

karbon
homes

At Home with Karbon

August holiday hours

During the August bank holiday, we'll be running our out-of-hours service from 6pm on Friday 22 August to 8am on Tuesday 26 August.

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.

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0808 164 0111

communications@karbonhomes.co.uk

Hello.

Welcome to your latest At Home with Karbon magazine.

This edition is packed with stories from across our communities, as well as helpful information and advice we're pleased to share with you.

Turn to page 7 to read about how we're making our Holiday Squad activities more accessible for children in our communities. And on page 8, hear about how one of our supported housing customers has been helping transform their community garden into a vibrant, welcoming space.

In this edition, I'd also like to particularly draw your attention to the articles about Awaab's Law (page 10) and our 'Getting to Know You' project on page 11. As you may know, the Government is introducing specific timescales for social landlords, like us, to resolve issues of damp and mould as part of Awaab's Law. We're committed to ensuring our customers' homes are safe and well-maintained. On page 10, you'll find more information about the steps we're taking to meet these requirements.

Meanwhile, our 'Getting to Know You' campaign is designed to help us make better decisions and enhance customer service, by collecting information about our customers and residents. I'd really encourage you to check your details are up to date in your MyKarbon account. As a thank you, customers are entered into a prize draw every month for a chance to win a £50 voucher from a high street retailer of your choice.

I hope you enjoy reading this magazine. As ever, if you have any feedback or suggestions for future editions, we'd love to hear from you. Please get in touch using the details below.

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:

Rashida Ali, South Shields - Marie Breen, Ferndale Court - Betty Carter, Hartley Court - John Doherty, Hexham - Bailey Doyle, Teesside - Christine Eltherington, Teesside - Michelle Fortune, Customer Accounts Officer - Norma Hart Shawn, Lawson House - Rebecca Higgins, Safer Communities Officer - Isabel Hutchinson, Kilbourn House - Andy Lessels, Assistant Director of Operations - Graham Martin, The HUB Consett - Ann Potts, Customer Grants Panel - Angela Sheridan, Durham Cricket Foundation - Katie Toner, Unite Club - Maureen Yarker, Tudor Court - Sharon Yarker-Wells, Teesside.

The lady of the manor

Maureen Yarker has lived at Tudor Court in Middlesbrough for 33 years. As she prepares to move, we spoke to her and her friends and family celebrating her time at the retirement living scheme.

"I'll use any excuse for a party," Maureen joked during her last coffee morning, saying goodbye to her neighbours.

"I was on the activities committee for many years. We organised afternoon teas, Halloween and Christmas parties and bingo."

Now, it's Maureen's party, with residents from the building gathering to wish her well.

"Maureen is just Maureen. She helps everyone," said her friend Linda. "We clicked immediately. I loved working with her on the activities committee. She had a plaque on her door saying 'The lady of the manor' because she has high standards."

Maureen moved in with her husband Ron when Tudor Court opened in 1992.

"We came here for Ron's health," Maureen said, "We loved it here. We felt safe, and the people are great."

Sadly, Ron passed away four years ago. But Maureen and Ron's daughters, Christine and Sharon, have happy memories of their parents at Tudor Court.

Christine said: "It's a warm and friendly place. Everyone looks out for each other. My mum loved meeting people here." Sharon added: "It's always nice to visit. There's a great community space and a garden my dad loved. Debbie, the Scheme Coordinator, has been a big help since Mum got worse."

Sadly, Maureen was diagnosed with dementia and needed to move because of extra care needs.

"We're so sad Mum has to leave. If it weren't for her dementia, she would have stayed here forever," Sharon said. "We're thankful for all the support she received, and glad Mum and Dad enjoyed their time here."

Supported housing stories

Born and bred in Consett...

93-year-old Marie Breen dug out her first tenant handbook as she looked back over the last 25 years at Ferndale Court, Consett, where she was the first person to move in after it was built. Marie shares her story below, including why supported independent living was the right decision for her.

As one of 10 siblings, I grew up in Consett where my father worked in the steelworks whilst my mother stayed at home. I remember fondly having lots of street parties, crowds of us celebrated VE Day. Everyone knew everyone and my whole family was nearby.

I lived around the area for most of my life. I owned a bungalow just round the corner from Ferndale Court. I lived alone and as I got older my son, Terry, encouraged me to think about moving into a supported housing scheme. I'm so pleased I did, I love living here and everyone who visits wishes they did too.

Every day I would walk round to see the progress of the scheme being built and I got to choose which flat I wanted as the first ever resident. I have a lovely window view onto greenery and the school field, so I always hear children playing in the background.

Ferndale Court offers a lovely mix of independent living with socialising for when you want, I'm never lonely. I've been on residents' trips to Bamburgh Castle and enjoyed pie and pea supper parties in the communal area.

Residents, new or long-standing, all look out for each other. Our scheme coordinator Deborah is smashing too; there's always support on hand when I need it.

Isabel and Norma celebrate their 100th birthdays

Two of our Leazes supported housing customers recently celebrated their 100th birthdays.

Kilbourn House customer Isabel Hutchinson and Norma Hart Shawn, who lives at Lawson House in Newcastle, celebrated their milestone birthdays with their family, friends and carers.

Many happy returns from all of us at Karbon Homes!

If you'd like to find out more about our supported housing accommodation, please visit **www.karbonhomes.co.uk/olderpeople**.

Crafts and Cricket

For four years, we've been teaming up with Durham Cricket Foundation to support older residents across County Durham to stay more active with the Crafts and Cricket programme. Angela Sheridan from Durham Cricket Foundation tells us how the programme is bowling over the over 55s.

Durham Cricket Foundation deliver the sessions at more than 20 of Karbon's Supported Housing and Extra Care Schemes, as well as across some local support groups.

We use a mixture of cricket-inspired games and arts and crafts workshops to offer a gentle yet engaging way for residents to stay active while nurturing friendships. We started in 2021 thanks to funding from Karbon's community investment fund. They've become a great example of how local initiatives can support physical and mental wellbeing in later life.

The atmosphere in each session is uplifting. Residents are not only getting active, but they're also rediscovering confidence, connection and creativity. It's about far more than the activity – it's the smiles, the friendships, and the laughter each week that really tell the story.

We've seen people grow in confidence, improve their mobility and find real enjoyment in coming together each week.

For many, these sessions have become a staple part of their week – a chance to move, express themselves artistically and build positive routines.

One resident told me that before these sessions, they rarely left their flat. Now, every Tuesday is their social day. They feel part of something again.

A series of Craft and Cricket events will take place at supported housing schemes nominated by scheme coordinators and community connectors. Please ask your scheme coordinator for more information.

If you'd like to find out more about how we support local communities, visit www.karbonhomes.co.uk/my-community.

Bringing fully inclusive holiday fun to County Durham

During the Easter and summer holidays, we run free holiday activities for children of primary school age. This is called Holiday Squad.

As part of our Easter Holiday Squad, we joined forces with Unite Club and The HUB Consett to run free activities for Neurodivergent (ND) and Special Educational Needs and Disabilities (SEND) children. We caught up with Katie Toner from Unite Club and Graham Martin from The HUB Consett to find out how these activities are making holiday fun accessible to all.

Unite Club is owned by Katie Toner, an autistic/ADHD advocate based in Northumberland.

“My passion is creating welcoming spaces and supporting the community to embrace and understand neurodivergence.

“Our Holiday Squad events feature creative tasks, science experiments, problem solving, movies and more. Each has a theme, such as art, culture, nature and superheroes.

“Being able to work with Karbon Homes, The HUB and Durham County Council to help bring fun SEND friendly activities to even more families is fantastic. I hope this is just the beginning of more activities like this in the North East and beyond.”

The HUB Consett’s Graham Martin is thrilled to be running these sessions: “It can be hard to find activities that support SEND children and often they can be left feeling excluded. Having these Holiday Squad events lets them meet new people and have loads of fun in a way that feels comfortable. It also gives parents the reassurance that their children are in safe hands.”

Michael and Lynn brought their granddaughter to all the SEND sessions over the Easter holidays:

“These SEND sessions are ideal. She comes in and she can just be herself. She can take part in the session or just go off to be on her own. The HUB is a nice, relaxed environment and the team running the activities understand the children’s needs and support them, which is brilliant.”

To find out about our summer holiday SEND activities and all our Holiday Squad activities, visit **www.karbonhomes.co.uk/squad**.

Have a blooming lovely summer

If you're looking to spruce up your garden over the summer, then these tips from Betty Carter, an avid gardener from Hartley Court in Newcastle, will have you pruning like a pro.

How did you get into gardening, Betty?

My dad got me into gardening when I was a child. He gave me this little plot of land and I just had to figure out what to do with it. I've been gardening ever since. Everywhere I've lived, I've gardened, even when I was living in a little flat.

I love gardening. It keeps you fit and it's very therapeutic, especially when you see the plants start to grow and bloom.

What gardening have you done here at Hartley Court?

During covid, most of the garden was left and got quite muddy. I grassed it over and then just built the garden up over the years. I added plants, trellises and lights - it's great in the nighttime, it looks like a fairy tale.

It makes me feel good, when I'm sitting here looking at the garden and thinking 'I've done that, I've made that grow.'

What advice would you give someone new to gardening?

Start small, plant things like peony roses, small rhododendrons, azaleas, red robin plants, potato plants - they look nice and they are easy to grow, you don't have to spend too much time looking after them.

Put plenty of compost and nutrients in the ground to help feed the plants and water them regularly.

You grow into it, when you see them flourishing it inspires you.

Garden Wildlife Day at Moordale Court

Earlier this year, residents at our retirement home Moordale Court celebrated Community Garden Week with a Garden Wildlife Day. With their families, they planted bulbs and built bird boxes, hedgehog pathways and bug hotels to prepare their garden for summer.

We'd love to see some of your own garden success stories. Send your garden selfies to **communications@karbonhomes.co.uk** and they could feature in a future edition of At Home with Karbon.

Karbon Pride

We're excited to announce that we'll be taking part in Northern Pride 2025 this summer.

Northern Pride is the biggest LGBTQ+ Pride festival in the North East of England, hosted in Newcastle upon Tyne.

After the event was a huge success last year, we're looking forward to showing our support to the LGBTQ+ community again on Saturday 19 July.

We'll be hosting a stall in the Market Village at Old Eldon Square, as well as participating in the iconic Pride march. We'd love you to come and visit us at our stall and be sure to give us a wave if you see us during the march.

It's a fantastic opportunity to connect with Karbon colleagues, customers, make new friends and enjoy a day filled with vibrant activities and entertainment. There will also be the opportunity for you to enter a prize draw.

Michelle Fortune, one of our Customer Accounts Officers, spoke to us about last year's festival:

"It was an amazing day that saw Karbon Homes colleagues support Northern Pride march in Newcastle for the first time last year. There was a huge effort from our LGBTQ+ Inclusion Hub who facilitated the day, both in the colourful march and our wonderful market stall.

"The day was packed with fun, laughter, love and inclusion. We are excited to see this grow for next year."

Want to know more about how we're supporting the LGBTQ+ community?

Our Customer Involvement Panel welcomes members of the LGBTQ+ community and allies. We're seeking voices to help shape a more inclusive organisation where everyone feels safe to be their authentic self. If you're interested, please get in touch.

For more information please contact: [**inclusion@karbonhomes.co.uk**](mailto:inclusion@karbonhomes.co.uk)

Tackling damp and mould with Awaab's Law

Making sure our customers live in safe, well-maintained and energy efficient homes is at the heart of what we do. This includes homes free of damp and mould.

Earlier this year, the Government announced the introduction of Awaab's Law from October 2025. The law is named in memory of two-year-old Awaab Ishak, who tragically passed away after prolonged exposure to mould in his family's home in Rochdale.

The law means social landlords, like us, must respond to resolving health hazards, like damp and mould, within set timeframes. We sat down with our Assistant Director of Operations, Andy Lessels to find out more.

Hi Andy, tell us more about Karbon's approach to damp and mould.

We take an active approach – we carry out five-yearly surveys of all homes, and we keep an even closer eye on those more vulnerable to damp. To stop water getting into homes, we replace doors, windows and roofs when needed. We're also making improvements to homes to make them more energy efficient, because poor insulation can be a cause. We train our teams to spot signs, too.

On top of that, we respond quickly to customer reports and concerns. We've updated our customer advice materials, sharing our approach and everyday tips we can all follow to prevent issues. We've also translated the materials into different languages, which you can find on our website.

What improvements are you making?

We've been preparing for Awaab's Law for some time, we didn't want to wait, we've been exploring ways to ensure we meet its requirements. For us, this isn't just about ticking boxes, it's about doing the right thing for our customers. We were pleased to ask one of our customer groups to examine our approach last year. Their feedback also helped shape action we're taking.

We still have some work to do, and a key priority is accelerating the speed of both inspections and repairs. One of the biggest changes is our new dedicated Damp and Mould Team, which will solely focus on delivering repairs to resolve damp and mould issues.

What are the timeframes for Awaab's Law?

We already work to respond to all emergency repairs within 24 hours – whether it's a gas leak, electrical issue or unsafe damp and mould. However, from October 2025, this will be a legal requirement. Within 48 hours of our investigation, we'll provide you with a written summary, too.

Looking ahead, these protections will expand over the next few years. By 2026, new safety standards will cover dangers like excess cold and fire risks, with even more improvements coming in 2027.

If you spot damp and mould in your home, please let us know straight away. Call us on **0808 164 0111**, email **info@karbonhomes.co.uk** or report it via the MyKarbon portal.

Your support makes a difference

We're thrilled to share two great pieces of news that have happened thanks to your support:

Putting you first – our commitment to customer service

Thanks to your feedback, we've successfully retained the ServiceMark certificate for another three years.

ServiceMark is a national standard showing an organisation's commitment to customer service. This certificate shows that we've been able to use your feedback to constantly improve how we support you.

Thank you for being part of this journey, we're excited to keep growing together!

Helping us keep you safe

We're also thrilled to let you know that since the start of the year, fewer and fewer homes have been overdue their heating safety checks, giving us our best figures for these checks since Karbon began.

Since January, we've averaged fewer than 10 homes per month overdue for heating safety checks due to access issues, a record-breaking figure for Karbon.

Keeping these numbers low is a huge achievement. Heating safety checks are essential to keeping your home and family safe. By allowing access for these checks, you're helping prevent risks and keeping your home secure.

We want to say a massive thank you to everyone who helped make this happen. Your cooperation makes a real difference, and we're proud to be working together to keep homes safe and warm.

Update your details today for a chance to win a £50 voucher!

We're committed to delivering the best possible service to our customers. That's why we've launched our 'Getting to know you campaign' - giving you the chance to update your details so we can better support you.

By updating your information, you'll be entered into a monthly prize draw to win a £50 high street voucher of your choice.

Simply log into MyKarbon at www.karbonhomes.co.uk/mykarbon, where you'll now see the option to update your details.

Need more info? Check out our FAQs or read our prize draw terms and conditions at **www.karbonhomes.co.uk/gtky**

It's not 'part of the job'

We do not tolerate any form of bullying, harassment or violence towards our colleagues, contractors or one another.

Action will be taken if you use offensive language, behave violently or display unwanted behaviours, including those of a sexual nature.

We know the majority of our customers act respectfully towards our colleagues, but we'll take action against those who don't.

If you experience or witness anything of this kind, report it to us by emailing **info@karbonhomes.co.uk**, calling **0808 164 0111**, or contact the police.

We're here to help

Our dedicated Community Safety Team offer support and advice to keep you safe in your home.

Safer Communities Officer, Rebecca Higgins told us how her passion for helping people has made a difference to the wellbeing of residents in our communities.

I work with a team of professionals to ensure the safety, wellbeing and empowerment of our customers, as well as raise awareness and prevent domestic abuse in our communities. I'm passionate about helping people overcome trauma and violence.

We have a zero tolerance policy towards domestic abuse. We make every effort to provide victims with the support they need and stop perpetrators.

Our website features a self-referral form where customers - or professionals supporting them - can specify safe contact times. Once submitted, the form goes directly to our domestic abuse inbox for prompt attention. We can give them a call to offer support. They can also call us or contact their housing officer for support.

I recently supported a woman who had experienced domestic abuse from her ex-partner. She didn't have anywhere to go, but we were able to sort her with refuge so she didn't have to go back to her home. A few weeks later we helped her move, got her a furniture pack and referred her to a domestic abuse support service who offer ongoing emotional support and counselling.

It's really rewarding, especially in cases like this where everything falls into place. It's not often you get availability in a refuge as they are so high in demand. Similarly, being able to get the woman an appropriate property so quickly was lucky, so that was great.

We can't always guarantee rehousing and support services straight away due to the demand, but there are things we can do during that time to support people. We can add security measures to make sure people are safe, as well as going to court to put injunctions in place to stop offenders contacting victims. We can also refer them to other agencies for help depending on what they need.

You can report domestic abuse to Karbon Homes. Your call will be dealt with confidentially and sensitively; you do not have to face your problems alone.

If you are in immediate danger, please call 999 and ask for the police.

You can contact Karbon by calling **0808 164 0111** and asking for the 'Safer Communities Team', email **domestic.abuse@karbonhomes.co.uk** or complete the self referral form found at the bottom of this page: **www.karbonhomes.co.uk/ask**.

Free summer get together at Beamish Museum

We're thrilled to be able to invite you to a special summer get together on Tuesday 19 August.

AWe have 300 free passes for Beamish Museum available exclusively for our customers. We know the school holidays come with an added financial pressure for many families, and we want to give families the opportunity to make lasting memories without having to worry about the cost.

If you are lucky enough to get a ticket, you and your family will get free access to Beamish Museum from 10am on Tuesday 19 August.

Enjoy a fabulous family day out exploring the Pit Village, take a ride on the Beamish tramway, enjoy the funfair at the 1900s Town or experience life in the North East in the 1950s including the Grand cinema.

We'll be on hand to answer queries and offer help and advice. We'll also let you know about our opportunities for you to have your say on Karbon, our latest career and apprenticeship opportunities and community programmes.

We have 300 tickets available.

To register your interest in coming along on the day, please visit **www.karbonhomes.co.uk/summerevent** or scan



Grant expectations

Have you ever wanted to find ways to give back to your community?

Then why not join our Grants Panel? It's a customer group that helps us to decide which community projects we support.

Ann is a member of the panel. Thanks to her passion for her community, she's been able to help some fantastic projects to receive funding from Karbon.

I decided to join the Grants Panel as I'm interested in supporting projects that enhance and help local communities.

We're able to give our thoughts and views on whether a project will be worthwhile for our communities. We can check the details on who's involved and what the lasting outcomes will be.

We work with a diverse group of people on the panel, so the Community Connectors who work on the projects get a balanced view on every application.

We recently worked on the Wheels2Work project. It provides bikes and mopeds to young people on low incomes so they can travel into work. You could see how beneficial the scheme would be. There are so many people who want to work but the transport wasn't there for them. Some had to walk miles for interviews. This is a great alternative.

Reading applications sometimes does not give you the full picture. As part of the panel, we're able to go out to visit a project which brings it to life. I really enjoyed my visit to Wellbeing Through Art, a project for veterans to work in different mediums, wood, slate crafting as well as painting and drawing. Some of the work produced was amazing, it also showed that Karbon's funding helps so many people.

I would highly recommend joining the panel. It really gives you a sense of community spirit.

It's extremely satisfying knowing you are helping people in our communities to have opportunities to enrich their lives. There are so many people who volunteer and give their time to help their neighbours and communities.

If you would like to join the Grants Panel, contact our Customer Engagement Team at **connectwithkarbon@karbonhomes.co.uk**.

Building career confidence

Since we started running our New Start employment programme, it has supported over 200 residents from across the North East to find career opportunities.

Here are just some of our customers who New Start has helped.

John

John from Hexham had been out of work due to a disability. Earlier this year he completed a New Start placement with Forum Cinema Hexham, working as an Usher.

“My confidence has just gone from zero to hero and that’s thanks to New Start. They realised there was potential there with me. They haven’t pushed me into a job that they know would be no good for me. I genuinely look forward to going into work on Monday.”

Rashida

Rashida from South Shields had been out of work for several years after taking a career break to raise her children. Through New Start she was able to get a role as an Administration Assistant at South Tyneside Council.

“I had lost the confidence to go back to work. With New Start, I was able to meet employers before I interviewed for the job and make sure the role would fit around my childcare needs. When I met the team from South Tyneside Council, I knew this was where I wanted to work.”

Bailey

Bailey from Teesside was feeling demoralised about finding work after he finished college. But New Start was able to find a new opportunity with Full Spec Building, a plumbing and joinery company.

“Working here has made me become clearer about what I want in the future. It’s boosted my confidence. It’s made me realise that there’s more opportunities to go and take. I’d really recommend New Start.”

If you’re looking for new career opportunities, then visit **www.new-start.co.uk** to find out more

Leaseholder life

Welcome to a new regular feature for leaseholders, dedicated to helping provide feedback and support for your common questions.

In this issue, our Leasehold Team Manager, Duncan Bird, gives us the lowdown on repairs – how things work, who is responsible and how we're improving the process.

Hi Duncan, can you tell us more about how Karbon decides who is responsible for a repair with a leaseholder.

Before we log a repair, we check a couple of things first:

- Is it a defect? If your home is still covered by the developer's defects period, they're responsible for sorting it out.
- Is it covered by insurance? If the issue is due to something like fire or storm damage, it's likely that the building's insurance policy provided for your home by Karbon will usually cover it.

Who is responsible for repairs under different lease types?

As our leases do vary for different homes, the exact responsibilities relating to your property are outlined in your lease and should be highlighted to you by your legal advisor when you sign your lease. If you have any queries please do get in touch with our Leasehold Team if anything is unclear and they can help to figure it out.

For Right to Buy and 100% owned leaseholders (flats): The usual approach is that you look after the inside of your home, while we maintain the structure and communal areas. The cost of structural repairs and maintenance is covered by the service charge you already pay.

Shared Ownership (old style model lease): You maintain the internal structure, while we look after the buildings structure and shared spaces, these costs are covered by the service charge.

Houses (old model shared ownership): Regardless of the share held, once the defects period ends, the leaseholders are responsible for all repairs.

New model lease (built under 2021-2026 Affordable Homes Funding):

- **Houses:** Leaseholders get a £500 per year repair pot (up to £1,000 max) during the first 10 years, plus we cover structural repairs in this period.

For internal and external items not covered by the initial repairs period (IRP) the leaseholder is responsible for arranging the repair.

- **Flats:** The same £500 per year repair pot applies, and we maintain the building structure for the first 10 years. For internal and external items not covered by the initial repairs period (IRP), the leaseholder is responsible for arranging the repair.

The costs are covered via service charges later.

What is Karbon doing to improve the repairs process for leaseholders?

We're working hard to make repairs simpler and clearer by:

- Training our colleagues about up-to-date laws and rules.
- Teaching our Customer Relationship Team about new lease agreements
- Listening to customer complaints and using feedback to improve.

We're also working with our Property Services Team to ensure we keep you in the loop on tracking repairs and their progress, ensuring the quality of repairs and keeping you up to date with any long wait times.

If you're a leasehold customer at Karbon and have any questions you would like answered, please get in touch with the Leasehold Team at

leasehold@karbonhomes.co.uk.

Coffee time

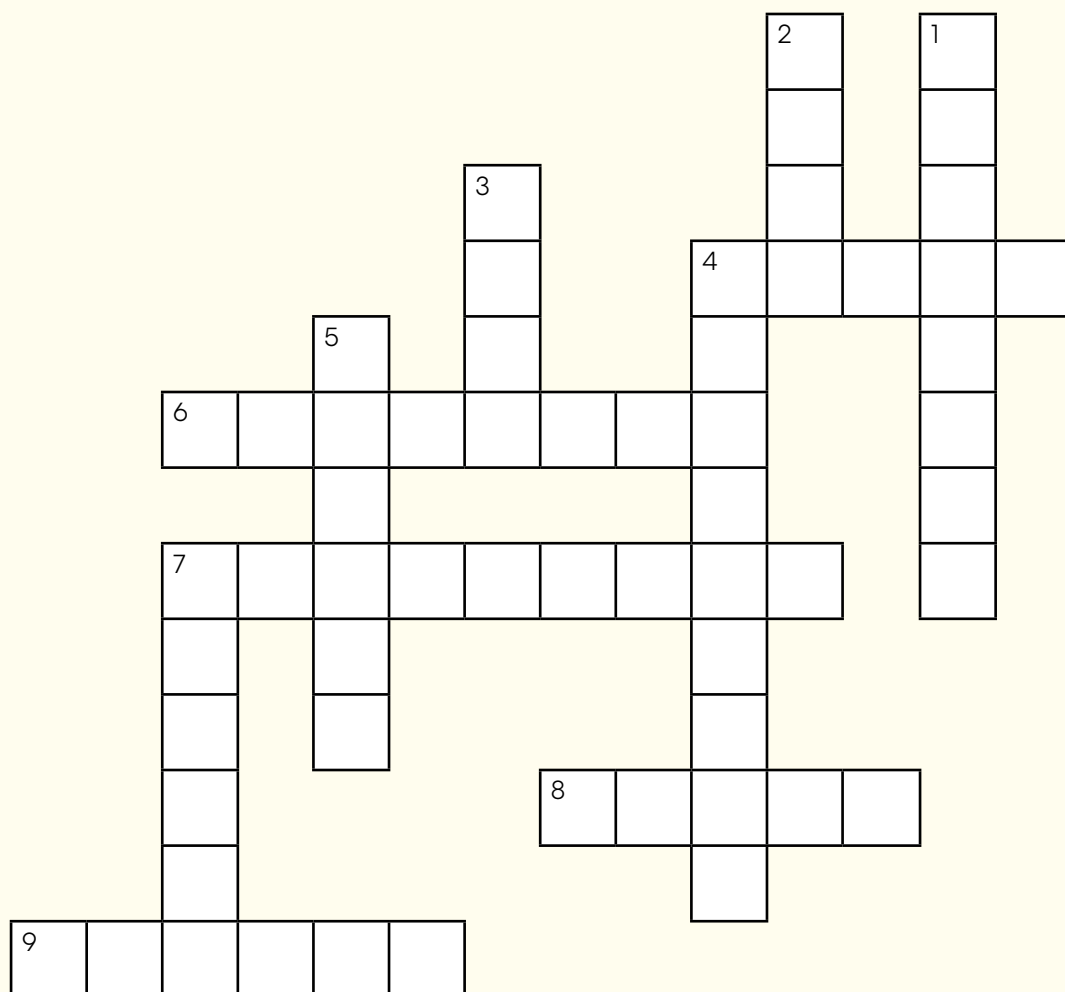
Crossword

Across

4. sand or pebbles along a shore
6. clothing to swim in
7. flower of the sun
8. when you stop working
9. where flowers, shrubs and vegetables grow.

Down

1. sweet frozen treat
2. long family walk
3. insects that make honey
4. pretty, large winged insect
5. pack food to eat on a trip
7. the hottest season of the year



Coffee time

Sudoku

Easy

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

Trickier

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

Crossword answers Across 4 beach, 6 swimsuit, 7 sunflower, 8 relax, 9 garden
Down 1 icecream, 2 hike, 3 bees, 4 butterfly, 5 picnic, 7 summer

Summer story competition

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

We want you to tell us about your favourite summer activity over the summer holidays – it could be going to the beach, having a picnic or even taking part in one of our Holiday Squad activities.

You can write a short story about why you love your activity or you could draw a picture of you enjoying it.

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 of the magazine. Good luck!



Enjoy free activities for children this summer with Holiday Squad – find out more at **www.karbonhomes.co.uk/squad**.

The entries for our Easter colouring competition in the last issue were eggcellent. Take a look at some of the entries in our gallery below and on our Facebook page @karbonhomes

Ada-Grace, 7



Daizie McCalvey, 9



Willow Parry, 6



Isabella Know, 6



Emily Hughes, 7



Amelia Lavery, 11



Mya Maughan, 6



Evan Mcalpine, 7



Easy

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

Trickier

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

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.

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.