



**BYKER PUPILS SHOW  
OFF EGG-CELLENT  
DESIGN SKILLS  
SEE PAGE 9**

**ACTIVITIES FOR ALL THIS EASTER  
SEE PAGES 6-7**

**IMPROVE THE BYKER  
ENVIRONMENT  
SEE PAGE 11 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



Since July 2012,  
BCT has invested  
£33m worth of  
improvements!

## USEFUL NUMBERS

Concierge Service (Byker Wall residents)

**0191 278 8688**

Employment & Welfare Benefits

**0800 533 5442**

Housing Benefit / Council Tax (Switchboard)

**0191 278 7878**

## LANGUAGES

This information is about Byker Community Trust, which owns the Byker Wall Estate in Newcastle upon Tyne. If you would like this information in your own language, we will arrange for an interpreter to help you on freephone 0800 533 5442.

Arabic  
"يف بغرت تنك اذا. نيات نوباً لس الكوين يف لور ركياب راقع كملت يتلا، تسرت ركياب ة عوم مجب تامول عمل ا هذه قل عتت"  
244 5335 0080 مقرر فتاه ىل ع كتدع اس عمل مچرت م تامدخ بيترت دب موقن فوسف كتغلب تامول عمل ا هذه ىل ع لوص حل

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.

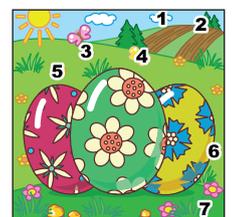
Polonais  
Polish  
Ta informacja dotyczy funduszu Byker Community Trust będącego właścicielem nieruchomości Byker Wall Estate w Newcastle upon Tyne. Aby otrzymać tę informację w swoim języku, prosimy zadzwonić pod nr 0800 533 5442, a zaaranżujemy tłumacza w celu udzielenia pomocy.

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: Reception pupils from Byker Primary School participating in Easter fun activities organised by BCT.

Answers to  
the spot the  
difference on  
page 19.



# WELCOME TO THE SPRING EDITION OF THE BYKER COMMUNITY TRUST NEWSLETTER

After the cold dark nights of winter, spring has finally arrived and everything feels so much better with the lighter nights. I always feel spring is a time of year for fresh new beginnings and as you'll read throughout this newsletter, we have lots of new and exciting ideas and projects underway in Byker.



I would like to start by saying a huge thank you to Jim Coulter, who is stepping down from his role of Chair of the Board. Jim has been with Byker Community Trust since before its formation and has played an instrumental part in leading and managing

the Boards business activities, growth and development. He has shown a real commitment and passion for Byker and the people who live here. During the last six years in his role as Chair, he has been a fantastic role model and mentor and I am forever grateful for his valued contribution and friendship. I know he also has a strong affinity with many residents on the Estate, in particular, those who have been directly involved with activities on the Board and in the various resident forums. BCT's recruitment drive to find someone to replace Jim began last year and I would like to offer a very warm welcome to Geraldine Kay who was appointed in February to take up the role of Chair of BCT from September. You can read more about Geraldine on page 5.

We have just completed large-scale community consultation on the Estate, whereby we invited every Byker Estate tenant and stakeholders to express their views on other priorities for a £4m environmental improvement project. The information gathered will be put forward towards the final design ideas for the Estate.

The environmental improvement project is the final piece of the jigsaw on the delivery of our stock transfer promises to tenants and forms part of our major investment programme, to which we have already committed over £33m, since BCT was established in July 2012.

Tenants were involved in selecting the design team and it is important that you continue to be involved and give us your views on how the Estate could be improved. A big thank you to everyone who has contributed and participated in the consultation so far.

An important area that we still need to work harder together on is to address the on-going issue of litter and fly tipping. Inside this issue you will see some of the work that residents and BCT have been doing on the Estate and also some of the actions that have been taken to address the problem. If you should happen to see anyone dumping furniture or litter anywhere on the Byker Estate, please report it immediately to Envirocall on 0191 278 7878.



There are lots of community events and activities organised for people of all ages throughout the Easter half-term and a lot of these activities are free so please get involved – they should be fun! See pages 6 and 7 for more details.

Finally, if you have any feedback about this newsletter or the services which we deliver, please do not hesitate to get in touch. I hope you all have a lovely Easter!

**Jill Haley**  
Chief Executive

# STAR SURVEY UPDATE

In the winter 2018 edition of Byker News, we published the results of the STAR survey and outlined what BCT intended to do about the issues that tenants and residents were concerned about.



Throughout this issue, you will notice a STAR survey outcome symbol placed next to articles which identifies the positive action that has taken place to address the issues you raised.

Look out for more symbols in future issues of Byker News and we have also installed an electronic device in the BCT reception at Raby Cross to allow tenants and residents to report issues to the right organisation.

## NEW SERVICE FOR CONCIERGE AND CLEANING



**Changes have been made to the concierge and cleaning contract that is provided for 692 tenants and leaseholders living within the Byker Wall, associated link blocks and at Chirton House.**

The contract with YHN ended on 31 March 2019. Following a review of the service and the completion of the procurement process that involved BCT's Customer Scrutiny Committee, we have appointed two new contractors to deliver these services on our behalf.

With effect from Monday 1 April, Kingdom Services are now responsible for the cleaning of communal areas, stairwells, lifts, balconies and viewing areas. Cleaning staff will be on site seven days per week to deliver the service.

G & A Security are responsible for the security element of the new contract through the

provision of a contact centre linked to door control, intercoms and alarms as well as providing a response service to alarm activations. G & A Security will also undertake regular security patrols throughout the Byker Wall.

Tenants and residents should see no change to how services are delivered however, should you feel that services are not being delivered to the required standard then please contact us.

If you have any feedback relating to the new services, then we would like to hear from you by contacting us on **0800 533 5442** or email: **enquiries@bykerct.co.uk**

# NEW CHAIR APPOINTED

**Geraldine Kay has been appointed as the new Chair of Byker Community Trust and will take up her new role in September.**

Geraldine replaces Jim Coulter who has been Chair of BCT since April 2013 and has been instrumental in BCT's success to date and we thank him for his dedication and passion throughout this time.

Geraldine became an Independent Board member of BCT in June 2018 and is also a member of the Governance & Remuneration Committee. Her housing career spans over 25 years and she has experience of sitting on various boards and committees across the sector. She was also former chief executive of Derwentside Homes, which owned and managed 7,000 homes in North West County Durham before becoming part of Karbon Homes.



## TOGETHER WITH TENANTS

**Byker Community Trust is one of over 70 housing associations who have agreed to become an 'early adopter' of a plan which is aimed at creating stronger relationships with tenants.**



Since BCT was established in July 2012, our ethos has always been to involve residents to help us improve services and ensure tenants are at the heart of everything we do. This was very much echoed and praised by judges last year when we won the Academy of Urbanism, 'Greatest Neighbourhood in the UK and Ireland Award.'

The National Housing Federation is the voice of housing associations up and down the country and they have launched a new plan called 'Together with Tenants' to bring housing

associations and their tenants closer together to create a stronger relationship and ensure we value the voice and experience of tenants.

We shared the plan with our Resident Scrutiny Group in March who fed back their views and suggestions, which will be incorporated with those of other tenants.

BCT Board have agreed to adopt the 'Together with Tenants' Charter and feedback from tenants is to be included in BCT's consultation response to the National Housing Federation.

# WHAT'S ON

Here's our usual round-up of activities and events planned for this Easter. There is something here for all ages – young and old and all activities are FREE unless stated otherwise.

## BCT FUN DAY THIS SUMMER Wednesday 31 July 2019 - save the date!

Our popular fun day is back for 2019 – look out in the next issue of Byker News for further details.



## LET'S GET BYKER BLOOMING AGAIN!



Spring is the time of year we turn our attention to preparing our gardens and baskets for the long summer ahead. We know there are lots of tenants living on the Estate who take great pride in their homes and how their gardens and balconies look. Our Byker in Bloom garden competition will be held again this year in partnership with Newcastle City Council so start planning those gardens and let's see Byker bursting with colour again.

Look out for more details and the entry form on our website or in the next issue of Byker News but start planning those gardens now! The deadline for the competition will be in August.

Once again, there will be prizes for best front garden, best back yard, best group effort, best balcony and best newcomer plus some new additional categories.

What When Where Children's activities Family activities Adult activities

## ONE-OFF EVENTS:

### Giant Inflatables

 Daily between 6th and 22nd April

 Walker Activity Dome

To book, call 0191 260 0506. Cost £2 per person every day.

### Colourful Chick Nests

 Monday 15th, Wednesday 17th, Friday 19th and Saturday 20th April, 10.30am-11.15am

 Seven Stories, Lime Street, Ouseburn Valley

Join one of our Story Catchers to make a colourful nest for your very own Easter chick. 2-5 year olds and their families. General admission required.



## **The Gruffalo Party!**

 Saturday 27th April, 2.00pm-3.00pm

 Seven Stories, Lime Street,  
Ouseburn Valley

To celebrate the 20th anniversary of family-favourite The Gruffalo, Seven Stories are holding a very special party and you're invited. Grab your gladrags as we head into the wood for an afternoon filled to bursting with storytimes, rhyming and craft-acular activities. All the family. £3 per person (children and adults).



## **REGULAR SESSIONS:**

### **Byker, The Places of Poetry**

Between 5–11 August, BCT will be working with local poet in residence, Sean O'Brien, as part of a national community arts project which will put Byker firmly on the map.

The project is called 'The Places of Poetry' which will be a digital map of England and Wales where poems of place, heritage and identity will be pinned. Classic poetry will be combined with original work, including commissioned pieces and work generated by members of the public writing about the places they know.

If you would like to get involved then please contact Emma Leggott, Community Engagement Officer at BCT on 0800 533 5442.

### **Cookery classes**

#### **Jamie Oliver Ministry of Food**

Monday's, Tuesday's & Wednesday's, 8-week courses commencing in April and June

#### **Food Nation does dinner**

Wednesday's, 6-week courses commencing in April and May

#### **Newcastle can cook**

Thursday's, 6-week courses commencing in April and May

#### **Food Nation, 32 Heaton Road, Newcastle-upon-Tyne**

**Cost: £5-£10 per class**

**To book or for more information, call 0191 276 0595 or email [kate@foodnation.org](mailto:kate@foodnation.org)**

### **Carrick's Kicks**

 Every Tuesday,  
4.00pm-6.00pm

 Byker Primary School

Free football sessions in Byker for children aged 8-12. Just turn up and play with Newcastle United Foundation coaches.



### **Family drop-in**

 Tuesday's 3.15pm-4.45pm

 St. Silas' Church

Includes food, games, craft and stories for primary aged children. Over 8's can be dropped off and collected.

### **Culture Café**

 Every Monday, 12.00pm noon-2.00pm

 Byker Community Centre

### **Art sessions for adults**

 Every Thursday, 10.00am-12.00pm noon (drop in)

 Byker Community Centre

### **Byker Poetry Group**

 Every Wednesday, 10.00am-12.00pm noon

 Byker Community Centre

### **After School Club**

 22nd April, 6th May and 20th May –  
3.00pm-5.00pm

 St. Michael's Church

Help with homework, board games and a cookery course with Food Nation. Cooked meal for everyone.

### **Byker DJ school**

 Every Thursday from 25th April, 4.30pm-5.30pm

 St. Michael's Church

For year 6+ (mainly year 7). There will be an identical session at Benfield School from 3.00pm-4.00pm with priority given to students from Byker.



 **Good mates,  
good fun,  
great pies.** 

#### **Mens Pie Club**

Free every Monday,  
5.30pm-7.30pm

Foundations Futures,  
Dunn Terrace

# NEWCASTLE FOOTBALL STAR DROPS INTO CLASS



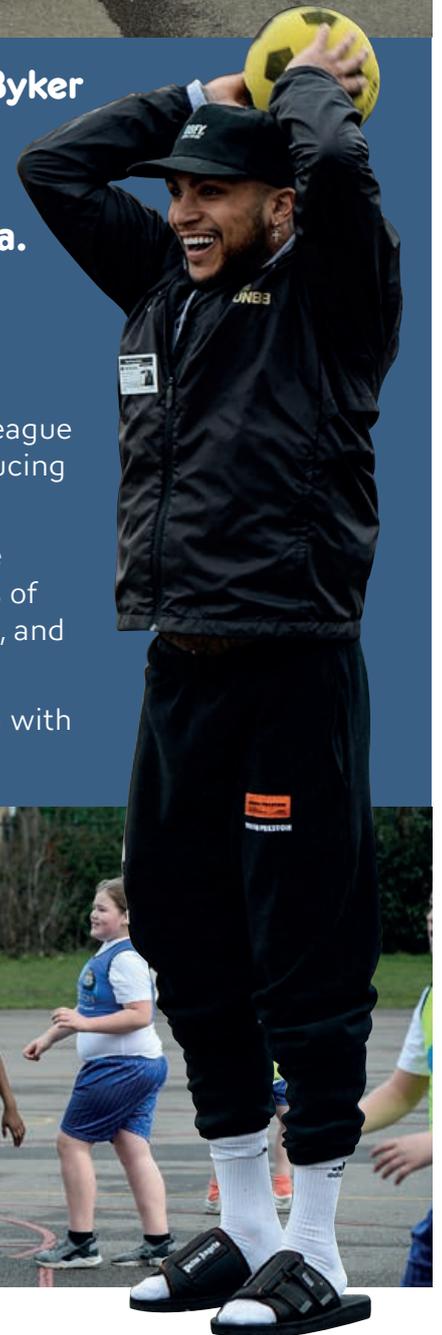
**Newcastle United football star, DeAndre Yedlin visited Byker Primary School in March to learn how the partnership between Newcastle United Foundation and Byker Community Trust is having a positive impact on the area.**

Earlier this year, BCT awarded the Foundation £34,000 of funding so it could continue the delivery of numerous community programmes on the Estate.

Since the start of the season, the Foundation has grown its Premier League Primary Stars delivery in primary schools in the area, as well as introducing Family Football and Onside sessions to another two Byker schools.

The funding has also allowed the charity to establish a new alternative sporting club through Premier League Kicks, as well delivering a series of employability projects helping Byker residents back into work, training, and education.

The United defender took the time to speak to the children and join in with the Foundation's activities on the day.



# BYKER PUPILS SHOW OFF ARTISTIC TALENTS



Pupils from Byker Primary School enjoyed decorating Easter Eggs as part of fun activities organised by Byker Community Trust. Staff joined pupils from reception where they decorated cut out paper eggs. The competition was open to all year groups with the overall winners being presented with chocolate eggs courtesy of BCT.





# NEW APP LAUNCHED TO REPORT NOISE



**There is a new, easy way to report noise.**

**All you need is a smartphone and you can download the Noise App for FREE.**

Once you have downloaded the app, all you need to do is simply register your details and your recordings can be sent directly to the BCT housing team.

The app allows you to record additional information such as location, the type of noise nuisance and how it is affecting you so there is no need to fill in any of those diary sheets!

We will keep you informed of progress by way of sending you notifications through the app and evidence provided via the app has been used successfully by other housing organisations in taking legal action and seizing equipment such as stereo systems that have caused nuisance and annoyance to others.

Please respect your neighbours and our Estate.

**To find out more or to download the app, please visit [www.thenoiseapp.com](http://www.thenoiseapp.com)**

# IMPROVING THE BYKER ENVIRONMENT

Improved external landscaping, new wildflower areas, new boundary hedges and fencing, communal bin areas, seating and play areas and the creation of hard landscaped areas as communal meeting places are just some of the design ideas put forward for the Byker Estate as part of a £4m environmental improvement programme.



All residents and stakeholders have been given the opportunity to express their views on how their Estate should look and those views will now be considered before the final designs are agreed and submitted for planning and listed building consent.

The project is being delivered in partnership

with JDDK Architects and Todd Milburn Partnership working closely with a Steering Group of Byker residents to deliver proposals which reflected the environmental challenges Byker faces.

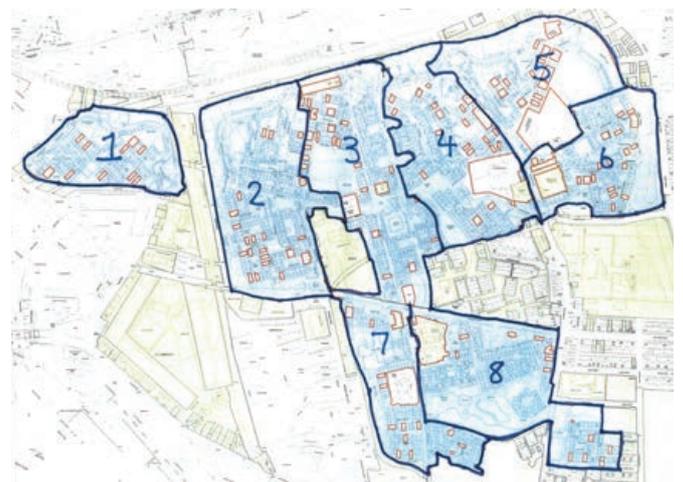
Thank you to everyone who has contributed and participated in the consultation.

## SPRING IS HERE!

Find out when your Grounds Maintenance Team will be in your area

The Grounds Maintenance Team have started this season's grass cutting service across the Byker Estate.

The Estate is split into eight areas and the team will work in each area on the dates below, and on a cycle of every 10 working days thereafter, excluding bank holidays and weather permitting. Before the team start cutting the grass in your areas, they will remove all litter on BCT's land in preparation.



### The dates for work in your area:

**Area 1** – Monday 1st April 2019 - then every 10 working days

**Area 2** – Tuesday 2nd April 2019 - then every 10 working days

**Area 3** – Wednesday 3rd April 2019 - then every 10 working days

**Area 4** – Thursday 4th April 2019 - then every 10 working days

**Area 5** – Friday 5th April 2019 - then every 10 working days

**Area 6** – Monday 8th April 2019 - then every 10 working days

**Area 7** – Tuesday 9th April 2019 - then every 10 working days

**Area 8** – Wednesday 10th April 2019 - then every 10 working days

# SKIP DAY SUCCESS



Last Christmas, we arranged for four skips to be brought onto the Estate and encouraged residents to fill them with household and Christmas waste. The skips were delivered to The Brow, St. Michael's Mount, Priory Green and Dunn Terrace and were available until 3rd January. Thank you to everyone who used the skips to dispose of their waste carefully and we hope you found them useful. Judging from the total amount of waste collected from the skips, this appears to have been a really successful initiative.



**of mixed  
municipal waste  
collected.**



**were recycled,  
i.e. wood, paper,  
plastics, cardboard,  
rubble.**

# sage Foundation VOLUNTEER DAY

On Friday 10th May, over 200 members of staff from Sage will be visiting the Byker Estate to carry out a range of improvements in conjunction with the Byker Community Trust and Groundworks including litter picking, painting and garden works.

The initiative is part of their commitment to support local communities through Sage Foundations volunteering programme. We really appreciate their time and commitment in helping to keep Byker clean and tidy and if you see them, please thank them for their efforts.



# BYKER RESIDENTS TRANSFORM THEIR AREA



**Byker residents, Dennis and Theresa Cairns of Gordon Square approached BCT to ask if they could improve the appearance of the square - and the results are amazing!**

In a team effort between residents and BCT, unsightly moss was cleared from the cobbles, flowerbeds were rotavated, planters were cleared, bulbs were planted and waste was bagged and removed creating a much more appealing environment for local residents.

From the initial contact in January, the work was carried out within a month and this is a great example of residents taking ownership and being proud of where they live. The results are amazing and we hope this will encourage other residents living on the Estate to do the same in their areas. If you would like to improve your local area, then please get in touch.



# LOVE YOUR NEIGHBOURHOOD

The King's Castle Church and St. Michael's Church have joined together to carry out monthly litter picks on the Estate. Residents are invited to join in and help and safety equipment such as gloves, litter picks and high viz jackets will be provided.

These are the following dates and meeting places – all litter picks start at 11.30am for an hour.

**Sunday 14 April** –  
St. Michael's Church

**Sunday 26 May** –  
The King's Castle Church

**Sunday 23 June** –  
St. Michael's Church

**Sunday 28 July** –  
The King's Castle Church

No need to book your place, just turn up and join in. Thank you!



# COMMUNAL BINS

Three communal bin areas are now part of a pilot scheme where additional fencing and signage has been installed by BCT and uniformed bins have been provided by Newcastle City Council (NCC). The pilot schemes are located at Bamburgh Terrace, Dalton Crescent and Graham House.

This is part of wider joint working with NCC to improve waste management services across the Estate. The work has helped to improve the appearance and upkeep of the communal bin areas and should the pilot scheme prove to be a success, then permanent enclosed communal bin areas will be considered as part of the Estate

environmental upgrade.



# INFLUENCE HOW OUR PARKS ARE USED

**A new park ranger has been appointed to look after St. Lawrence Park on the Estate.**

Mike Mavin is inviting Byker residents to get involved and help improve the use of open spaces. Mike will be at the park every Monday afternoon and Wednesday morning on the 1st and 3rd week of the month until the end of October. He will also be at Harbottle Park every 2nd and 4th week of the month.

This is a great opportunity to make a difference and take ownership of the park, which will be transferring ownership from Newcastle City Council to the Newcastle Parks Trust later this year.

**For more information or to get involved, please contact Mike Mavin on 07824 481 7288.**



# ACTION IS BEING TAKEN AGAINST PERSISTENT FLY TIPPERS



Despite all our efforts to keep Byker tidy, there still appears to be a small minority of irresponsible residents living on the Estate who continue to litter and fly tip. This is costing tenants money and is our joint responsibility to challenge and report this type of behaviour.



Are responsible for waste management, street care, street cleaning, fly tipping and recycling.

This includes communal and household bins, fly tipping on NCC land and side waste.



Is responsible for grass cutting, hedges and trees within the perimeter of the Estate.

BCT has also installed litter bins around the Estate to help solve litter problems and these bins are branded with the BCT logo.

## THREE EASY STEPS TO HELP US!

### STEP 1:



take a photo or video and note the date and time

### STEP 2:



call Envirocall on 0191 278 7878 to report it

### STEP 3:



make a statement with all the details

## TAKING ACTION

Littering in a public place not only makes the place look messy and run-down, it could be dangerous to your health and is an offence. Since 2017, Newcastle City Council has:

- ✓ issued **eight** £75 fixed penalty notices to residents on the Estate for Section 87 offences, which are minor litter offences.
- ✓ issued **fifteen** £200 fixed penalty notices to residents on the Estate for Section 33, offences which have the power to take someone to court and lead to criminal prosecution.
- ✓ one resident **prosecuted**.

**Caution** – A £75 fixed penalty notice can be issued to anyone from the age of 10 upwards. The local authority has the power to give a caution that will remain with the person for three years and be discharged providing there is no further reoffending.

## DID YOU KNOW...

Newcastle City Council has seized 34 vehicles since August 2015 – this is the most number of vehicles seized for fly tipping in the UK? These are vehicles which may have been used in crimes.

# INVESTMENT UPDATE

Ralph Erskine House, previously 45-47 Brinkburn Street has now been converted into four stunning two-bedroom apartments and the two ground floor apartments have been specifically designed for wheelchair accessibility. New tenants have started to move in and we are planning to officially launch the new apartments, called 1-4 Ralph Erskine House, in May 2019.



## Passenger Lift Replacement

Works will commence soon to replace the 13 original passenger lifts in the Byker Wall, from Byker Crescent to Northumberland Terrace with new vandal resistant and energy efficient lifts. All tenants living in the affected blocks will be consulted prior to any work starting and support will be provided by your Neighbourhood Housing Officer for those tenants who may be seriously affected by this work. The appointed contractor, 'Classic Lifts' is expected to replace all lifts by summer 2020.

## Roof Replacement Programme



Esh Property Services has been awarded the contract to replace the roofs of 376 properties with original concrete tiled roofs from when the Estate was built, as well as 33 properties with original metal roofs at the South of the Byker Estate, located just off Walker Road.

The works are expected to start summer 2019 and will take approximately two years to complete. All tenants living in these properties have been notified they are included in the project and will be fully consulted by Esh Property Services' Tenant Liaison Officer, prior to any works starting on their home.

## Dunn Terrace external upgrade

Work is planned to carry out an external upgrade of the Dunn Terrace section of the Byker Wall from Wolsey House to Salisbury House, including Graham House.

The project will include the replacement of the white aluminium profiled cladding, installation of new pigeon netting to balconies, concrete and brickwork repairs and a full external redecoration in line with the original Ralph Erskine colour scheme.

RNJ Partnership LLP have been appointed as the consultants, who are surveying the blocks in preparation for appointing a contractor to complete this work. RNJ will be carrying out surveys throughout April 2019 and all properties in this project will be inspected externally. All residents will be consulted ahead of the works commencing in autumn 2019.



## Digital TV

Each property on the digital TV system has fibre optic cables leading to a socket in the living room, which a TV can be connected to giving you Freeview TV and radio channels. There is also a dual satellite input enabling you to install satellite TV although, this is not compatible with Sky Q which is a digital system.

**If you have any problems with the TV reception, please call repairs on 0800 533 5442.**

**If you have any satellite TV issues, you should contact your provider directly.**

# MEET BYKER'S 'MINI POLICE'



**Ten pupils from year 5 at Byker Primary School have been recruited as mini police officers - providing them with a fun and interactive volunteering opportunity.**

It is a way for children to engage within their communities but also helps to address policing priorities, increases confidence and reduces barriers between the police and local children.

The children are proud to wear their uniforms for activities and since the start of term, have received training from officers, visited departments within Northumbria Police and have helped to communicate key messages to the rest of their school.

So far, they have delivered an assembly for the rest of the school about firework safety,

visited Avondale House, the veterans house on the Estate to learn about the importance of poppies and Remembrance Sunday, learnt about keeping valuables safe during dark nights and have visited the dog and firearms sections.

The mini officers will soon be learning about staying safe online, attending training about inappropriate relationships and will participate in some focus groups to get their thoughts on knife crime.



# CUSTOMER SCRUTINY COMMITTEE REVIEW OF COMPLAINTS POLICY

The committee met in March to begin work on an in-depth review of the Trust's approach to dealing with complaints, compliments, comments and suggestions.

The committee, which comprises of seven Byker residents from the Estate, is expected to undertake the review over a three-month period. The review will include interviews with key members of BCT staff and an in-depth review of

current procedures and how these comply with standards set by the Housing Regulator.

Outcomes and recommendations will then be submitted to the BCT Board for consideration and implementation.

## NEW VENUE FOR TARA MEETINGS

The meeting venue for The Byker Village Tenants and Residents Association (TARA) has changed. Meetings are now held at Byker Community Centre every fifth Tuesday at 6pm.

The next meeting will be held on Tuesday 23rd April and then Tuesday 28th May. The TARA represents the concerns and issues affecting residents on the Estate and engages with all service providers including Byker Community Trust, the Police and Council to ensure positive outcomes for the community. If you would like more information about joining the group, please contact Emma Leggott on 0800 533 5442.

## NEW COMMUNITY EVENTS SPACE AVAILABLE



A new contemporary bandstand has been installed under the railway arches at Ouseburn Viaduct and will be available to hire from May.

It is an opportunity for local artists and community groups to perform and can be booked via the Ouseburn Trust. It provides a safe, completely free space, whether it be used for outdoor, theatre performances, music events, story readings, or simply resting up in the sun.

To book the bandstand, please contact the Ouseburn Trust on 0191 261 6596 directly and tell them what you would like to do and when you would like to do it and they will do their best to reserve you a time slot.

# ESTATE WALKABOUTS – COME AND JOIN US

Every quarter, 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? Estate walkabouts commence at 10.00am and 2.00pm, meeting locations are highlighted on the map on the back page of this newsletter.



**Ruth Clifford –  
Thursday 23rd April  
at 10.00am meet at  
Ralph Erskine House**

Areas covered are:

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



**Craig Cross -  
Wednesday 24th  
April at 10.00am  
meet at Foundation  
Futures**

Areas covered are:

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



**Jennifer Elliott –  
Wednesday 24th April  
at 2.00pm meet at  
BCT office, 17 Raby  
Cross**

Areas covered are:

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



**Emma Foulis –  
Thursday 25th April at  
10.00am meet at  
Byker Community  
Centre**

Areas covered are:

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

# £25 PRIZE WORDSEARCH

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

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

- |              |             |
|--------------|-------------|
| Easter       | Noise App   |
| Environment  | Foundation  |
| Improvements | Parks       |
| Geraldine    | Star Survey |
| Yedlin       | Mini Police |

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 21st May 2019.**

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.



- |    |  |                         |
|----|--|-------------------------|
| 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  | Foundation Futures (Dunn Terrace)      |                         |
| 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 | Ralph Erskine House                    |                         |
| 17 | Tom Collins House                      |                         |
| 18 | Mount Pleasant                         |                         |

### 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

