

karbon
homes

At Home with Karbon

Easter holiday hours

During the Easter bank holidays we'll be running our out-of-hours service from 6pm on Thursday 17 April to 8am on Tuesday 22 April.

Our out-of-hours service can help you with emergency repairs, reports of anti-social behaviour and rent payments. Just call us on our usual number 0808 164 0111.

MyKarbon is available 24/7, 365 days a year. Our Supported Housing service will remain available during the holidays.

Our postal address has changed

If you're sending us post via the Royal Mail, please use the addresses below:

- **Karbon Homes, PO Box 169, Blyth, NE24 9GZ**
- **Leazes Homes, PO Box 170, Blyth, NE24 9HA**

For all other post or to visit us in person, please continue to use our normal office addresses, which you can find at www.karbonhomes.co.uk/contact

Didn't get your copy of the magazine?

You can subscribe or unsubscribe at any time, or if you'd like it in another format, such as translated or audio version, let us know!

Polski - Prosimy o kontakt z nami, jeśli życzą sobie Państwo otrzymać ten dokument w innym języku.

دنس نی ا دی اوخ یم رگا - یسراف
دی هد عا لظا ام هب افطل دوش همجرت
یف بغرت تنك اذا ان مالع! اجرب - یبرع
قیثول! هذه نم همجرتم ةخسن یلع لوصحلا

0808 164 0111

communications@karbonhomes.co.uk

Hello.

Spring has sprung and with it comes our latest edition of At Home with Karbon.

There's lots to get your teeth into in this edition, quite literally in the case of the Easter brownie recipe on page 4, provided by our colleague Amy Robinson.

We've been going behind the scenes with our Customer Accounts, Supported Housing and Foundations for Life teams to find out more about what their jobs involve and how they help people in our communities.

Speaking of our communities, there are some fantastic articles on projects that our Community Investment Team has been able to support and fund. On page 13 you can find out how pupils from St Oswald's Primary School have been developing new skills at a new housing development in Hebburn. And on page 16, you can discover how a young volunteer scheme in Stanley has helped one teenage girl find her first job.

We recently held our first engaged customer conference with over 130 customers taking part. You can read more about this and other great opportunities to get involved with Karbon on pages 8 and 9.

You can also get updates on our Building Excellent Service Together and Getting to Know You projects, both of which are helping us understand what we're doing well and how we can improve things for our customers.

I hope you enjoy the latest edition and have a cracking Easter as well.

Ian Johnson

Executive Director of Customer Services

Share your stories or provide feedback

If you have a story you would like to share about yourself, another Karbon Homes customer or a group that's doing great work in your community, please get in touch with us at **communications@karbonhomes.co.uk** as we would love to include it in a future edition. You can also use this email address to provide any feedback on the magazine.

Special thanks to all our contributors:

Scott Edgar, Information Governance and Data Quality Manager - Liam Erskine, Support Worker - Jessica Hughes, Activity Den Assistant - Phil Pollard, Assistant Director of Customer and Community Engagement - Amy Robinson, Senior Project Manager in Construction - Sean Robson, Foundations Tutor - David Scott, Senior Support Worker - Ashley Wallace, Head of Customer Experience - Les Wharton, Able Contracts Manager - Charlotte Williamson, Customer Accounts Officer.

With Easter on the way, our Senior Project Manager in Construction, Amy Robinson joined us in the kitchen to give us her delicious recipe for Mini Egg Brownies.

Amy's excellent brownie recipe

Introducing you to the recipe for the best brownies you will ever taste. I am bias because of course, I made them, but I have to admit, I did steal the recipe from my best friend!

For birthday celebrations and gatherings with my friends, the brownies were always the most requested treat.

As a keen baker, I was desperate to know the recipe so I could bake them myself and here it is...

Ingredients

200g dark chocolate (supermarket own brand)	80g cocoa powder
250g unsalted butter	65g plain flour
100g white chocolate chips or buttons (optional)	1 teaspoon baking powder
200g Mini Eggs (or any other preferred filling. Suggestions: nuts and dried fruit or chocolate buttons)	360g caster sugar
	4 large eggs

Method

- Preheat the oven to 180°C/350°F/gas 4. Line a 24cm square baking tin (or roasting tray) with greaseproof paper.
 - Snap the chocolate into a large bowl, add the butter and place over a pan of simmering water, until melted, stirring regularly.
 - Sift the cocoa powder and flour into a separate bowl, add the baking powder and sugar, then mix together.
 - Add the dry ingredients to the melted chocolate mixture and stir together well.
 - Add your filling of choice and mix in so evenly distributed.
 - Beat the eggs, then mix in until you have a silky consistency.
 - Pour the brownie mix into the baking tin, and place in the oven for around 25 minutes. You don't want to overcook them so, unlike cakes, you don't want a skewer to come out clean – the brownies should be slightly springy on the outside but still gooey in the middle.
 - Allow to cool in the tray, and ideally refrigerate overnight.
 - Carefully transfer to a large chopping board and cut into chunky squares.
- Delicious served with a dollop of ice cream or with a cup of tea.

I don't bake them too often, but when I do, they are an indulgent treat that everyone seems to go crazy for. They are easy to make, and you can add whatever filling you fancy to make them different for every occasion.

Making them for office meetings always brightens everyone's day.

Enjoy! **Amy**

Building Excellent Service Together

Providing the best possible customer service is a top priority for us and it's important that we understand how we're doing.

We sat down with our Head of Customer Experience, Ashley Wallace to see how we've been continuing to deliver excellent customer service with our Building Excellent Service Together (BEST) project.

Hi Ashley, could you tell us more about the BEST project?

We set off on our BEST journey, under the guidance of the Institute of Customer Service (ICS) back in 2021, and in 2022 we were delighted to be recognised for providing excellent customer service.

To make sure we're still delivering this level of service, we surveyed 500 customers in September 2024 to see how we're performing, where we've improved and which areas we still need to work on.

What insights did you get from customers?

I'm pleased to say that we've seen positive improvements in many areas including complaints. However, we know this is an area we need to continue to focus on.

The results also show that customers are most happy with our colleagues, with high scores coming through around the competence and helpfulness of our teams.

We already know how dedicated our teams are to providing an excellent service, but to see this coming through from customers is fantastic.

What actions are Karbon taking now that you have this feedback?

We're working on the actions we can take to improve how we handle complaints and in other areas we didn't score as well in.

What happens next?

Once we have the new actions confirmed, we will combine these into the existing BEST action plan to show the continuous improvements we have been making to our customer and colleague services.

This action plan will be submitted to the ICS along with our survey results. We'll be sharing the outcome of this work in the spring. Keep an eye out for more information on our website.

You're one in six million

Yes, that's right – you're one of six million people living in a housing association home. In England alone, there are over 1,300 housing associations, providing homes to 11% of the UK population. That's a lot of customers to know! To help us understand more about you, we've launched a campaign called Getting to Know You.

We caught up with our Information Governance and Data Quality Manager, Scott Edgar, to learn more about what it's all about and what it means for you.

So, Scott, what's Getting to Know You?

Great question! It's the name of our new customer data collection campaign. Over the next few months, whenever you log into your MyKarbon account, you'll have the option to update the information we have about you. No worries if it doesn't show up right away—it'll appear when it's your turn. And if you don't have a MyKarbon account or prefer updating your details another way, we'll reach out to you either in person or over the phone later this year.

Why do you need more of my personal data? Don't you know all this already?

We do hold some information about you, but things change, right? Each year, we manage hundreds of thousands of pieces of customer data. This data helps us understand who lives in your home and what we might need to consider when we visit - like the best days for appointments if you're at work or who your emergency contacts are. Having this information means we can deliver a better customer experience and personalise our services to you and anyone else living in your home.

How will you make sure my data is safe though?

We know how important your data is because we feel the same about ours. Rest assured, any information you share with us will always be handled safely and your privacy will be respected. And if there's something you'd rather not answer, that's perfectly fine—there's a 'prefer not to say' option. You can read more about how we manage and use the information you share with us in our Privacy Statement on our website.

Okay, but how long will it take?

We've put in a lot of effort to make this process as easy as possible for you. It shouldn't take more than 15 minutes. As a token of our appreciation, every month, you'll have a chance to win one of two £50 high street vouchers* just for taking part. We'll draw two names every month. *Terms and conditions apply. Scan the QR code below for more details.



A sense of belonging to the Karbon community

Last November we held our first customer conference. Phil Pollard, our Assistant Director of Customer and Community Engagement tells us more about the event.

This was a fantastic opportunity to bring together customers, Karbon colleagues and partners to hear about what is going on in the world of housing, our approach to customer service and an overview of our finances.

Over 130 customers attended, and we were able to give them updates from members of our Executive Team, showcase various support services that assist our customers and our communities and have a fun quiz. There was also a game of Budget Bingo which allowed customers to discover how we spend our money, along with an opportunity to browse stalls with some of our partner organisations, including The Fans Museum, Nexus, Newcastle United Foundation and Tyne and Wear Fire and Rescue Service.

It was wonderful to see everyone in one room and it allowed customers to voice issues, suggest improvements and learn more about how their money is spent.

We had some great feedback from attendees as well:

‘It gave a sense of belonging to the Karbon community.’ Gordon

‘The stalls were brilliant and there was a friendly and relaxed atmosphere.’ Marge

‘There was an open and honest approach from Karbon, and I enjoyed getting the opportunity to network too.’ Jaci

We’re aiming for events like this to become a regular feature in our Resident Involvement calendar, with even more of our customers attending each year.

I’d like to thank everyone who made the day possible and the internal and external partners who attended or donated prizes.

Customers that were invited are part of our Resident Involvement Framework. They engage with us as part of a panel, a forum, a volunteer or are part of a group hosted by Karbon or Byker Community Trust.

We’re looking to hold another event that will be open to all our customers later this year.

If you would like to take part in future events like this, view our dedicated website page www.karbonhomes.co.uk/get-involved or connect with a member of the Customer Engagement Team by emailing connectwitkarbon@karbonhomes.co.uk.

Join our Readers Panel

Would you like to give feedback on Karbon, get a behind the scenes look at what's going on and do this all from the comfort of your own home?

Then we have the opportunity for you!

We're looking for customers to join our Readers Panel to have their say on important Karbon policies and let us know how we can improve them.

You don't need to meet up anywhere, we'll contact you with the information and you can provide your feedback in your own time in whichever way is easiest for you.

Mike from Sunderland is part of our Readers Panel and has really seen what a difference they can make:

"Being part of the Readers Panel gives me a brilliant opportunity to contribute to policies which affect all Karbon's customers and leaseholders across the region. Not only do I gain insight into policy development, but I can also use my experience as a customer to help shape various Karbon policies, by showing how the policy will look and feel on the ground.

"I'd recommend joining the Readers Panel to anyone interested in learning more about the inner workings of our housing association and having their voice heard."

David from Gateshead is also part of the Readers Panel and gets a lot out of the experience:

"I do it because I like to keep up to date with any changes which may be relevant to me, to make sure it's not full of jargon set out to confuse people and to know my rights.

"I think people should take part because it sharpens your mind and gives you a chance to have your say. Give it a go and believe me you'll feel you've contributed in some small way to improve things."

If you're interested in joining the Readers Panel, contact our Customer Engagement Team at **connectwithkarbon@karbonhomes.co.uk**

You don't need to meet up anywhere, we'll contact you with the information and you can provide your feedback in your own time

Building lifelong support skills

Support worker Liam Erskine chatted to us about how he works with people in our communities to make positive changes so they can live more independently.

My role as a support worker involves going out to meet people who have been identified as having additional support needs, often due to having a mental health condition.

I provide support on everything, from looking at medical advice or mental health stresses, to supporting with routines around cleaning, eating activities or exercise. I look at the things they are unable to do and try and explain the process so they can start doing these for themselves.

I tend to meet them in their personal environment, maybe meeting them in a café where they feel comfortable or in their home. This gives me the chance to learn about their motivations, interests, perspective and confidence, building a foundation about their experience.

For processes like this, it's important to build strong authentic relationships, because they're putting a lot of faith in you and your support so there needs to be a level of trust. Sometimes we can be the first ever person to support them, so that trust is crucial. The more you can learn about what they can do, the better. Each individual is different, and we need to understand their circumstance and see how we can support them.

A big part of that is identifying skills and areas for development and helping people to build on those in a way that's lasting beyond my involvement.

I work with one individual who is keen to get back into working 9 to 5, however due to poor sleep patterns, they struggle to have a session before 10am. So, while I'm not forcing earlier sessions right now, over time when they're ready we'll start building earlier times into their routine and help reflect the working environment, so it's not such a shock.

I'm not going to do anything for them they can already do. That's not going to help them to progress. It's more about encouraging them to make changes and supporting them through this.

It's nice when you find out how much our work means to our clients. Quite often it's the little things we do that go a long way. I have one client who is going through a period of grief and has struggled with alcohol dependency. But they've told me that having our conversations has helped, it's created space so they can express their frustrations and we can work through them.

While they may still have circumstances that have not improved, being able to see the growth and a change from within is an indicator to me that they really want to work on it. That's the impact we can have that makes a difference.

To find out more about Supported Housing at Karbon Homes, please visit www.karbonhomes.co.uk/supported-housing.

A breath of fresh air

Senior Support Worker, David Scott runs a range of activity groups for our supported customers. David tells us why getting out and about is so good for our mental health.

I help customers who are in supported accommodation, or who live independently with us and have additional needs – this is called floating support. We support individuals with their mental health and wellbeing, helping them live independently.

Our “Rise Up” activity groups are growing strong, we have a walking group, coffee and culture group, pool group and fishing group that are beginning to thrive. Our team run the groups. They are available to all of our supported customers.

They support our customers’ mental health and wellbeing, they provide platforms for individuals to meet new people, socialise, explore and learn. They provide opportunities to be outdoors and help us escape from the hustle and bustle of life. A lot of us will know and have experienced loneliness, and these groups help defeat social isolation and help us connect with others in a safe space.

I really love getting outdoors and walking. Walking in nature provides us with spiritual healing and solace in times of distress.

For me, spring represents “new beginnings,” it’s when flowers begin to grow. I love walking in the woods, looking at all the different colours, seeing all the browns, reds and greens. There’s nothing more satisfying than getting my walking boots on and getting some fresh air, absorbing the beauty of nature, and feeling truly at peace.

If you are a supported or floating support customer you can access these groups all year round, please contact your support worker or alternatively contact me at **david.scott@karbonhomes.co.uk** for more information.

Starting you off on the right foot

You may think that our Customer Accounts Team is just here to collect your rent. But there's so much more they can do for you. We caught up with Charlotte Williamson, one of our Customer Accounts Officers, to find out more.

Hi Charlotte, can you tell us how your team support our customers?

We're here to help customers sustain their tenancy. We can work with you to understand your circumstances and find the right payment methods or frequency of payments, making sure your income is maximised as well as looking at all the various support options that we can offer.

It's about creating a good relationship with each other so we can start you off on the right foot, provide support along the way if you need it and, if you do fall behind with your payments, get you back on track as soon as we can.

When might a customer come to you for support?

It could be when there's change in circumstance that could impact their income or their household. Things such as a relationship breaking down, having children or losing a job – they can all create financial pressures.

There are things we can do to support you. For example, when we ran a winter wellness campaign last year, one customer got in touch because she was struggling with the cost of Christmas.

We were able to put her in touch with our Money Matters Team who arranged a supermarket voucher for her and were able to find support to help her pay her gas and electric bills. They also gave her advice on how she could start making savings to help her in the future.

What's your favourite part about the job?

It's great to see someone turn their circumstances around. You can create strong relationships with customers in this role and make a difference to their lives.

I know it can be daunting to talk about financial problems, but the sooner customers get in touch with us and help us get to the root cause of the issue, the sooner we can find ways to help them and make sure they know they're not alone.

How can customers get in touch if they need support?

We'll reach out to customers in the first week of their tenancy to introduce ourselves and see if there's anything we can support them with.

If there's ever anything we need to talk about, we'll give you a call. You can choose to speak to our friendly team then and there or give us a call back when the time suits you. We'll even send you a text message with our details on to make it nice and easy to get in touch with us.

If there's something you want to discuss, you can call **0800 164 0111**, email **info@karbonhomes.co.uk** or use **MyKarbon** to get in touch.

We're also available to visit you in your home if you would benefit from that face-to-face contact.

A budding future

Budding gardeners from St Oswald's Primary School have added the finishing touches to flowerbeds at a new housing development in Hebburn, thanks to an ongoing partnership with Karbon Homes and Able Construction.

Eight Year Five pupils from the school visited the site to help the team plant the first flowers in the communal garden of the new bungalows on Hedgeley Road.

The planting day was a result of our Unlocking Social Value programme, which matches the social value commitments of our contractors, such as Able Construction, with projects and groups in the local community.

Able, Contracts Manager Les Wharton said: "It's important to engage with our local community and help the next generation to develop new skills. We've been able to go into St Oswald's and give the pupils an idea of what we do and what opportunities are out there for them linked to construction.

"This project has been especially rewarding for us and seeing the pupils here at the development getting stuck in has been lovely."

The planting was the final element of Able's partnership with the school. The pupils have also received hands-on design and technology experience and gained insight into the world of construction, thanks to the Able team delivering 20 hours of sessions in the school.

Nicola, a teacher at St Oswald's explained the positive impact of the social value collaboration:

"The children designed a workbench which Able then helped them build and they've since used it for the practical elements of their curriculum topic.

"Thanks to additional funding from Karbon, we've been able to buy gardening equipment including compost and wellies which have enabled the children to learn outside. I think as a result we've got lots of budding engineers and gardeners."

To find out more about our social value programme, visit www.karbonhomes.co.uk/social-value

Banish your bulky items

Spring is often seen as a great time to have a clear out for the arrival of a new season. But sometimes disposing of our unwanted items isn't as simple as putting them into the recycling or general waste bin.

Bulkier items, such as furniture or white goods like fridges, can be difficult to dispose of, especially if you don't have access to a larger vehicle.

We've put a helpful guide of what services may be available to you, meaning you can have a successful spring clean, and help the environment too.

Be careful

There are businesses that offer to take your bulkier items away for a cost. Whilst many of these are legitimate and carry a license and will dispose of your waste correctly, some don't and will dump it illegally.

This is known as fly-tipping, and if you can be linked back to your waste, you may face action against you and even a fine. Don't let your good intentions get you into trouble.

Donate

Do you have unwanted items, such as furniture, that could still be used by someone else?

There are some great ways you can donate furniture, to give them a new lease of life and create space in your home.

Organisations such as the British Heart Foundation offer free collection appointments for bulky items, for example furniture. To see if you can book a collection in your area, and to find out more on what they can and cannot collect, scan this QR code



Local authority collections

All local authorities offer some form of bulky waste collections. Depending on where you live will depend on the service they provide. Some offer free collections whereas others will charge per item or per group of items.

Head to your local authority's website to see what service they can provide you.

Some local authorities, like Newcastle City Council, also offer free collections for small electrical items, which can usually be difficult to dispose of.

Banish your bulky items

Recycling centres

Or more commonly known as “the tip” is your one stop shop for recycling household waste.

There are often multiple centres in local authorities, meaning they are accessible for most people who have transport. The centres offer a multitude of recycling points including for electricals and garden waste.

It's always best to check your local recycling centre, as opening times, and whether you need to book your visit, can vary.

For more information on disposing of your bulky household waste, scan the QR code with your mobile phone camera.



Jess gets the skills to succeed

When Jessica Hughes started visiting Stanley's Activity Den when she was six years old, she probably wasn't thinking she'd be starting her career there 11 years later.

But, thanks to a programme we've funded, Jessica has landed her first job at the Activity Den as Den Assistant.

Jessica was part of the Young Volunteers Task Force, a group set up by the Activity Den and first funded by us in 2022. The task force gives anyone aged 13+ the opportunity to plan, organise and carry out a range of projects and events that will benefit the community, building friendships and developing important life skills along the way.

Jessica is so grateful for the support that the task force gave her:

"Being part of the Young Volunteers Task Force has helped me to develop my skills. From being a severely anxious, quiet young girl to being confident enough to be part of and lead a team. I have had incredible opportunities to grow my skill set and bond with my fellow volunteers.

"I know I am not the only person who has been impacted by the Task Force. I have watched other young people become young volunteers and have also undergone the same experiences as me, growing their skills whilst having fun and bonding with people their age."

The Activity Den is a charity that works hard to improve the lives of children and young people by running projects, youth clubs and activities in Stanley and the surrounding areas.

The Activity Den's Acting Youth Project Lead, Steph Rudd said:

"We're so pleased that the Young Volunteers Task Force has helped Jessica to develop her skills and confidence, and we're over the moon that she's now going to be working with us."

The Young Volunteers Task Force was funded by Karbon through our Community Investment Fund. The grants aim to support projects that make a real difference to people's lives and wellbeing within the communities in which we work.

To find out more about our community funding, visit

www.karbonhomes.co.uk/my-community

We can work it out

Getting into your dream career isn't always easy, especially if setbacks have prevented you from getting the skills, qualifications or mindset to realise your potential.

But our Foundations for Life Team have a number of ways to help you achieve your career aspirations. Here are just some of the hundreds of people who they've been able to help:

Karbon Homes sparks new life into Dan's career prospects

After a brutal attack in 2008 left Dan in a coma and subsequently unable to work for years, he was recently supported back into his desired field of work by our Foundations for Life Team.

Dan had no confidence anyone would hire him so was extremely grateful for the life-changing support he received from Karbon: "They listened and took on board everything I said and within 17 days of our first meeting they helped sort my refresher qualification and get me back into employment.

"I could not believe that someone took the time and effort to find me an opportunity to work in the industry I trained for."

Simon takes the Write Turn to pass his bus driving theory test

Simon originally served in the Army and was very anxious about getting a job, but with the support of Sean Robson, our Foundations Tutor and our Write Turn course, was the first to pass Stanley Travel's pilot scheme for training bus drivers.

Sean explains: "Our Write Turn course helps you pass your driving theory test, with guided support in the highway code along with reading and writing. We'll also cover the fee for a provisional driving licence and run sessions to prepare you for the driver's theory test."

Dougie gets on his bike thanks to Wheels2Work

Our customer Dougie benefitted from the support of Wheels2Work which we've funded to offer two customers access to a scooter.

Highly recommending the scheme to others, Dougie said: "I mainly work in warehousing and these jobs are often located on industrial estates. Trying to get there by bus can be difficult and having to rely on lifts is inconvenient.

"Hiring the scooter from Wheels2Work gave me control over my own travel and I could plan my own journeys. I knew I would be at work on time and could work extra hours when offered."

If you could benefit from the employment or financial support our Foundations for Life Team offer, contact us now at **foundations@karbonhomes.co.uk** or call **0191 223 8750** to find out more.

Universal Credit – annual rent changes

If you receive Universal Credit (UC), from 7 April 2025 you will receive a new 'to-do' in your UC Journal asking you to 'Confirm your housing costs'.

All the details you need to complete this will be in the letter we've sent you about changes to your rent for the upcoming year. Please do not update your rent details before the 7 April 2025. You'll get a text message from us with your UC details, as a reminder, nearer the time.

If you're on a Monthly Tenancy, the date you need to update your charges may not be the 7 April 2025. You can check this in the rent letter we've sent you.

If you no longer have your rent change letter, you can contact our Customer Relationship Team by emailing **info@karbonhomes.co.uk** or calling **0808 164 0111**.

Your tenancy agreement will tell you what type of tenancy you are on but if you aren't sure, please contact our Customer Relationship Team.

Coffee time

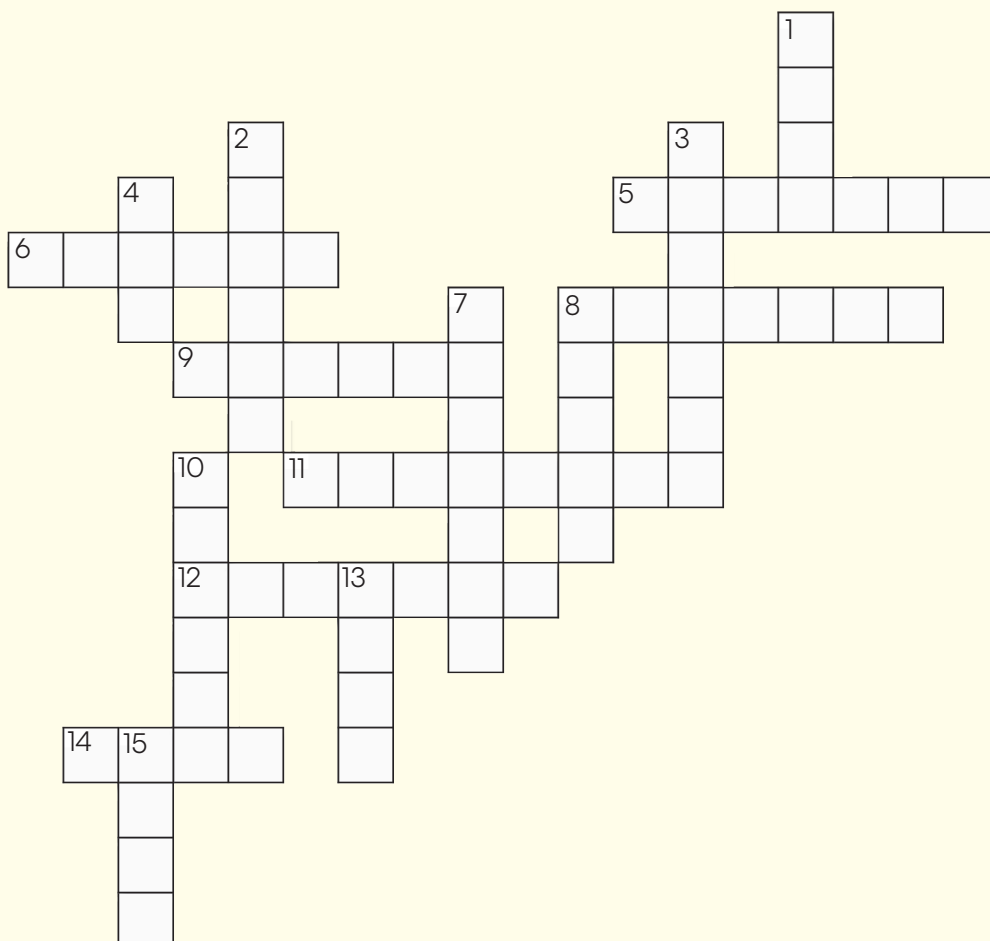
Crossword

Across

5. Which British chocolate company makes Mini Eggs? (7)
6. What can you see on doors at Easter time? (6)
8. The traditional Ukrainian way of painting Easter eggs is called what? (7)
9. In which country was the largest decorated Easter egg? (6)
11. What bread-based snack is associated with Easter? (8)
12. What is the name of the rabbit in the Disney movie 'Bambi'? (7)
14. What is the 40-day period before Easter? (4)

Down

1. Besides bunnies, what animal is considered an Easter symbol? (4)
2. What pagan goddess is associated with Easter? (6)
3. What dried fruit is used in hot cross buns? (7)
4. What colour jelly bean is most popular? (3)
7. Buying what for Easter is said to bring good luck for the rest of the year? (7)
8. In the Bible, who was the first person to enter Jesus' tomb? (5)
10. In what season does Easter take place in Australia? (6)
13. Easter's date is determined by what? (4)
15. What type of food is decorated for Easter? (4)



Coffee time

Sudoku

Easy

	7	9	8		2		6	3
6			9				1	
8		3		7				2
	9					3	7	1
	6	8	7				9	
	3	1		2		5	8	
2	8	6	5			1	3	
9		4	3			8	2	7

Trickier

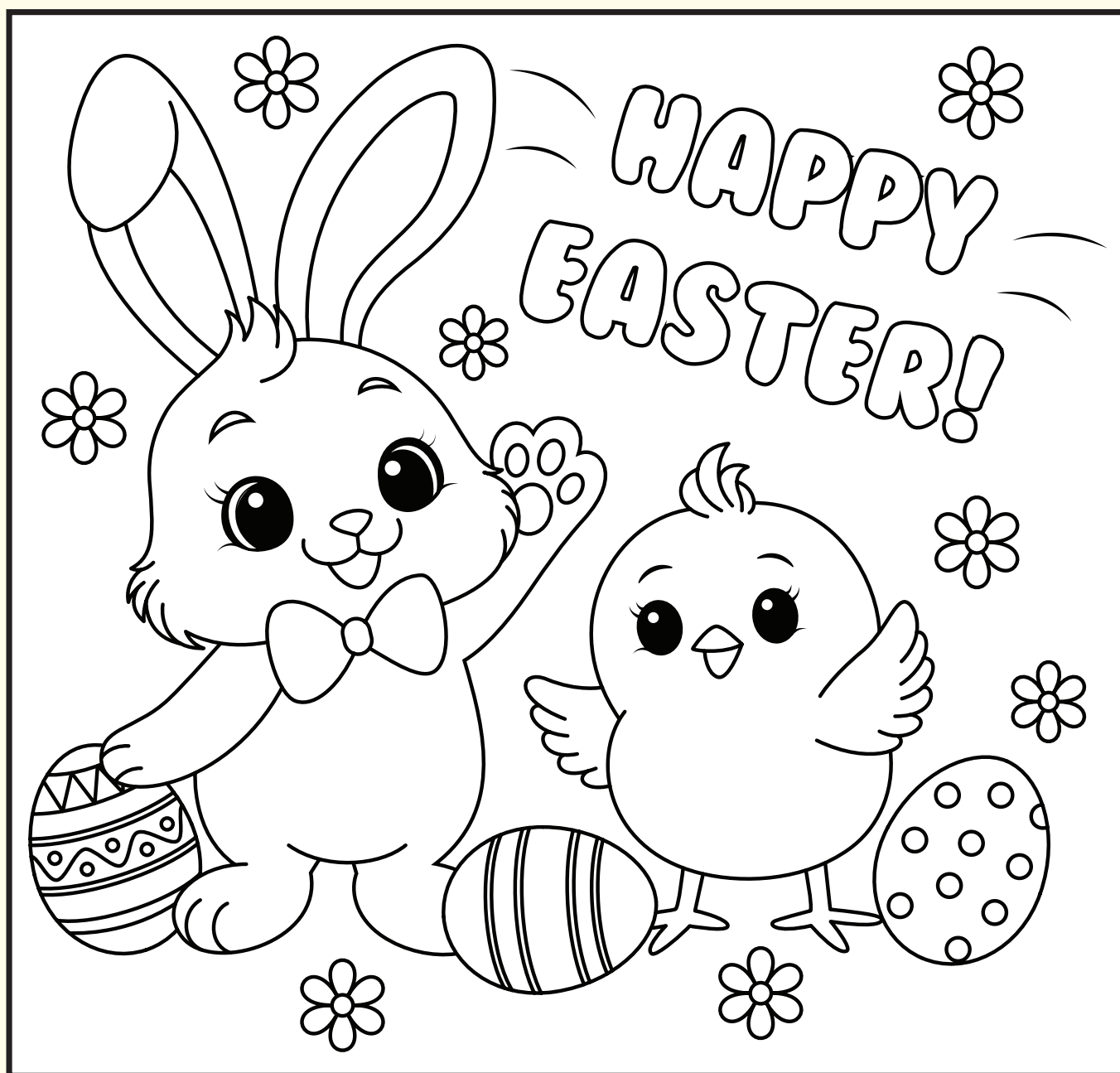
			3	8			5	
	7					3		2
2				5	9			
						8		
		7		6				4
		5	8		4			
					1		7	
		3	9		5		1	
	4			2				

Spring colouring competition

To celebrate spring, we're giving you the chance to win a £25 gift voucher with our colouring competition.

Grab your pens, pencils, crayons and paints and colour in our Easter pals. Be as creative as you like, **you can even add some of your favourite spring activities to the picture as well.**

Ask a grown-up to share your entry to communications@karbonhomes.co.uk and be sure to include your age. We'll publish a selection of the entries on Facebook and in the next edition. Good luck!



Enjoy free activities for children this Easter with Holiday Squad - find out more at www.karbonhomes.co.uk/holiday-squad

The entries for our Christmas colouring competition in the last issue were fab and that's snow joke.

Take a look at some of the entries in our gallery below and on our Facebook page @karbonhomes

Aishia, 8



Dainton, 4



Daizie, 9



Georgia, 12



Holly, 9



Ada, 6



Ruby, 10



Elsie, 4



Easy

9	5	4	3	6	1	8	2	7
3	1	7	2	9	8	6	4	5
2	8	6	5	4	7	1	3	9
7	3	1	4	2	9	5	8	6
5	6	8	7	1	3	2	9	4
4	9	2	6	8	5	3	7	1
8	4	3	1	7	6	9	5	2
6	2	5	9	3	4	7	1	8
1	7	9	8	5	2	4	6	3

Trickier

7	4	1	6	2	8	9	3	5
8	2	3	9	7	5	4	1	6
9	5	6	4	3	1	2	7	8
3	6	5	8	8	4	1	2	7
1	8	7	2	6	3	5	9	4
4	9	2	5	1	7	8	6	3
2	3	8	7	5	9	6	4	1
5	7	9	1	4	6	3	8	2
6	1	4	3	8	2	7	5	9

Ways to get and stay in touch

Email info@karbonhomes.co.uk

Email is perfect for cancelling appointments or for less urgent enquiries.

Facebook [@karbonhomes](https://www.facebook.com/karbonhomes)

Write to us at:

**Karbon Homes,
PO Box 169,
Blyth NE24 9GZ**
**Leazes Homes,
PO Box 170,
Blyth NE24 9HA**

Visit us

To see which of our offices are open to customers for drop-ins and which are appointment only, visit www.karbonhomes.co.uk/contact

MyKarbon

www.karbonhomes.co.uk/mykarbon

Use to book and track repairs, check and pay your rent balance and update contact details. It's quick, easy and can be used anytime.

You can now set up a Direct Debit with MyKarbon. It's quick and easy to do. Log in to MyKarbon. Go to 'My tenancy' and select 'Create Direct Debit'. Enter your details and payment preferences. You'll then be taken to a secure site with our Direct Debit partner Allpay. To finish, enter your bank details.

Phone 0808 164 0111

8am – 6pm weekdays

We're here for repairs, rent payments and general enquiries. You can check your rent balance and make a payment anytime, without even speaking to an advisor. Just select the payment option and provide your tenancy number to use our automated service.

Out of hours service available:

6pm – 8am weekdays plus weekends and bank holidays. Automated rent payments, urgent repairs and other emergencies such as reports of anti-social behaviour.