

WHO SHOULD I CONTACT?



Waste Management

If you have issues with litter, bins, rubbish collection and fly tipping, please contact Newcastle City Council on 0191 278 7878 (and ask for Envirocall) or visit <https://envirocall.newcastle.gov.uk>.



Crime

If you witness a crime being committed or are subject to a crime, including youth disorder and anti-social behaviour, please report this to the Police on 999 in the case of an emergency. Otherwise, please call 101 to report your issue.



Pest Control

If you need pest control, you'll need to contact Newcastle City Council on 0191 278 7878 (and ask for Envirocall) or visit <https://envirocall.newcastle.gov.uk>. Please also let your neighbourhood housing officer know of the situation.



Noise and neighbour disputes

If you would like to complain about noise or neighbour disputes, please call us on freephone 0800 533 5442 and select option 3. Our team will assist you with any such incidents including accessing our iWitness service. Noise can also be reported through the Noise app, available in the app store.

You can contact us to report such incidents through our 24-hour helpline.



Communal Areas

Do you need to speak to us about cleanliness and repairs? Call us on freephone 0800 533 5442 and select option 1. You can also contact the concierge service through the intercom who will assist you with cleanliness and all security issues.



Damage and Repairs


If you notice any damage or repairs that are required on the Estate, please call us on freephone 0800 533 5442 and select option 1. Please report any malicious damage to the Police on 999 or 101.



Get Involved

There are many ways you can get involved to help us improve our services. To find out more, please contact our Community Engagement Officer on freephone 0800 533 5442 and select option 3.

For all other enquiries:

 0800 533 5442

 enquiries@bykerct.co.uk

 www.bykercommunitytrust.org

 @BykerCommunityTrust