

# BYKER NEWS

community trust

[www.bykercommunitytrust.org](http://www.bykercommunitytrust.org)



**'BEST SUMMER EVER' – ACTION  
PACKED SIX WEEKS HOLIDAYS  
SEE PAGE 5**

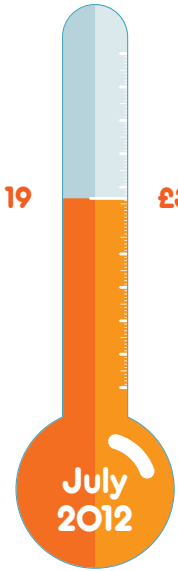
**SAGE FOUNDATION HELP  
IMPROVE BYKER ESTATE  
SEE PAGE 9**

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



July 19 £33m



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  
يڤ باغرت تنك اذا. نيات نوباً لس الكوين يف لوو ركياب راقع كالمت يتلا، تسرت ركياب ةعوم مجمب تامول عمل ا هذه قل عتت  
"244 5335 0080 مقرر فتاه ىلع كتدع اسمل مچرتم تامدخ بيترت تب موقن فوسف كتغلب تامول عمل ا هذه ىلع 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.

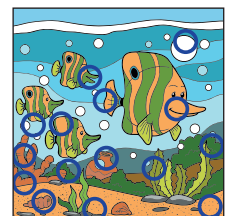
Polonais  
Polish  
Ta informacja dotyczy funduszu Byker Community Trust będącego właścicielem nieruchomości Byker Wall Estate w Newcastle upon Tyne. Aby otrzymać tę informację w swoim języku, prosimy zadzwonić pod nr 0800 533 5442, a zaaranżujemy tłumacza w celu udzielenia pomocy.

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: BCT's Byker family fun day will be held on 31st July at Harbottle Park between 12pm and 4pm.

Answers to the spot the difference on page 15.



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

Summer is finally here and what better way to celebrate and enjoy the great outdoors and sunshine with all the events and activities that our team has been organising for you throughout the school summer holidays.



In 2019, we are relaunching the popular BCT family fun day. The event, which is free for all BCT tenants and their families, will be held on Wednesday 31st July at Harbottle Park between 12pm and 4pm. There will be lots of games and activities for all the children so please bring them along and enjoy the fun.



This year, the 'Best Summer Ever' – a city-wide initiative with Newcastle City Council will include events, activities, sports and healthy eating initiatives across the City including on the Byker Estate. All events are free and there will be something for everyone so please get involved.

When the sun is shining – it is also a good time to enjoy our gardens and balconies. When walking around the Estate, it's great to see many residents taking pride in their gardens and I am encouraging people to enter this year's 'Byker in Bloom' gardening competition. It's easy to enter (more information is on page 7) and you could win up to £50 worth of gift vouchers so please get your entries in.

I am pleased to report that BCT continues to receive recognition not just here in the North East but nationally too.

The recent investment and refurbishment of Tom Collins House has also been recognised and won the Preservation and Rejuvenation category of the Constructing Excellence in the North East awards. A fantastic achievement especially considering we were competing alongside Spanish City and Middlesbrough Town Hall.

BCT has been placed 24th in the UK's Top 50 social landlords, a list voted for by other social landlords across the country.

We are continuing to make improvements on the Estate and are working in partnership with a number of organisations to make Byker a place you can be proud of. In May, we welcomed 200 volunteers from the Sage Foundation to help carry out a range of improvements on the Estate and our staff also organised initiatives such as the Great Get Together, in memory of Jo Cox, which was very well attended by residents.

Finally, I would like to remind residents to ensure they are available when they book a repairs appointment. If for some reason you can't keep the appointment, please let us know in advance so we can re-arrange your appointment and give that appointment to someone else. We have also introduced a text messaging reminder service to remind you when your appointment is.



I hope you have a wonderful summer and join in with the fantastic free events on offer here in Byker. As always, if you have any feedback about this newsletter or the services we deliver, please speak to your Neighbourhood Housing Officer or a member of staff in our Customer Services Team.

**Jill Haley**  
Chief Executive



# BCT SUMMER FUN DAY

**WRISTBANDS REQUIRED!**  
Tenants will be able to come and collect wristbands from BCT reception for their households from 22nd July.  
**YOU NEED TO PRE-REGISTER TO ATTEND THIS EVENT.**

**WE'RE RE-LAUNCHING OUR SUMMER FAMILY FUN DAY EXCLUSIVELY FOR ALL BCT TENANTS.**



**WHEN:** Wednesday  
31st July 2019  
**TIME:** 12pm-4pm  
**WHERE:**  
Harbottle Park, Byker  
**WHO:**  
BCT tenants and their children

Attendees can only enter the site from Clifford Road, all other entrances will be closed.  
Assistance dogs only.

- Games and Fun Rides
- Giant Assault
- Dash & Grab
- Giant Slide
- Cups & Saucers
- Flying Chairs
- Toxic Wipeout
- Music and Dance
- Football
- Free food, drinks and ice-cream.

**FOR MORE INFORMATION ON THIS EVENT, PLEASE CALL US ON 0800 533 5442.**

# BYKER'S 'BEST SUMMER EVER'!

Children and young people will be able to participate in a wide range of free events and activities this summer.

**BYKER**  
best summer ever

'Best Summer Ever' is a multi-million pound programme of events, activities, sports and healthy eating available to all children and young people across Newcastle as part of a citywide initiative.

Byker Community Trust is working in partnership to organise events across the Byker Estate and here's the best bit... all events and activities are completely free of charge!

**FREE  
LUNCH**

everyday at 12.30pm from  
the Community Centre with  
events and activities  
planned for each  
afternoon.



For more information about all events happening in Byker this summer during the 'Best Summer Ever', please visit the 'Byker: Best Summer Ever' Facebook page or log onto [www.activenewcastle.co.uk](http://www.activenewcastle.co.uk)



# FREE TRIP TO THE FARM AND MEET SANTA!

YES...

Santa and his elves will be enjoying their summer holidays at Whitehouse Farm Centre in Morpeth this summer so why not go and join him? We are organising a free trip to the farm for BCT tenants and their children.



**When:** Tuesday 13th August 2019

**Time:** Leave BCT office at Raby Cross at 9.15am. Return 4pm.

\*Please note times are approximate.

**Where:** Whitehouse Farm, Morpeth, Northumberland

**Who:** Under 16's will be required to have a responsible adult with them.



## Visit Santa and his Summer Elf in their campsite

- Lots of photo opportunities
- Magic Shows
- The Greatest Gameshow
- Small animal handling
- Critter experience
- Bird of Prey meet and greet
- Go Karts and Tractor Rides
- Whizz down the giant slides, glide through the air on the Zip Wire and run off steam in a BRAND NEW adventure playground
- Bounce on their NEW Jumping Pillows



**Includes free transport, free entry and packed lunch. You will need to pre-register for this event and it is limited to 65 people only - first come, first served.**

**How do I register?** Only BCT tenants and their children, who have pre-registered for the event, will be able to attend. To pre-register, you will need to complete an application form, which can be collected from the BCT reception at Raby Cross.

Once the maximum number has been reached, we will put any other applications onto a reserve list.

**For more information, please call us on 0800 533 5442.**

# 'BYKER IN BLOOM' GARDENING COMPETITION

We're bursting with pride at some of the gardens and balconies on the Byker Estate so we've teamed up with Newcastle City Council to launch this year's 'Byker in Bloom' gardening competition.



**WIN  
£50**  
worth of intu  
vouchers

It's free to enter so why not enter yourself or, nominate a friend, neighbour or family member.

Winning categories include:

- **Best Front Garden**
- **Best Back Yard**
- **Best Group Effort**
- **Best Balcony**
- **Best Newcomer**



**NEW FOR 2019**

- **Under 14**
- **Under 25 wildcard**

The competition is open to anyone living in Byker.

Closing date for entries is **5pm Wednesday 14th August 2019**. Judging will take place on Wednesday 28th August.

To enter, simply complete an entry form available from the BCT reception at Raby Cross.

For more information or an entry form, please contact Emma Leggott, Community Engagement Officer on 0800 533 5442.

**Good luck!**

**'PLANT  
A POT'**

activity with Groundworks.  
Come along on Wed 24th  
July at Rabygate,  
2-4pm we'd love to  
see you there!

## IF YOU NEED TO DISPOSE OF BULKY WASTE THEN GET IN TOUCH

We are working with Newcastle City Council to help residents living on the Byker Estate to dispose of bulky items safely.



Bulky waste items are domestic waste items that you cannot dispose of in your domestic waste bin.

Bulky waste could include things like:

- heavy items such as a sofa or a bed.
- large items such as domestic white goods including fridges, washing machines and cookers.
- smaller items such as an ironing board or a TV unit.

If you have bulky waste items that need to be safely removed, please contact Byker Community Trust on 0800 533 5442 and we will work with you to identify the best course of action.

## GREAT GET TOGETHER



The Great Get Together is a nationwide initiative inspired by Jo Cox, the former MP for Batley who was tragically murdered in June 2016.

Now in its third year, the event aims to bring communities together and celebrate all that unites us. Hundreds of organisations up and down the country, including Byker Community Trust, support the event.

On Friday 21st June, Foundation Futures worked with their Parent Power group on a bake sale while on the Sunday, Emma Leggott organised a litter pick and lunch from the Magic Hat Café at the Byker Community Centre. A good day was had by all and there was a brilliant turn out. Thank you to all residents who came along to participate and those who helped to set up and organise the day.

## SUMMER IS HERE!

Find out when your Grounds Maintenance Team will be cutting the grass in your area this summer.

The Byker 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 area, they will remove all litter on BCT's land in preparation.

### The dates for work in your area:

**Area 1** – Monday 22nd July 2019 then every 10 working days

**Area 2** – Tuesday 23rd July 2019 then every 10 working days

**Area 3** – Wednesday 24th July 2019 then every 10 working days

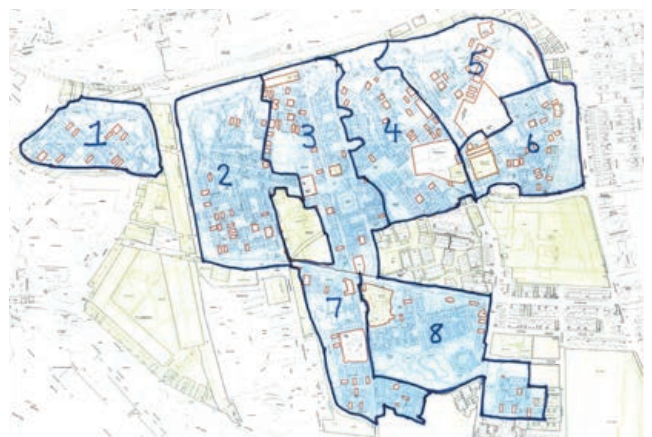
**Area 4** – Thursday 25th July 2019 then every 10 working days

**Area 5** – Friday 26th July 2019 then every 10 working days

**Area 6** – Monday 29th July 2019 then every 10 working days

**Area 7** – Tuesday 30th July 2019 then every 10 working days

**Area 8** – Wednesday 31st July 2019 then every 10 working days





# SPRING CLEAN FOR BYKER ESTATE THANKS TO 200 SAGE VOLUNTEERS



**Over 200 members of staff from software giant Sage helped to carry out a range of improvements on the Byker Estate in May.**

The initiative was part of their commitment to support local communities through the Sage Foundation volunteering programme.

Staff from BCT and the charity Groundwork, identified nine key areas across the Estate including St. Lawrence's Church and Byker Community Centre where groups of up to 22 people worked together to carry out litter picks, painting and gardening improvements.

Railings and street furniture have been re-painted in line with Ralph Erskine's original colour scheme for the Byker Estate with paint provided by Bell Group UK.

Flower beds have been turned over, levelled and seeded while any overgrown beds have been tidied up and cut back, leaves have been swept up and borders trimmed.

We think it looks fab!



**sage** Foundation

# SURPRISE VISIT FOR BYKER YOUNGSTERS

Former Manchester United footballer and local lad Michael Carrick surprised youngsters at a recent football coaching session on the Estate in May.



Michael turned up unannounced to meet the youngsters participating in his Carrick's Kicks session and even got involved in a game or two much to the surprise of the children.

The Michael Carrick Foundation is funding a three-year programme, which is being delivered through the Newcastle United Foundation in partnership with Byker Community Trust, to deliver football and coaching sessions on the Estate to young people aged between 8 and 19 years old.

The sessions are held every Tuesday between 4.00pm and 6.00pm at Byker Primary School.

## PLACES OF POETRY

Places of Poetry is a community arts project, centred on a newly designed digital map of England and Wales.



Throughout the summer, writers of all ages and abilities from across the country are being invited to write new poems of place, heritage and identity and pin them to a map at [www.placesofpoetry.org.uk](http://www.placesofpoetry.org.uk)

BCT is working in partnership with Places of Poetry, Seven Stories and Northern Stage to work on poetic activity between 5-11 August.

Staff from Seven Stories also visited Byker Primary School and St. Lawrence's RC Primary School in July to run poetry workshops with pupils.

Throughout August, resident poet Lee Mattinson and Northern Stage will be working with young people on weekly sessions to write and edit poems.

As BCT is one of the heritage organisations, an illustration of Tom Collins House has been drawn to celebrate our involvement in the project.

Places of Poetry is funded by Arts Council England, the National Lottery Heritage Fund and the Arts & Humanities Research Council.

Why not get involved and tell us what Byker means to you by pinning your poem to the map?

# NEW STAFF APPOINTED TO IMPROVE OUR SERVICES TO YOU



Georgia Lagun (left) and Rebecca Pegg.

**We are constantly looking at ways to improve how we deliver services to residents living on the Byker Estate. To support this, we have recently appointed two new members of staff who you may see out and about on the Estate.**

Rebecca Pegg joins us as a neighbourhood housing officer, supporting tenants from the very start of their tenancy and throughout by offering advice on maintaining your tenancy. Rebecca has past experience of working as an estate housing officer and specialist income recovery officer. She loves the history of Byker and how community-led regeneration has been a common theme

throughout the years and continues to be driven forward by Byker Community Trust.

Georgia Lagun has been appointed as marketing, PR and communications officer. You'll be able to meet Georgia at this year's family fun day as she will be asking for your feedback about her research project and to complete a short survey.

## BCT – A TOP 50 LANDLORD

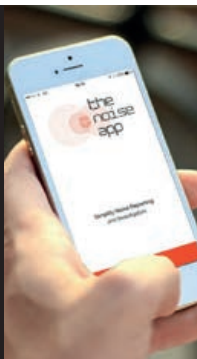
**Following on from last year's achievement, we are proud to announce that Byker Community Trust has been shortlisted in the 24Housing Top 50 UK Social Landlords list.**



We were placed in position 24, which is the second highest position for a social housing landlord in the North East.

## NOISE APP IS FREE TO DOWNLOAD

As reported in the last issue of Byker News, there is an easier way to report noise by downloading a free app.



The Noise App allows you to record noise as well as provide additional information such as location, the type of noise nuisance and how it is affecting you. The recordings are sent directly to the BCT housing team.

To find out more information or to download the app, please visit [www.thenoiseapp.com](http://www.thenoiseapp.com) or speak to your neighbourhood housing officer.

# SCRUTINY UPDATE

**The Customer Scrutiny Committee have been reviewing our complaints, compliments and feedback policy.**

The committee have been actively researching procedures from other housing providers as well as looking at best practice from a range of organisations.

A report will be produced that will outline recommendations which will be presented to the BCT Board in September.

A further scrutiny review has also commenced looking at our repairs and maintenance service.

If you would like to become involved with the Customer Scrutiny Committee, please contact Emma Leggott, Community Engagement Officer on 0800 533 5442.

## REPAIRS APPOINTMENTS

**If you have reported a repair and are expecting a visit from one of our operatives, it is important that you are at home. If you think you may not be available, then please let us know so we can reschedule your appointment and offer your appointment to somebody else.**



When reporting a repair, our customer services advisors will ask you to confirm your mobile number so we can text you the day before your appointment to remind you.

Remember, there are a number of ways to report a repair.

- **Freephone 0800 533 5442 (Select Option 1 for repairs and maintenance). Also, please use this number for out-of-hours emergencies.**
- **Email: [repairs@bykerct.co.uk](mailto:repairs@bykerct.co.uk)**
- **In person at the BCT office at 17 Raby Cross**

When reporting your repair, you will be asked for:

- **Your name**
- **Your address**
- **The nature of the problem (be as specific as you can)**
- **A contact telephone number (preferably mobile) so we can text you a reminder the day before your appointment.**

We will always try to make an appointment at a time and date that is convenient for you.

# INVESTMENT UPDATE

Here's the latest round-up of our investment programme on the Byker Estate to ensure we are constantly improving services to you.

## TOM COLLINS HOUSE

Tom Collins House won the 'Preservation and Rejuvenation' category at this year's Constructing Excellence in the North East (CENE) awards.

The award is in recognition for the recent external and communal refurbishment of the building which has seen the full installation of a new sprinkler system, new health & safety measures, fire safety improvements and upgrading of communal landlord services.

All regional winners will now go onto the national final this autumn. Keep your fingers crossed.



## ROOF REPLACEMENT PROGRAMME

Works have now commenced onsite to replace the original roofs to 409 properties across the Estate. This includes concrete tiled roofs and metal roofs from when the Estate was built. The works are expected to take approximately two years to complete. All tenants living in these properties will be fully consulted prior to any works starting on their home by Esh Property Services.



## DUNN TERRACE EXTERNAL UPGRADE

Our consultants, RNJ Partnership LLP have completed all surveys and BCT is now in the process of appointing a contractor to complete this work.

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

The works 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. Communal cupboard doors and some flat doors across the whole of the Byker Wall will be replaced as part of the scheme depending on their current condition.

All residents will be consulted ahead of the works commencing winter 2019.



## PASSENGER LIFT REPLACEMENT

Works have commenced 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.

Classic Lifts are currently working on the first four lifts at Felton Walk, Long Headlam, Rabygate

and Dunn Terrace. All residents will be consulted prior to any work starting on their block and support will be provided by your Neighbourhood Housing Officer for those tenants who may be seriously affected by this work. All lifts are expected to be complete by summer 2020.

# 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 2pm, meeting locations are highlighted on the map on the back page of this newsletter.



**Emma Foulis/  
Ruth Clifford –  
Thursday 22nd August  
at 2pm 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	Shipley Place
Gordon Road	St Michael's Mount
Gordon Square	The Chevron
Norfolk Square	



**Craig Cross -  
Thursday 22nd  
August at 2pm  
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	Shipley Walk
Dunn Terrace	Tom Collins House
Gordon House	Wolseley House
Graham House	
Kendal Green	



**Rebecca Pegg –  
Thursday 22nd August  
at 2pm 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	



**Jennifer Elliott –  
Thursday 22nd August  
at 2pm meet at  
Byker Community  
Centre**

Areas covered are:

Bamburgh Terrace	Jane Street
Byker Crescent	Long Headlam
Carville Rise	Michaelgate
Cheviot Mount	Shipley 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

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

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

- |                |             |
|----------------|-------------|
| Family Fun Day | Whitehouse  |
| Best Summer    | Farm        |
| Bloom          | Santa       |
| Gardening      | Bulky Waste |
| Balconies      | Poetry      |
| Repairs        | Estate      |

Name:

Address:

Postcode:

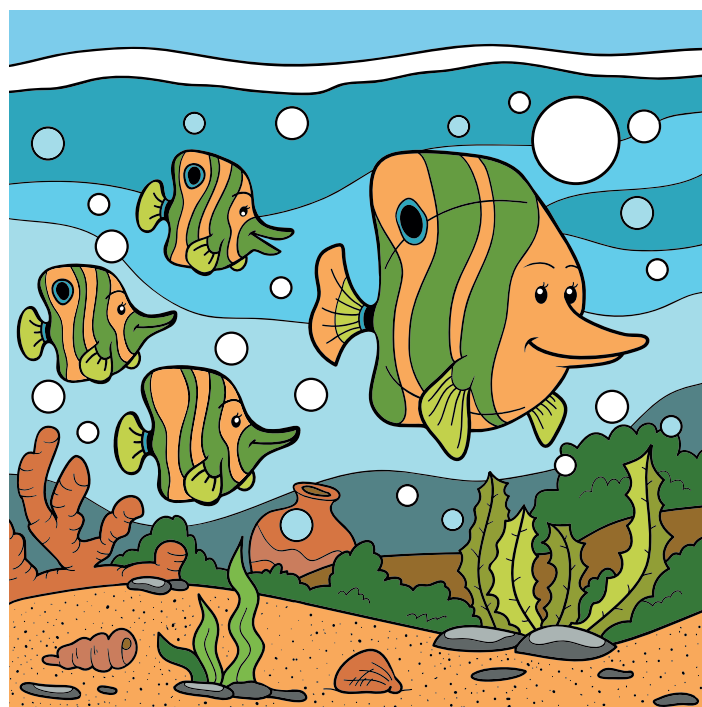
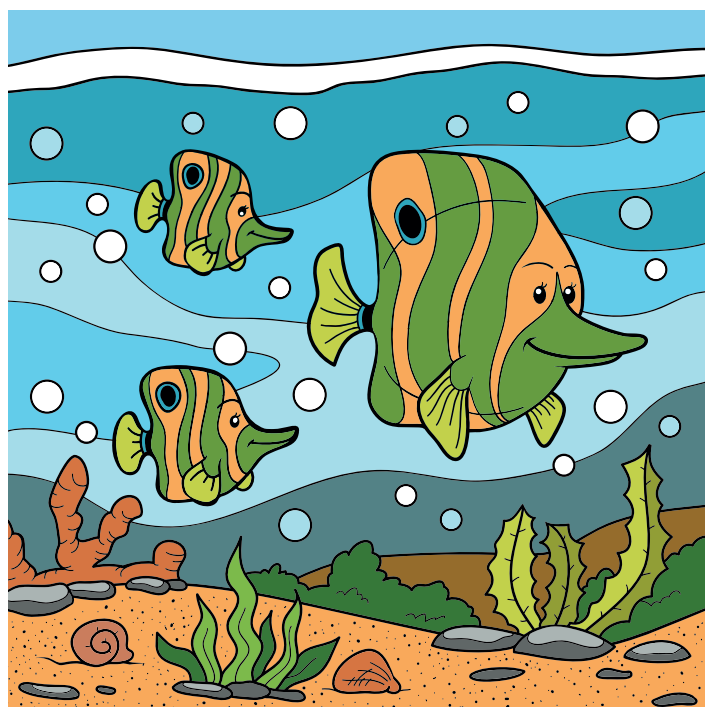
Daytime telephone number:

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 30th August 2019.**

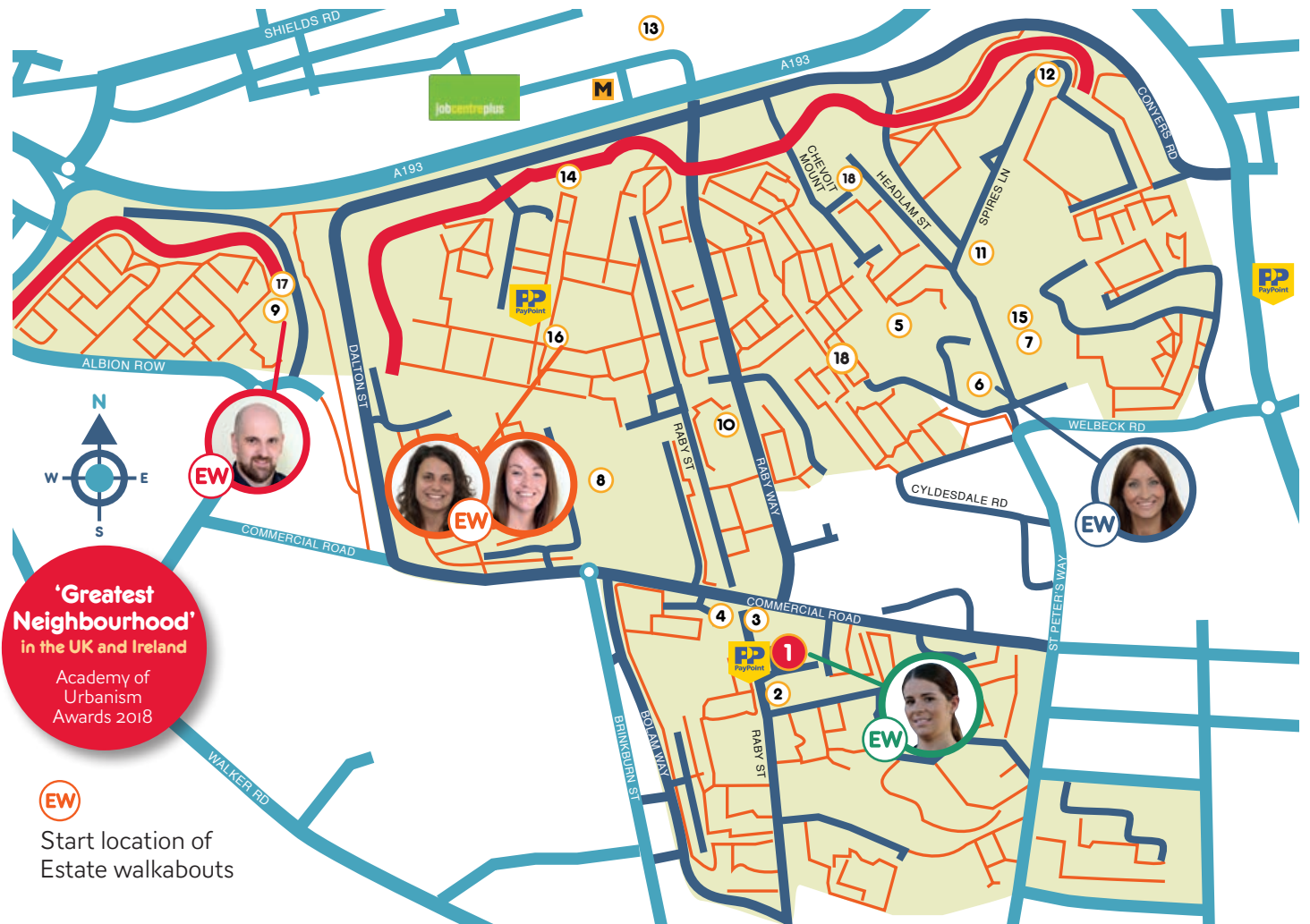
Please note: Competitions are only open to residents with no rent arrears.

## JUST FOR FUN **Spot the difference**

Can you spot 15 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

