FREE EASTER EGG FOR EVERY BYKER COMMUNITY TRUST CHILD
SEE PAGE 5

WHAT’S IT LIKE TO LIVE ON THE BYKER ESTATE, YOU HAVE YOUR SAY
SEE PAGES 10-11

EASTER ACTIVITIES
SEE PAGES 6-7
Our freephone telephone number 0800 533 5442 is available for all enquiries and out of office hours emergency repairs.

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

USEFUL NUMBERS

Concierge Service (Byker Wall residents) 0191 224 4395
Employment & Welfare Benefits 0800 533 5442
Housing Benefit / Council Tax (Switchboard) 0191 278 7878

FRONT COVER PHOTO:
Free Easter egg for every Byker Community Trust child.

Since July 2012, BCT has invested £26.7m worth of improvements!

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
"لتحميل باللغة العربية" 0800 533 5442 244 5355 0080.

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

Français
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
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
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
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.

Answers to the spot the difference on page 19.
It’s nearly the Easter holidays already and yet it doesn’t seem like five minutes ago when it was Christmas – where does the time go! I really hope that we’ve seen the back of all the bad weather and can look forward to some sunshine arriving with the lighter nights and longer days, it makes such a big difference.

As we continue to develop our new service offer, we have made a number of staff appointments to help us improve the services we deliver to you. You may have already met the new officers or seen them around the Estate. Emma Leggott joins us as a Community Engagement Officer and part of her role is to work with and involve tenants to ensure we are delivering the services which you want us to deliver. Another key appointment is Aneta Szafranska who joins us as a Tenancy Sustainment and Welfare Reform Officer and her role is to support tenants, to help maximise their income and to manage their tenancy. You can read more about Emma and Aneta inside this issue.

In addition to new members of staff, we have also appointed two new tenant Board members to help us create a better future for the Estate and residents – see page 18 for more information.

The major investment programme on the Estate continues and work has commenced to improve our two sheltered housing schemes, Tom Collins House and Mount Pleasant. Both schemes will benefit from a programme of modernisation and regeneration works such as painting and decorating, external repairs and improvements to the communal gardens. Tom Collins House will also benefit from the full installation of a new sprinkler system.

Emma has been out and about speaking to tenants to ask them what it’s like to live on the Byker Estate and in particular, the ‘Best Neighbourhood in the UK and Ireland.’ Thank you to everyone who has contributed – you can read about what people said on pages 10 & 11.

BCT staff and tenants have worked so hard over the last five years to achieve positive regional and national recognition so the last thing we want to do is let that all go to waste. We have published some information inside this issue about litter and recycling and how you can play your part in helping to keep Byker tidy.

It’s great to report that BCT is continuing to receive the plaudits at regional and national awards. We were delighted to collect the Public Sector Refurbishment Award at the Newcastle City Council Lord Mayor’s Design awards for the work undertaken to refurbish the Byker Wall. The Byker hobby rooms and the work we do to engage our tenants to improve our services has also been recognised and shortlisted for awards in April.

There are lots of exciting activities organised around the Estate for all ages during the Easter half term holiday and we’ve highlighted some of these on page 5. Also on this page are details about our Easter-theme spring clean event on the Estate on Friday 6th April. If you can spare an hour or two, we’d love to see you there.

On a final note, have a lovely Easter!

Jill Haley
Chief Executive
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 11th April at 1.00pm meet at YMCA**

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

**Jennifer Elliott – Wednesday 18th April at 1.00pm meet at BCT office, 17 Raby Cross**

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

**Emma Foulis – Thursday 13th April at 1.00pm meet at Byker Community Centre**

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

**Emily Fullen – Thursday 19th April at 1.00pm meet at old housing office**

Areas covered are:
- Avondale Rise
- Brinkburn Square
- Brinkburn Street
- Brock Square
- Brock Street
- Dibley Square
- Dibley Street
- Gordon Road
- Gordon Square
- Norfolk Square
- Priory Green
- Priory Place
- Raby Crescent
- Raby Street
- Raby Way
- Rabygate
- Shipley Place
- St Michaels Mount
- The Chevron
Join us for this special Easter-themed spring clean of the Estate. Refreshments will be provided to all volunteers afterwards and there are prizes to be won.

When: Friday 6th April 2018
Where: Meet at BCT office, 17 Raby Cross
Time: 11am
Contact: Emma Leggott on 0800 533 5442

Please note:
• Under 16’s must be accompanied by an adult.
• Please wear wellies or sturdy footwear and appropriate clothing for the weather.

WANT A CHEAPER WAY TO SHOP LOCALLY?

The Byker Food Pantry is located next to the BCT office at Raby Cross and is a food co-operative which means you can get food and other goods much cheaper than you can in the shops. They have everything from dried food and tins, fresh and dairy produce to toiletries and baby products. There is also a café-style area where you can get a free tea or coffee and some company from staff, volunteers and members of the community. Why not pop in – one member saved over £300 in a year!
Football sessions
The Newcastle United Foundation is organising FREE football sessions on the Byker Estate.
When: Every Tuesday
Where: Spires Lane, Byker
Time: 4.30pm-6.30pm
Free for children aged 8+. For more information, please contact Dwayne Murray on 0191 406 0291.

Ouseburn Farm
Aid II music festival
DJ’s and live acts. Activities for all the family.
When: Sunday 22nd April 2018
Where: The Cluny, Ouseburn
Time: 3.00pm until 10.00pm
Acts already confirmed:
Paul Smith from Maximo Park, Headclouds and Idle Hands.
Advance tickets cost £6 available to buy from The Cluny online at See Tickets www.seetickets.com. 100% of the proceeds from the festival will be raised for the Farm.
Food Nation
Cooking Classes

Brush up on your cooking skills, learn new recipes, cooking on a budget, eating more healthier and feeding the kids – six week training course completely free to attend.
Available for all ages.
Weekly courses will last two hours each.
Where: St Michaels Café – Raby Cross
How much: FREE

Easter Fun
Sure Start Children’s Centre East are organising a range of events and activities throughout the two-week Easter holiday period for children and families.
Activities include family fun days and baby and toddler groups.
A full timetable is available at www.bykercommunitytrust.org

If you are interested in coming along, please get in touch. We would like to accommodate you and plan to have other sessions in the future. We will be looking to run these during the Easter and summer holidays depending on interest and each course is designed around what you want.

If you are interested, please contact Emma Leggott on 0800 533 5442.
A TYPICAL DAY IN THE LIFE OF…
Aneta Szafranska, Tenancy Sustainment and Welfare Reform Officer

Aneta joined BCT in December and as a result, we’re already seeing huge improvements in the service we deliver. Her role is to help tenants stay in their homes and manage their tenancy by providing tenants with advice and support on:

- Legacy benefits and Universal Credit
- Referrals for money advice for tenants in severe hardship and with money problems;
- Food bank referrals, signposting, supporting local initiatives to reduce poverty;
- Help with crisis; and
- Employability referrals and training

Aneta has many years’ experience working in housing and welfare benefit and is an accredited money advice worker. She has experience of Universal Credit and can provide tenants with lots of advice including benefit entitlement checks, filling in forms, checking delays with payments, overpayments, tribunal appeals, affordability checks and basic money/budgeting advice. She also provides support to her colleagues in the housing team with any pre-tenancy checks to ensure we secure the most suitable tenancies for our tenants. This work includes benefit and affordability checks and further budgeting advice to prospective tenants.

Aneta continues to develop the strong partnership links BCT has with organisations such as Job Centre Plus, Newcastle City Council, local charities and food banks. She works from our Raby Cross office most days but also on Thursday’s, she holds a drop-in session from the nearby Job Centre Plus.

Every day is different but she spends her morning’s in the office preparing for appointments with tenants. This also includes checking emails for any emergency referrals or speaking directly to tenants over the telephone about their circumstances.

During afternoons, she goes out onto the Estate to carry out home visits to some of our vulnerable tenants or those who are unable to leave their home.

Within the first two months of working at BCT, Aneta has engaged with up to 50 tenants and has produced some great results for people and still continues to provide on-going support. She said: “Due to my holistic approach, I have been able to help many tenants to overcome long-lasting barriers, from mental and physical health, through significant debt issues to language barriers. We’ve been able to make a number of referrals to the supporting agencies we have established good links with, applied for food parcels and helped with essential expenditure in some very difficult and unexpected life situations.”

RESULT!

BCT Tenant A is a single mother who claims social benefits and is unable to work due to medical issues.

Tenant A contacted BCT for help with her Personal Independence Payment forms. After discussing her situation and finding out more information, Aneta realised she had been missing out on extra premiums on her basic benefit entitlement for many years. We helped her apply for the extra money and ensured that the benefit was adequately backdated.

“As a result, her weekly benefit has increased by an additional £62.45 and she has received £7,000 of backdated benefit.

If you would like to book an appointment with Aneta, please contact the BCT office on 0800 533 5442.
There are lots of benefits of getting online for example, you can use it to keep in touch with people, search and apply for jobs, follow your interests and hobbies, filling in forms, get the weekly shop, find bargains, learn a new skill, manage your money and even saving money online.

Pictured is BCT tenant Rees Hodgson receiving his certificate in digital skills from Emma Leggott. Rees is one of our digital champions who has successfully completed the Learn My Way course.

If you can spare a couple of hours each month and would like to volunteer to show people how to get online or have ideas where we should deliver the sessions, please contact Emma Leggott for more information on 0800 533 5442. All training and expenses will be paid for.

There are lots of benefits of getting online for example, you can use it to keep in touch with people, search and apply for jobs, follow your interests and hobbies, filling in forms, get the weekly shop, find bargains, learn a new skill, manage your money and even saving money online.

Did you know... there is a great place for you to get the skills you need to use computers and the internet? Learn My Way (www.learnmyway.com) is a free resource with more than 30 courses to help you use a computer or tablet to get online. You’ll even be able to print a certificate at the end of each course to show just how much you’ve learned!
WHAT’S IT LIKE TO LIVE IN THE GREATEST NEIGHBOURHOOD IN THE UK?

Last November, the Byker Estate was voted the UK’s greatest Neighbourhood. What a fantastic achievement and one we are naturally very proud of.

A team of built environment experts from across Europe visited the Estate as well as fellow finalists Smithfield in Dublin and Golden Lane Estate in London and voted the Byker Estate as ‘The Greatest Neighbourhood’ in the UK and Ireland. The award was presented at the Academy of Urbanism Awards 2018.

We sent Emma Leggott, Community Engagement Officer out to speak to tenants to ask them… ‘What’s it like to live in the greatest neighbourhood in the UK? Here is what you had to say:

Jean Barron and Liz McGarrell – Dibley Street

How long have you been living on the Estate? We’ve lived on the Estate all our lives but here in the Byker Wall for 41 years.

What improvements have you seen on the Estate? Taken some of the trees down and lots of different cultures which has added to the Estate.

What’s it like to live in the Greatest Neighbourhood in the UK? Lovely – it is our Castle! We moved away to Ireland but had to move back because we missed it – part of the fixtures all my family live here and we have a great square out the back where we all socialise in the summer - real family atmosphere.

David Reynolds – Long Headlam

How long have you been living on the Estate? 18 months.

What improvements have you seen on the Estate? The feeling of having the safety net of the Trust for when things go wrong and knowing it doesn’t all fall on me to sort things out. I really appreciate being left alone but knowing that the support is there if I need it, the Trust really listens to me.

What’s it like to live in the Greatest Neighbourhood in the UK? I really love the uniqueness offered on the Estate, my neighbours are great and I have found it very welcoming and I like the diversity and community when people move in. We have kids and I like that everyone looks out for each other.

Violet Rainey – Gordon Road

How long have you been living on the Estate? 44 years! I have been told I am the longest standing tenant on this Estate (since April 1974).

What improvements have you seen on the Estate? Things have changed an awful lot – when I first moved here, people took great pride in their home and everyone was very clean, everyone was the same, everyone was poor and we used to share a lot – nowhere will be the same as ‘Old Byker’.

What’s it like to live in the Greatest Neighbourhood in the UK? I was born in Byker and christened in the Byker Church, I’ve lived here all my life and I have great neighbours. I just wish more people were still around to pop in.
David Hardy – Headlam Green

How long have you been living on the Estate? 18 months.

What improvements have you seen on the Estate? Not lived here long enough to comment.

What's it like to live in the Greatest Neighbourhood in the UK? Great, I love being able to see the bowls from my window and when it's sunny it's a beautiful area.

Vicky Willis – Avondale Rise

How long have you been living on the Estate? 3 years.

What improvements have you seen on the Estate? Not sure but where I live I want to try and make a difference myself by getting involved with things like litter picks and communal garden plots.

What's it like to live in the Greatest Neighbourhood in the UK? I wouldn't move, it's close to all the local amenities and transport links. It is a really multi-cultural community and I think this is because it is a welcoming place where there is a sense of community when people move in. We have kids and I like that everyone looks out for each other.

Clare Matthews – Norfolk Square

How long have you been living on the Estate? 4 months.

What improvements have you seen on the Estate? I haven't been here long enough to comment, however I had some pre-conceptions about the area which have turned out not to be true and I have been pleasantly surprised.

What's it like to live in the Greatest Neighbourhood in the UK? What I really love are the views – many houses don't have one but I have a lovely view from my bedroom window. I am really close to the transport links and Shields Road, which in my opinion is the best – not the worst shopping area.
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.

IMPROVING HEATING AND HOT WATER IN YOUR HOME

BCT is committed to upgrading the heating and hot water system in your home to make the system more energy efficient and to give you greater control over the heating system.

To carry out these works, we will need to survey your property to check what works are required. We will replace old or defective tanks, radiators and valves and we will install new programmers to allow you to control the times and temperature of your heating system.

H Malones and Sons have been appointed to carry out this work and they will write to you when they are ready to start the surveys in your area. Work will commence in April 2018 and will take two years to complete to replace all systems in homes across the Estate. We will let you know when this will be carried out in your area and hope you will assist in responding to appointments to survey your home and carry out the works.
MEET EMMA — YOUR NEW COMMUNITY ENGAGEMENT OFFICER

Emma Leggott started working with BCT in December and is responsible for working closely with all residents living on the Byker Estate.

You may have already met Emma or seen her walking around the Estate – next time you see her, say hi! Emma joined BCT from South Tyneside Homes and her background is in tenant involvement and housing and area management.

Since she started, she has been getting out and about meeting as many residents as possible to find out how the community works in Byker and to see who is involved, what you do and what you would like to see.

One of her priorities is to work with tenants to shape BCT’s approach to involving tenants, ensuring we’re delivering the services you want us to deliver.

She will be looking at tenant scrutiny and co-regulation, which is where tenants independently look at our services, highlight what we do well and where we need to improve and make suggestions for how we should deliver services better.

Commenting on her role, she said: “I’ve only been working on the Estate for a few months and it’s such a great place. As well as settling into my role, I have been out and about spending time at Rabygate with Emily Fullen, Neighbourhood Housing Officer. We’ve been working closely with residents and the Police and are developing a youth engagement project and looking at ways to encourage more grounds maintenance inspectors. If you would like to work with us on this, I would love to talk to you.”

Emma can be contacted by calling the BCT office on 0800 553 5442.
WHO IS RESPONSIBLE FOR THE MANAGEMENT OF TREES ON THE ESTATE?

Trees are an important feature of the Byker Estate and make our environment greener and healthier. Here, we highlight the responsibilities for protecting trees and shrubs on our Estate.

Some of the trees on the Estate are protected and unless they are dangerous or diseased, they cannot be removed without permission from Newcastle City Council.

If you plant trees or shrubs, it is your responsibility to ensure that you maintain and prune it.

You are not allowed to plant any large, fast-growing shrubs or trees in a place that might cause a nuisance or annoyance to neighbours or damage to your home. Any trees, shrubs or plants which cause a nuisance, must be removed and you must ask BCT’s permission before removing any trees.

In the event of shrubs or trees planted without permission causing damage to your home or adjoining properties, you will be responsible for any costs incurred by us in removing or making good any damage caused.

If our Grounds Maintenance Team discover a dangerous tree in a garden area, we will take action and liaise with the tenant. If the tenant planted the tree without our permission and the tree wasn’t included in the tree survey handed over by the City Council to BCT, then the tenant will be recharge for this work.

As part of your tenancy with us, you are reminded to keep all areas of your home and gardens for which you are responsible clean, neat and tidy and to maintain fencing which is your responsibility to such standard of repair that is expected of the Estate notified to you from time to time.

Every time a property becomes empty, our Grounds Maintenance Team will inspect the gardens and carry out any remedial works. If a tree needs pruning or removed (due to it being dangerous or diseased) prior to letting, this will be completed by the team.

All new tenants are informed of their responsibilities during the pre-tenancy interview where the contents of the tenancy agreement are discussed.

NO TIME TO WASTE

Reducing waste is one of the city’s biggest challenges.

Did you know that 141,000 tonnes of residential waste is collected each year in our city – that’s enough to fill St. James’ Park every three years! It also costs the Council £18.5m per year to collect, treat and dispose.

The Newcastle Waste Commission recently published a report to highlight the problem and develop a set of actions about how we can all work together to dramatically cut down on the waste we produce. Their aim is to reduce overall waste per household and businesses by 10% by 2025.

Our Grounds Maintenance Team work all year round to ensure the Byker Estate is clean and tidy and we always encourage residents to co-operate fully by disposing your rubbish responsibly. Here in Byker, green bins are for general waste and he blue bins are for recycling. We also have larger volume bins located across the Estate for waste and recycling.

At BCT, we are committed to playing our part and have highlighted in previous issues of Byker News how you can dispose of your rubbish. The report includes some ambitious targets but if we do our part then we are helping to address a wider issue across the city. We’ve posted a copy of the report on our website for more information.

Please visit www.bykercommunitytrust.co.uk
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 paying a fixed penalty of £200. 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

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*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 (£200) 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

*A waste collection will take place 2 days after your usual day.*
POLICE HONOURS FOR TWO BCT STAFF

Two BCT officers have been commended by Newcastle’s Northumbria Police Area Commander at a special awards ceremony held at Newcastle’s Civic Centre.

Shan Mauritzon, Enforcement and Intervention Officer and Craig Cross, Neighbourhood Housing Officer were two of only three civilians who were awarded commendation certificates at the ceremony.

They were commended for their input into multi-agency work during Police special operations in the East End of Newcastle (including Byker). A senior Police officer stated that without their help and dedication, the Police would have struggled to get some of the more positive outcomes to their tasks.

BCT continues to work proactively with the Police and Newcastle City Council to reduce the types of crimes that affect the lives of our residents and the Estate. We have made it very clear that anti-social behaviour will not be tolerated and those who persist will be targeted for prosecution and eviction.

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
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.

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.
SHELTERED COURTS
IMPROVEMENTS COMMENCE

As reported in the last issue of Byker News, improvement works to Tom Collins House and Mount Pleasant sheltered housing schemes have now commenced.

The work, which includes £1.65m worth of improvements, will see full painting and decorating, upgrading of the communal landlord services, including fire safety works, plus other external repairs and improvements to communal gardens.

In addition, a retrofit sprinkler system is being installed at Tom Collins House and the external cladding of the building is being renewed due to its age and condition.

Tom Collins House is one of the first buildings in the region to benefit from the installation of a sprinkler system in response to the Grenfell Tower tragedy last year.

Jill Haley, Chief Executive of Byker Community Trust said, “Despite the fact that it is not a mandatory requirement of current building regulations, the sprinkler system is being installed as an additional safety measure for our tenants.

“We believe that the installation of a retrofit sprinkler system to a high-rise building may be the first in the region since the Grenfell Tower tragedy. There are other schemes in planning but we are not aware of any where the works have actually started on site.”

The external and communal works to both schemes is being carried out by Esh Property Services and works are expected to be completed this autumn 2018.

As part of their community investment, Esh Property Services are donating £1,000 to a community group on the Estate. For more information on how your community group could benefit or to find out how you can live in one the newly refurbished properties at Tom Collins House or Mount Pleasant, please contact Justin Horsburgh, Scheme Officer on 0800 533 5442.

www.bykercommunitytrust.org Freephone 0800 533 5442
GOVERNANCE STRUCTURE CHANGES

Our Board have approved a new structure, please see below.

Board have also been required to consider some legal changes made by Government which come into effect on 15th May 2018. The legal changes will apply to all Housing Associations and they include:

1. Limiting the number of local authority board members to 24% of the total board membership, and removing all rules that require local authority members to be present for decisions to be made.
2. Removing all shareholder voting rights from the local authority; and
3. Making void any covenants or contracts that give the local authority powers over governance structures.

Board are proposing a change to the BCT Rules to comply with the law. Board have taken legal advice and considered the options available to them in response to the legal changes being made and to also balance the voting rights of shareholders.

We will be consulting shareholders in April on the proposed changes and then asking for approval at a General Meeting that will take place before the legal changes come into effect on 15th May.

If you would like to find out more information about the above, please contact James Clifford, Company Secretary of Byker Community Trust.

WELCOME TO NEW TENANT BOARD MEMBERS

We would like to welcome two new tenant Board members, William Howe and Anthony Itiat who joined in November 2017.

William Howe

A disabled veteran, William served in the Royal Air Force for 14 years and has an interest in IT. He joined the BCT Board to help the people of Byker to get their voices heard and make sure they get a fair hearing. He is also going to be looking at other opportunities which will benefit our local community.

Anthony Itiat

Anthony is a graduate from the University College Cork in Ireland. He gained a degree with honours in Psychology and Sociology and has also achieved a Post Graduate Higher Diploma (Hons) in People Management and Development (HR). He runs his own consultancy helping businesses to build a strong company reputation and image.
£25 PRIZE WORDSEARCH

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

Easter  Spring Clean
Refurbishment  Online
Staff  Community
Trees  Byker
Waste  Bunny
Heating  Eggs

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 25th May 2018.

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

JUST FOR FUN

Spot the difference
Can you spot 7 differences!

You can find the answers on page 2.
17 Raby Cross, Byker, Newcastle upon Tyne, NE6 2FF

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

Start location of Estate walkabouts