

BYKER NEWS

community trust

www.bykercommunitytrust.org



**BCT
DONATES
TO LOCAL
FOOD BANK**
SEE PAGES 12



**KARBON HOMES PARTNERSHIP -
RESULTS FROM OUR
CUSTOMER CONSULTATION**
SEE PAGES 4-6



**VALUED CUSTOMER
STATUS WINNER
UNVEILED**
SEE PAGE 14



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

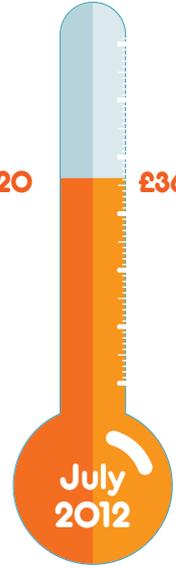
🏠 Option 3 for all housing enquiries

📞 Option 4 for all business enquiries



Dec 20

£36.3m



Since July 2012, BCT has invested £36.3m worth of improvements!

USEFUL NUMBERS

Concierge Service (Byker Wall residents)

0191 278 8688

Employment & Welfare Benefits

0800 533 5442

Housing Benefit / Council Tax (Switchboard)

0191 278 7878

LANGUAGES

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

Arabic
يڤ باغرت تنك اذا. نيات نوباً لس الكوين يڤ لوو ركياب راقع كللمت يتلا، تسرت ركياب ةعوم جب تامول عمل ا هذه قل عتت
"244 5335 0080 مقرر فتاه ىل ع كتدع اس عمل مچرت م تامدخ بيترت تب 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:
Adebola Oluwatula from
Connect25



Answers to
the spot the
difference on
page 15.



WELCOME TO THE WINTER EDITION OF THE BYKER COMMUNITY TRUST NEWSLETTER



I think you will agree with me when I say I'll be glad to see the back of 2020. It has been a very difficult year for all of us and I am glad a vaccine has been developed that will hopefully overcome this awful virus.

As always, we will continue to support our residents as much as we can during these difficult times and acknowledge that it is still going to be a challenge as we go into 2021. We should still remain alert and cautious even as the vaccine gets rolled out.

The North East will continue in tier 3 throughout the Christmas period however, the Government has said we are allowed to form a Christmas bubble between 23 December and 27 December, so we can spend time together with our loved ones. From the 28 December, the Christmas bubble will no longer apply and we will again be required to follow the guidance for tier 3.

In September, we sent all customers a consultation leaflet to provide information about our proposal to extend our partnership with Karbon Homes to form a single organisation. Thank you to everyone who responded. The results of the consultation are featured over the next few pages and information about what happens next.



Despite Covid-19, we were delighted to be awarded the Neighbourhood Transformation Award at the UK Housing Awards in December. This is in recognition for the work we have delivered to improve services on the Estate since we were

established in July 2012 and further strengthens our vision of Making Byker an Estate of Choice. See page 7 for more details.

This year's Christmas food bank donation was presented to the Connect25 food bank who do a fantastic job delivering food parcels to vulnerable families and individuals who need it most on our Estate.

See page 9 for our socially distanced spooky pumpkin trail which we organised for young children on the Estate as well as the success of our community clean up (page 10). Look out for more skips at the beginning of January which will be available for household and Christmas waste only (wrapping paper, cardboard boxes and unwanted packaging). See page 13 for more details.



We always welcome 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.

Please continue to stay safe and follow the recommended Government guidelines and I know this year, more than any, will be difficult for a lot of families, but please do have a safe Christmas and let's hope for a happier, healthier and prosperous 2021.

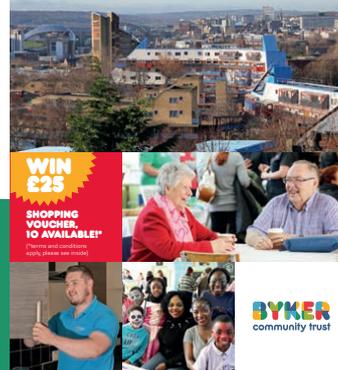
Jill Haley
Chief Executive



OUTCOME FROM OUR RECENT CUSTOMER CONSULTATION



MAKING BYKER AN ESTATE OF CHOICE -
Customer Consultation - please tell us your views



In September, we sent all of our customers on the Byker Estate a consultation leaflet to provide information about our proposal to extend our partnership with Karbon Homes to form a single organisation.

The leaflet explained how the partnership could work and what we believe are the benefits such as delivering better value for money and helping achieve the priorities you told us were important to you.



BACKGROUND

The Board of BCT has been looking at exploring how we could deliver what customers have asked us for by expanding the current partnership we already have with Karbon Homes and to help us achieve our strategic objectives of:

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



Last year, with the help of the Customer Scrutiny Committee, we consulted with you to find out your key priorities and the things that you wanted in relation to your homes and your neighbourhood.

HERE'S WHAT YOU TOLD US YOU WANTED:

- Transformational investment across the environment
- Investment in your homes (such as new bathrooms with showers and kitchens)
- New homes to match the changing demographic needs of the community, and
- To continue with an office on the Estate where you can talk face-to-face with staff.



COMMUNITY PLEDGE

Karbon Homes is a housing association, it's not for profit with charitable objectives, exactly the same as BCT. Both organisations created a Community Pledge, based on what you told us you wanted. If the partnership is agreed, the Community Pledge is a summary of what Karbon Homes would offer you as your new landlord. Please refer to your consultation leaflet or the last issue of Byker News (Autumn 2020) to see the statements in full.

THE PROCESS

We began consultation with all customers and stakeholders on 14 September 2020 and this ended on 30 October 2020. We gave everybody the opportunity to respond to the proposals in writing, by telephone or email. Unfortunately, due to Covid-19 restrictions, the four face-to-face events we had scheduled to be held at Byker Community Centre had to be cancelled. We apologise for any inconvenience this may have caused but our priority was to keep everyone safe.

RESPONSES TO THE CONSULTATION

First of all, thank you to everyone who responded to our proposals. The responses were as follows:

9.68%
total returned.

We received 175 responses out of a possible 1,806.

 **94%**

of respondents (165) supported the proposals.

 **6%**

of respondents (10) did not support the proposals.



METHOD

 **64%** responded via telephone (165)

 **23%** responded online/email (40)

 **13%** responded by post (23)

We were pleased that responses were received from all areas of the Byker Estate.

THOSE IN FAVOUR OF THE PROPOSALS FELT IT WOULD:

 Bring more investment for the Estate

 Improve the quality of the Estate

 Improve access to resources

 Build on previous positive experiences with Karbon Homes

THOSE NOT IN FAVOUR OF THE PROPOSALS HAD CONCERNS ABOUT:



Will the partnership impact on customer service, contact with BCT teams, local knowledge and the local focus?

The existing BCT customer-facing team will continue working with BCT residents as they do now. A local office will remain on the Estate where you will be able to speak directly to staff. You will already be familiar with the Karbon Homes' trades teams as they have been working in our community for some time now. And, calls will continue to be answered by trained colleagues who will be able to answer your questions and address any concerns you may have.

Karbon Homes are very committed to maintaining the local focus for the Byker Estate, and this is supported by the Community Pledge.

Will the partnership bring new investment?

The new partnership **will** bring new investment to the Byker Estate and that investment will include funding to modernise homes by installing new bathrooms with showers and kitchens. The partnership will also enable much needed new homes to be built on the Estate to meet the needs of our current and future customers.

Who are Karbon? How will they involve tenants?

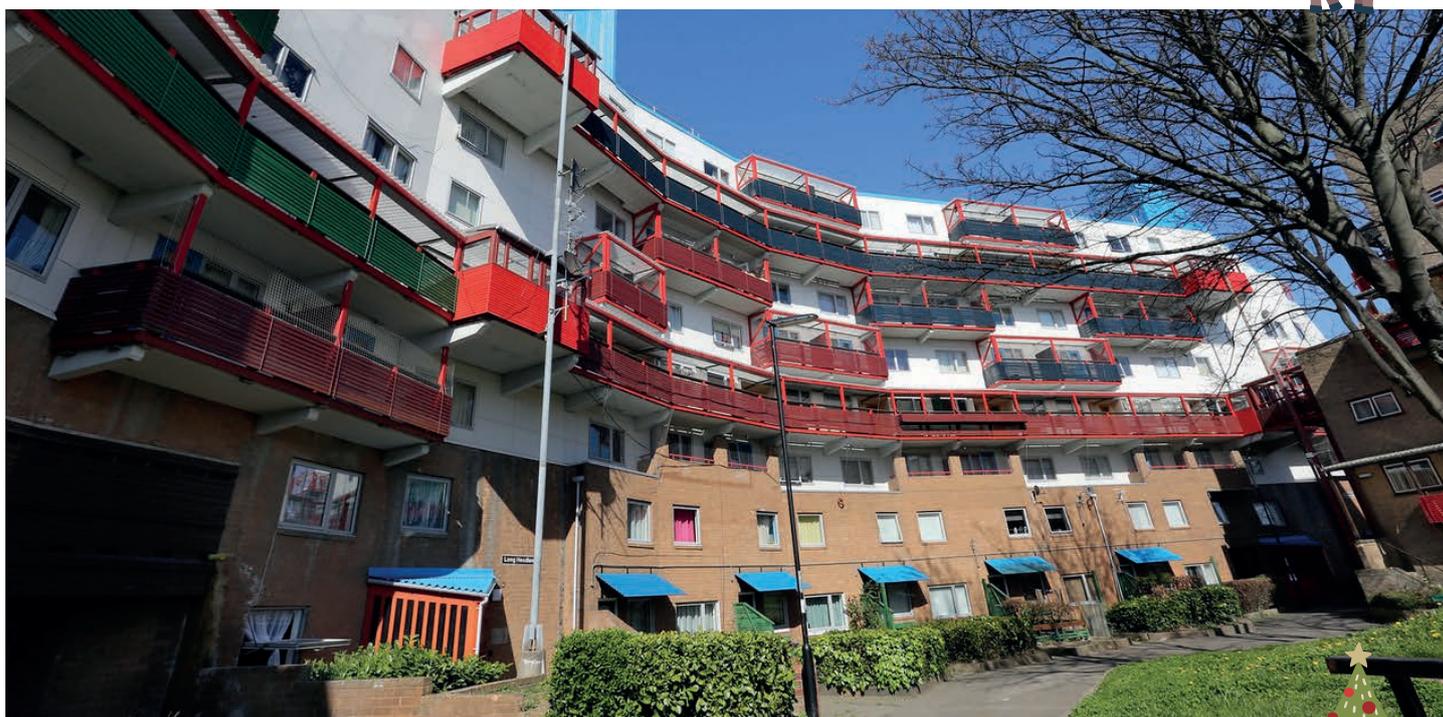
Karbon Homes is a housing association, not for profit with charitable objectives, exactly the same as BCT and delivers services across the North of England. Karbon Homes also values customer input and involvement in its decision making.

Customers will continue to have a meaningful role to play in decision making on the Estate and a new BCT Committee will be established, which will include a minimum of four customers. The new Committee will be responsible for overseeing the quality of services delivered by Karbon Homes.

What does this mean for the general decline of the Estate and waste management?

Improvements will be made to the external environment such as waste and litter management, new fencing, trees, green open spaces and play areas. BCT have already started to address some of the issues that the Byker environment presents, following comprehensive consultation with residents, but the level and cost of the environmental transformation required is beyond the current means of BCT.

WHAT HAS THE CONSULTATION TOLD US?



The response rate is significantly higher than other similar consultations. Those who gave us their thoughts, were well informed and provided very relevant and valuable feedback.



The overwhelming majority (94%) of people who responded said they supported the proposals.

It was also good to see an equal number of respondents from each management area of the whole Byker Estate.

Comments received from other stakeholders were all generally positive and, together with customer feedback, indicate an overall positive response to our plans to formally join together to form a single organisation with Karbon Homes.

SO, WHAT HAPPENS NEXT?

The results of the consultation were presented to both Boards of BCT and Karbon in December 2020. The Boards discussed the results and agreed that these will now be presented to BCT's Shareholders and the Customer Scrutiny Committee for their consideration in January 2021.

An overview of these results has also been shared with both BCT and Karbon colleagues as well as other key stakeholders such as Newcastle City Council, the local MP, councillors and funders.

If Shareholders and the Customer Scrutiny Committee agree to proceed, the new partnership with Karbon Homes could be in place by April 2021.

We'll continue to keep you informed as things progress, look out for further communications about the partnership via the Byker News newsletter and on the BCT website. Thank you.



TOP HOUSING AWARD FOR BYKER TRANSFORMATION

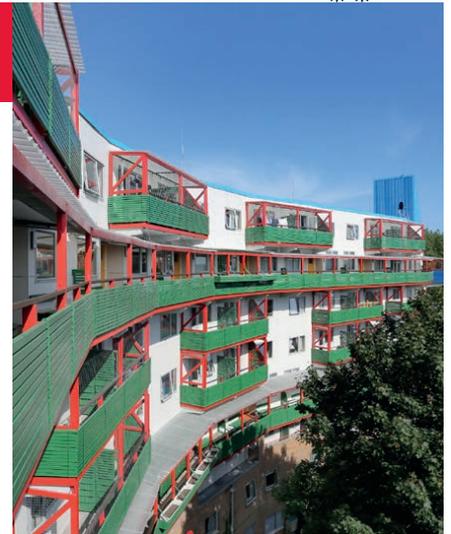


The Byker Estate won the Neighbourhood Transformation Award at the UK housing awards in December.

The awards celebrate the very best in the UK housing sector and this year included 21 categories. Judges selected Byker as the winner of the category despite other neighbourhoods that were shortlisted from cities such as London, Bath, Liverpool, Hull and Nottingham.

BCT won the award for the transformation of the Estate since it was established in July 2012. Even during Covid-19, we have been working hard to improve services for tenants.

Jill Haley said: "The Estate has undergone significant change and improvements over the last eight years and I am so proud of my staff and the difference they have made in Byker. This award further strengthens our vision of Making Byker an Estate of Choice."



FOOD BANK DONATION



This year's BCT annual Christmas food bank collection saw a cheque for £2,000 and 200 selection boxes handed over to the Connect25 food bank in December.

Jill Haley donated the £250 she was presented with when she was awarded third place in the UK's Top Housing Distinctive People, voted for by industry professionals. The rest of the funding was received from Jill's personal contacts and corporate donations from many of the BCT Board, staff and contract partners and we thank you for your generosity.

For more information about Connect25 food bank, please turn to page 11. Adebola Oluwatula, Project Co-ordinator at Connect25 collected the cheque and said: "Thank you very much once again to BCT, this will go a long way to help tackle food poverty in the area. We will use this donation to buy fresh produce and ready meals for even more families in Byker."

INVESTMENT UPDATE



BCT has worked closely with its contractors to ensure works have resumed in accordance with Government safety guidelines and we are pleased to report that all investment projects are now back on site. The latest progress includes:

RE-ROOFING PROGRAMME

Esh Property Services have completed roof replacements to 411 properties on the Estate.

All properties with concrete tiled roofs and original metal profiled roofs have now been replaced and you should have received a customer satisfaction survey to provide feedback on the works to your home.



BLOCK COMMUNAL LIGHTING UPGRADE

BCT is out to tender to appoint a contractor to replace the original communal lighting to 15 stilt and communal blocks across the Estate. Residents will be notified ahead of the works commencing in Spring 2021.



COMMERCIAL CONVERSIONS INTO NEW HOMES

Works have now started to convert three commercial units into four new homes for rent. The one-bedroomed, accessible homes with wet rooms, are being created by converting 71 Dunn Terrace, 66 Northumberland Terrace and the former district heating office on Raby Street. All new homes will be ready to occupy from April 2021.

DOOR REPLACEMENT PROGRAMME

Works will commence in Spring 2021 to replace a number of front and rear doors identified in our stock condition survey. Residents will be notified if their home requires a new door and the work will be completed by our contractor, Esh Construction.

DUNN TERRACE EXTERNAL UPGRADE

Esh Construction are progressing well with works on the external upgrade of the Dunn Terrace section of the Byker Wall from Wolseley House to Salisbury House, including Graham House.

Work is continuing with the full external redecoration of the blocks and installation of pigeon netting to balconies. All fire door replacements included in this scheme have now been replaced and all works are scheduled to complete by April 2021.

ENVIRONMENTAL UPGRADE

We will soon be consulting with residents living in the Dunn Terrace area about pilot proposals to redesign the communal waste arrangements. This will include the locations and designs of the new bin areas which aim to tackle ongoing waste issues and aesthetically improve the appearance of the communal bin locations.



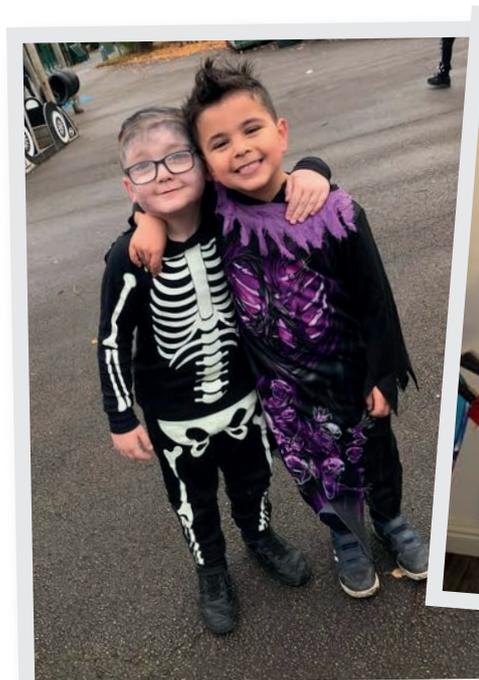
If you have any queries regarding the delivery of BCT's investment programme, please contact Krystian Szpunar, Investment Programme Manager by emailing customerservices@bykerct.co.uk or telephone 0800 533 5442 (option 3).



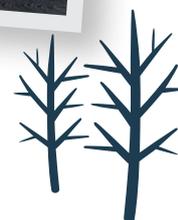
BYKER CHILDREN ENJOY SPOOKY PUMPKIN TRAIL



Lots of children on the Byker Estate took part in a socially-distanced pumpkin trail.



BCT organised a Spooky Spectacular Pumpkin Carving Competition for all ages. To enter and win a prize, residents had to send us photos of pumpkins they have decorated or carved at home. There were also prizes for best costume! Well done to everyone who entered. Here are some of the photos that were sent to us and all won a Spooktacular bag of treats!



COMMUNITY CLEAN UP



At the beginning of November, we provided five skips around the Estate to tackle fly tipping and waste. Skips were available on 3rd November at Brock Square, Cheviot Mount, Dunn Terrace, The Brow and Chirton Wynd.

The initiative was part of our Darker Nights campaign to minimise the risks caused by illegal bonfires, fireworks and anti-social behaviour in the lead up to Bonfire night and to help remove rubbish and reduce the risk of fires.

All skips were full to the brim - thank you to all residents for utilising these.



BYKER COMMUNITY PLANTING



A group of residents have been working with our Grounds Maintenance Team to identify areas on the Estate that could do with a tidy.

The green-fingered residents from Byker Community Planting planted bulbs on the Estate. Keep an eye out for those flowering in the spring.

FESTIVE DOORSTEP MUSIC

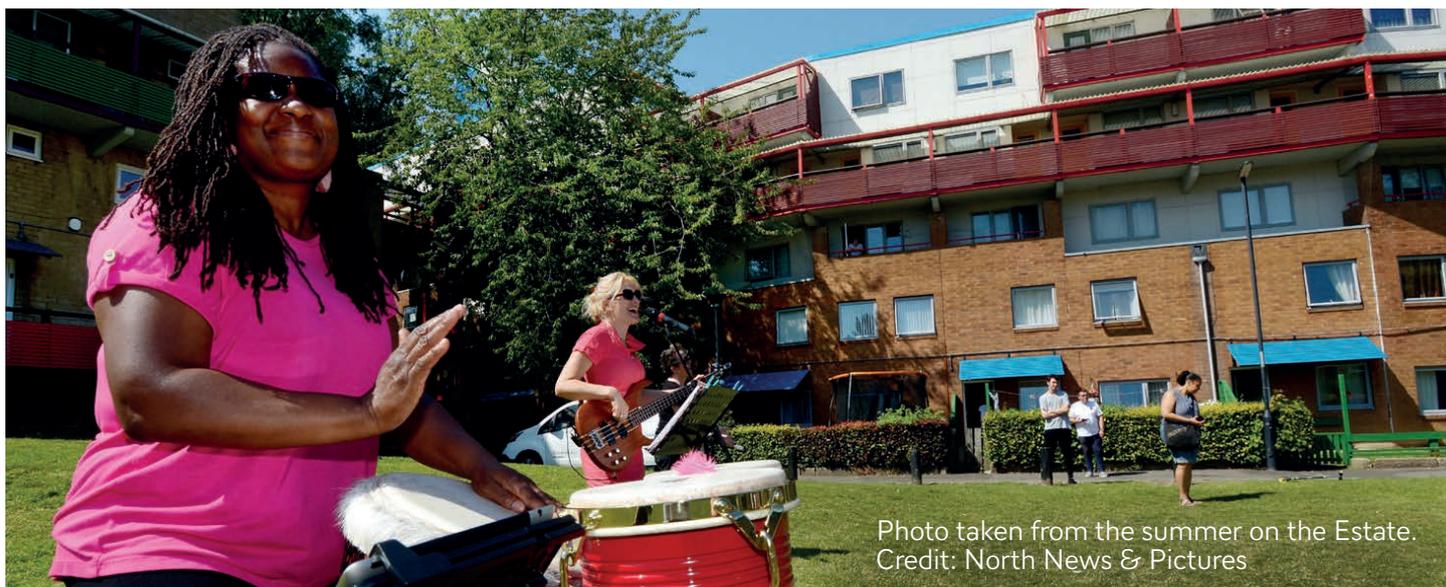


Photo taken from the summer on the Estate. Credit: North News & Pictures

Musicians visited the Estate in December to play festive Christmas songs featuring brass and drums for people to sing and dance to and brighten up their cold winter evenings.

Residents enjoyed the live music from their doorsteps, balconies and gardens. The pop-up performances, which were organised by Northern Stage, were led by award-winning musician, composer and Festival Producer Dr Hannabiell Sanders.



COVID-19 UPDATE



BCT is closely following official Government guidance as it is released and will react quickly to this to plan and deliver our response. Please check our website for the latest updates.

We must keep on protecting each other.



HANDS



FACE



SPACE

NHS

 HM Government

STAY ALERT ▶ CONTROL THE VIRUS ▶ SAVE LIVES

Office and face-to-face appointments

While the North East is placed in Tier 3, our offices at 17 Raby Cross will remain temporarily closed.

We are still working behind the scenes to continue to deliver essential services to our customers. Our phone lines are open. If you would like to contact us, please do so by calling 0800 533 5442 (option 3).

Rent

If you are having any difficulties paying your rent, we would advise you speak to a member of staff as soon as possible so that we can discuss how we can help you. **Please call 0800 533 5442, selecting Option '2' for Rent.**

Sheltered Schemes (Tom Collins House and Mount Pleasant)

We are continuing to make contact through intercoms or mobile phones. Residents can still contact us for help and support in the same way. To protect some of our most vulnerable residents, we have stopped unnecessary visits to our schemes.

Neighbourhood and Estate Management

Cleaning and security services continue as normal with necessary precautions.

Our Grounds Maintenance Team have been back on the Estate carrying out grounds maintenance work in accordance with Government safety guidelines.

Our Neighbourhood Housing Officers are not carrying out any home visits although they can still be contacted by telephone, email or through our social media channels.

Lettings and Allocations

Our housing allocations service continues as normal with strict new procedures and measures in place.

Available properties can be viewed weekly via Tyne and Wear Homes, residents are encouraged to view properties virtually and only physically visit if necessary. Restrictions will apply.

Additional Support

We have been contacting residents over the age of 60 or who fall into vulnerable groups. We will continue to do this regularly to provide as much advice and support as we possibly can.



CONNECT25 FOOD BANK

PARTNER PROFILE

Byker Community Trust works with lots of different community partners to help deliver services and events across the Estate. Here, we highlight the work of the Connect25 food bank.



The Connect25 food bank, based on Brinkburn Street in Byker, provides emergency food supplies to local people living within the Byker Ward and surrounding areas. They rely on donations including food parcels to meet the demand for those most in need.

Due to the increase in demand for accessing food banks at this time of year, they are utilising the space at The King's Castle Church and is currently run by three volunteers. They deliver parcels to families that have been referred from organisations such as BCT, the Citizens Advice Bureau and Job Centre Plus. They also deliver parcels to Home Group, Tyne Housing, Changing Lives among others.

They are preparing Christmas hampers for those most in need and will include cereal, tinned food, canned meats, custard and long-life milk.



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 in previous years and to help you dispose of your Christmas waste responsibly, we will once again be providing four skips on the Estate on Tuesday 5th January 2021 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. 10am - 12pm.
Dunn Terrace. 10am - 12pm.

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.

NO-CHARGE WEEKS

There are two weeks – commencing 21 and 28 December 2020 – where no rent will be charged.

If you pay monthly, the no-charge weeks have already been taken into account when calculating your monthly instalments and you should continue to pay as usual. If you have fallen into arrears, then you should also make your normal rent payment during these weeks to reduce those arrears.



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 winners were Mr and Mrs Usher from Felton Green and here they are collecting their voucher from Jill Haley.

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.



YOUR RIGHTS TO LIVE IN THE UK

If you and your family are EU, EEA or Swiss nationals, you should have received a letter from the Government to apply for immigration permission to enable you to continue to live and work in the UK.

If you have been present in the UK for more than five years, you can apply for Settled Status. If you have been a resident in the UK for less than five years, you would apply for Pre-Settled Status.

It is very important you complete the application to apply for either Settled or Pre-Settled Status otherwise you may not be entitled to live, work, or claim benefits in the UK from July 2021.

For more information, please speak to your neighbourhood housing officer or call us on 0800 533 5442 (Option 3).



£25 PRIZE WORDSEARCH

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

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

Consultation
 Karbon Homes
 Food Bank
 Pumpkin
 Valued Status
 Christmas
 Recycle
 Planting
 Skips
 Transformation



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 January 2021.

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

JUST FOR FUN

Spot the difference - Can you spot 10 differences!





'Greatest Neighbourhood'
in the UK and Ireland
Academy of Urbanism Awards 2018

EW
Start location of Estate walkabouts

- | | | |
|----|--|-------------------------|
| 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:

- ☎ 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

