

BYKER

NEWS

community trust

www.bykercommunitytrust.org



**CHRISTMAS
CAROLS BY
'BYKER BEAT'S'
SEE PAGE 11**

**BCT TENANTS' CONFERENCE
SEE PAGE 5**

**BCT CHRISTMAS CARD
WINNERS
SEE PAGE 6-7**

**VALUED CUSTOMER STATUS
WINNER 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)

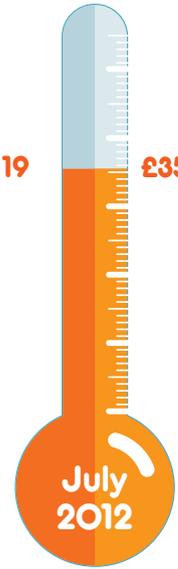
£ Option 2 for all rent enquiries

🏠 Option 3 for all housing enquiries

📞 Option 4 for all business enquiries



Dec 19 £35.2m



Since July 2012, BCT has committed over £35.2m 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 الكويين يڤ لوو ركياب راقع كالميت يتلا، تسرت ركياب ةعوم مجيب تامول عمل ا هذه قل عتت
”مقر فتاه ىل ع كندع اسمل مچرتم تامدخ بيترت تب موقن فوسف كندغلب تامول عمل ا هذه ىل ع لوص حل
244 5335 0080.“

České
Czech
Tato informace je o nadaci Byker Community Trust, která vlastní Byker Wall Estate v Newcastle upon Tyne. Pokud si tuto informaci přejete ve vašem vlastním jazyce, zajistíme tlumočnicka, 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: Pupils from Byker Primary School's 'Byker Beat's' choir singing Christmas carols and songs for guests at the carol service at BCT's office.

Answers to the spot the difference on page 15.



WELCOME TO THE WINTER EDITION OF THE BYKER COMMUNITY TRUST NEWSLETTER

As another year draws to a close, I look back on 2019 and reflect on our achievements and the improvements we have continued to make on the Estate, despite the current economic uncertainty.



BCT's vision is to make Byker an Estate of Choice where people choose to live, work and play. We have committed over £35m into the Estate since we became its owners in July 2012 and we want to continue to build on that success, to contribute towards a thriving Byker and to ensure that the strong community ethos is sustained.

These three key messages were outlined at our tenants' conference in October, which also gave us the opportunity to talk about our consultation exercises this year and what you want us to prioritise. Thank you to everyone who took the time to attend this year's conference, it was nice to see some regular faces but also the opportunity to meet new tenants and find out your views on how we can improve and deliver services to you.

I would like to thank all pupils at Byker Primary School who, once again demonstrated their artistic talents by designing this year's BCT Christmas card. They are all wonderful and made it very difficult for our judges to select the winners.



Inside this issue, you will see some of the Christmas activities and events that are happening either here on the Estate or nearby. There are events available for all ages (many of them are free) and I hope you can attend and enjoy as many as you can.

Last January, we arranged for skips to be placed around the Estate in certain locations and times. This proved to be very successful, so we'll be doing that again this year. The skips are for household and Christmas waste only (wrapping paper, cardboard boxes and unwanted packaging). See page 13 for more details.

We always welcome your feedback about this newsletter and the services we deliver, please speak to your neighbourhood housing officer or a member of staff within our customer services team. This just leaves me to wish you a very Merry Christmas and a happy, healthy and prosperous 2020.

Jill Haley
Chief Executive



Following the appointment of Geraldine Kay as chair of the Board in September, we have also just appointed two new Board members, Nicola Snowdon and Caroline Prince, who both live on the Byker Estate. Within the housing sector, the majority of Board members are typically male however, the appointments of Nicola and Caroline means that 59% of BCT's Board are female - see page 11 for more details.

WHAT'S ON



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

The Polar Express

 Sat 21 Dec & Sun 22 Dec 11:30am & 2pm

 Discovery Museum.

Family film screening in the majestic Great Hall. Tickets £4.00 per person. Booking essential.

End of Year party

 Sat 28 Dec – Tues 31 Dec 11:30pm & 2pm

 Seven Stories.

Say goodbye to 2019 and welcome 2020 with Seven Stories. Explore how New Year is celebrated around the world. Learn all about customs and traditions designed to bring good fortune in the year ahead, enjoy themed crafts and games, and don't forget your dancing shoes!

Tickets £5 per person. This event is suitable for all the family.

Meet Santa

 Daily until Mon 23 Dec 11am-5pm

 Times Square, Life Science Centre.

Admission is £10.00 per child, which includes a gift, hot chocolate and a sweet treat!

Pre-booking online is recommended to avoid disappointment. Slots are available between 11.00am and 5.00pm. Simply select your preferred half-hour slot and your child will see Santa within that period for approximately five minutes.



Ice skating

 Open every day 10am - 9pm until 23 Feb 2020

 Times Square, Life Science Centre.

Enjoy a skate with family and friends seven days a week. Please note that children aged 9 and under must be accompanied by an adult on the ice. Children aged 12 and under must be supervised by an adult. Ticket prices vary – please visit www.life.org.uk for details.



Newcastle Christmas markets

 Daily until Tues 31 Dec

 Grey Street, Blakett Street, Northumberland Street.

Shopping stalls and attractions will be open until Tuesday 24 December 2019, while the street food and drink offering will remain open until New Year's Eve.

Christmas Family Disco

 Mon 23 Dec

 Discovery Museum.

This is the perfect pre-Christmas treat for all the family, with party games and festive music.

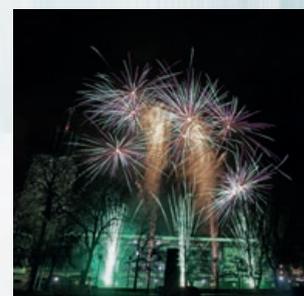
£6 per child (aged 3-16), includes one accompanying adult; £2 per additional adult; children aged 2 and under free of charge if attending with another child and adult. Book at www.discoverymuseum.org.uk.

New Year's Eve early evening fireworks

 Tues 31 Dec – display starts at 6pm

 Newcastle Civic Centre.

Welcome in 2020 with this firework spectacular. The early evening celebrations are FREE and will begin at 6pm outside Newcastle Civic Centre with a dazzling 15-minute spectacle to music.



BCT TENANTS' CONFERENCE



This year's annual BCT tenants' conference gave us the opportunity to highlight our performance, to give you an update of our investment plan and highlight some of the community projects we have delivered on the Estate. We also told you about our vision for 2020 and beyond.

The event, held at the Byker Community Centre on Halloween, was opened by local poet Rowan McCabe who was also the Poet in Residence for the Places of Poetry project in August. He presented a poem describing Byker as a 'technicolour testament to people over business.' Also presenting alongside him was local Byker resident, Clare Matthews.

Some of the partners we work with were also available to speak to tenants and provide advice and information such as welfare and benefits. Northern Stage also organised Halloween activities such as pumpkin carving

and eating donuts off strings for the children in the basement!

In the afternoon, the Customer Scrutiny Committee led a session on the repairs and maintenance service to find out your thoughts on the service and how it can be improved. To finish, there was a prize draw. Thank you to Byker resident Steve Sheraton who kindly donated one of his original artwork pieces and also Karbon Homes for donating some ASDA vouchers, Recycle y'Bike who gave out a £50 gift card and Marsh who held their own prize draw.



BYKER PUPILS DESIGN FESTIVE BCT CHRISTMAS CARDS

Pupils from Byker Primary School have been getting all creative by designing this year's BCT corporate Christmas card.

The competition was open to all pupils from reception to year six and the judges selected a winner from each year group. It was a very difficult choice as they were all of such a high standard so thank you to everyone who got involved, we hope you enjoyed being creative!



Calvin



Mohammed



Layla



Shirel



Kenzie



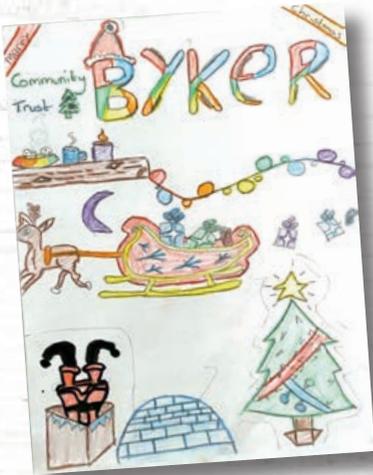
Layla



Kimia



Ines



Mujania



Taylor



Zhi-Hang



Parham



Sophie



Kaylee

The judges selected the winning designs who each won a £5 intu gift voucher. Thank you to all the pupils and Ms Henderson for helping us with this year's competition.



DUNN TERRACE EXTERNAL



Esh Construction Ltd has been awarded the contract 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 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.

Communal cupboard doors and some flat doors across the whole of the Byker Wall and its

five link blocks will be replaced as part of the scheme depending on their current condition.

The works are expected to commence in early 2020 and will take approximately ten months to complete. All residents will be notified if they are included in the project and will be consulted prior to the works starting.

NATIONAL RECOGNITION FOR TOM COLLINS HOUSE

Tom Collins House, Byker's iconic Grade II* listed sheltered housing scheme, was shortlisted in the grand final of the Constructing Excellence Awards in London in November.



The scheme was shortlisted in the Preservation and Rejuvenation category alongside Manchester's Corn Exchange, Glen Hafren Bridge and the Great Pagoda at Kew Gardens.

The awards recognise and celebrate success across the UK's Construction and Built Environment sector. Although we didn't win on the evening, it was a tremendous achievement for Byker to be recognised nationally amongst the best. The overall winner was Kresen Kernow in Cornwall - a former brewery building and now modern archive and library housing the world's largest collection of manuscripts, books, and documents.

VALUED CUSTOMER STATUS



Valued Customer Status was introduced by BCT in 2017 to recognise and reward tenants who abide by the full terms of their tenancy agreement and have also completed a Customer Care Visit with their neighbourhood housing officer.

Tenants with Valued Customer Status are automatically entered into the £500 free prize Christmas draw.

This year's winner was Francis Enodumwenben and here he is collecting his voucher from BCT Board Member, Cllr. Nick Kemp.

For more information about Valued Customer Status and being in with a chance of winning the prize draw next year, please contact your neighbourhood housing officer.

BYKER TENANTS RECOGNISED AT VOSCARS AWARDS



The Byker Voscars is an annual celebration event of Byker's hard working volunteers and active citizens; those people who give up their valuable time to make their local neighbourhood and community a better place.

Organised by the Byker Ward Committee and Byker Co, there are nine categories and it is free to nominate a person or organisation. The competition was open to the whole ward and winners were announced at a presentation evening on Wednesday 13th November at Byker Community Centre.

Byker Community Trust tenants and selected partners were shortlisted in a number of categories. Well done to everyone who was shortlisted and congratulations to all the winners.

PARTNER PROFILE

Byker Community Trust works with lots of different partners to help deliver services and events 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. Here, we highlight the work we have been doing with our partners to provide cycling for young people on the Estate.



As part of Cycle UK, the Big Big Revival is a nationwide campaign to inspire people to begin or return to cycling with a programme of free events that fix bikes, teach skills and offer organised rides. The aim is to encourage people to take part in fun, social and inclusive events and show that cycling can be a practical, everyday activity.

BCT teamed up with Recyke y'Bike and YMCA to organise a 'celebration' 15-mile fun bike ride in November. Recyke y'Bike has secured funding to establish a regular volunteer cycling club on the Estate every Monday for 8-12 year olds and have engaged with ten young people as part of the initiative. Funding has also been used to pay for helmets to keep riders safe.

Four youngsters participated in the celebration ride on Saturday 16th November along the banks of the Tyne, through the tunnel, along the south side and back over the millennium bridge. Despite the cold, wet weather, everyone enjoyed themselves.

The initiative has not only brought together

partners but has also encouraged young people to take up cycling and get active and healthy. As a result of the partnership, a regular cycling club has been established and the funding has helped to generate a lot of cycling joy in a community where youngsters may not necessarily be able to access these types of rides easily.

There is now a regular group of children who participate and one even likes to help out three times a week!

In the new year, the youngsters will be visiting a BMX track in Whickham, Gateshead and YMCA has also secured funding from Bizzibodies to give them the opportunity to access regular bike rides.

**Cycling Club at
Recyke y'Bike,
Brinkburn Street.**

Monday's 4pm-5pm
(8-12 year olds)

*** **STOP PRESS** ***

Also starting in January! Saturday's 10am-12pm and 1pm-3pm
(12-18 year olds)

CHRISTMAS OFFER – Recyke y'Bike will be putting free bikes and scooters at the front of the shop in the run up to Christmas.

BCT CHRISTMAS CAROL SERVICE

The fabulous 'Byker Beat's' choir from Byker Primary School sang carols and songs to get everyone into the Christmas spirit.



A total of £775 was raised on top of the many generous donations of food items, toys, toiletries and cosmetics for the Connect25 foodbank. Pupils from West Jesmond Primary School also donated 200 advent calendars. The money and items were donated by BCT staff, Board members and partners including Esh Property Services, Esh Living, Waymid Electrics, Wensley Roofing, JDDK and Storm Tempest.

NEW BCT BOARD MEMBERS

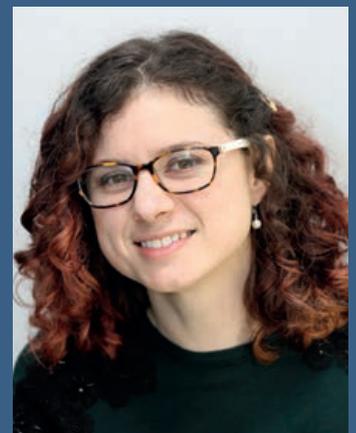
BCT is bucking the trend within the housing sector with the appointment of two new female appointments to the Board.

Nicola Snowdon has joined the BCT Board as a tenant board member and Caroline Prince as an independent / tenant board member, becoming the sixth and seventh female appointments to the BCT Board.

In a recent survey of 300 housing associations across the UK, results show that the gender balance of Board membership representation of male Board members was 59% compared to 41% female. BCT has reversed that trend with the appointments of Nicola and Caroline.



Nicola Snowdon



Caroline Prince

REVIEW OF BCT'S COMPLAINTS PROCEDURE

The Customer Scrutiny Committee (CSC) have concluded their review of the BCT Complaints and Compliments Policy.

A sub-group of seven members of the CSC, chaired by Annette Patten, carried out the review during the period from April to July 2019, prior to presenting the initial findings at the CSC meeting on 5th August.

The CSC found that the policy was clear and simple and that a light-touch review would bring it up-to-date with current legislation and best practice. A key finding was that tenants were not aware of, or fully able to exercise, their right to make a complaint. This was largely due to a lack of information and guidance for tenants, inconsistencies in the way staff handled complaints and existing processes and practices

for logging and responding to complaints not being aligned.

It was identified that a number of changes could be implemented, which include updating the policy, the development of a complaints leaflet, an update of the BCT website and staff training.

An updated Complaints, Compliments, Feedback and Suggestions Policy was approved by BCT Board at their meeting on the 27th November.

If you would like further information about the new Complaints and Compliments policy, please contact Emma Leggott, Community Engagement Officer on 0800 533 5442.

RESIDENTS CELEBRATE OKTOBERFEST



Up to 15 residents living at Mount Pleasant sheltered scheme, participated in a traditional Oktoberfest food festival on Friday 25 October in the communal lounge.

The event was organised by the new scheme co-ordinator, Mary-Helen in partnership with BCT and staff from Karbon Homes, who provided decorations and event planning.

All food served on the day was donated by Lidl's Byker store with the help of their manager, Andy. Several volunteers from Tom Collins House, Kath Walker, Christine Brown and Dennis Young, came to help out on the day by cooking and serving the food.

On the menu was Bratwurst and Knackwurst sausage sandwiches topped with authentic German sauerkraut and Hot German potato salad. For dessert, German chocolate cake and a choice of apple or mixed fruit strudel. To finish with, everyone enjoyed a glass of German beer with a large soft pretzel!

The residents expressed their appreciation and enjoyment of the event and are looking forward to their next 'get together'.

KEEPING BYKER TIDY THIS CHRISTMAS

Christmas is a time to celebrate with family and friends.

It is also the time of year when we exchange gifts and presents with one another. With that comes the mountains of waste from wrapping paper, empty cardboard boxes and unwanted packaging.

Our Grounds Maintenance Team work hard all year round to keep our Estate clean and tidy and we ask for your co-operation during the festive period.

Due to the success of this initiative last year and to help you dispose of your Christmas waste responsibly, we will once again be providing four skips on the Estate on Monday 6th January 2020 across various places and times.

Please note: the skips are for household and



Christmas waste only. These sites will be monitored regularly and we will not accept trade waste.

The locations of the skips and times are as follows:

The Brow.	10am - 12pm.
St Michael's Mount.	10am - 12pm.
Priory Green.	12pm - 2pm.
Dunn Terrace.	12pm - 2pm.

Remember, you can also recycle your Christmas cards and charity shops will happily accept unwanted clothes, textiles and gifts. Thank you for your co-operation.

Direct Debit



BCT recommend Direct Debit as the best way for you to pay. It saves you time, is safe and reliable, gives you peace of mind and is convenient. You can also pay weekly or monthly via direct debit.

Please contact us on 0800 533 5442 or drop into our office at 17 Raby Cross.

Swipe card



Use your rent payment card to pay at any Post Office or PayPoint Outlet. There's one at the Raby Cross Convenience Store and the Brinkburn Store.

Telephone

Use your debit or credit card to make a payment by calling 0800 533 5442.

Online Payments



Register your details at www.allpayments.net or download the allpay app for your phone.

Online Banking

If you use online banking you can pay your rent into this account:

Sort code: 30-93-71

Account number: 59878060

Please quote your reference number.

Recurring card payment option

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

If you need help with ways to pay your rent, please contact Byker Community Trust on 0800 533 5442 or email rents@bykerct.co.uk where staff will be pleased to assist you.

RENT FREE WEEKS

There are two rent free collection weeks on 23rd December and 30th December 2019.

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



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 19th
February 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 20th
February 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 20th February
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 12th
February at 10am 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 M S N L M F S U A B T N V A S
 Z R I C E N R Y F W S M O O C N
 A Z A W R O F W L E O I I S O L
 L A O M M U I S F U Z S T C G D
 E E O M I L T R Q R D D C A R R
 G U G D G R E I E Y J I U R Y B
 N L T N J B P C N X X F R S V G
 A A T A O H Y R G Y S U T A T S
 K V C T G C Z G E O E T S V R S
 Q V K Y L Y X S L K Z T N C I H
 B O V E N T V L L C Y Z O P Q E
 C H R I S T M A S O E B C H H C
 L M X A Q G Y G H K R Q U W A V
 K K O G I O Q P I U Y A P P F N
 P S Y O W Y F B U H N G C T H Z
 V N V E X K V G R K Q Y O F Z Y

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

Christmas
 Byker Primary
 Construction
 Voscars
 Value Status

Bike
 Carols
 Oktoberfest
 Scrutiny
 Recycle

Congratulations to Michelle Doherty who won the last wordsearch competition!



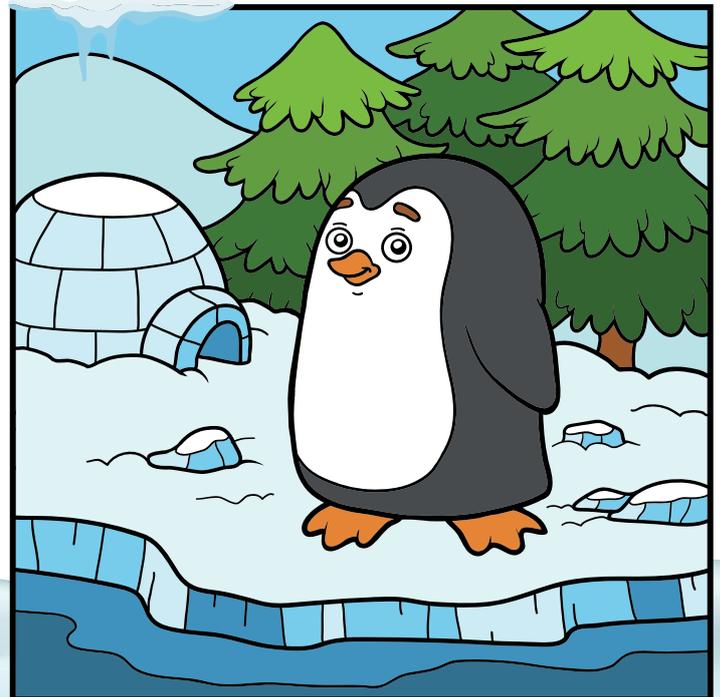
Name:	Address:
Postcode:	Daytime telephone number:

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 31st January 2020.**

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

JUST FOR FUN Spot the difference

Can you spot 5 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