saves the tax payer money.

In Newcastle, there are green bins for general waste and blue bins for recycling. The blue bins have a separate black glass caddy that sits inside the bin.

Here on the Byker Estate, there are also communal bins for waste and recycling. Please check the label on the bin so you put mixed recycling or glass in the right bin.

WHAT CAN YOU RECYCLE IN THE BLUE BIN OR THE COMMUNAL RECYCLING BINS?

If you've saved up your items to be recycled in a plastic bag, please take a moment to tip the contents directly into the blue recycling or communal bin rather than putting the plastic or black bag into the bin.

Also, once the kitchen bin bag is full and ready to empty, it may seem easier to just throw them into the nearest recycling bin. Please think again. We are increasingly seeing recycling bins with the wrong items in them. This means the good recycling is contaminated and it can all be spoilt.

The main contamination we find in the recycling bins consists of food waste, nappies, yoghurt pots and plastic food trays, glass that hasn't been separated, textiles and general rubbish. In particular, food waste leads to the contamination of the paper and card that can't be used once it comes in contact with the food or other dirty items.

Our advice is to donate any textiles, even those that are worn, to local charity shops.

If you find you have too much waste for your green or blue bins, please don't just leave the black bag by the bin.

Quick guide to recycling in your blue bin

Use the black caddy for



Keep these separate to make sure they can be recycled.



Not to be placed in your recycling bin



We want to support the re-use of textiles. Please take your textiles to charity shops or donation banks which can be found throughout Newcastle.

If you need a blue recycling bin or glass caddy contact Envirocall.

KEEP IT GREEN
NEWCASTLE

If you have larger items that are broken or not suitable to sell or give away, you can visit the Household Waste Recycling Centre at Glasshouse Street off Walker Road, Byker, NE6 1AH.

SEE IT, NOTE IT, REPORT IT

BCT is working closely with Newcastle City Council to improve waste management services and to take enforcement action against those people who think it is perfectly acceptable to dump rubbish and furniture items here on our Estate.

You may have noticed some new larger street litter bins in Byker.

The Council is replacing small volume litter bins with large volume litter bins across the City.

The larger litter bins will provide greater capacity, but also remove the need for manual lifting to empty bins too.

Locations for large volume litter bins have been identified using local intelligence gathered from operational staff, complaint information and information from Envirocall. The Council is reviewing any issues that are raised on a regular basis.

Please use the nearest litter bin or take your rubbish home and recycle it where possible.

Littering in a public place not only makes a place look messy and run-down, it could be dangerous to health and is an offence. Last year the Council received over 2,500 reports of littering to Envirocall.

The maximum fine for littering is £2,500 but in many cases, the offender will be given the option of

Mixed recycling use me for



Keep it Green Newcastle



paying a fixed penalty of £75. The fixed penalty also applies to dog fouling though the maximum penalty for someone who doesn't clean up after their dog is £1,000.

For more information about bins, waste and recycling please visit www.newcastle.gov.uk/bins

Your bin collection day is: Friday



2017

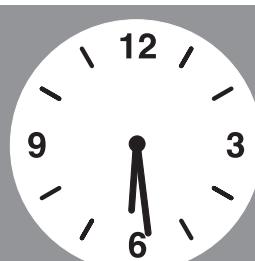
October	6	13	20	27	
November	3	10	17	24	
December	1	8	15	22	29



2018

January	5	12	19	26	
February	2	9	16	23	
March	2	9	16	23	31*

* A collection will not take place on Good Friday. It will now be on Saturday 31 March 2018.



Please put your bins out by 6.30am on collection day and bring them back in after collection.

All waste must be in your bin. You may receive a fixed penalty notice (£75) if it is placed outside the bin.

For more information visit www.newcastle.gov.uk/bins
Phone: 0191 278 7878 (and ask for Envirocall)

www.facebook.com/NewcastleCityCouncil
 @NewcastleCC



EVEN MORE OPPORTUNITIES TO GET INVOLVED

As part of the new Byker Approach, we have increased the opportunities for tenants to get involved resulting in the introduction of a new Tenant Engagement Framework.

BCT is passionate about providing excellent services through engaging, empowering and supporting tenants. We want our tenants to be proud of the homes and community in which they live.

We know that we need to work with and listen to you, our tenants, if we are to understand what your needs are and what you would like your homes and community to look like. By working with you, we aim to develop a thriving community that you are proud to live in and that others aspire to live in.

BCT has reviewed the way in which we engage with our tenants. The review has brought about the introduction of increased tenant scrutiny and the BCT Community Forum as well as increasing support for a range of other community groups.

BCT COMMUNITY FORUM



The Community Forum is BCT's main consultation group.

All residents will be able to join this group and representation will be encouraged from all groups across the community.

OTHER OPPORTUNITIES TO GET INVOLVED INCLUDE:

How	What?
Tenants and Residents Association (TARA)	Consider issues affecting the area in which they live. There are presently two TARA's on the Estate - Gordon Road TARA and Byker Village TARA.
Tenant Shareholder	Can attend and vote on issues raised at the BCT Annual General Meeting and Special General Meeting. Can also vote in BCT Board Member Elections.
Tenant Communications Group	To look at how we communicate with tenants and review publications.
Sheltered Housing Group	To understand and explore issues which affect tenants living in our older person's accommodation.
Eastern European Group	Giving a voice to this section of the community and to understand the issues they face so we can adjust our services.
Women of Diamond	Self-support group open to all women but primarily made up of ladies from the African community. Raise money for good causes.
Grounds Maintenance Inspectors	Inspect the work that has been completed in their area by the Grounds Maintenance Team.
Young Person's Voice	Understanding young people's views in relation to the community they live in.
ACANE	Established group which deals predominantly with the African community.

If you would like to get involved in any of these groups, please contact BCT on 0800 533 5442 or email us at customerservices@bykerct.co.uk

MAKING BYKER A BETTER PLACE TO LIVE AND WORK



In the last issue of Byker News, we outlined what we consider anti-social behaviour and to remind tenants of the conditions of their tenancy. Here, we look at some of the action we are taking to stamp out anti-social behaviour.

Byker has had, and still has its share of challenges to deal with. One of those challenges, as found in every part of the country, is dealing with those who want to flout the law or be a nuisance, and simply have no regard for others.

Last year, we appointed Shân Mauritzon as Enforcement and Intervention Officer who has been working hard to develop and streamline our processes and procedures to show that BCT takes a zero-tolerance approach to anti-social behaviour.

To achieve this, BCT works within a data sharing and enforcement partnership with Northumbria Police, Tyne and Wear Fire and Rescue Service, Newcastle City Council, and other agencies. BCT also operates an out-of-hours anti-social behaviour professional witness service called iWitness, available evenings and weekends to gather independent evidence when required.

Using evidence provided by staff, residents and/or agencies, BCT has now served a number of Legal Action Letters and Notices Seeking Possession upon tenants because of their behaviour, or that of someone living with them. These have included

Notices Seeking Possession under Section 21 of the Housing Act 1988 against new tenants which allow for swifter eviction if that becomes necessary.

More recently, BCT commenced formal legal steps against tenants who were abusing their tenancies by using their properties for immoral and unlawful purposes. These kind of tenancy breaches led to issues on the Estate that impacted ALL of us living and working here, and they will not be tolerated!

Jill Haley, Chief Executive of BCT said: "I would like to send out a clear message to anyone who thinks that they can either flout their tenancy agreement or the law that there is no longer anywhere to hide."

"Anti-social behaviour can cause real misery in people's lives and we are working closely with the police and other agencies to tackle this. We recognise that although only a minority of individuals commit anti-social behaviour, the action of a few can have a disproportionate effect on the lives of the majority and a major impact on the quality of life of individuals and our communities. We will continue to work with our tenants and other community partners to develop a robust, sustained approach towards tackling anti-social behaviour and to make Byker a great place to live."

A TYPICAL DAY IN THE LIFE OF...

Shân Mauritzon, Enforcement and Intervention Officer

In this issue, we focus on Shân Mauritzon to raise awareness of her role here at BCT and what a typical day for her looks like.

 09:00 am

It's a Monday, and the beginning of a new week. Check my calendar and emails which today is a mix of reports of some nuisance behaviour over the weekend. Take phone call from one of the local Neighbourhood Police Team regarding a BCT property we have taken joint enforcement action. The officer wanted to make me aware that there had been an allegation of a criminal offence at the property at the weekend; I pass this on to the neighbourhood housing officer who kindly agrees to go by and take photographs.

 9.15am

Get ready to take some documents down to court to start a Claim for Possession (eviction). BCT operates a 'Starter Tenancy' scheme, whereby new BCT tenants will have an Assured Shorthold Tenancy for the first 12 months. This is a probationary tenancy on similar terms to a private tenancy, and easier to end. BCT has a procedure for dealing with Starter Tenants who are breaching their tenancy, and this includes verbal and written warnings, letters and meeting or extension of Starter Tenancy. When the behaviour continues or is a very serious breach of tenancy, then a Notice Seeking Possession under Section 21 of the Housing Act 1988 will be served. In these circumstances if it is then progressed to court, eviction is inevitable. In this particular case, BCT has obtained evidence through the Safer Estates Partnership of ongoing nuisance behaviour at the tenants address, and also a criminal conviction which is of concern.



This tenant has already had warnings and a Notice Seeking Possession. I attend at court to hand the documentation in, and the court staff give me an approximate date for when the case will be heard by a Judge. Through our information sharing agreement with the Police I inform the local Neighbourhood Police Team of our action for their own records.

 10.30am

I need to prepare and seek approval for another Notice Seeking Possession for service later today. This Notice refers to "mandatory grounds"; if progressed to court and proved, then the court will have to order the tenant's eviction. These are more recent powers that have been given to landlords to evict tenants for specific types of anti-social behaviour, for example, certain serious offences, or civil orders against the tenant's property such as a Closure Order or an Injunction which has been breached. I have been working on this particular case for some weeks with Northumbria Police, and am able to use evidence provided by them as part of my case and justify the Notice. It is also at this point that I must carry out a full review of the case, which will take into account any vulnerabilities or issues the tenant may have, in my decision. The tenant must have an opportunity to respond to the Notice with any representations, so I agree with the tenant's neighbourhood housing officer how long we will give them in light of their particular circumstances. The case file is then passed to the Director of Operations for their approval of this action.

 1pm

Leave the office with the neighbourhood housing officer to attend at a prison where the tenant is currently remanded. They accept the Notice Seeking Possession. I explain what mandatory possession means, give them the date for representations, and direct them to legal advice. We also discuss with the tenant about possibly terminating to avoid court action, and importantly avoid the risk of high rent arrears and court costs against them. We talk about ways that we can resolve this without court, but leave it with the tenant to get legal advice and make their decision or send any representations to us.

However, if I do not see satisfactory progress on the situation by the time of the date in the Notice, then court proceedings will be issued.

 3.30pm

Get back to the office and write up notes of the visit.

I email the Council's Housing Advice Centre (HAC) with the two addresses that I have taken

enforcement action steps on today, as these tenants are now facing homelessness. BCT has a partnership and information sharing protocol Newcastle City Council, and HAC will take steps to offer advice and assistance in the first instance to tenants who are facing eviction, at early stages as well as when eviction is looming.

 4.00pm

It's time for the weekly work planning meeting with the Director; this is to give an update on ongoing cases and agreeing priorities for the next week or so. The updating is quite lengthy today due to some recent resource intensive partnership working with Northumbria Police and other agencies that amongst other things has resulted in civil orders and a reduction in complaints. Within the meeting we discuss other cases that have got to the stage where Notices Seeking Possession are going to have to be served, and agree what steps to take. I'm also on training later this week to keep my knowledge of the law up to date. We have so much to catch up on that I didn't even see that it ran past 5pm.

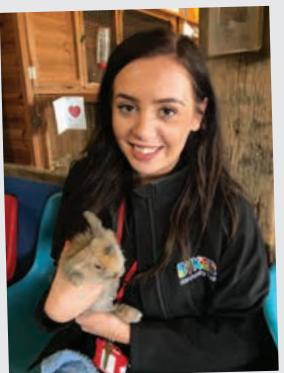


SUMMER FUN FOR BYKER TENANTS



In the last issue of Byker News, we advertised two free summer events for tenants. BCT organised free entry and transportation to Hall Hill Farm in Lanchester, Durham and at Centre for Life in Newcastle during August.

Once again, both events proved to be very popular with tenants and children and as you can see from these photos, everyone had a great time.

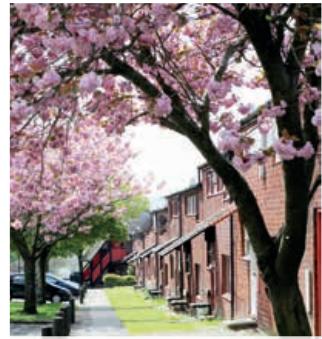


ANNUAL REPORT 2017/18

This year's annual report to tenants, 'From Transition to Transformation' was posted out to you with this issue of Byker News and is also available to view on our website at www.bykercommunitytrust.org.uk

The report provides an overview of our performance last year. It outlines our key achievements including the implementation of a new service delivery model, the introduction of a new Tenant Engagement Framework and our commitment to continue to invest on the Estate.

Thank you to our tenants who helped us to produce this year's report.



AWARDS UPDATE

Since the last issue of Byker News, we have been shortlisted for two awards.

Byker is one of three finalists for The Great Neighbourhood Award in the Academy of Urbanism Awards 2018. The judges visited Byker in August and this year's award focuses on neighbourhoods built since 1945 and how they have transformed over time.

Each year, the Academy selects 15 places in the categories of City, Town (including cities below 150,000), Neighbourhood, Street and Place.

An initial shortlist of 10 places nominated by their membership are narrowed down to three finalists and Byker was shortlisted in the Great Neighbourhood category along with Smithfields in Dublin and Golden Lane Estate in London.



The Byker Estate is the only area in the North East to be shortlisted in this year's awards, across the five categories. While the winner won't be announced until 8th November, Byker has already beaten strong competition to make it through to the final.

WOMEN IN HOUSING AWARDS

Our chief executive, Jill Haley has been shortlisted in this year's Women in Housing Awards 2017 in the Landmark Achievement category.

The awards recognise the achievements of women in the housing sector and we're delighted to see Jill shortlisted.

The final will be held in Manchester on 2nd November and we'll keep you posted.



MAINTAINING YOUR ESTATE



The Grounds Maintenance Team, delivered in partnership with Karbon Homes, is responsible for maintaining the Estate all year round. They are responsible for:

- Any person living with you or working in the local area
- Any person who lives in the Byker Estate
- Any of our employees or any person acting for us

The team cuts grass on a 10-day cycle and has managed to keep within that cycle since March. During the grass cutting season, the team has also dealt with tree pruning and where possible, hedges and the removal of ivy from properties around the Estate. Hedge work throughout the summer reduces drastically to ensure BCT complies with the Wildlife and Countryside Act 1981, ensuring that nesting birds are not disturbed. Some hedges have received attention throughout the season for health and safety issues and to ensure access and egress.

Grass cutting ends this year with the final cut in the last week of October. After this, the team will be focusing on hedge work and tree pruning and will be carrying this out on a 10-day cycle. The team work throughout the year in all weathers and to date, have not lost one day due to bad weather.

The biggest issue facing the team at the moment is the sheer volume of litter they have to deal with daily. Each area is litter picked before the cutting starts and this year, it has

taken half a day simply to clear litter, this is half a day that could and should have been spent improving your Estate. Litter bins have been increased around the Estate and it is good to see them being used regularly.

The team also spends a portion of each day removing fly tipping and bulky items discarded around the Estate – again, this is time that could and should be spent improving the environment of your Estate, so please think twice before discarding litter and use one of our new bins instead, it all helps.



Finally, a group of tenants have volunteered to help us improve the service we provide by inspecting the work carried out by our Grounds Maintenance Team. BCT tries hard to ensure our staff and contractors working for us offer an excellent service to all tenants. One way in which we develop and improve our services is through grounds maintenance inspectors.

For more information about becoming a grounds maintenance inspector in your area, please contact us on Freephone 0800 533 5442.

We received 92 inspection forms between March and September 2017.

How satisfied were you with the following...	Very/ Fairly Satisfied	Neither	Very/ Fairly Dissatisfied
The work area was left clean and tidy including the removal of litter etc.	100%		
The work(s) for the area were fully completed in a timely manner and nowhere was missed.	97%	2%	1%
The overall quality of the work(s)	99%	1%	
Appearance of Byker's grassed areas	98%	2%	
Weed growth control on Byker's land	89%	4%	7%

Your feedback is important to us

We receive a lot of positive comments on the Grounds Maintenance Service we provide, a few recent comments include:

"As usual done to a very high standard"

"Byker's landscaping is looking excellent, even my family have noticed the difference while visiting the area, Well done!!"

"Once again the lads have done a great job"

"Excellent work as per usual, definitely no 'slacking' with this team Byker's never looked so good!!"

"The guy who was responsible for brushing and collecting rubbish and also who tidied this done an excellent job. This is the first time this has been done."

"The team are doing a great job. What a difference to the area. The team are obviously taking pride in their work and it shows. Excellent!!"

"The team have a difficult task of cleaning the area of litter before they even start gardening, 10 out of 10 for their excellent work."

Stay Safe this Bonfire

A message from Tyne and Wear Fire and Rescue Service

Bonfire Night can be one of the most exciting nights of the year and it should be. Remember it is important to keep safe whilst attending a bonfire event. Whilst you are there, remember that there are certain things you should do and should not do:

- If possible, attend an organised display
- Always stand well away from bonfires and fireworks
- Don't throw rubbish onto bonfires
- Don't play around next to bonfires
- Only use sparklers if supervised by an adult
- Don't use sparklers without wearing gloves
- Light only one sparkler at a time and do so at arm's length
- Don't give sparklers to younger siblings
- Don't throw fireworks
- Don't go near a firework after it has been lit

- Don't go near a firework after it has gone off, leave it for adults to clean up
- Don't light fireworks after 11.00pm as this is illegal and you may face prosecution if caught
- Keep all pets inside the nights leading up to and including bonfire night
- Keeping your wheelie bin stored away until collection day
- Reporting fly-tipped rubbish to Newcastle City Council for removal

Tyne and Wear Fire and Rescue Service knows that by following these simple rules you will have a safe and enjoyable Bonfire Night.

For more information visit
www.twfire.gov.uk/bonfire



Tyne and Wear Fire and Rescue Service
Creating the Safest Community



WHAT'S ON



FREE Autumn activities

Under 12's Kids Arts and Breakfast Club.

When: Monday 23rd and Tuesday 24th

Where: Byker Community Centre

Time: 10am-12pm

Children under the age of 8 must be accompanied by an adult.



Down at the Farm!

Become a farmer for the day and get up close to the animals!

When: Daily Mon-Fri (10am-11am)

What: Farmer's Club



Half term week

Creepy Cupcake Class

When: Monday 23rd October

Times: 12pm-2pm

Ages 3+ £3 per child

Potions and pumpkins

When: Tuesday 24th October

Times: 12pm-2pm

Ages 6+ £3 per pumpkin



Cackle and crafts

When: Thursday 26th October

Times: 12pm-2pm

Ages 3+ £3 per child

The Fiendishly Frightful Fundraiser

When: Friday 27th October

Times: 1pm-3pm

All ages £5 per child

Football, Dodgeball and Handball

Organised by Hat-Trick

• Mondays at Dunn Terrace (4.30pm-6.00pm)

• Tuesdays at Priory Green (6.15pm-7.15pm)

• Thursdays at Priory Green (4.30pm-5.30pm)

Free for children aged 8+. For more information, please contact Dwayne Murray on 0191 406 0291.

HAT-TRICK
love sport for change

£25 PRIZE WORDSEARCH



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

Valued

Bonfire

Tenant Event

Recycling

Halloween

Awards

Improvements

Maintenance

Universal Credit

Autumn

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 17th November 2017.

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

JUST FOR FUN

Spot the difference

Can you spot 7 spooky 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](https://www.facebook.com/bykercommunitytrust)

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BYKER
community trust

