



**THE START OF NEW  
BEGINNINGS FOR  
THE BYKER ESTATE**

**SEE PAGES 5-7**

**CUSTOMER SERVICE  
EXCELLENCE**

**SEE PAGE 15**

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)

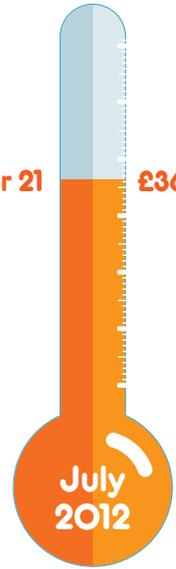
£ Option 2 for all rent enquiries

🏠 Option 3 for all housing enquiries

📞 Option 4 for all business enquiries



Mar 21 £36.4m



Since July 2012, BCT has invested £36.4m 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 بغرت تنك اذا. نيات نوباً لس الكوين يف لور ركياب راقع كملمت يتلا، تسرت ركياب ة عوم جمب تامول عمل ا هذه قل عتت" 244 5335 0080. مقرر فتاه ىل ع كتدع اس عمل مچرت م تامدخ بي تترتب 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: The start of new beginnings for the Byker Estate as the ownership and management of all homes will transfer to Karbon Homes at the beginning of April.

Answers to the spot the difference on page 19.



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

**With the successful roll out of the vaccine, I am hoping we'll be able to get our lives back to some sort of normality later this year. There is still a long way to go and we must all do our part and continue to follow government guidance.**

This year will also see a new era arrive for the Byker Estate as we take steps to achieve our strategic objective of Making Byker an Estate of Choice.

Following customer consultation on the proposed partnership with Karbon Homes, BCT's Shareholders unanimously decided 100% in favour of our plans. Karbon Homes is on track to become your new landlord from the beginning of April 2021 and there is more information inside this issue about that.



I am so proud of what has been achieved and delivered on the Byker Estate since BCT was established in July 2012. At the time of the stock transfer £39m of investment over the first 20 years was promised and BCT

have massively exceeded this amount by committing £47.5m into the Estate in the first 13 years. The partnership with Karbon Homes will bring new and accelerated investment into the Estate between 2021 and 2029.

During the last nine years, the BCT Board and staff have worked really hard to set new and positive foundations for the Byker Estate. The reputation of the area has been improved both regionally and nationally, by the changes that have been made and some of the national awards which BCT have won are testament to that. BCT is recognised as a top 50 landlord, the Estate was also voted the 'Greatest Neighbourhood' in the UK and Ireland by the Academy of Urbanism in 2018 and in November 2020, we won a national award for Neighbourhood Transformation in the Inside Housing awards. We have also been recognised for our Customer Service Excellence and you will see more information on this on page 15.

Having worked in housing for 40 years, I can honestly say that the last nine years spent here in Byker as Chief Executive, have been the most enjoyable. It has been my absolute pleasure to help set up and then



lead the organisation throughout its transformation since 2012 and I would like to thank my Board, staff (past and present) and more crucially every one of you for believing in me and my vision throughout this time.

It's now time for me to step back and I am more than confident that Karbon Homes will deliver the priorities which you told us were important to you. From the very beginning, I said that my strategy was about delivering what you want and by doing it in the way which you want engagement and service delivery to work. I have stayed true to this and it is the main reason why the Karbon Homes partnership has come about because crucially, they can deliver the transformational investment which you have asked for in your homes and environment.



Following the transfer to Karbon, there is no longer the requirement for a Chief Executive in Byker, therefore I have decided to retire. I am however, delighted to say that Michelle Bell has been appointed to oversee the management and delivery of services in the area and having worked alongside me since 2012, I know that she will ensure continuity of service and that our strategy to make Byker an Estate of Choice becomes a reality.

On a final note, I'd like to thank you for all of your support over the years and I wish you every success for the future. The people of Byker and your exceptional community spirit, will always have a very special place in my heart.

**Jill Haley**  
**Chief Executive**

# WHAT'S ON



## Easter activity programme

The government have announced measures to ease lockdown restrictions and provide a route to a normal way of life. At the time of this newsletter going to print, the following events were still scheduled to go ahead. Please keep an eye on our website and social media channels for any updates regarding Easter activities and events.

### Easter Camp

 Wednesday 7th April – Friday 9th April

 Byker Primary School

A 3-day Easter Camp offering out-of-school activity for pupils to increase physical activity. The camp will take the form of a 3-day Multi Sports Camp on the school playground.

Each day will provide a range of children with multi sports activities for three hours, targeting different children from Y1 to Yr6 to ensure inclusion across the year groups.

### Easter cream tea

FREE Easter cream tea's for all residents living in sheltered accommodation

 Wednesday 31st March

 Mount Pleasant and Tom Collins House



### Easter activities

 Monday 29th March – Saturday 10th April

 Acane (see number 3 on map on back page)

- Group cycling sessions for young people and adults.
- Dance classes: African traditional women's dance-exercise class (Zango) and Zumba
- Football & basketball for adult males
- Football, basketball, badminton, music and dance sessions for young people



### Curious Monkey

 Monday 12th April – Saturday 17th April

 Outside area on Priory Green

An event delivered over five days from 12th April 2021, engaging with local residents in positive creative activity around the themes of stories, home and community, at the Curious Caravan – a bright, welcoming caravan that will be a focal point of an outside area on Priory Green - where artists from Curious Monkey will deliver activities and provide refreshments bringing much needed connection to people after lockdown.

### Barnardos

 Monday 5th April – Friday 17th April

 Barnardos Byker Sands Family Centre

A variety of sessions will be offered throughout the Easter Holidays to families with children aged 4-16. Sessions will include, dance, drama, singing, signing (Makaton), story time and basic circus skills.

# MAKING BYKER AN ESTATE OF CHOICE



**Over the last year, we have kept you informed about our proposals to extend our partnership with Karbon Homes to form a single organisation.**

We have published regular updates in the Byker News newsletter and provided you with detailed information about our proposals in a consultation leaflet.

In the last issue of Byker News, we published the results from the customer consultation and we also wrote to you in February to inform you of the outcome from the Shareholder and Customer Scrutiny meetings.

## **Outcome of the BCT Shareholder meetings**

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

The BCT Shareholder ballots took place on Thursday 21 January and Wednesday 10 February 2021. On both occasions, it was unanimously decided 100% in favour of the partnership with Karbon Homes, this shows strong support amongst the Shareholders.

## **WHAT HAPPENS NEXT?**

**The ownership and management of your home is on track to transfer to Karbon Homes from the beginning of April 2021.**

You will receive a letter from Karbon Homes around the official transfer date to confirm that the transfer of ownership has legally taken place. **You do not need to do anything**, and you should continue to make your payments and enquiries in the same way.

As highlighted throughout the process and in the information we have communicated to you, the management area will continue to be called Byker Community Trust, and Karbon Homes will deliver all of the services.

The existing BCT customer-facing team will continue working with BCT residents as they do now. The BCT Office at Raby Cross will remain on the Estate where you will be able to speak directly to staff.

## **DELIVERY OF THE INVESTMENT PROGRAMME**

**We have been developing an investment programme which will deliver the improvements that tenants have been promised in their home and neighbourhood.**

This will be delivered in phases over the next eight to nine years and we will communicate this to you in the few weeks following transfer. The development of the investment programme has been fair, to ensure that tenants will benefit from the first phase of improvements to their home in the next four years.

# WHY ARE WE EXTENDING OUR PARTNERSHIP WITH KARBON HOMES?

## BACKGROUND

The Board of Byker Community Trust (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.



In 2019, 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 kitchens and bathrooms with showers)
- 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. The Community Pledge is a summary of what Karbon Homes will offer you as your new landlord.

Improvements in the external environment such as waste and litter management, new fencing, trees, green open spaces and play areas.



A local office on the Estate with easy access to neighbourhood staff.



Additional funding to modernise homes by installing new bathrooms with showers and kitchens.

Your initial rent will not change as a result of the partnership. The current arrangement that you have with BCT to keep rent increases in line with Government advice will not change.



**Building new homes to meet the needs of current and future customers.**



**Importantly, your rights as a tenant or leaseholder will not change.**

**Karbon Homes will agree a strategy to maintain and invest in the Estate's District Heating System with the aim to reduce fuel poverty and making the system greener and more energy efficient.**



**Access to Karbon Homes' community budget to support even more community-led projects.**

**Access to extra services that are delivered to Karbon's customers, helping you to maximise your income and employment opportunities even further.**



**Customers will continue to be involved in the decisions we make in the Estate.**

**We will do this by:**

- **Developing a new BCT Committee, consisting up to 12 Members. This would include local people, including a minimum of four tenants, responsible for overseeing the quality of services delivered by Karbon; and**
- **Consulting with BCT's Shareholders and agreeing how they might continue to be engaged with the future strategy for the Estate.**



## **OUTCOME OF THE CUSTOMER CONSULTATION**

We consulted with all BCT customers and stakeholders between 14 September and 30 October 2020. We received 175 responses out of a possible 1,806, providing a return of 9.68%. 94% of respondents supported the proposals, while 6% said they did not support the proposals. Thank you to everyone who responded and provided feedback.

BCT would have loved to have had feedback from all tenants but understand not everyone wants to do this and therefore, consider this a good rate of return, compared to other similar housing association consultations.

### **Winners!**

As part of the customer consultation, everyone who gave us their views on the plans to extend our partnership with Karbon Homes was automatically entered into a free prize draw to WIN one of ten £25 Love2shop shopping vouchers.

**Congratulations to the following winners who all live on the Byker Estate:**

**Miss Carter, Mr & Mrs Robson, Mr Elliott, Ms Pyle, Mr Duggan, Mr Moore and Miss Cooper, Mr Akinyeye, Mrs Cowell, Mr Rasul and Mr Brown.**

# CONTRIBUTING TO A THRIVING BYKER



In 2019, BCT introduced its first Thriving Byker Strategy (TBS) which aimed to deliver projects across the Estate focussing on five main themes: Health and Wellbeing; Financial Inclusion; A Safer Byker; Children and Young People and Community Investment.

There have been some amazing outcomes and projects delivered, particularly via the Children and Young People's Partnership, made up of over 27 community organisations including the Police, schools, churches, charities and play and youth providers who have contributed to making Byker a fun, safer and exciting place for children, young people and their families.

## Stage Two

Stage two of the TBS, builds upon the success of the work completed to date and sets out what we want to achieve post 2021 to achieve BCT's strategic objectives of:

- Making Byker an Estate of choice;
- Contributing to a thriving Byker; and
- Ensuring that the BCT community ethos is sustained





We want to make sure everything we do impacts positively on our tenants and residents and the aim of the TBS Stage Two, is to work with our strategic partners and support our community and voluntary sector partners to deliver a range of projects and activities for all tenants and residents living on the Byker Estate that meet the following themes:

- **Pride and ownership in the area**
- **Health, wealth & mindfulness**
- **Income maximisation**
- **A cleaner and greener Byker**
- **A safe place to live**
- **Children and Young People**
- **Hard to reach groups**
- **Community Training and employment**
- **Digital connectivity**

An Action Plan will be developed which will detail all of the great projects which will be delivered across the Estate and we will publish a calendar of events on our website and social media. If you, or a group of your family and friends are interested in delivering a project that meets one of these themes, please get in touch and we will try and link you up with a community partner that can possibly help deliver the project.

A group of strategic partners, responsible for overseeing the delivery of the TBS Stage Two, will meet regularly to review the Action Plan progress and ensure BCT is delivering projects to meet all the themes of the TBS. Regular progress reviews and outcomes will be presented to the BCT Committee and Scrutiny Panel.

The key strategic partner group includes representatives from:



## New Community Engagement Officer

Bijoli Deypurkaystha has been appointed as the new Community Engagement Officer.

She is responsible for engaging with all tenants, residents and community stakeholders to ensure they are at the heart of everything we do. Bijoli will be working closely with our community and voluntary partners to deliver a range of projects and activities across the Byker Estate for all tenants and residents to join in and enjoy.



# 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:

## DUNN TERRACE EXTERNAL UPGRADE COMPLETE

Esh Construction have now completed the external upgrade of the Dunn Terrace section of the Byker Wall to Salisbury House, including Graham House.

The works involved included replacing cladding, fire stopping, concrete and timber repairs and the full external redecoration of the blocks and installation of pigeon netting to balconies. Those properties included in the scheme will shortly receive a customer satisfaction survey to provide feedback on the works.

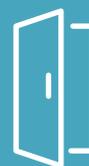


## COMMERCIAL CONVERSIONS

AJ Bennet commenced works in December 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. The works are progressing well and are expected to be completed by April 21.

## DOOR REPLACEMENT PROGRAMME 2020-2025

Esh Construction will shortly be commencing work to replace a number of front and rear doors identified in the stock condition survey. BCT will shortly be contacting residents if their home requires a new door.



## BLOCK COMMUNAL LIGHTING UPGRADE

Secureshield Ltd has been appointed to replace the original communal lighting to 15 stilt and communal blocks across the Estate. All residents affected will be shortly contacted by BCT ahead of the works commencing in April 21.

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](mailto:customerservices@bykerct.co.uk) or telephone 0800 533 5442 (option 3).

# SMOKE ALARMS SAVE LIVES

**All BCT homes come with a fitted smoke alarm. Smoke alarms require very little maintenance:**

- Test the alarm every month, by pressing the test button on the alarm.
- If the ceiling is high, use a stepladder to reach it or use a broom handle or walking stick to push the button.
- Never use candles, cigarettes, matches or other naked flames to test smoke alarms. If you drop them, they could actually cause a fire.

**If you have any questions about smoke alarms, please contact us on freephone 0800 533 5442.**

- If the alarm begins to beep once in a while replace the battery.
- Once a year, gently vacuum clean the smoke alarm.
- BCT will replace your smoke alarms every 10 years. It is extremely important that access is provided for this essential work to be carried out.



# VALUED CUSTOMER STATUS



**Valued Customer Status (VCS) is awarded to tenants who have kept to the terms of their tenancy agreement.**

Mr and Mrs Usher have lived in Byker pretty much all of their lives and as valued tenants of BCT, they were awarded VCS in December which entitled them to go into the Christmas prize draw with the chance to win £500.

Mrs Usher was born in Byker and has lived on the Estate all her life, while Mr Usher moved to Byker when he was 7 years old. Commenting on receiving their voucher,

Mr Usher said: "We couldn't believe it when we were told we won – we thought it was a hoax at first. It made a huge difference and we used the voucher to buy Christmas presents for our children. BCT has done so much to support residents, particularly during lockdown by organising safe events for young children to participate in. Well done!"

**To find out more information about Valued Customer Status and ensure you are in with a chance of winning the prize draw this year, please contact your neighbourhood housing officer.**

# LAUNCHPAD

# PARTNER PROFILE

Byker Community Trust works with lots of different partners to help deliver services and events across the Estate. Here, we highlight the work of veterans' charity Launchpad.



Phil Thompson, Manager of Avondale House

Avondale House on Raby Way is owned by BCT but is rented by national veterans' charity, Launchpad. The house includes 33 self-contained flats and is the city's largest veterans' accommodation provider.

For most veterans, the transition from the armed forces to civilian life is smooth but more often than not, those few who can't resettle easily face challenges such as homelessness, poverty, mental and physical health issues, addictions, broken families and unemployment.

Launchpad provides safe, secure accommodation and other essential support to help them make a successful transition to civilian life. To date, Avondale House has helped 218 veterans.

Despite the enormous challenges of Covid-19 over the last 12 months, 71% of veterans successfully moved on to settled accommodation and 42% (pre-pandemic figure) left in paid employment.

**"The staff at Avondale House have been fantastic from day one. They have given me a purpose in life again after being on a downward spiral where I had thoughts of suicide. It is not a place I ever want to go back to in my life and Avondale House saved me from taking my life."**

**David**

**"Launchpad has saved me. It has given me a roof over my head – somewhere safe and secure to live, I cannot thank them enough."**

**Lee**

**STOP PRESS... Launchpad has signed a new lease with BCT, which means they will be staying in Avondale House as part of our community for the next 10 years.**



# YOUR RIGHTS TO LIVE IN THE UK

You must apply to the EU Settlement Scheme before the deadline on:



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 to you continue to live and work in the UK after 30 June 2021.

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.

Join 4 million other people who have already secured their rights.



For more information, please speak to your neighbourhood housing officer or call us on 0800 533 5442 (Option 3).  
**THERE IS NO NEED TO PAY FOR AN IMMIGRATION LAWYER.**

**BYKER**  
community trust

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



# CRAIG CHANGES CAREER THANKS TO APPRENTICESHIP

**After being made redundant last year, BCT tenant Craig Patten swapped jobs preparing food in the kitchen for working on the tools outside in gardening and landscaping.**

The father of two knew he needed to find another job to support his family, and on seeing an advert for apprenticeships that were available to Karbon Homes and Byker Community Trust (BCT) customers, he jumped to reply.

Craig, 28, was successful in securing one of the grounds maintenance apprentices, based at Karbon's Newburn office and is working on Karbon's estates and communities across North Durham, improving and maintaining general environmental improvements such as grass cutting, hedge trimming, path edging, weed removal and litter picking but also grounds maintenance and inspection of play areas and other communal facilities.

Alongside his two-year apprenticeship, he will study one day a week for his Level 2 in

Horticulture and Soft Landscaping at East Durham College.

He said: "I cannot believe it, it's a dream job for me. Ever since school, all I've ever wanted to do is work outdoors so this job is perfect for me, and I get to study at the same time and gain a qualification.

"I think it's great that Karbon has created these apprenticeship opportunities for customers like myself – it shows they really care about their customers and go above and beyond just providing a roof over somebody's head."

Craig also received support from Karbon's Foundations for Life team, a free service which helps customers develop their employability and digital skills, to help them get into work, progress their careers or simply develop new skills.

# DELIVERING EXCELLENT CUSTOMER SERVICE



**Our ethos is putting customers first and continually improving our performance.**

Last year, BCT was awarded the Customer Service Excellence (CSE) accreditation, which recognises organisations that meet a certain criteria set out in the Cabinet Office's Customer Service Excellence Standard.

Organisations undergo a rigorous assessment and are tested against 57 different elements focussing on the key priorities for customers such as delivery, information, professionalism and staff attitude.

Twelve months after the initial assessment, the assessor revisits the organisation to see what progress has been made.

We are pleased to say that BCT has retained its CSE accreditation status and is fully compliant

in 56 elements with five achieving Compliance Plus, including Leadership, Culture, Customer Insight, Access and Information. Compliance Plus is awarded when an organisation goes above and beyond the requirements of a specific area of a standard.

Jill Haley commented: "This is a fantastic improvement on last year's assessment, particularly with the challenges faced in the last year due to the pandemic. I am so proud of my team who have demonstrated towards putting customers first. Of course, there is always room for improvement."

## MOUNT PLEASANT SHELTERED ACCOMMODATION

We are developing a waiting list for anyone who expresses an interest to live at Mount Pleasant sheltered accommodation. To be eligible, you or your relatives must be aged 55 and over. If you are interested in finding out more, please speak to your neighbourhood housing officer.



# SKIP SUCCESS

Every year, at the beginning of January, we arrange for skips to be available around the Estate to help you dispose of household and Christmas waste responsibly.

This year, four skips were available on Tuesday 5th January at The Brow, St. Michael's Mount, Priory Green and Dunn Terrace.

Once again, it proved to be a successful initiative. Thank you to everyone who used the skips to dispose of their waste carefully and we hope you found them useful.



## KEEPING BYKER CLEAN AND TIDY



Phase two of the Thriving Byker Strategy (see pages 8 & 9) will be widely influenced by the views of tenants and residents over a number of key themes. One of those themes is '**A CLEANER AND GREENER BYKER**'. This involves educating and enabling tenants to take responsibility and support waste management improvements.

Here's a useful reminder about reporting waste and fly tipping.

Newcastle  
City Council 

Are responsible for waste management, street care, street cleaning, fly tipping and recycling.

This includes communal and household bins, fly tipping on NCC land and side waste.

**BYKER**  
community trust

Is responsible for grass cutting, hedges and trees within the perimeter of the Estate.

BCT has also installed litter bins around the Estate to help solve litter problems and these bins are branded with the BCT logo.

## THREE EASY STEPS TO REPORT FLY TIPPING

### STEP 1:



take a photo or video and note the date and time

### STEP 2:



call Envirocall on 0191 278 7878 to report it

### STEP 3:



make a statement with all the details

# COVID-19 UPDATE

At the end of February 2021, Prime Minister Boris Johnston announced measures the government will put in place to ease lockdown restrictions and provide a route back to a normal way of life. This will be done in phases over the coming weeks/months and we must continue to follow official guidance.

**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

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). Please keep checking our website and social media for updates on office reopening dates and times.

## 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 are 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.



# BCT NEIGHBOURHOOD OFFICERS

Each officer is responsible for looking after particular areas of the Estate and you can contact them to discuss any issues you may have.





**Emma Foulis** Currently job sharing  
**Ruth Clifford**

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**

Areas covered are:

Brinkburn Close	Kendal Green
Brinkburn House	Kendal House
Brinkburn Lane	Kendal Place
Brinkburn Place	Kendal Street
Clive Place	Low Fold
Dalton Crescent	Northumberland Tce
Dalton Street	Salisbury House
Dunn Terrace	Shipley Walk
Gordon House	Tom Collins House
Graham House	Wolseley House



**Rebecca Pegg**

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**

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

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

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

Easter	Service
Holidays	Launchpad
Customer	Investment
Karbon	Neighbourhood
Apprentice	Byker

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 28th May 2021.**

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

# JUST FOR FUN

Spot the difference - Can you spot 10 differences!





- |   |  |                         |
|---|--|-------------------------|
| 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



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

