

BYKER NEWS

community trust www.bykercommunitytrust.org



**SAVE
THE DATE!**

**BCT TENANTS'
CONFERENCE
30TH OCT
SEE PAGE 5**

**#THISISBYKER
THE BEST SUMMER EVER!
SEE PAGE 6**

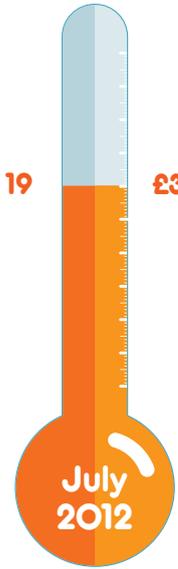
**GARDEN COMPETITION
WINNERS UNVEILED
SEE PAGE 9**

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



Sept 19 **£35m**



Since July 2012,
BCT has invested
£35m 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 باغرت تنك اذا. نيات نوباً لس الكوين يف لور ركياب راقع كملت يتلا، تسرت ركياب ة عوم جب 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: Pictured left to right: Zuwena (12), Fahad (11) and Tia-Lee (9) enjoying this years Byker Family Fun Day

Answers to
the spot the
difference on
page 19.



WELCOME TO THE AUTUMN EDITION OF THE BYKER COMMUNITY TRUST NEWSLETTER

The summer has been and gone and we are now into autumn. There may not have been a repeat of the lovely warm weather we experienced last year but, we didn't let that dampen our spirits. For Byker, this summer was billed as the best ever in terms of all the free events and activities that were organised and I am pleased to see that more than 1,000 of you got involved.



This was part of a city-wide initiative which BCT helped to facilitate and included events, activities, sports and healthy eating for all ages right here on the Byker Estate.

We relaunched our popular BCT family fun day at the end of July in Harbottle Park and there was a really good community spirit with residents of all ages, young and old enjoying themselves and participating in some of the events and activities. Thank you to everyone who completed the survey when they arrived, your feedback is really valuable and will help us to prioritise how we invest in your home and the Estate in the future.



Our Byker in Bloom gardening competition once again proved to be popular attracting lots of entries, making it difficult for our judges to select the winners. Congratulations to Trinity Gardens as the overall winner of this year's competition and to the residents of Shipley Walk who received the judges commendation – you're all worthy winners. You can see a full list of the winners on page 9.

In September, we bid farewell to Jim Coulter, who was Chair of BCT for over six years and I would personally like to thank him and wish him a happy and healthy retirement. I would also like to take this opportunity to welcome Geraldine Kay who has been appointed as the new Chair of BCT. I look forward to working with her and to continue the good work that has already been achieved.

I was delighted when the Byker Estate was selected as one of twelve heritage sites across the UK to host Places of Poetry events. This project engaged young people from the Estate to write poems and their fabulous creations can be viewed online. See page 8 for more information.



Bonfire night is fast approaching and Tyne & Wear Fire and Rescue Service have asked BCT to remind residents to ensure they keep their bins in a safe place and any pets indoors on the day. Our grounds maintenance team will be clearing any materials that could potentially be burnt on bonfires in the weeks leading up to 5th November. Residents are advised to stay safe and if possible to please attend an organised event, in a safe controlled environment.

Finally, this year's BCT tenants' conference will be held on **Wednesday 30th October** at Byker Community Centre between 11am and 2pm. Please come along to find out more about what we have been doing and our plans going forward. There will also be a discussion around the repairs and maintenance service. Lunch will be provided but you must pre-register. See page 5 for more details.

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. I will hopefully see you at our tenant event on 30th October.

Jill Haley
Chief Executive

WHAT'S PUMPKIN

Here's our usual round-up of activities and events planned for this autumn half term. All activities are FREE unless stated otherwise.



What



When



Where

One-off events:

Play & Invent

 Mon 28th Oct, Wed 30th Oct and Fri 1st Nov
11am – 3pm

 Discovery Museum

Make, invent and get creative. £1.50 per child.

Halloween Ghostly Trail

 Monday 28th Oct 2019

 Ouseburn Farm

Pick up a Halloween Trail sheet from the café and try and solve the ghostly mystery. Watch out for those cobwebs! £1 per sheet available during café opening times. Please visit www.ouseburnfarm.org.uk for details.



Pumpkin Carving

 Tuesday 29th Oct 2019 2pm

 Ouseburn Farm

Get all creative as you get your own pumpkin to carve and take home. £5 per pumpkin.



Slime by Northern Stage

 Thursday 31st Oct 2019
12pm-2pm

 Byker Community Centre

Pay what you decide. Running time 45 mins plus 15 mins stay and play.

Slug and Caterpillar are starving, and the only leaf left in the garden is just out of reach. Slug thinks they should work together. Get the leaf, eat the leaf, play a game, be friends. Caterpillar has other ideas. Slugs are gross, they're covered in slime and they have terrible taste in music.

Things get sticky.

Enter the undergrowth to SQUISH, SQUELCH and PLAY your way through this hilarious, surreal show for 2-5 years and their families, told with a handful of words and lots of SLIME.



Newcastle Christmas Light's switch-on (with Sam Fender)

 Thursday 7th November

 Northumberland Street, Blackett Street, Grey Street and Neville Street

From 5.30pm. Light's switch on at 6.30pm. Please Note: Newcastle City Centre is expected to be busy, please make sure to plan extra time for your journey. Monument Metro station is the best station to alight from to bring you straight to where you need to be.

Kids eat free at Las Iguanas

 Throughout the school half term

 Las Iguanas, 62-74 Grey Street

For every A La Carte main course ordered, a child can eat for free when ordering from the children's menu at Las Iguanas in Newcastle. Open Monday to Sunday.

Byker Scouts Christmas Fair

 Saturday 7th December 11am-2pm

 St. Michael's Church

Free entry. Cake sale, food and drinks, Christmas stalls, craft activities and face painting, clothes sale and bric-a-brac. All proceeds go towards improving sessions for the children of Byker Beaver's and Cub's.

Regular sessions:

Carrick's Kicks

 Every Tuesday, 4pm-6pm

 Byker Primary School

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

BCT TENANTS' CONFERENCE 2019

FREE
event!
register
now!



WHEN:
Wednesday
30th October

WHERE:
Byker Community
Centre

TIME:
11am-2pm
Lunch will be provided

Pop along to our free annual tenants' conference where you can enjoy refreshments, a free lunch and hear about what BCT have been up to in the last year. We would also like to hear your views about our repairs and maintenance service.

There will be a free prize draw, children's entertainment, interactive workshops and a chance for you to meet members of the BCT team. We will also be joined by a number of our partners who will be able to update you about the services that they deliver on the Estate.

Following the event and as part of the 'Darker Nights' campaign, you will also be able to join

your Neighbourhood Housing Officer between 2pm-4pm to take part in a community clean up. During the community clean up, BCT will be providing skips at the following locations: Carville Rise, Northumberland Terrace, Priory Green and Chirton Wynd.



For more information or to register for your free place, please call BCT on 0800 533 5442 or pop into the office at 17 Raby Cross.

THIS SUMMER REALLY WAS THE BEST IN BYKER!

The weather may not have been the best this summer but, the free activities and events provided for all children and young people living on the Byker Estate were!



It was billed as 'Byker's Best Summer Ever' and it didn't disappoint. The initiative was part of a multi-million pound programme of events, activities, sports and healthy eating which provided choice and enabled all children to get involved and be active throughout the six weeks school holidays

Almost 1,000 children and young people from the Estate participated in organised events, trips and activities such as horse riding, a climbing wall, drumming, arts and crafts, laser quest, real tennis, the big bike revival, virtual reality, photography, football, dancing and street theatre.

There was also trips to visit the Victoria Tunnels, Whitehouse Farm in Morpeth and a trip to the seaside in Tynemouth.

110 tenants attended the trip to Whitehouse Farm where they were free to visit the animals and even got to meet Santa and his summer elf in their campsite!



"We all loved it and saw Santa!"

Marian Susan Allan

"Loved the tractors"

Hollie Marie Graham

"All our lot loved the park"

Olivie Wheatley

"Finlay and Lillie loved holding the rabbits"

Gemma Brodie

"We loved everything about the farm trip. We all had lots of fun going from one activity to the next. Thank you Byker Community Trust"

Emma Louise

"Kids loved seeing Santa in summer"

Vicki Braithwaite



BCT SUMMER FUN DAY

ALMOST 500 TENANTS ATTENDED THIS YEAR'S FAMILY FUN DAY ON 31ST JULY AT HARBOTTLE PARK.



Despite heavy clouds, the rain held off and those who attended enjoyed the free games and activities that were organised.

Over twenty organisations who work in partnership with BCT attended to support the event and gave out information about their services. Thank you to everyone who also completed our survey as they entered the event. The feedback you provided is very valuable to help us prioritise investment in your homes and the Estate in the future.

As well as free food and ice creams, children also enjoyed the giant assault course, slides, cups and saucers, flying chairs, toxic wipeout, games and activities.

Thank you to the NUFC Foundation who gave away free Newcastle United match day tickets as part of competition prizes and also Marsh who gave away a free PlayStation 4.



BYKER POETRY PROJECT HAILED A SUCCESS



Rowan McCabe (centre) pictured with residents from the Byker Estate at the launch of the Places of Poetry project.

Throughout the summer, up to 30 young people from Byker aged six to twelve participated in a community arts project to write about poems of place, heritage and identity.

The Byker Estate was selected as one of twelve heritage sites across the UK to host Places of Poetry events where Byker Community Trust, its partners and the local community came together to write and edit poems and then 'pin' them onto a digital map, where everyone can read them.

Workshops and activities were organised for young people to attend and help to write poems with poet in residence Rowan McCabe, playwright Lee Mattinson and staff from Northern Stage.

The project was launched in August at the Byker Community Centre where young people and Byker residents listened to Rowan read some poetry and particularly enjoyed the poem about the owl.

Lee Mattinson helped to facilitate writing workshops and worked with the young people to gather their thoughts, ideas and words to write a poem called 'Happy Meal'.

The poem is based on a gang of cows who would be sprung from a secret cinema beneath Byker McDonald's and taken on a tour of the communities most exhilarating beauty spots.

Both Lee and Rowan's final poems are too long to publish in this newsletter however, you can view them online by visiting www.placesofpoetry.org.uk where you can zoom in on Byker on the digital map. You will also be able to view and read other poems by local people that have been pinned to the map.



GARDEN COMPETITION WINNERS KEEP BYKER BLOOMIN!

The 'Byker in Bloom' gardening competition has once again proved to be popular with some beautiful presentations and colourful displays. The competition was open to anyone living in Byker and all winners received into gift vouchers. Congratulations to all winners (gold, silver and bronze) – the majority of whom came from the Byker Estate.



AND THE GOLD WINNERS ARE...



All BCT 2019 Garden winners



Winners of Under 14 category



Under 14 (new for 2019) – Felton Walk Children's Garden



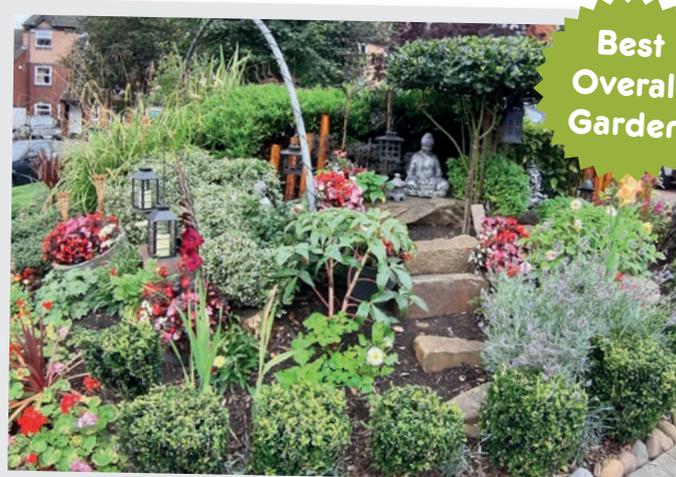
Best Back Garden – Thomas Reilly



Best Newcomer – Kate Powell

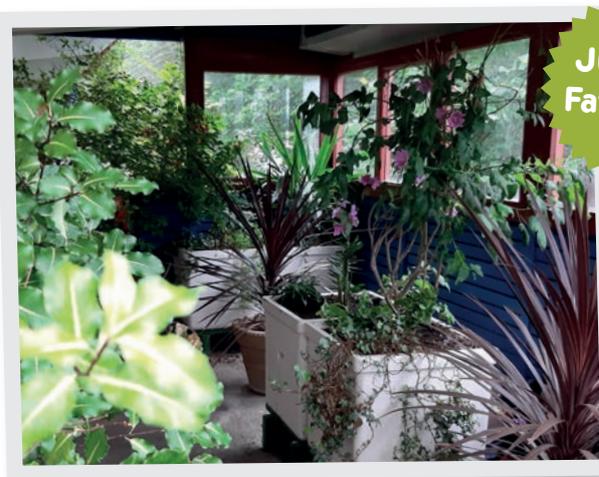


Best Front Garden – Anne Pieczara



Best Overall Garden

Best Group and Best Overall Garden – Trinity Gardens (Joseph Thompson)



Judge's Favourite

Best Balcony and Judge's Favourite – Shipley Walk (Ben Rogers)

Thank you for making Byker so colourful. We'll be running the competition again next year so look out in future issues of Byker News or on social media for more information.

PARTNER PROFILE

Byker Community Trust works with lots of different partners to help deliver the services we provide across the Estate.

We acknowledge we can't deliver everything ourselves so we work in partnership with other organisations and providers to help us achieve our goals.

Within every issue of Byker News, we are going to highlight the great work that our partners deliver here on the Estate and on this occasion, we highlight the fantastic work of The Byker Children and Young People's Network.

THE BYKER CHILDREN AND YOUNG PEOPLE'S NETWORK



The network is made up of over 25 community organisations including the Police, schools, churches, charities and play and youth providers who come together on a monthly basis with the main aim of making Byker a fun and exciting place for children, young people and their families.

Achievements this year include:

- An increase in creative and cultural activities from Northern Stage, Seven Stories, Curious Monkey, Skimstone-arts, Newcastle City Council and Live Theatre.
- Regular community clean ups with Kings Castle and St Michael's Churches.
- Additional youth clubs; held twice a week at Foundation Futures as well as additional sessions at Byker Sands (Family Hub East) with the Bostey and Streetwise.
- Continued community sports on a weekly basis ran by Newcastle United Foundation Kicks, YMCA Bizzibodies and Hattrick Sports.
- Community-led street workshops and events at Ayton Rise and Felton Walk delivered by Kids Kabin and Youth Focus NE
- Pop-up bike repairs with Recyke Y'Bike
- A timetable of activities for holiday and after school activities
- Horse-riding sessions with Stepney Bank stables
- A wide variety of activities and events at Byker Community Centre

Although it is still early days, we are beginning to see an impact on the Estate, here are just a few examples:

- A reduction in youth related nuisance
- Reduction in litter
- Increased community participation in events and initiatives (planting, litter picking, community BBQs)
- Children and young people having more opportunity to try new things
- New friendships and relationships being formed, leading to an improved community spirit.

VETERANS' GARDEN RECEIVES MAKEOVER



Official opening of the new garden at Avondale House

The central courtyard at Avondale House on Raby Way has been transformed after receiving a full garden makeover thanks to the help from local businesses.

Over 60 volunteers from companies such as Virgin Money, NHS Business Services Authority and delivery firm DHL, helped to make the garden more accessible, welcoming and providing low maintenance for residents living within the scheme, which is managed by veterans' charity Launchpad.

Overgrown shrubs and bushes have been cleared, old stairways repaired and new bedding areas installed. The volunteers then created an allotment area, a strawberry field, poppy memorial area, herb garden and the planting of bedding plants, shrubs, fruit trees

and vegetable areas to provide colour and encourage sustainable eating. A new shed has been installed within the garden and the existing greenhouse completely renovated, re-painted and made secure.

The new garden was officially unveiled by Jill Haley, who said: "It's amazing to see how much the garden has been transformed and I hope the residents will now utilise this new open space. So much can be achieved by working together and I congratulate all the organisations and volunteers who have made this possible."

Virgin Money and the DHL sites contributed funding towards the project while other local businesses such as Quayside Timber, CJ Fencing, Oak Leaf Fencing and Landscaping, Lintzford Garden Centre, J Beverage Nursery and Jewson all provided items in kind or at cost price. New garden furniture has been provided and flag stones laid to create new paths and walkways.



RESIDENTS GET INTO 'BYKER GROOVE'

Residents of Tom Collins House (TCH) have been having fun and getting fitter thanks to a partnership with Tyne & Wear Sport.

BCT have been working with Tyne & Wear Sport to provide fitness and dance activities. Together, they met with residents to discuss different types of activities that they would like to try. From that, 'Byker Groove' was born.

As part of Byker Groove, residents of TCH are taking part in 12 weeks of Zumba led by a qualified instructor and the feedback so far is that they are thoroughly enjoying them.



At the end of the 12 sessions, they will have the option to carry on taking part in Zumba, or to try something else.

Adam Brougham, Assistant Director from Tyne & Wear Sport said: "We are fully aware how difficult it can be for people to fit more physical activity into their daily lives, but by working with BCT and its residents, Byker Groove has enabled us to do this."

SOCIAL ACTIVITIES PLANNED AT TOM COLLINS HOUSE

Tom Collins House residents have been organising fundraising events to encourage everyone to get together and reduce social isolation.

Shirley Graham and her daughter, Emma have organised coffee mornings, fish & chip suppers and Chinese-theme buffets, which have included raffles, bingo and dominoes.

A Halloween party will be held at the scheme on 31st October with a singer, buffet and a raffle. This will be followed by a disco, karaoke and entertainer on Christmas Day evening



Shirley and Emma at Tom Collins House

and then a celebration party on New Year's Eve.

Emma said, "It's important that events like these are organised to encourage residents to get together and socialise. We have lots of exciting activities scheduled over the coming weeks and it's great to see everyone happy, smiling and joining in."

HAPPY RETIREMENT JIM

BCT Chair of the Board, Jim Coulter has retired from the role after serving for over six years.

Jim was instrumental in the creation and leadership of Byker Community Trust and is looking forward to his retirement.

Geraldine Kay has been appointed as Jim's replacement. She 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 was previously Deputy Chief



Jim Coulter pictured with Geraldine Kay, new Chair of BCT

Executive of Tees Valley Housing Group and became Chief Executive of Derwentside Homes in 2006, until her retirement in 2017.

BCT TENANTS GO STATESIDE

Two BCT tenants flew to North Carolina in the USA at the beginning of September and presented in front of a packed delegation.



Mother Penny and daughter Heather Walters presented the fantastic work they do in food poverty and insecurity at the

Closing the Hunger Gap conference, which engages those involved in community efforts involving food in low income communities.

They were part of the 'Nothing about us, without

us' panel debate and Penny said: "We really enjoyed our trip. It was a brilliant experience to see what the USA do to bring their local communities together and increase the amount of food they can eat, being healthy and active all at the same time. It is definitely something we would like to start and implement over here and bring communities together in the process. We believe food is a human right and we don't want food banks to be the norm like it is in the USA. Please help us and join the cause to fight for everyone to have enough food to feed all."

BYKER CHILDREN LEAD BY EXAMPLE

A huge thank you to this little team of super litter pickers who took it upon themselves to collect ten bin bags of rubbish from Felton Walk in July.

Thanks to Sarah Weaver for letting us know about this so we arranged for some certificates to be presented to the children for their efforts.

They are an example to us all for looking after our environment and we shouldn't have to rely of our next generation to clean up rubbish from our Estate.

Well done to everyone involved!



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.

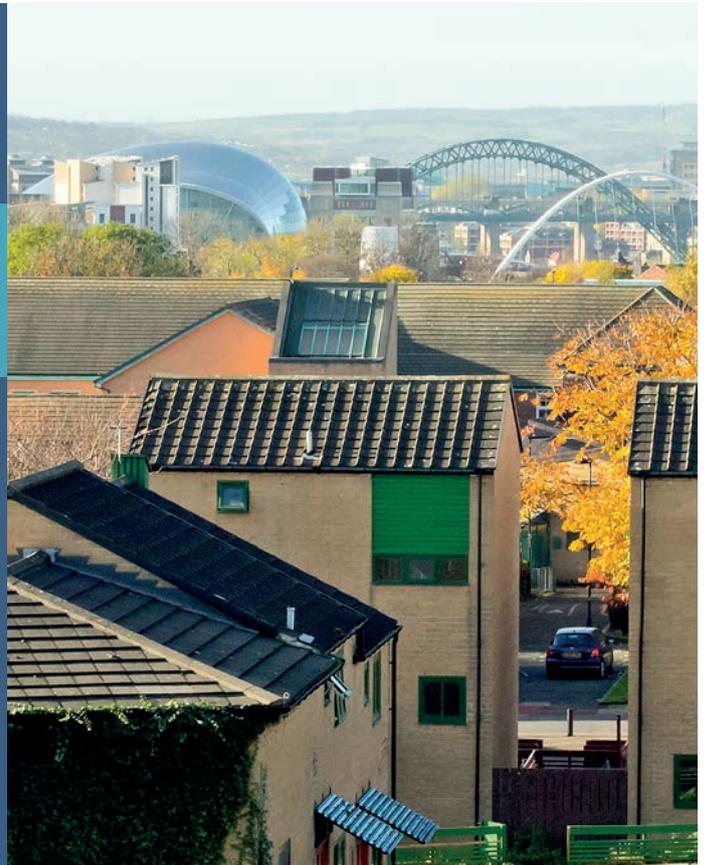
RE-ROOFING PROGRAMME

The external works to replace the original concrete tiled and metal profiled roofs to 409 properties across the Estate are progressing well.

Whilst being re-roofed, properties will benefit from the renewal of the roof covering, rainwater goods and if needed, the replacement of canopies/porches and general repairs to brickwork, timber and repointing works.

The £3.5m re-roofing scheme is being carried out by Esh Property Services and works are expected to be complete by autumn 2020.

All tenants living in these properties will be fully consulted prior to any works starting on their home by Esh Property Services' Tenant Liaison Officers.



IMPORTANT - CHECKING ELECTRICS WITHIN YOUR HOME

Electrical testing assesses the electrical installation in your home to ensure it is in safe working condition. This is essential to ensure the safety of you and your family.



Previously, tests were carried out every ten years. In our commitment to improving the standard and quality of your home, we have increased the frequency of testing to once every five years.

In the upcoming months, your home may be required to undergo testing. An approved electrician will carry out a routine Electrical Installation Condition Report (EICR) which involves checking the wiring, switches and sockets to assess the condition of the installation to ensure they are safe. Any major defects will be rectified swiftly whilst the electrician is in your home.

The works should take approximately two hours to complete, during which time, the power will be switched off in order to carry out the tests.

All the works are in the interest of your health and safety, so you must allow our contractor; Karbon Homes access to your home to carry out this test. The electricians carry identification and will show you this upon request. You will be contacted to arrange a convenient appointment if your property is due for testing. If circumstances change and you are unable to make a pre-arranged appointment, please ensure you call us to reschedule.

If you have any further queries on electrical testing, please contact BCT on 0800 533 5442.

ENVIRONMENTAL UPGRADE

Thank you to everyone who contributed and participated in the consultation which was carried out between February and June 2019.

During this period, all residents and stakeholders who live or work on the Estate, were given the opportunity to identify their environmental priorities for improving the Byker Estate.

We received a great response, highlighting the priorities for investment from:

- 491 comments on the PlaceChangers website;
- 284 residents provided feedback at pop up stalls;
- 97 residents returned comment cards; and
- 90 residents attended structured community engagement sessions.

The consultation identified clear themes emerging on the communities priorities for investment. In priority order, these are:-

1. Waste management
2. Play provision/safe play
3. Anti-social behaviour
4. Tree management
5. Planting/landscaping
6. Fencing
7. Footpaths

These priorities have been reviewed to develop a project that will complete the delivery of the stock transfer promise and meet resident's feedback.



BCT are currently exploring additional funding options to help support the delivery of the full environmental upgrade project.

In the meantime, whilst the main project is being developed and additional funding is being explored, BCT are taking forward essential health & safety works identified during the consultation process. These include:-

- Creation of external bin stores;
- A pilot scheme of additional litter bins across the Estate;
- Constructing a new footpath link along the east side of Raby Way where currently there is no path;
- Completing a tree management survey.

A pre-planning application has been submitted to Newcastle City Council and JDDK Architects have commenced design works.

PASSENGER LIFT REPLACEMENT

Works are advancing 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 have completed works to two lifts at Felton Walk and Long Headlam with Dunn Terrace entrance 27 to follow shortly.

After unforeseen delays, Rabygate is now forecast to be completed in December 2019. Classic Lifts have begun work on the next phase starting with the second lift at Felton Walk.

All residents will continue to 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.

WHO SHOULD I TELL?

We have developed this useful guide to help you contact the relevant organisations/partners with your questions and issues.



Waste Management

If you have an issue with bins, rubbish collection and/or fly tipping, this is a service operated by Newcastle City Council, not BCT.

To report a problem, please call Envirocall on 0191 278 7878.

Communal Areas

If you have concerns over cleanliness or repairs in communal areas then please call 0800 533 5442 and select option 1.

The concierge service can also be contacted through the intercom to assist with cleanliness and security issues.



Damage & Repairs

If you notice damage or a repair required to any area of the Estate, please call 0800 533 5442 and select option 1.

If you witness damage being caused maliciously, this is a police matter. Please call 999 (in it is an emergency) or 101.

Pest Control

If you need pest control, you should contact Newcastle City Council's Envirocall on 0191 278 7878 to arrange services.

Please also make you Neighbourhood Housing Officer aware of the situation.



Crime

For all crime including youth disorder and vandalism.

In an emergency, call 999. Otherwise, call 101.

It is important all instances of crime are reported to the police – even if you think someone else may have already reported the issue.

Noise & Neighbourly Disputes

Please call 0800 533 5442 and select option 3.

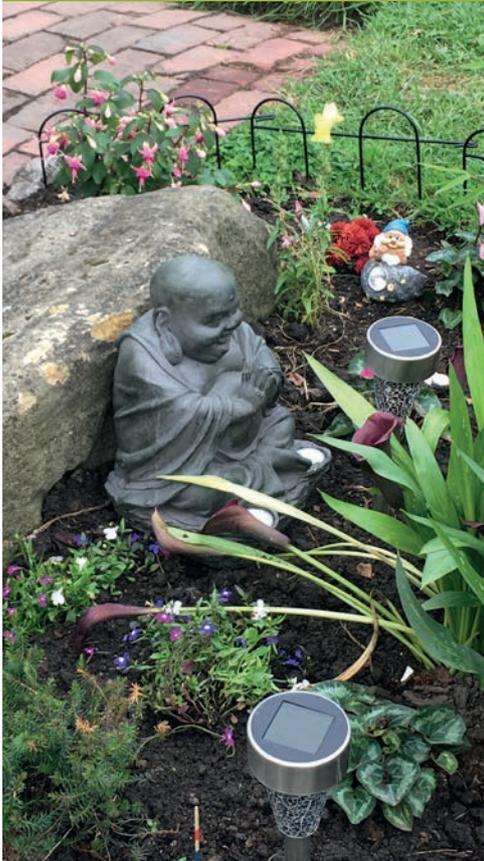
This number also functions as the 'out-of-hours' helpline and is open for reports 24-hours a day.

In the event of an incident, the team can also assist by using I-Witness - a professional witness service that works to gather independent evidence when required. You can also report noise violations via the Noise app, available to download for free in the app store.



If you are unsure where to direct any non-emergency enquiries, please call BCT on 0800 533 5422 or email enquiries@bykerct.co.uk

RESIDENT TRANSFORMS UNUSED SPACE INTO COMMUNITY GARDEN



BCT tenant Nev Dugan from Whickham Gardens has transformed the communal area for children and the local community to enjoy.

Keen gardener Nev, wanted to create a space where children could play, be safe and neighbours could come together and make friendships.

The transformation is remarkable and the children have also been getting involved by planting and digging. He has also reached out to the marketplace on Facebook to get cheap (or free) plants, soil and garden décor. Well done Nev keep up the great work!

He said: "The communal space was neglected. It was an area that nobody would use, so I took it upon myself to try and transform this space and get others involved to create a community spirit, something I feel very passionate about.

"Gardening is a hobby of mine so I decided to form a gardening group to help me transform the space into an area residents would use and socialise. It has been a real success and residents are now using the space for what it was intended for. I hope other residents join our group or this gives other residents the confidence to create their own community groups."

Stay Safe this Bonfire

A message from Tyne and Wear Fire and Rescue Service

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

- If possible, attend an organised display
- Always stand well away from bonfires and fireworks
- Don't throw rubbish onto bonfires
- Don't play around next to bonfires
- Only use sparklers if supervised by an adult
- Don't use sparklers without wearing gloves
- Light only one sparkler at a time and do so at arm's length
- Don't give sparklers to younger siblings
- Don't throw fireworks
- Don't go near a firework after it has been lit
- Don't go near a firework after it has gone off, leave it for adults to clean up
- Don't light fireworks after 11.00pm as this is illegal and you may face prosecution if caught
- Keep all pets inside the nights leading up to and including bonfire night
- Keeping your wheelie bin stored away until collection day
- Reporting fly-tipped rubbish to Newcastle City Council for removal

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

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



Tyne and Wear Fire
and Rescue Service
Creating the Safest Community



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? Times vary and meeting locations are highlighted on the map on the back page of this newsletter.



**Emma Foulis/
Ruth Clifford –
Wednesday 20th
November at 10am 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 21st
November at
10.30am 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 21st
November 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 –
Wednesday 20th
November 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

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

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

Autumn	Partner	Investment
Conference	Tom Collins	Bonfire
Poetry	House	Halloween
Garden	Whickham	

Congratulations to Joe Gilbert of Dalton Crescent who won the last wordsearch competition!



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 29th November 2019.**

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

JUST FOR FUN Spot the difference

Can you spot 10 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



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