

August
2020

CETRA NEWS

FOR THE CEDARS ESTATE

CETRA



Useful Numbers:

Transco Gas Safety –
24hr (for gas leaks)
0800 111 999

Clapham Town Safer
Neighbourhood Team:
020 8721 2825

Lambeth Council:
020 7926 1000

CETRA Office:
020 7926 7555

Heating and Hot
Water:
020 8655 3330

Out of Office
Emergency Repairs:
020 7926 6666

Noise Nuisance - Rapid
Response Night service
10pm-3am
(5am on Fri-Sat)
020 7926 5999

CETRA's email:
cedars@lambeth.gov.uk

CETRA website:
www.cetra-housing.co.uk

COVID-19 (Coronavirus) UPDATE

Dear Residents,

The previous few months have not been easy for all of us and we are doing what we can to prevent the spread of coronavirus and at the same time keep our services going.

While times ahead are uncertain we are preparing ourselves for safely returning to some form of normality. In the meantime we have gathered the latest information of our work and services in this newsletter.

TMO Housing Office

The TMO office is still closed to visitors until further notice which is in line with other Lambeth Housing Offices. CETRA staff remain available to you. If you require any tenancy management advice or support please contact us on **020 796 7555**. Please also use the CETRA general email address to direct service requests.

Please email: cedars@lambeth.gov.uk

Repairs

We would like to inform all the residents that we are not currently carrying out PR5 non urgent jobs and ask for your understanding and

MAJOR WORKS

CETRA strives as an organisation to improve the external fabric of the estate and will therefore be carrying out the following works in September.

Reconstruction of the Crossovers 121-189 and 1-107

Cedars Road

This work will consist of breaking out the existing concrete crossovers (in front of the garages), and laying a dense wearing course tarmac. The work will affect all residents with garages. Residents with garages will be unable to access their garages whilst the work is being undertaken and are advised to remove the vehicles from the garage and make alternative arrangements for parking. We will be writing to all those with garages nearer the time.

Tarmac Repairs

We will be carrying out re-tarmac work to various damaged areas of the estate which pose a health and safety risk to our residents. The

Fire Safety in Communal Areas Policy

Aims of Policy

This policy explains Lambeth's approach towards the management of communal areas within and around residential blocks to ensure that fire safety is not compromised.

Policy Statements

- ⇒ Residents may use communal areas provided they do not create a fire risk or impact negatively on other residents.
- ⇒ We require residents to make sure that rubbish and unwanted items are properly disposed of and any rubbish or recycling is placed in the designated area on the agreed day of collection. Vulnerable residents should seek assistance where needed for the collection of unwanted rubbish.
- ⇒ We will conduct monthly safety hazard assessments to check that communal areas are safe. This includes the identification of any required communal repairs.
- ⇒ The approach taken depends on the level of risk.

Zero Tolerance

- ⇒ There is zero tolerance to all items left in communal areas. It is essential that all escape routes are kept entirely clear of items of furniture, buggies, mobility scooters, plants, clothes drying facilities, rubbish, bicycles etc.
- ⇒ Combustible items, including white goods and mobility scooters, left in blocks with a zero tolerance approach can be removed immediately and put into storage or disposed of.
- ⇒ For other items residents will be given 24 hours' notice before being removed.

Managed Approach

- ⇒ Only Pot plants can be stored in communal areas.

External Communal Areas

- ⇒ There will be a zero-tolerance approach to external garden sheds in block grounds without approval. Where sheds are already approved then the resident must now also be able to demonstrate it is constructed of substantially non-combustible materials and not

Fire Emergency Plan

If you discover a fire:

- ◆ Raise an alarm, shout fire fire loudly.
- ◆ Leave the building immediately
- ◆ Call London Fire Brigade immediately.
- ◆ Wait outside away from the building

Calling the London Fire Brigade:

- ◆ The Fire service should always be called to a fire, even if it only seems to be a small fire. This should be done straight away. The way to call the Fire service is by telephone as follows.
- ◆ Dial 999 or 112 from any phone device.
- ◆ When the operator answers give the telephone number you are ringing from and ask for the fire service.
- ◆ When you're put through to the Fire service, tell them clearly where the fire is, specify the address including the number of the flat and floor of the fire. Do not hang up until the Fire service have repeated the address to you and you're sure they have got it right. The Fire service cannot

REMEMBER!

Always have a working smoke alarm in your flat and test it on a regular basis.

CETRA would like to remind all our residents that if your smoke alarm starts to beep, it is normally a sign that your smoke alarm needs to have its batteries changed.

The batteries usually last for 1 year.

Please be advised that all smoke alarms on the estate are battery powered and is connected to the Mains.

Please be reminded that it is the tenants and not CETRA's responsibility to change the batteries of the smoke alarm.

How to change the batteries?—You need a ladder, a flat-blade screwdriver and a lithium 9-volt battery.

Fire safety information board



Please ensure that communal areas are kept clear of personal items, rubbish and obstructions



No storing of
LPG cylinders



No
smoking

PLAYGROUND

Our estate playground was re-opened on 23rd July 2020 with a slight delay compared to Lambeth managed playgrounds. We understand that this caused some confusion and disappointment for some of the residents and their children. We had to wait until COVID-19 signs were delivered from Lambeth and for our cleaning contractors to carry out a deep clean and disinfection of the playground and basketball court.

We apologise for the delay and we hope that you understand we are taking safety first.

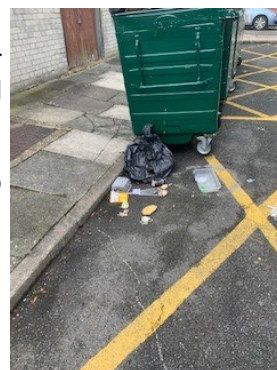
On a positive note, we would like to inform all our residents that we are aiming to replace the old Playground units within the next few months and make it more enjoyable as well as safe for

DO NOT DUMP RUBBISH BAGS IN THE COMMUNAL AREAS

It has come to our attention that some Residents have been dumping rubbish bags on the floor outside the recycling bins or in other communal areas and not disposing of them correctly in the communal bin.

We must remind the residents that this is a health and safety issue to leave rubbish lying anywhere in the communal areas, on the floor and not in the bin and it also attracts vermin to the Estate which results in rubbish bags being ripped open and strewn across the communal areas which in turn will invite more vermin to the Estate.

We strongly advise that residents dispose of their rubbish correctly and refrain from leaving rubbish bags in the communal areas. If CETRA find that residents have disposed of their recyclable items or household rubbish incorrectly we will instruct our cleaning contractor to remove and dispose of the items and the cost of doing so will be recharged to the resident responsible.



Unity Matters Home learning Project



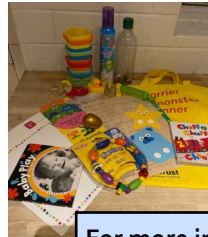
Unity Matters offers an excellent opportunity for parents and their children to participate in a **Home Learning Project**.

You will receive a **free**, age appropriate home learning pack which contains books, props, craft materials, activities and rhyme sheets.

This will be followed up by three personalised phone calls focusing on:

- **Supporting your child's learning**
- **Understanding behaviour**
- **Next steps**

Together you will work on strategies to make everyday



For more information please get in touch with your local Children's Centre

Or contact Angela Russell at
Unity Matters CIC

Email: unitymatter-scic@gmail.com

What to expect:

- Unity Matters will get in touch to make a plan and send out your home learning pack, followed with a phone call
- Over the next 6 weeks you will receive a further 2 phone calls to support your plan
- At the end of the project Unity Matters will reflect on your plan and discuss next steps.



HM Government

In partnership with

THE NATIONAL LOTTERY
COMMUNITY FUND

Estate Parking Arrangements

Estate parking arrangements still remains the same as we advised in the previous newsletter. There is no need for you to renew your parking permit until further notice. Any changes will be notified to all the residents via our next newsletter/letter which will be delivered to each property, so please keep an eye out for the updates from us. Visitors/Contractors will also be able to park on the estate without displaying a permit. However, if a vehicle is parking in an unauthorised manner as follows:

- vehicles parking on double yellow lines
- in front of a block gate
- crosshatched areas
- within the blocks
- in front of garages without a permit displaying the garage number

Further advice on Coronavirus

The Government's advice on coronavirus is available in one place, covering a range of topics including:

- **Protecting yourself and others from coronavirus**
- **Work**
- **Financial support and money.**

Here
for
you



Lambeth