



EASTER EGG DECORATING COMPETITION SEE PAGE 9

**CORONAVIRUS (COVID-19) –
IMPORTANT INFORMATION
SEE PAGE 4 & 5**

**MAKING BYKER AN
ESTATE OF CHOICE
SEE PAGE 7**

Our freephone telephone number
0800 533 5442
is available for all enquiries and out
of office hours emergency repairs.

- ☎ Option 1 for repairs (also out of hours emergencies)
- £ Option 2 for all rent enquiries
- 🏠 Option 3 for all housing enquires
- 📞 Option 4 for all business enquiries



Since July 2012,
BCT has invested
£35.7m 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 لوو ركياب راقع كالمت يتلا، تسرت ركياب ةعوم حجب تامول عمل ا هذه قل عتت" 244 5335 0080. مقرر فتاه ىلع كتدعاس عمل مچرتم تامدخ بيترتتب موقن فوسف كتغلب تامول عمل ا هذه ىلع لوصحل

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 participate in this year's decorating an egg competition.

Answers to the spot the difference on page 15.



WELCOME TO THE SPRING EDITION OF THE BYKER COMMUNITY TRUST NEWSLETTER

The health and wellbeing of our residents is paramount. The Coronavirus (COVID-19) pandemic continues to cause great concern and I would like to reassure all residents that my staff are doing everything we possibly (and safely) can, to keep delivering services - even if that means at a reduced level.



To protect our customers and colleagues, we are responding to emergency repairs only. If you have an emergency repair, please contact us on 0800 533 5442.

Over the next two pages, we have set out some guidance and advice but please visit the NHS website (www.nhs.uk) for all the latest updates, advice and guidance from the World Health Organisation, national Government and medical professionals.

We are continuing to progress towards our strategic objectives of:

- Making Byker an Estate of Choice
- Contributing to a thriving Byker, and
- Ensuring that the community ethos is sustained

Last year, prior to agreeing these objectives, we consulted with tenants on what your key priorities and needs were, then we built our strategy around what you told us. On page 7, we have outlined some of the key priorities you told us you would like us to deliver.

I am delighted BCT has achieved the Customer Service Excellence accreditation. This is a national quality mark which recognises those organisations that demonstrate the delivery of effective services focussing on the key priorities for customers.

We have confirmed the dates for our popular BCT family fun day and tenants' conference but will review this nearer the time given the current Coronavirus outbreak. Please turn to page 6 to find out more details.

We recently invited all pupils from Byker Primary School to decorate some eggs and then gave away prizes for the most creative as part of our annual Easter egg competition.

It was great to welcome two players from Newcastle United to Byker Primary School in January, to talk to pupils about the importance of healthy eating and how to maintain fitness as part of our partnership with Newcastle United Foundation.



Working in partnership with other organisations produces positive outcomes, so I was pleased to hear that all the hard work and activities delivered on the Estate last year as part of BCT's Thriving Byker Strategy contributed towards a significant reduction in youth anti-social behaviour. The police reported a reduction of 79%, which is fantastic and we will continue to work in partnership to ensure Byker is a safe place to live.

Our new complaints, compliments and suggestions policy has recently been reviewed by the Customer Scrutiny Committee and is available to view on our website. You can also give feedback on our services by speaking to your Neighbourhood Housing Officer or a member of staff within our Customer Services Team.

Please stay safe and should you need any help or support, do not hesitate to contact your Neighbourhood Housing Officer.

Jill Haley
Chief Executive

IMPORTANT HEALTH INFORMATION

Coronavirus – what to do?

As you will be aware, there is a risk to the UK public posed by the new Coronavirus (COVID-19).

The health and wellbeing of our residents is paramount and we want to ensure you are fully informed on how you can protect yourself and others from contracting the disease.

The Government, NHS and World Health Organisation (WHO) have issued guidance on how to protect yourself and others from getting the disease. There are a number of simple measures you can take to help reduce your risk of being exposed to the virus.

The single most important action we can all take, in fighting Coronavirus, is to stay at home in order to protect the NHS and save lives.

When we reduce our day-to-day contact with other people, we will reduce the spread of the infection. That is why the Government has introduced three new measures.

- 1. Requiring people to stay at home, except for very limited purposes**
- 2. Closing non-essential shops and community spaces**
- 3. Stopping all gatherings of more than two people in public**

Every citizen must comply with these new measures. The relevant authorities, including the police, will be given the powers to enforce them – including through fines and dispersing gatherings.

These measures came into effect on Monday 23 March. The Government will look again at these measures after three weeks, and relax them if the evidence shows this is possible.

You should only leave the house for one of four reasons:

- shopping for basic necessities, for example food and medicine, which must be as infrequent as possible.**
- one form of exercise a day, for example a run, walk, or cycle - alone or with members of your household.**
- any medical need, or to provide care or to help a vulnerable person.**
- travelling to and from work, but only where this absolutely cannot be done from home.**

What are the symptoms of Coronavirus?

Its main symptoms are:



A cough



A high temperature



Shortness of breath

If you or anyone in your household experience any of these symptoms, however mild, EVERYONE must stay at home for 7 days. Please visit www.nhs.uk for regular updates.

CHANGES TO SERVICE DELIVERY, ADVICE AND INFORMATION

We have made changes in the way you receive services to protect the health, safety and wellbeing of our customers, staff and stakeholders.

Our office at 17 Raby Cross is now temporarily closed.

- Customers can still access an emergency repairs service
- Arrangements have been put in place for essential services and our sheltered schemes at Tom Collins House and Mount Pleasant have specific arrangements in place
- We will continue to provide money advice and Universal Credit support over the phone
- Customers can still pay their rent and we will support those who are struggling
- We can still help with anti-social behaviour issues

Income and Entitlement Advice

If you are having problems or are worried about your income as a result of the impact of Coronavirus (COVID-19), the following information may help.

- **Employed: Contracted hours** - If your employer has sent you home and said you will be paid as usual, then you do not need to do anything.

The Government has pledged to cover 80% of wages up to a maximum of £2,500 per person. Your employer will claim for this and pay you as usual. These payments will be backdated to 1st March 2020 and will last up to three months.

- **Employed: Zero hours contract** - The 80% pledge from Government applies to everyone who is taxed before pay.
- **Employed: Hours cut** - If your employer has cut your contracted hours and will be paying you less than usual, you may be entitled to Universal Credit.
- **Redundancy** - If you have been made redundant despite the 80% pay pledge, there are still rights and rules your former employer needs to fulfil.
- **Self-employed** - Self-employed workers will be able to claim support worth 80% of their average trading profits from tax returns for the last three years, up to a maximum of £2,500 a month. Payments will start to be made at the beginning of June.

- **Sickness and self-isolation** - Check with your employers sickness scheme but you should be eligible to claim statutory sick pay.
- **Universal Credit** - You may be eligible for Universal Credit regardless of your situation. Please speak to a member of staff within our Income and Welfare Team for advice.
- **Rent difficulties** - We don't want anyone to feel stressed or anxious about their rent during this time. If you can still pay, you should. However, anyone that is worried about decreased hours, less pay or losing their job, should call our Income and Welfare Team for advice on how to proceed. They can support you with ways to pay, understanding your eligibility for benefits and advise you on making a Universal Credit application. Call us on **0800 5335 442** and select option '2' for rent.

Further Information & Helpful Resources

Apply here for Universal Credit:
www.gov.uk/apply-universal-credit

Turn2Us Benefits Calculator:
www.benefits-calculator.turn2us.org.uk/AboutYou

Government advice (Covid-19):
www.gov.uk/coronavirus

Please note: All information was correct at the time of this newsletter going to print. The situation is changing daily. Please visit our website and social media for up-to-date advice and information.

Contacting us

The ways to contact us have not changed. For more details, updates or requests for service, you can still contact us in the following ways:

Freephone: 0800 5335 442

Email: customerservices@bykerct.co.uk

Website: www.bykercommunitytrust.org

As always, Byker Community Trust are here. This is an extremely challenging time for us all, and we will do our best to keep you all up to date as we move forward.

Both events will be subject to Government guidelines concerning Coronavirus (COVID-19) particularly the requirements to stay at home and use social distancing being lifted.



Wednesday
5th August
2020



Our popular BCT summer fun day is returning again this year and it is FREE for all Byker Community Trust tenants. Last year, almost 500 tenants attended - tickets will be limited so don't delay. Find out more information in the next issue of Byker News.

BCT TENANTS' CONFERENCE

Wednesday 30th October 2020

This year's BCT tenants' conference will be held at the Byker Community Centre. See the next issue of Byker News for details.



Delivering excellent customer service

BCT has been awarded the Customer Service Excellence accreditation. This is a national quality mark, which recognises organisations that meet the criteria of the Standard.



BCT was assessed as being fully compliant in 51 elements and achieved Compliance Plus in three other areas. The assessment focuses on five criteria including delivery, timeliness, information, professionalism and staff attitude. An external assessor reviewed documents and visited the organisation in February to observe the Customer Scrutiny Committee and speak to staff, partners and customers.

The assessment also highlighted areas for development and a plan is now being put in place to address this. There will be a review in 12 months' time.

Foundations Futures

The premises which Foundation Futures occupy in Dunn Terrace was originally leased to them for 12 months only.

This was because BCT urgently require level access accommodation for our tenant's and the Dunn Terrace property was required for redevelopment into a level access apartment, as part of the wider refurbishment and regeneration of the area during 2020.

Level access accommodation is much needed on the Byker Estate to support our older, disabled and most vulnerable tenant's, who are currently being forced to move to other areas of the City due to the lack of availability in Byker.

BCT have offered various other premises to Foundation Futures and they have decided to move into The Chevron. Foundation Futures have however decided to re-locate the delivery of their popular youth club to the Pottery Bank Community Centre in Walker.

THE FUTURE - MAKING BYKER AN ESTATE OF CHOICE



This summer, Byker Community Trust will be eight years old.

We are very proud of what we have achieved and delivered here on the Byker Estate. At the time of stock transfer (in July 2012), we promised to invest £39m into the Estate's regeneration in the first 20 years and BCT has exceeded this by committing £47.5m into the Estate in 13 years.

To date, BCT has delivered £35.7m worth of improvements and has planned a further £11.8m of investment by 2025, which marks the end of our current loan facility.

Our vision is **'Making Byker an Estate of Choice - an area where people choose to live, work and play.'**

All the foundations to make Byker a great place to live are already there. BCT is a top 50 landlord (currently ranked 24th in 2019) as voted by 24Housing. Not forgetting, the Estate was also voted the 'Greatest Neighbourhood' in the UK and Ireland by the Academy of Urbanism in 2018.

It is important to continue to build upon that success and we aim to do this by working on two main strategic objectives:

- 1 Contributing towards a thriving Byker; and**
- 2 Ensuring that Byker's community ethos is sustained.**

Last year, with the help of residents on the Customer Scrutiny Committee, we consulted with you, to establish what were your key priorities, in relation to your homes and the neighbourhood. We also asked your views on the services we deliver, how we can improve those services, what is important to you and what are your aspirations for Byker.

We also conducted a range of other consultations with previous tenants (who had left Byker in the last three years), stakeholders, business associates and the wider public in Newcastle, to find out the views and priorities of people to align with our vision for Byker.

Thank you everyone who participated in the consultation – your feedback is valuable. You made it very clear to us what your priorities are and what you wanted:

- New bathrooms with showers
- New kitchens
- Transformational improvements across the environment including waste management, trees, green open space, play areas, new fencing etc.
- New homes to match the changing demographic needs of the community
- An office on the Estate where you can talk face to face with staff

Delivering what tenants want will require significant more investment than what BCT can afford and therefore to achieve our objectives for Byker and to give tenants what they are asking for, we are exploring the expansion of our current partnership with Karbon Homes.

As always, we will keep you informed and communicate with you when we make progress and when further information is available.

PARTNER PROFILE

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

You may have seen their lorry driving round the Estate in recent weeks - this is the latest initiative to engage with young people of Byker.

We acknowledge we can't deliver everything ourselves, so we work in partnership with other organisations to help us achieve our goals. Here, we highlight the work of a charity called Edge North East that provide youth support across the city and have a strong track record of engagement and interaction with children and young people.



The lorry is a small youth zone for people aged 18 and under. It includes music decks, a PlayStation, and food and drink.

It allows organisations such as Byker Community Trust and the police to work with them to deliver vital youth work and support. Qualified youth staff organise activities and it provides a safe, warm environment.

Thanks to funding from Newcastle City Council and the Byker Ward Committee, grant aid has been provided to fund activities here in Byker.

The lorry is available on the following days and times:

- **Tuesday evenings outside Recyke y'Bike 6pm-8pm**
- **Friday evenings on Conyers Road behind the Fire Station 6pm-8pm**

Due to the Coronavirus (COVID-19) outbreak, the Edge North East lorry will be unable to visit the Estate. We hope to see the return of the lorry in the future and we will keep you informed when this is going to happen.

BYKER PUPILS ARE EGG-CELLENT!

As part of their Easter preparations, pupils from Byker Primary School were invited to decorate some hard boiled eggs as part of this year's BCT Easter competition. All pupils from reception to Year 6 got involved and here is a selection of entries. Well done to everyone who participated and congratulations to the winners!



PREMIER LEAGUE STARS GET FIT WITH BYKER PUPILS



Newcastle United full back DeAndre Yedlin with pupils from Byker Primary School.

Newcastle United fullback DeAndre Yedlin and (now former player), Jetro Willems shared their matchday routines, eating habits and training regimes with children learning about health and fitness with Newcastle United Foundation.

Pupils at Byker Primary School were thrilled to meet the players in January when they made a surprise visit during a Match Fit session at the school, led by the charity's coaching staff.

As two key players and important role models, Yedlin and Willems inspired dozens of pupils completing classwork with the Foundation, in partnership with Byker Community Trust. They spoke to Year 5 pupils about how important a healthy and balanced diet is to maintaining fitness and how the entire team

keep on top of their nutrition and hydration.

BCT and the Foundation work together to help enrich the Byker Estate with a number of community programmes offering employability support, activity in schools and health and wellbeing events through United Byker.

Now in its fourth year, up to 120 pupils are engaged with existing Newcastle United Foundation activities alongside Match Fit, literacy and numeracy support.

TRUSTEES WANTED

Recyke y'bike is a charity that refurbishes donated and abandoned bikes and then sells them at a low cost or given to people in need.

They are currently looking for two new trustees to join their Board. As a trustee, you'll play a key role in setting the direction and overseeing their work. If you think you have the skills and experience and can give at least four hours a month to volunteer then they'd like to hear from Byker residents.

To apply, please send a CV and a covering letter setting out why you would like to apply and what relevant skills you have to sara@recyke.bike or to discuss the role, please contact 0191 265 4197.



POLICE REPORT HUGE REDUCTION IN CRIME & DISORDER IN BYKER

79%
reduction!

A community initiative to steer young people away from crime and disorder has been hailed a success - after anti-social behaviour in Byker plummeted by nearly 80 per cent.



Jill Haley pictured with Neighbourhood Inspector Dan Whyte.

As part of the Thriving Byker Strategy, BCT is working closely with neighbourhood police officers and other local partners to tackle a range of community challenges, including youth anti-social behaviour.

BCT introduced the strategy in February 2019 and involves 29 community partners, working together to address concerns from residents in the area.

The Byker Children and Young People's Partnership was formed last year to address anti-social behaviour, particularly involving teenagers who were gathering in public areas.

Ahead of last year's school summer holidays, The Byker Children and Young People's Partnership secured funding to deliver a multi-million pound programme called the "Best Summer Ever".

That included a host of events, activities, sports and healthy eating, providing choice and enabling children of all ages to get involved and be active throughout the school holidays.

The initiative brought together youth projects and charities from across the ward to identify

those involved in disorder and co-ordinate diversionary activities.

It was a huge success and during the summer months, a 55 per cent reduction in anti-social behaviour was reported, compared to the same period in 2018.

But now that 2019 has come to an end, police in Byker have analysed data for the entire year and found reports have reduced by 79 per cent.

Jill Haley said: "It is fantastic to see the impact the Thriving Byker Strategy and in particular, the Byker Children and Young People's Partnership are having in the area. The local police team have been very supportive and active participants in the community partnership, which has produced encouraging results in terms of reducing incidents of youth anti-social behaviour.

"This is a really positive achievement and we are keen to continue to work with the police, our community partners and residents through proactive intervention to ensure that Byker remains a safe place to live."

INVESTMENT UPDATE

Due to the COVID-19 pandemic, all work on BCT's investment programme is now temporarily suspended.

Re-roofing Programme

The re-roofing programme has now entered the final phase with reroofing of the metal roofs south of the Estate. Esh Property Services have contacted all residents affected by the delay in completing this final phase.

Dunn Terrace External Upgrade

Esh Construction have commenced work on the external upgrade of the Dunn Terrace section of the Byker Wall from Wolseley House to Salisbury House, including Graham House.

Sections of scaffold are now erected and works to replace the white aluminium profiled cladding have commenced. Work will also include the installation of netting to balconies, concrete and brickwork repairs and a full external redecoration in line with the original Ralph Erksine colour scheme. 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.

Whilst work on both these contracts is temporarily suspended, a weekly inspection of the scaffolding will be carried out. If you see anyone unauthorised accessing the scaffolding on both these projects, please do not hesitate to contact the police.



Lift replacement programme

Classic lifts have temporarily suspended works to the lift replacements at:

- Tom Collins House
- Shipley Rise – entrance 13
- Byker Crescent – entrance 3
- Shipley Walk – entrance 18
- Dunn Terrace – entrance 25
- Northumberland Terrace – entrance 29
- Kendal House – entrance 9

BCT staff have contacted all residents affected by this delay.

District Heating internal improvements

All district heating internal improvement works have been put on hold. H. Malone & Sons will be in contact with residents who are still awaiting the internal upgrade of their heating system to rearrange this work.

All investment projects will recommence as soon as the Government advise it is safe to do so, and we apologise for any inconvenience these delays may cause.

If you have any queries in the meantime, please contact Krystian Szpunar, Investment Programme Manager by emailing customerservices@bykerct.co.uk or telephone 0800 533 5442 (option 3).

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

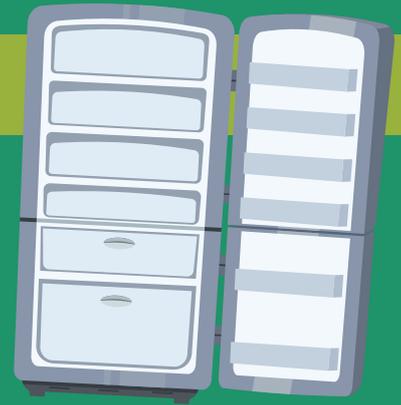
We are working with Newcastle City Council to help residents living on the Byker Estate to dispose of bulky items safely.

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.

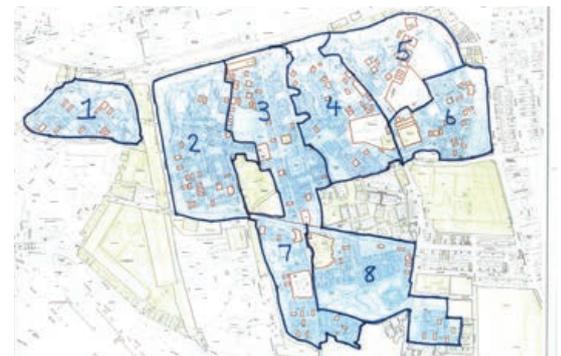


SPRING IS HERE!

Following a great start to the grass cutting season by our Grounds Maintenance Team, work across the Estate has been temporarily suspended due to the COVID-19 pandemic.

We are closely monitoring Government advice and will recommence work as soon as we are advised it is safe to do so.

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



FELTON PARK LITTER PICK

A group of youngsters carried out litter picking as one of their 40 tasks for Lent.

The Felton Park litter pickers collected litter around Felton Walk, Winship Terrace, Spires Lane, Fairless Gardens and the back area of Harvey Gardens in February. They collected five bags of rubbish, which they disposed of in the communal bins at Felton Walk. Well done!



BCT COMPLAINTS AND COMPLIMENTS

As mentioned in the winter edition of Byker News, the BCT Complaints and Compliments Policy has been reviewed by the Customer Scrutiny Committee (CSC) and was approved by the BCT Board in November 2019.

The BCT website includes a copy of the policy as well as various options for customers to make complaints, send compliments and provide valuable feedback about BCT's services. This can be found within the 'Contact' section of the website under the heading 'Complaints, Compliments and Suggestions'.

The new contact options include easy to access online forms which have been developed in conjunction with tenants.

BCT will now report performance information relating to complaints both on the website, in the BCT office reception area and to the CSC.

In addition, all BCT staff have now received training on the new policy and are more than happy to help should you wish to raise any issues.

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

REVIEWING TIMESCALES FOR REPAIRS

The Customer Scrutiny Committee (CSC) will be reviewing repairs and maintenance at BCT.

At last years' tenants' conference in October, tenants were asked to tell the committee what was the most important aspect of repairs and maintenance that should be investigated independently by tenants and your response was timescales.

The committee will be carrying out the review during 2020 and may contact you for feedback if you have had a repair completed in the last six months. Please contact Emma Leggott on 0800 5335 442 for further



information. Also, please keep an eye out for an online survey coming soon as part of the review. Sign up to follow BCT on Facebook, you can find us at Byker Community Trust.

ENDING YOUR TENANCY

As a housing provider, we don't want to lose our tenants, however, we understand that people's lives and needs change. If you decide to end your tenancy, you will need to let us know in writing, giving us at least 28 days' notice.

During the notice period, your Neighbourhood Housing Officer will make an appointment to come out and visit you in your home. During this appointment, we will discuss when and how to hand in your keys and we will check the condition of your property and discuss any repair work that may need to be carried out so that your property is ready for the next tenant to move in.

You will also need to make sure you have a clear rent account and remove all items from both inside your home and from any external areas such as gardens and yards. If we have to clean and clear items from your home or carry out any repairs that are not due to wear and tear, you will be charged for this.

If you have any concerns or feedback, you can let your Neighbourhood Housing Officer know during this visit.

For more information, please contact us on freephone 0800 533 5442.

£25 PRIZE WORDSEARCH

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

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

Pantry	Bulky	Crime
Estate	Waste	Edge
Gardening	Newcastle	Spring
Easter	Jetro	Tenancy

Congratulations to Abdul-Aziz Kouame 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 22nd May 2020.**

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

JUST FOR FUN Spot the difference

Can you spot 7 differences!



You can find the answers on page 2.



- | | | |
|----|--|-------------------------|
| 1 | Byker Community Trust Offices BCT | Freephone 0800 533 5442 |
| 2 | Sure Start East Family Sands Centre | Call 0191 275 9636 |
| 3 | ACANE Community Centre | Call 0191 265 8110 |
| 4 | St. Michael's Church Centre Raby Cross | |
| 5 | St. Michael's Church Headlam Street | |
| 6 | Byker Community Centre | Call 0191 265 5777 |
| 7 | Byker Village Bowling Green | |
| 8 | Byker Primary School | Call 0191 265 6906 |
| 9 | Avondale House (Veterans' Support) | |
| 10 | St. Lawrence's Primary School | Call 0191 265 9881 |
| 11 | St. Lawrence's Church | |
| 12 | East End Library and Pool | Call 0191 277 4100 |
| 13 | Climb Newcastle | |
| 14 | Chirton House | |
| 15 | Ralph Erskine House | |
| 16 | Tom Collins House | |
| 17 | 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

