

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 2 April to 8am on Tuesday 7 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.

We have roles available in our Repairs Team!

Are you an experienced, qualified electrician, heating engineer or joiner looking for new opportunities? Look no further! Our Repairs Team is expanding, and we're seeking more colleagues to join our team.

To find out more and apply, visit www.karbonhomes.co.uk/careers

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 هاوخ یم رگا - یسراف
دی هد عا لظا ام هب افطل دوش همجرت
ی ف ب غرت تنك اذا ان مالع اجرب - یبرع
قق یثول ا هذ نم قمجرت م ؤخسن یلع لوصح ل ا

0808 164 0111

communications@karbonhomes.co.uk

Hello.

Welcome to your latest At Home with Karbon magazine.

Welcome to the latest edition of At Home with Karbon, packed with important updates and stories from across our communities. In this issue, we're shining a spotlight on how your feedback is driving real, meaningful change – helping us improve our services and support you in the ways that matter most.

We're pleased to share that we've been named among the top 50 large social landlords* nationally for our Tenant Satisfaction Measures. These independent measures show how we're performing, and we're proud to have ranked fifth for overall satisfaction, fourth for repairs satisfaction and third for complaints handling. While these results are encouraging, we know there's still more to do – particularly around wait times for non-emergency repairs – and we remain fully committed to improving.

As part of that commitment, we've introduced a specialist damp and mould team to make sure any concerns are handled quickly and effectively. Your health and wellbeing always come first. You can meet the team on page 8.

We've also listened closely to our leaseholders and shared owners, who asked for more content tailored to their needs. In response, we launched our Leaseholder Life section a few editions ago, and we're continuing to develop it to ensure it's as useful and relevant as possible.

We're also making it easier than ever to get in touch with us, with the launch of our new customer app and WhatsApp service, alongside our usual contact methods. You can find out more on page 4.

On page 7, you'll hear from one of our customers, Brenda about the recent improvements made to her home, including a new kitchen, windows and doors – part of our wider investment in our homes and communities.

I hope you enjoy this edition, and we would really welcome your ongoing feedback. If you have ideas or suggestions for future issues of At Home with Karbon, please get in touch.

Thank you

Ian Johnson

Executive Director of Customer Services

*Tenant Satisfaction Measure results for the 2024/25 financial year

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 contact 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.

Your new Welcome Home Guide

We've put together useful information you may need as a Karbon customer.

Our Welcome Home Guide gives you an overview of your tenancy with us and helps make settling into your home as easy as possible.

Visit **www.karbonhomes.co.uk/welcomehomeguide** to find out more.

The home of your home goes mobile

Staying on top of your rent, repairs and tenancy shouldn't be difficult. That's why we've launched the new MyKarbon app, designed to make managing your home even easier and more convenient.

More than 2,200 customers are already using the MyKarbon app, with customers' telling us:

"It's quite easy for someone who hates technology and can never remember how to log in, so thankful to have the app."

"I didn't know Karbon had an app. It's much easier. I can pay my rent and do repairs all in one app. Thank you Karbon Homes ★★★★★"

What you can do with MyKarbon

MyKarbon brings everything you need into one easy place:

- Check your rent balance and make payments
- Report a repair and track its progress
- Update your personal details
- Manage your tenancy quickly and easily

You can use the app wherever you are — at home, on the bus or during a break at work.

More to come

This is just the start. We'll keep improving MyKarbon, adding new features and listening to your feedback so it continues to grow with your needs.

If you haven't tried it yet, now's a a great time to download MyKarbon and see how it can help you manage your home.

Don't forget – when you download the app, you'll be added into a monthly prize draw to win a £50 voucher!



What's that? WhatsApp?

You can now message us directly for repairs, tenancy questions or general support on WhatsApp.

It's quick, easy and free. Save our number and drop us a message anytime during office hours. Chat with us by adding our freephone number to your contacts or scan this QR code:



Tree surveys taking place in your area

We're carrying out routine tree surveys across our neighbourhoods.

The surveys are being completed by Dryad Tree Specialists Ltd, one of our approved contractors.

Their teams will carry out visual checks on trees located on our land to make sure they remain healthy, safe and well-managed.

Surveyors may need access to some customers' gardens to do the survey. If this is needed, the surveyor will always ask for permission before entering. They won't enter gardens belonging to non-customers.

In some cases, the survey may also visually check nearby trees that are within falling distance of our land (up to 15 metres away). These checks are carried out from public areas or our own land.

All Dryad surveyors carry official identification, so you can be confident about who they are. If you have any questions or would like to confirm the identity of a surveyor, please call **0808 164 0111** or email **info@karbonhomes.co.uk**.

Changing rooms

This year we've got some ambitious plans to upgrade homes across our communities. Our Head of Investment, Steven Colby tells us more.

We know every home needs a makeover once in a while. We regularly roll out a programme of improvements to your homes. It focuses on upgrading key features, such as kitchens, bathrooms, roofs, windows, heating systems and external works, based on the age, condition and performance.

Rather than waiting for things to fail, we take a proactive approach, so homes remain safe, modern, energy efficient and comfortable. It gives you homes you can feel proud of and ensures our communities thrive for years to come.

This year, we're investing £33.7 million across estates in Sacriston, Stanley, Hadston, Byker and Newcastle upon Tyne, with a strong emphasis on improving energy efficiency, reducing running cost for customers and ensuring your homes meet modern standards.

If you're due to have this work done to your home, we'll be in touch well in advance to let you know more about the work and answer your questions.

If you don't hear from us but think that your home needs some improvements, we encourage you to get in touch. We can arrange an inspection or review of the property's condition data to ensure everything is up to date. Even if a home isn't scheduled for this year, we can check whether repairs are needed or whether it should be considered for future programmes.

Brenda enjoys her newly upgraded kitchen

One customer who is 'really happy' with the upgrades we've made to her home is Langley House resident Brenda.

Brenda, who has lived at Langley House (one of our housing schemes for over 55s in Redcar) for 13 years, is enjoying a new kitchen and benefitting from upgraded windows and doors.

"I'm really happy with my new kitchen. It was starting to feel a bit tired and in need of an upgrade, and what I've got now is marvellous.

"I got to pick my colour choices for the worktops, cabinet doors and the wall paint which was brilliant. They went above and beyond to understand my needs and circumstances, and to ensure the layout of the finished space worked for me.

"And the new windows and doors have made a big difference to the feel of the flat, they've really helped brighten up the place and have made it feel so much more spacious."

The £325k project at Langley House saw all 27 flats in the scheme benefit from the same investment works that Brenda received. The scheme's communal kitchen was also upgraded, as well as all communal fire doors.

"The team were absolutely brilliant from start to finish, I couldn't say a bad word about them. They were all so happy and chatty, and willing to do anything to help make the process as easy as possible for me.

"Anything through the process I needed or any questions I had, our customer coordinator was there to help. She let me know exactly when the workers would be in and out of my flat and what I could expect from each stage, so I knew what was required of me to ensure everything could run smoothly.

"When I first heard about the works the thought of so much disruption was quite daunting, but I was well looked after. I trusted the team completely, trust they earned with great communication and sticking to their word."

We'll be sharing more details about our programme of improvements to your homes on our website. To find out more, visit [karbonhomes.co.uk/home-improvements](https://www.karbonhomes.co.uk/home-improvements)

Meet our new Damp and Mould Team

At Karbon, we listen to what matters to you and always look at where we can improve. Damp and mould in your home isn't just frustrating, it can affect your health and wellbeing. That's why we've created a dedicated Damp and Mould Team, a group focused on tackling these issues quickly, thoroughly and with care, to respond to customer reports.

We sat down with Rob Nixon, the team manager, to find out more.

Hi Rob, what would you say is the team's main goal?

We're here to make homes safe and comfortable. That means not just fixing damp and mould but understanding the root cause so it doesn't keep coming back.

How are you responding to customer requests and feedback?

Customers told us it's frustrating when problems aren't resolved quickly. We've structured our team to act fast, keep you updated and ensure work is high quality. It's also one of the ways we're meeting parts of Awaab's Law, which the Government recently introduced to ensure social landlords address hazards in homes promptly.

What do you like about working in the team?

I love that we're making a real impact. The team is skilled and caring, and it feels great knowing we leave homes safe, comfortable and free from damp and mould.

What else does Karbon do to tackle damp and mould?

Our team mainly responds to reports from customers or colleagues who have spotted damp and mould in homes.

We've also got other teams who take more of a proactive approach. They'll do things like survey homes every five years, keep an eye on homes that might be at higher risk, replace doors, windows or roofs when they're needed to stop water getting in, and work on improving the overall energy efficiency of our homes.

Is there anything customers can do to help?

Simple things like keeping rooms ventilated, using extractor fans, putting lids on pans when cooking, but the main thing is to let us know as soon as you spot issues.

If you spot damp and mould in your home, please get in touch with us straight away.

Get more advice on how you can prevent damp and mould in your home by visiting karbonhomes.co.uk/dampandmould

Lexie makes the move into independence

Helping people to find their independence is a big part of our supported housing service. We work with individuals to support mental health recovery and to access services to promote mental health and support people to sustain their tenancies.

Supported housing customer Lexie has recently been able to move out independently after living in two of our supported living schemes.

Lexie came to us after being in hospital for 14 months. “My social worker felt that was the right circumstance for me,” said Lexie. “I’d become quite institutionalised to the hospital environment and had next to no living skills. I also had a lot of needs for my autism.

“The support I received from Karbon was amazing. I started experiencing all these things I’d never had the chance to – I started building the foundations of the life I now have. Karbon also helped me to get my AutismAble funding so they could work with them to give me the support I needed.”

After living with us for eight years, Lexie decided that she was ready to move out independently.

“An opportunity came up to move into a private rented home. For the first time it was going to be on my terms and the ball was in my court it offered the kind of long-term tenancy I wanted for the future. I’ve moved around all my life, now I hope this can be my primary place for years to come.

“There wasn’t any pressure from Karbon or anyone for me to leave. I spotted this house and this excitement came out of nowhere. It makes a difference to turn around and say “This is what I want to do!”

Lexie has also been able to get a part time job through Access to Work – a government scheme that gives additional money to employers to support people with physical health conditions, mental health conditions and disabilities.

“That was huge. I’ve got a part time job teaching, I run my own neurodiversity training.”

“My time with Karbon has been brilliant. I think the support workers are amazing. Their willingness to learn about an individual’s needs, putting each person first – they really take that seriously. Their support has gotten me closer to independence.”

We offer a wide range of support services to ensure people can live happily and independently in their homes.

Find out more at www.karbonhomes.co.uk/supported-housing.

Together through sport

We're thrilled to be taking part in a new campaign that's helping to make sure no child is left on the sidelines by raising funds to provide sporting opportunities for children across the region.

Our Community Investment Manager, Paul Moralee tells us more:

We're famous for our love of sport in the North East and the Together Through Sport campaign is about giving every child a chance to get involved.

The Together Through Sport campaign supports North East Mayor Kim McGuinness' ambition to create the UK's first region of sport. It brings together organisations including the North East Housing Partnership, Foundation of Light, Newcastle United Foundation, Durham Cricket Foundation, Eagles Community Foundation and Newcastle Rugby Foundation. For the first time, all of the regional sporting foundations will work together to provide sports activities for hundreds of children in the region to support them with the best start in life, regardless of their background.

The campaign is busy fundraising, with all money raised funding free places on holiday courses and free school sports sessions.

This is such a unique partnership and a campaign that will make a real difference to children in the region. Sport is so much more than just getting young people active, it's about building confidence, giving them the opportunity to try something new and unlocking talents they never knew they had.

**Join us for some free sports activities as part of Holiday Squad this Easter.
Find out more at karbonhomes.co.uk/squad**

You've got a friend in NE

Our in-person social befriending programme, Silver Friends has already had lots of success bringing people together in County Durham. This year, thanks to a funding boost, it's now making its way to West Northumberland. We spoke to Silver Friends Coordinator, Christine Fletcher to get the inside story on the service.

"Silver Friends has helped so many people over the age of 50 to get out of the house and enjoy themselves. Later in life, daily routines can change. For some adults, opportunities for regular face-to-face contact may become less frequent and days can feel quieter than they once did.

"Silver Friends gives people a chance to open up and have a laugh. They can meet new people and interact which is important for their mental health.

"We started the service in the north of County Durham a few years ago. We go to local community spaces and put on events such as bingo, quizzes and information events for people in the area. We also provide food and cuppas, too.

"We're excited to expand the service in West Northumberland and give even more people the opportunity to make connections and reduce loneliness.

"We've already got a reading group, film club and a men's group up and running and we're looking forward to welcoming lots of people along to these activities throughout the year."

Silver Friends is available for people aged 50+ living in the north of County Durham and West Northumberland. If you would like to find out more and take part, you can join their **Facebook page** by searching for '**Karbon Homes Silver Friends**'.

You can also get in touch by calling **0191 223 8662** or emailing **silver.friends@karbonhomes.co.uk**.

Creating safe and welcoming communities for everyone

Did you know that Karbon Homes is the first organisation in the North East to sign the LGBTQ+ Housing Pledge?

Our Strategic Equality Diversity and Inclusion Lead, Di Keller tells us why this is an important step in our commitment to creating safe, welcoming and inclusive communities for everyone.

Hi Di, can you tell us more about the LGBTQ+ Housing Pledge?

The pledge has been created by HouseProud and delivered by Stonewall Housing. It's a way for social housing providers - like Karbon - to show their commitment to equality and support for LGBTQ+ residents. It helps us to work with customers and take action to make housing fair and inclusive.

Why is this important?

Home should be a place where everyone feels safe and free to be themselves. Sadly, many LGBTQ+ people still face discrimination, even in relation to housing. The pledge helps tackle this by promoting equality and building positive relationships between housing providers and LGBTQ+ residents.

What will Karbon be doing?

We're already active in promoting inclusion, through our Pride Inclusion Hub and involvement with Newcastle Pride, but this pledge means we can do even more. We're creating initiatives around LGBTQ+ that support both colleagues and customers and sharing more stories about the work we're doing.

We're proud to lead the way in the North East and look forward to working with our colleagues, customers and partners to make a real difference.

We're also keen to get you involved in our LGBTQ+ work too. If you'd like to find out more then please get in touch by emailing inclusion@karbonhomes.co.uk.

Changes to your rent

Every year we review our rent and service charges, and we've recently written to you to explain the changes from 6 April 2026.

Our Head of Income, Rob Jeffreys tells us more about these changes.

We set our rent in line with government policy and guidelines from the Regulator of Social Housing.

Like other social housing providers, we'll be increasing our rents in line with the UK's main measures of inflation which measure changes in the price of goods, like food, fuel, gas and electricity.

We understand the pressure the current cost of living crisis is having on everyone. We've very carefully made this decision after assessing our rising costs along with making sure we can continue to provide good quality homes, deliver an excellent customer service and create great places for our communities.

This year's rent increase will help us cover these rising service delivery costs. It will also enable us to continue our investment in existing homes, so they are safe and secure, and support the delivery of challenging environmental sustainability targets.

We've sent a letter out to you with more details. If you pay a service charge, the letter will also include details of these costs.

Updating your Universal Credit Journal

If you claim Universal Credit (UC), from 6 April 2026 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 your rent increase letter. Please don't update your rent details before 6 April 2026.

If you are on a monthly tenancy, the date you need to update your charges may not be 6 April 2026. You can check this on your rent increase letter.

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

If you need any support with your rent or updating your Universal Credit claims, our Customer Accounts Team is here to help. Please contact us by calling 0808 164 0111 or emailing info@karbonhomes.co.uk.

Leaseholder life

In this issue, our Leasehold Team Manager, Duncan Bird tells us about the Leasehold and Freehold Reform Act (LAFRA 2024).

Hi Duncan. Can you tell us why LAFRA is so important for leaseholders?

LAFRA will make long-term changes to property law, empowering leaseholders in England and Wales, improving their consumer rights. The Act brings major changes to simplify the leasehold tenure and increase transparency.

We've had a lot of change in our sector recently. We've been looking at how we work – our systems, procedures and processes – so that we can smoothly put the requirements of the Act into place.

What changes will LAFRA make?

The main changes include:

- **Leaseholders can now extend their lease by 990 years**, this is up from 90 years in flats, and 50 years in houses.
- **For new lease, ground rent is reduced to a peppercorn** – this means ground rent will effectively be £0, once a premium is paid. Leaseholders can enjoy secure, ground rent-free ownership of their properties for years to come.
- **Removes the requirement for a new leaseholder to have owned their house or flat for two years before they can benefit from these changes.**
- **It makes buying or selling a leasehold property quicker and easier**
- **It requires transparency over leaseholders' service charges** – so leaseholders receive better information and transparency over the costs.
- **Right to Manage** which allows leaseholders to take over the management of their building, making decisions about important issues, including maintenance, repairs and service charges.
- There are **stronger rules for fixing safety defects** with developers and landlords needing to take more responsibility.

Does the legislation apply to existing leaseholders?

Yes. Much of the Act applies to existing leaseholders in England and Wales.

What this means for our Leasehold Customers

Customers stand to benefit from:

- Greater control over building management
- Fairer, clearer charges
- Better protections against unreasonable costs
- More transparency on how money is spent
- Long-term security through 990-year extensions

What are Karbon doing in response to this Act?

We've been monitoring the changes that are being proposed and preparing to respond once they go through. We also recently discussed the changes LAFRA will make with our Leaseholder Forum. Our Forum members were welcoming of the intentions of LAFRA and were positive about many of the aspects of the new legislation.

We've started looking at standardising our service charge schedules and developed a 'service charge dictionary' to help explain what charges are for. The Leaseholder Forum have been asked to provide feedback on this as well.

We'll keep you updated on what happens next – there are currently no dates for the latest round of reforms that are being consulted on.

In the meantime, we're here to help you understand your rights, so if you have any questions please get in touch at [**leasehold@karbonhomes.co.uk**](mailto:leasehold@karbonhomes.co.uk)

This dedicated section for leaseholders provides feedback and support for your common questions.

Your feedback matters

Our yearly Tenant Perception Survey gives us the insights we need to make changes that matter to you. Recent feedback has shown us that some of our shared ownership customers would like to see more information about service charges, improvements we're making to your communities such as community safety, and responding to your general enquiries about your leasehold property.

We value your feedback and want to provide the best service we can. As part of this, we'll be including more information on the things that matter to you in the magazine, starting with a look at your service charge:

The service charge is the money you pay towards the day-to-day running costs of your scheme and includes contributions towards redecorations and replacements, sometimes known as a sinking fund.

The charge is calculated so that every leaseholder and shared owner bears a fair share of costs for their scheme. We will tell you how the service charge is spent and you will be consulted before any major repair or maintenance work is carried out.

Any defect or damage should be reported to us immediately. A management statement is provided annually, which shows the status of the scheme accounts. We only recover what we spend and will never charge you anything more than that amount.

We're also exploring the following potential improvements to our service as a direct result of what you've told us:

- A welcome letter to all new leaseholders when they are given a lease. This will include additional information confirming the responsibilities that apply to their scheme.
- A service charge guide to explain the services provided has been developed and we'll be including this in your service charge information for 2026/27.
- We're also going to look over our communications with new leaseholders during the resale process to see if there are additional ways to make it clear who is responsible for what in your homes and surrounding areas.

Please keep a lookout for more on the work we're doing to give you a great leasehold experience in future issues of At home with Karbon.

In the meantime, please scan this QR code to look at all the latest guidance on your leasehold and how we can support you.



Don't get bitten - stop loan sharks

The cost of living is very high, and we can easily find ourselves in financial difficulties, especially when it comes to making sure we pay the bills.

Our Customer Accounts Team Manager, Ruth Shrimpton-Dean spoke to us about the dangers of looking to resolve those financial issues via loan sharks and what support is available.

Ensuring your finances stay afloat may make you consider borrowing money from a loan shark. Loan sharks are unregulated and illegal money lenders who will offer loans with no paperwork, often very quickly.

On the surface, this may seem like a quick fix to resolve money struggles. However, loan sharks often charge extremely large amounts of interest, resulting in your debt increasing further.

There are currently around 1.1 million people in debt to a loan shark in England. If you've found yourself in debt to a loan shark there is free and confidential help available. You're not alone and you're not in trouble if you have borrowed from a loan shark. It is the lender that is committing a criminal offence, not you.

Our Customer Accounts Team recently received training from the Government-funded Stop Loan Sharks Team who investigate and prosecute illegal money lenders and provide support for borrowers in England.

If you've borrowed from a loan shark or are worried about someone else, you can contact Stop Loan Sharks for free confidential advice. You can call 0300 555 2222, contact via WhatsApp on 07700 102 773, email reportaloanshark@stoploansharks.gov.uk or visit www.stoploansharks.co.uk for more information.

If you're struggling with debt and need advice, please contact our Money Matters Team by calling 0800 164 0111, email info@karbonhomes.co.uk or use MyKarbon to get in touch.

Unsure if you've borrowed from a loan shark? If you answered yes to any of the below questions it's likely that you have and should contact us for advice.

Did they offer you a quick loan?

Did they appear to be a friend at first, but now you're not so sure?

Did they say there was no need for paperwork?

Did they add extra charges or huge amounts of interest to your loan?

Have they threatened you?

Are you scared of people finding out?

Have they taken your bank card, passport, watch or other valuables from you?

Having your voice heard

Have you ever had something you wanted to voice about Karbon?

Marge and Isobel are two customers who regularly take part in our customer engagement forums and panels. We spoke to them about their work on our Procurement Panel and how it helps them ensure that Karbon is delivering value for money for customers.

Why did you decide to get involved with the Procurement Panel?

Marge: I like to be interested in things and Karbon have always been good to me if I needed anything doing. I thought I would get involved in some of their committees. One of them was the Procurement Panel, which I found interesting.

Isobel: I would ask myself different things about Karbon. I would hear other people voice them too, sometimes quite negatively, but in my view there's always two sides. This was a way of getting to know those who have a say in the decisions, getting their views on why those decisions are made and whether I agree with them or not.

Which projects have you been involved in?

Isobel: There's two parts to it. Sometimes the panel get asked if they have any questions they want to ask contractors before tenders go out. The other part is where there are four or five contractors that Karbon is happy with and we can comment on and score them before the contract is offered.

Marge: I've been involved in quite a few interviews with different contractors. One that stands out was the interview for different cleaning companies for the communal areas of buildings. I was able to ask them: if they think they are going to have enough cleaning products to cover all the areas. It was interesting because some of them stumbled on that question and had to think about it.

You're able to give your input and then Karbon take it away and use it as part of their decision on who they are going to take on. They then gave us feedback on who they appointed.

Did you feel your voice was heard and in what ways?

Marge: They're interested in what we have to say as we've all been in different walks of life doing different jobs, we have different skills that we can input into.

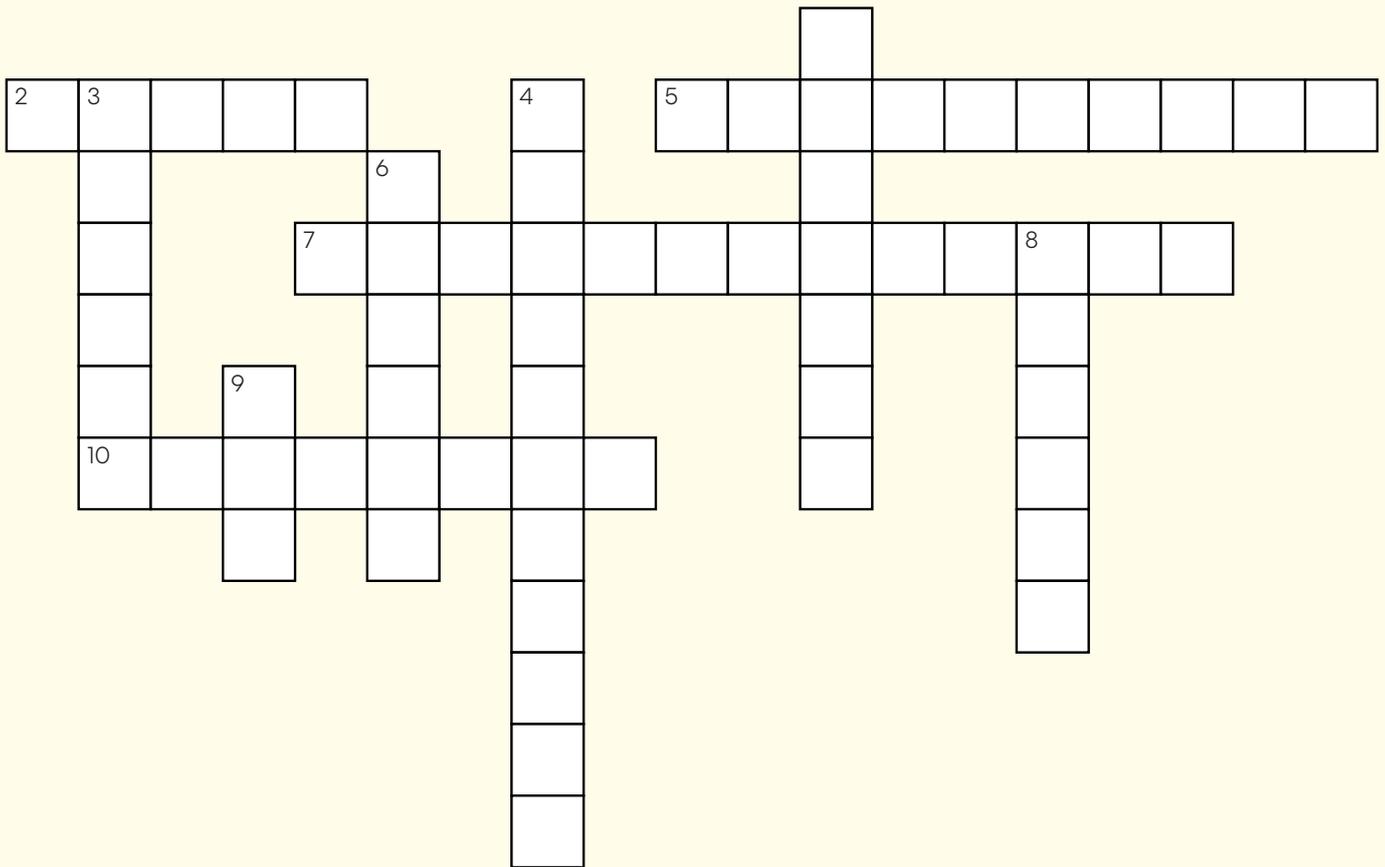
Why is it important that customers have their say on things like the tender process?

Isobel: It's good. You're talking to people dealing with big contracts worth huge amounts of money, but they might not be thinking about the simple consequences to those who are going to use the service. The panel is a chance to talk about these things. We've all got views about how these services affect our scheme or life and it gives you the chance to voice those things.

Our Procurement Panel gives you the chance to review our suppliers, services and materials, making sure they are of a high quality and purchased fairly.

To find out more about our Procurement Panel and all the ways you can get involved with Karbon, visit [karbonhomes.co.uk/get-involved](https://www.karbonhomes.co.uk/get-involved).

Coffee time



Crossword

Across

2. Symbolic month of renewal and sudden showers (5)
5. Symphony of bird song that begins in March and peaks in May (4,6)
7. Delicate pink or white bloom signalling the start of spring (6,7)
10. How do you eat yours? (5,3)

Down

1. Migratory creatures making their seasonal return (7)
3. Outdoor pastime revived by warmer weather and lighter nights (6)
4. Annual ritual of clearing out the old to welcome the new (11)
6. A sudden downpour (6)
8. Season when daylight stretches and blossoms return (6)
9. Buzzing visitor drawn to new blooms (3)

Sudoku

Easy

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

Trickier

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

Easy

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

Trickier

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

Crossword answers: Across 2: April, 5: Dawn chorus, 7: Cherry blossom, 10: Creme Egg
Down 1: Swallow, 3: Picnic, 4: Springclean, 6: Shower, 8: Spring, 9: Bee

Easter colouring competition

To celebrate Easter, 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 Holiday Squad picture of Sid The Holiday Squid. 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!



Come join the Holiday Squad! Free Easter activities for children of primary school age. Find out more at karbonhomes.co.uk/squad.'

Wow! We loved the way you brought our Christmas selfie to life in our last competition! There's a selection of your entries in our gallery below and on our Facebook page **@Karbonhomes**.

Ariyah-Khaleesi, 9



Daisy, 9



Datinton, 5



Mya, 7



Emmie, 8



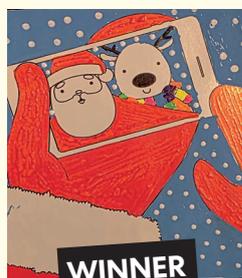
Oliver, 10



Piper, 6



Lucas, 7



Eli, 11



Ways to get and stay in touch

MyKarbon

www.karbonhomes.co.uk/mykarbon

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



Download the MyKarbon app today from the App Store or Google Play.

Search 'MyKarbon'



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.

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