

BYKER NEWS

community trust www.bykercommunitytrust.org



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FOR ALL THE LATEST NEWS.

**CHRISTMAS
CARD
COMPETITION
WINNERS** SEE PAGE 5

**BREAD AND BUTTER FOOD HUB
SUCCESS SEE PAGES 6 & 7**

**VALUED CUSTOMER STATUS
WINNER SEE PAGE 9**

Issue 42 - Winter 2023

Part of the **Karbon** family

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

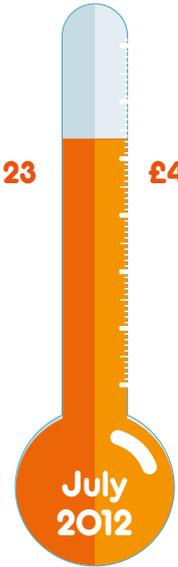
🏠 Option 3 for all housing enquires

📠 Option 4 for all business enquiries



Dec 23

£43.9m



Since July 2012, BCT has invested £43.9m in improvements!

USEFUL NUMBERS

Concierge Service (Byker Wall residents)

0800 772 0519

Employment & Welfare Benefits

0800 533 5442

Housing Benefit / Council Tax (Switchboard)

0191 278 7878

LANGUAGES

This information is about Byker Community Trust, part of Karbon Homes. If you'd like this in another format, such as translated or audio version, please let us know!

Arabic

هذه المعلومات عن Byker Community Trust، جزء من Karbon Homes. إذا كنت ترغب بها بصيغة أخرى، مثل نسخة مترجمة أو صوتية، فيرجى إعلامنا!

Slovak

Tieto informácie sa týkajú organizácie Byker Community Trust, ktorá je súčasťou spoločnosti Karbon Homes. Ak si želáte obdržať tieto informácie v inom formáte, napríklad v preloženej alebo zvukovej verzii, dajte nám prosím vedieť!

French

Ces informations concernent le Byker Community Trust, qui fait partie de Karbon Homes. Si vous souhaitez obtenir ce document dans un autre format, par exemple traduit ou dans une version audio, faites-le nous savoir !

Czech

Tyto informace se týkají organizace Byker Community Trust, která je součástí společnosti Karbon Homes. Pokud byste chtěli tyto informace v jiném formátu, například v přeložené nebo zvukové verzi, dejte nám prosím vědět!

Polish

Niniejsza informacja dotyczy Byker Community Trust, części Karbon Homes. Jeśli chcieliby Państwo otrzymać tę informację w innym formacie, np. w tłumaczeniu lub w wersji audio, proszę dać nam znać!

Portuguese

Esta informação é sobre Byker Community Trust, parte da Karbon Homes. Se desejar esta informação noutro formato, por exemplo a versão traduzida ou em áudio, por favor informe-nos!

FRONT COVER PHOTO:

This year's Christmas card winner from St. Lawrence's RC Primary School.

Answers to the spot the difference on page 19.



WELCOME TO THE WINTER EDITION OF THE BYKER COMMUNITY TRUST NEWSLETTER



I can't believe Christmas is almost here and we're saying goodbye to 2023 and hello to 2024. This year, we have continued to deliver our Community Pledge investment commitments, with excellent satisfaction feedback from customers regarding the improvements to their home and valuable feedback from our customers living in Dunn Terrace shaping the upcoming plans to their neighbourhood.

The cost of living crisis continues to be a challenge for us all and I would encourage you to contact our Tenancy Sustainment Team if you feel you are struggling. Christmas is always an expensive period so you'll see on page 15, we've set out a simple five-point guide to help keep your finances in check for the new year.

We've had some really encouraging and positive feedback from customers and volunteers about The Bread and Butter Thing and you can read more about the service on pages 6 & 7.

It's lovely to see pupils from St. Lawrence's School getting involved in this year's BCT Christmas card competition. Once again, the children have produced some fantastic designs, so well done to everyone who participated.

On page 9, you'll read about this year's Valued Customer Status winner. In December, we

always draw the name of a customer who is eligible to be entered into our free prize draw. All Byker customers who meet the requirements of the standard and complete their customer care visit are automatically entered. Congratulations to Evelyn Quinn!

Also inside, you'll read about our plans to transform the Ayton Neighbourhood, find out who the winners of this year's Byker in Bloom gardening competition were, information about furniture packages, Remembrance Day service and tips and advice to keep your home free from damp and mould.

As always, we welcome your feedback about this newsletter and the services we deliver, please speak to your Neighbourhood Housing Officer or a member of staff within our Customer Services Team. This just leaves me to wish you all a very Merry Christmas and a happy, healthy and prosperous 2024.

If you're on Facebook, please do give us a follow **@bykercommunitytrust** where we try and post regular updates about what's happening on the estate.

Michelle Bell
Assistant Director - Byker Community



Christmas opening hours

Over the festive period, the Byker office will close from 12.30pm on Friday 22 December and re-open 9am Tuesday 2 January 2024. You can still report emergency repairs on our freephone **0800 533 5442** number during the festive period.

WHAT'S ON

Here's our usual round-up of activities and events planned for this winter half term. For all the latest events and activities, please check the @BykerCommunityTrust page on Facebook.

Open-air Ice Rink



Until 7 January 2024 –
9.30am-late



Times Square, Newcastle

To book or for prices and further details, please visit www.life.org.uk/skating

Brand New Soft Play



Opening January
2024



East End Pools,
Hadrian Square

Three floors to climb, slide and crawl. Separate area for under 3's. The main structure will be for children between the ages of 3-10 years old. Party packages are available for the little ones to enjoy celebrating!

Please look out for more information on Facebook or visit

www.better.org.uk/eastendpool

Recruitment Event



Thursday 29th February 2024



Walker Dome

Live jobs and interviews on the day! Delivered in partnership with Newcastle City Council, BIPC, North of Tyne Combined Authority & YHN. Further details will be published on our Facebook page in the new year.

Recycle  bike



CALLING YOUNG VOLUNTEERS!

Are you aged between 10-18 and passionate about bikes? One new spot has been made available in our young volunteers club on Saturday afternoons, 12-2pm. To join, fill in the application and consent form at: <https://recycle.bike/uncategorized/young-volunteers-club/> or scan the QR code





BCT CHRISTMAS CARD COMPETITION

Pupils from St. Lawrence's RC Primary School got into the festive spirit by designing our annual Christmas card. All pupils from nursery through to year six got involved and our judges selected a winner from each year group.

Thank you to all the children who took part. All designs were worthy of a prize but it was the overall winners who received a Christmas selection box.

We'd like to say a special thank you to Mr Brown, Headteacher at the school for helping us with this year's competition. Congratulations to everyone who took part - your designs were fantastic.



The bread and



In October, we teamed up with The Bread and Butter Thing to launch a new food hub on the estate, offering customers the opportunity to access regular, affordable provisions of food at a fraction of high street prices.

The service has been a huge success, and greatly received by customers and volunteers. We caught up with Donna who is a volunteer and helps to unload the van and prepare the food bags each week. We also spoke to Penny, who lives at Laverock Court, to find out what she thinks of the service.



Penny said: "Since the service launched here in Byker, it has proved to be really popular with customers. Numbers have steadily increased week-on-week. You always get good quality fruit and veg and meat in the bags. I like the fact there is something different every week. This service is important as it saves food from going into landfill.

Everyone who signs up before 16 January 2024 will get their first order free!



Come and access the service and if you sign up before the middle of January, you get your first order free so you have nothing to lose!"

The service operates every Friday at 1.30pm from ACANE, located next to the Byker Community Trust neighbourhood office at Raby Cross.

How does it work?

For £8.50, you will receive three bags of food worth an average of £35. One bag is filled with fresh fruit and veg and the other two contain chilled goods for the fridge and store cupboard items such as sauces and cereal.

How can I join?

There's no fee to become a member. Text 07860 063304 with your full name, postcode, and text Byker (as the name of the hub you will be collecting from).

butter thing.

Every
Friday at
1.30pm from
ACANE

Remember -
TBBT will continue
to be at ACANE
every Friday during
the Christmas
holidays



Available to 80
customers per
week, first-come
first-served



Donna

What happens on the day?

If you want to order, just reply to the weekly text you receive from The Bread and Butter Thing (not Byker Community Trust) on the day you get it.

Select the size of order you want to receive:

Individual	£5
Family	£8.50 (most popular)
Large Family	£17

There is a vegetarian option available too.

TBBT will send you a text every Wednesday to see if you want an order. Just reply "YES" by 10.00am the next day. Your food will be delivered to the Byker hub at ACANE on the Friday at 1.30pm.

Collect and pay for your goods from ACANE (don't forget - someone can collect on your behalf if you can't make it and we also accept Healthy Start Vouchers).

Become a community volunteer like Donna

Donna has lived on the estate for ten years and regularly volunteers to help out in local shops and charities. When she found out about TBBT starting in Byker, she wanted to get involved. She said: "For me, it's about giving something back to the community and it makes me feel good about myself. It's a good way of getting out of the house, socialising and you also have a good laugh too. If anyone has a couple of hours to spare on a Friday afternoon, why not pop down to ACANE and have a go."

Could you spare time every Friday afternoon to help with The Bread and Butter Thing food hub? Join our volunteer team to help unload the van and pack food into bags. Make new friends and support your community too! We need you every Friday from 11.30am until 2pm or as often as you can spare it. Please contact Bijoli Deypurkaystha at bijoli.deypurkaystha@bykerct.co.uk or call **0800 533 5442** if you are interested.

AUTUMN TRIP TO HOLMSIDE PARK

During the October half-term holidays, we organised two free trips to Holmside Park in Chester-le-Street, Co. Durham. A fun day was had by all who attended and we provided free transport, entry and a packed lunch. Here's a selection of photos.



FREE NUFC TICKETS

Thanks to Newcastle United Foundation for donating tickets to matches during October and November. Congratulations to Iryshel from St. Lawrence's Primary School and Phoenix from Byker Primary School who were the lucky winners. They had a great time and both got to see Newcastle wins!



LOCAL COUNCILLOR SURGERIES

Councillor surgeries will be held on the **third Wednesday of every month** between 1pm-2pm at BCT's offices at 17 Raby Cross.

No appointment is necessary and you can speak to your local councillor about any issues that concern you.



VCS winner Evelyn receiving her vouchers from Yoyo, BCT Neighbourhood Housing Officer

VALUED CUSTOMER STATUS WINNER

Valued Customer Status (VCS) recognises and rewards customers who abide by the full terms of their tenancy agreement and have completed a customer care visit.

The prize draw to win £500 worth of vouchers is made before Christmas and given the current economic climate and cost of living crisis, these vouchers would come in very handy!

Congratulations to Evelyn Quinn of Wickham Gardens who is the winner of this year's VCS. To find out more information about Valued Customer Status and ensure you are in with a chance of winning the prize draw, please contact your Neighbourhood Housing Officer, on **0800 533 5442** or email **enquiries@bykerct.co.uk**

One of the rewards of the scheme is that customers are automatically entered into a prize draw. The minimum requirements to meet this standard include:

- The interior of your property is kept in good and clean condition
- The interior of your property is kept in good decorative order
- Your garden/external area is kept neat and tidy
- You have no tenancy issue notices or tenancy breaches
- No history of Anti-Social Behaviour
- You have a clear rent account
- Completed your customer care visit



A PARTNERSHIP APPROACH TO TACKLING ASB



Working in partnership with the Police, we were successful in obtaining a civil anti-social behaviour injunction against Ian Carr and Germaine Hamilton for persistent ASB, criminality and drug use across the estate and within the Byker Wall and communal areas.

At Newcastle County Court on 1 November, both offenders were served with the injunction, which now prohibits them from entering the Byker Wall area.

Should either Carr, 37 or Hamilton, 33, who are of no fixed abode, enter the area, they risk the possibility of arrest and even a potential custodial sentence. The injunction will remain in place for a year.

We will not tolerate this behaviour on our estate.



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FREE SKIPS - PLEASE DISPOSE OF YOUR WASTE CORRECTLY



The skips are for household and Christmas waste only. Strictly no white goods, hazardous waste or bulky items (e.g. settees, beds etc) please. For large bulky items, please call Envirocall on 0191 278 7878 who can arrange a collection.

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.



The locations of the skips will be available 1pm-3pm at the following:

JANUARY 2024

Thursday 4 - Carville Rise car park & Ayton Rise / The Brow

Friday 5 - Brock Street / Dibley Street & Brinkburn Shop



DELIVERING SERVICES TO YOU

Various services are provided on the estate, but who is responsible for which service? Here's a useful reminder to help you.

Newcastle
City Council 

Are responsible for:

- Waste Management
- Recycling
- Street Care
- Street Cleaning
- Fly Tipping

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

BYKER
community trust

Is responsible for:

- Estate Management
- Allocations and Repairs
- Investment in your home and neighbourhood
- Neighbour Complaints
- Untidy Gardens
- General Tenancy Management

- Environmental Issues
- ASB – low-level, serious and high-risk ASB (Please always contact the Police in an emergency on 999 or 101 for non-emergencies)
- Domestic Abuse
- BCT also organises litter picks and provides skips in various locations to help residents dispose of their waste responsibly.



AYTON RISE NEIGHBOURHOOD – WE’D LIKE TO HEAR YOUR VIEWS

As reported in the last issue of Byker News, the next neighbourhood to benefit from wider external environmental improvements will be the Ayton Rise neighbourhood.

The improvements will affect customers living in the following streets:

- **Ayton Rise • Whickham Gardens • The Brow**
- **St. Peters Road • Oban Gardens • Raby Cross**
- **Commercial Road**

The works are part of an £12 million investment programme by Karbon Homes between now and 2030. As part of the transfer of engagements with Karbon in April 2021 and the development of a Community Pledge, Karbon committed to invest in the Byker Estate which included a programme to improve the external environment.

The priority issues customers living in the Ayton Neighbourhood told us were important to them were:



We’ll be making improvements to tackle all these issues as part of our wider estate plan.

Get Involved!

If you live in the streets listed and would like to have your say in how your neighbourhood should look and contribute towards the designs of the plans, come along to the following drop-in session and speak to BCT staff and the architects.

In person:



Tuesday 23 January 2024



3pm-6pm



BCT neighbourhood office,
17 Raby Cross

There is no need to book, just drop in.

Speak to Ruth:

Alternatively, if you can’t make that date and time and would like more information, please contact Ruth Clifford on **0800 533 5442** or email ruth.clifford@bykerct.co.uk



BLOOMIN' BYKER

The annual Byker in Bloom gardening competition, which we are proud to deliver with Newcastle City Council, has once again produced some wonderful displays. Thank you to everyone who entered and congratulations to all the winners and those who were commended!

- 1 **Most Attractive Front Garden - Maureen Gardener**
- 2 **Most Attractive Back Garden - Peter Parker**
- 3 **Most Attractive Balcony - Katherine Kennedy**
- 4 **Wildlife Garden - Ann Maghie**
- 5 **Community Project winners - Trinity Courtyard**
- 6 **Young Gardener (Under 18) - Nicole Duffy and children**
- 7 **Overall Winner - Trinity Courtyard**
- 8 **Judges Choice - Katherine Kennedy**





REMEMBRANCE DAY 2023

Staff from veterans' charity, Launchpad invited Year 6 pupils from Byker Primary School and St Lawrence's RC Primary School to decorate clay poppies as part of the preparations for this year's Remembrance Day.

A service was held at St. Lawrence's Catholic Church on Friday 10 November where they sang hymns and Father Jonathon Bowes invited all the children to come to the front of the church and lay down their poppies.

Byker Community Trust provided a grant of £400 through the BCT Community Partnership Fund to contribute towards the costs of the materials needed for the activity, such as the clay, paint and brushes.

GET A NEW START IN THE NEW YEAR

If you're looking for your first job or need help getting back on track, Karbon Homes' New Start programme can help you get your foot in the door.

New Start gives you real-life work experience with a real wage and the support you need to take your career forward.

Alex, a 27-year-old Byker Community Trust customer, has faced a lot of challenges in work due to having attention deficit

hyperactivity disorder (ADHD). New Start enabled him to get a role working as a Retail Worker at video game lounge Ctrl: Pad, where his active personality has been embraced.

He said: "I've been really encouraged by the management team. The energy I give off really helps the customers feel more welcome. It's overwhelming. I've finally got somewhere I'm happy to work in."



Alex

The next round of opportunities goes live in early 2024.

To find out more information about the roles and how to apply, please visit www.karbonhomes.co.uk/newstart

HELPING TO KEEP YOUR HOME SAFE AND DAMP-FREE



Damp and mould can affect all homes, particularly during the winter months. In this issue of Byker News, we look at some of the types of damp that can occur and provide you with some tips and advice to prevent it happening.

Condensation – is the most common kind of damp. It is caused by moist warm air condensing on cool walls, particularly in rooms that naturally generate a lot of air moisture such as bathrooms and kitchens.

Penetrating damp – is caused by water seeping through walls from outside. It's caused by structural problems, like faulty guttering or roofing. It usually shows up as a concentrated damp patch on walls, ceilings or floors with a clear edge. It often gets worse when it rains.

Rising damp – is caused by water in the ground moving up through a wall and will only affect ground floor rooms or basements. It can happen if the home's damp proof course is missing or damaged. Signs include damaged skirting boards and floorboards, crumbling or salt-stained plaster and peeling paint or wallpaper.

 **TIP 1**  Using an extractor fan when cooking, showering and bathing removes excess moisture from the air.

 **TIP 2** If you spot condensation on a surface, wipe it down with a dry, clean cloth or towel.

 **TIP 3** Keeping your home heated where possible helps prevent condensation from forming on walls, floors and ceilings.

 **TIP 4**  If you can, set your thermostat to the lowest comfortable temperature (between 18-21°C) will help to keep you and your home healthy.

A plumbing fault – such as a leak in a water or waste pipe can cause damp and usually occurs in a kitchen or bathroom. The area would be wet to touch and would remain damp regardless of the weather outside.

Some solutions to reduce the risk of damp

As your landlord, it's our responsibility to provide you with a safe and healthy home. If you spot any damp or mould in your home or following our tips above it doesn't help reduce excess condensation, please let us know straight away.



GET ON TOP OF YOUR FINANCES

The cost of living continues to affect many of us, especially during the winter months. The festive period can also mean we need to tighten the purse strings. Aneta, our Tenancy Sustainment and Welfare Reform Officer, has put together this simple five-point guide to help keep your finances in check for the new year.

Check eligibility:

Review your current benefits. Have you had any changes to your household or to your health that might mean you're missing out on some of the £15 billion that goes unclaimed every year? Get in touch and we'll run a quick benefit entitlement check to make sure you aren't leaving yourself short.

Review your budget:

Take a close look at your budget for the year - did you stick to it? Were there any unexpected expenses? How did you manage? We can provide financial wellbeing advice, giving you a full Money MOT to help you find ways to save money in 2024, including a search for grants and discounts to make your money go further.

Money management:

If you have non-priority bills that you've struggled to keep on top of over the year, think about what payments are essential and what aren't. We can help you to see what options and rights you have to help deal with problem debt.

Get help with your essential bills:

Did you know that you can get help with your water bill? Or that your energy provider could help you if you're in arrears? Or that your phone or broadband company often have affordable tariffs if you're receiving certain benefits? Or that there are affordable food clubs such as The Bread and Butter Thing that can help your shopping budget go further? If you're struggling to pay for life's essentials, give us a call for advice.

Plan for the future:

Think about your goals for the new year. Where do you want to be this time next year? Whatever your goals are, we can help you to look at your options and help make a plan for you to get there. As well as Aneta, you can also speak to Karbon's Foundations for Life Team who will help you or a member of your family to achieve your work-related goals, whatever they may be.



Get in touch If you're struggling to pay your bills or are confused about what payments you're entitled to, you can get free, independent support. Don't sit at home worrying, call us on **0800 533 5442** or email **enquiries@bykerct.co.uk**

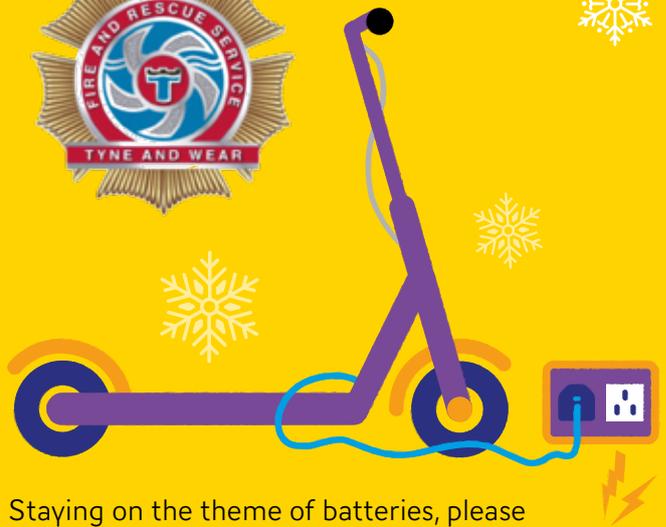
HAVE A SAFE CHRISTMAS AND NEW YEAR

We are seeing an increase in residential fires across the country in relation to illegal or DIY eBikes and scooters that people have purchased in good faith online or from social media advertisements. No doubt, these items will be high up on young people's Christmas present wish list this year.

Some people might not know that inside these bikes are Lithium ion batteries. These can be extremely volatile making them prone to overheating and causing fires in the home.

Please always remember these important pointers:

- ✓ Always buy your electrical goods from a reputable source
- ✓ Don't leave them plugged in as items can overheat if left charging for too long
- ✓ Make sure you only ever charge any electrical items with the approved battery charger that comes with it



Staying on the theme of batteries, please remember that you cannot dispose of vapes, electric toothbrushes, and other handheld electrical items in your kitchen bin; as they must be taken to your local recycling centre.

We always tell people to be careful when using candles and tea lights in the home. They might look pretty but their open flame can be extremely dangerous, especially around Christmas decorations. Always use proper tea light holders or even try the battery operated alternatives.

Everything aside, have an amazing Christmas and New Year from everyone at Tyne and Wear Fire and Rescue Service.

FIRE SAFETY INFORMATION – FOR CUSTOMERS LIVING IN BLOCKS

We are committed to putting the safety of our customers first and making sure you are safe in your home.

That is why it is important we carry out regular fire safety checks in your home and communal areas, making sure that Fire Risk Assessments (FRAs) are up to date, there are appropriate smoke detectors and fire alarms, fire doors and other fire safety measures.

Working alongside the Fire Service, we regularly review any fire risks and the procedures for preventing and reporting fires.

Our website allows you to report a safety concern for your building, request a fire safety leaflet specific to your home/building and you can also request a copy of the Fire Risk Assessment.

All information is available under the 'fire safety' section on our homepage. If you have any other questions, please do not hesitate to contact us on **0800 533 5442** or email firesafety@karbonhomes.co.uk





HOME COMFORTS - FURNITURE AND APPLIANCE RENTAL SERVICE

Did you know, our Home Comforts Furniture Service provides customers with access to new, good quality essential furniture and appliances?

There are three packages to choose from, starting from as little as £5.25 per week. We'll need to carry out an affordability check to see if this would be an affordable option and is eligible for both Housing Benefit and Universal Credit.

This is only a rental service and will never be owned, but we do replace electrical items every four years and we'll review the condition of the furnishings at the same time. If any items need to be repaired, we'll arrange a repair if the item is still under guarantee or we'll simply replace it. You can also return items at any time.

If you'd like any further information, please contact your Neighbourhood Housing Officer or call us on **0800 533 5442**.



ARE YOUR VALUABLES COVERED?



Contents insurance is a policy that covers your home contents against loss, damage or theft. It will also insure your contents from any fire, water leakage, or damage caused by storms or flooding. Typical items covered by a policy include furniture, clothes, electrical items, money and jewellery.

Please ensure you have the right policy in place to cover the value of your personal belongings. Royal Sun Alliance offers a scheme for BCT and Karbon customers.

If you have any questions or for more information about insuring your contents, please contact us on freephone **0800 533 5442**.

We cannot stress how important it is to have contents insurance.



SURVEY FEEDBACK

Customers who live in a block with a communal stairwell will receive a customer satisfaction survey via email or post regarding the improved and decorated communal stairwells. Please look out for it and consider completing it – we value your feedback.

COMPLAINTS, COMPLIMENTS AND SUGGESTIONS (Q2 July - September 2023)

Our aim is to give you the service you expect all day, every day, 365 days a year. We try hard to avoid problems, but sometimes we do make mistakes. If you receive a poor service, then please tell us about it so we have the opportunity to put things right.

We greatly appreciate your time and view any feedback as an opportunity to improve our services. We're always listening and ready to work hard to resolve your concerns straight away. We received 17 complaints in Q2 and 28 compliments from customers happy with the service they received from us.

Number, Nature, Outcome

28 
COMPLIMENTS



17 
COMPLAINTS (Stage 1)



COMPLAINTS UPHELD

Upheld

7

Not Upheld

8

Partially Upheld

2

Upheld: A complaint is considered as 'upheld' when the investigation into the complaint found that BCT made mistakes or provided a poor service to the customer.

Not upheld: A complaint is considered as 'not upheld' when the investigation into the complaint found that BCT acted correctly in providing the service to the customer.

Partially upheld: A complaint is considered as 'partially upheld' when BCT agrees that the complaint was justified in at least one element of the complaint.

Ways to contact us:

- Face-to-face with any member of staff, including contractors working on BCT's behalf.
- Call our Customer Service Team on **0800 533 5442 (option 3)** 9am-5pm Monday to Thursday and 9am-4.30pm Fridays.
- Email our Customer Services Team at: enquiries@bykerct.co.uk

- Write to our local office address: Byker Community Trust 17 Raby Cross, Byker, Newcastle upon Tyne, NE6 2FF.
- BCT website and social media via Facebook and Twitter.
- Via a Councillor, MP or other third party.

£25 PRIZE WORDSEARCH

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

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



Words to look for

Christmas	Launchpad	Skips
Santa	Ayton	Holmside
Customer	Bread and Butter	Remembrance
Valued Status	Insurance	Furniture

Congratulations to Layton Kirby of Raby Street who won the last wordsearch competition!

Name:	Address:
Postcode:	Daytime telephone number:

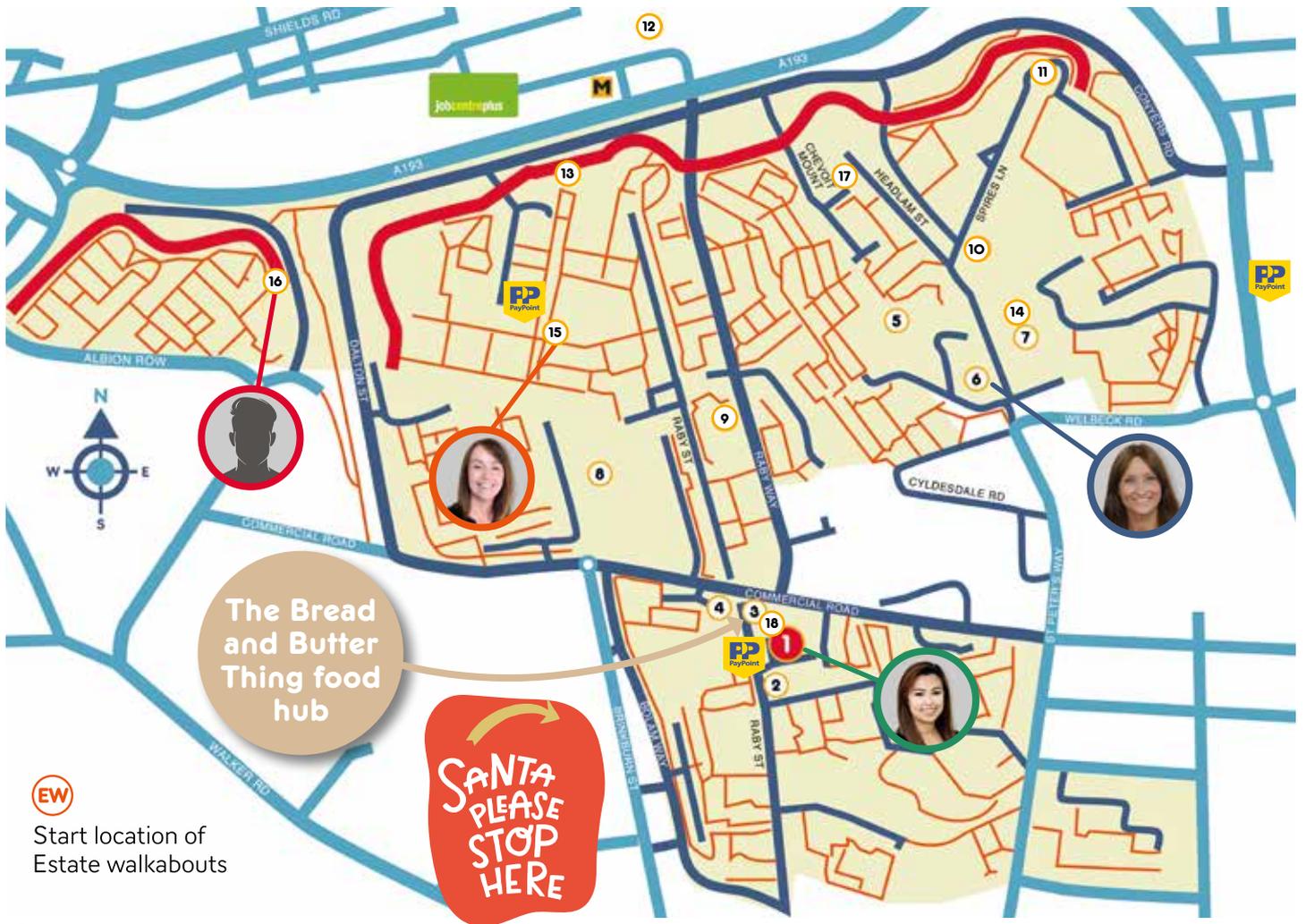
Send your completed wordsearch along with your name, address and a daytime telephone number to:
Byker Community Trust News Competition, Byker Community Trust, 17 Raby Cross, Byker, Newcastle upon Tyne, NE6 2FF. Closing date is Friday 9 February 2024.

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

JUST FOR FUN

Spot the difference - Can you spot 10 differences!





EW
Start location of Estate walkabouts

- | | | |
|----|---|-------------------------|
| 1 | Byker Community Trust office | Freephone 0800 533 5442 |
| 2 | Children and Families Newcastle East – Byker Sands Centre | Call 0191 275 9636 |
| 3 | ACANE Community Centre and The Bread and Butter Thing | Call 0191 265 8110 |
| 4 | St. Michael's Church Centre Raby Cross | |
| 5 | St. Michael's Church Headlam Street | |
| 6 | Former Byker Community Centre | |
| 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 | |
| 18 | Byker Pantry | |



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

- enquiries@bykerct.co.uk
- www.bykercommunitytrust.org
- bykercommunitytrust
- @bykertrust

BYKER
community trust

Part of the **Karbon** family

