

June
2018

CETRA NEWS

FOR THE CEDARS ESTATE

Final Ballot Results

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)
02 7926 5999

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

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

Cedars Residents Vote YES

A big **THANK YOU** to all residents who took the time to vote in the CETRA Continuation Ballot held in May 2018.

We had a tenant participation of 74.5% and **96.7%** of those tenants that voted, voted YES to CETRA Housing Co-operative. Our Leaseholders participation was 66.3% and, **97.7%** voted YES

We appreciate the support of our voters!

There is an increase when compared with the votes that were received in 2013 where we had 70.1% of tenants participate, and 95.3% of those tenants voted YES.

This is a resounding vote in our favour and gives CETRA the green light to continuing managing your estate.

Over the next few years we will be working hard to continue improving the services delivered to you. Please look forward to our changes.

Final Ballot Results

CETRA HOUSING CO-OPERATIVE - CONTINUATION BALLOT



TENANTS

Total number of eligible tenants	208
Total number of votes received	155
Overall rate of participation	74.5%
Number of votes found to be invalid	2
Result	
Number Voting YES	148 (96.7% of the valid vote)
Number voting NO	5 (3.3% of the valid vote)

LEASEHOLDERS

Total number of eligible leaseholders	193
Total number of votes received	128
Overall rate of participation	66.3%
Number of votes found to be invalid	0
Result	
Number Voting YES	125 (97.7% of the valid vote)
Number voting NO	3 (2.3% of the valid vote)

TENANCY CHECKS ON THE ESTATE

During each financial year CETRA Housing must carry out and complete tenancy checks to a minimum of 10% of the Lambeth Housing stock.

Tenancy Checks are RANDOM and officers can turn up to your property to carry out a Tenancy Check at any time, unannounced.

As a Lambeth Tenant you are obligated to allow our Officers access to complete the Tenancy Check. If a Tenant fails to give access to the property for the Tenancy Check to be completed, further action may be taken against the Tenant.

Tenancy Checks are carried out to identify any Unauthorised occupants on the Estate, Identify any abandoned or sub-let properties, Ensure the information held on our systems are true and accurate and identify any Tenancies obtained by deception. Tenancy Checks also give us the opportunity to ensure the property is being well looked after and that there isn't anything in the property that gives the Housing Office a cause for concern.

BE CONSIDERATE—PARTIES AND NOISE NUISANCE

With the levels of heat and sun that London rarely receives, it is understandable that our residents would like to take advantage of this and hold gatherings with their family and friends.

However we ask all residents to be considerate especially during the night and in the gardens. While you may be feeling awake and energetic, please keep in mind that others will be sleeping and do not appreciate being disturbed.

Here are a few golden rules to be considered:

- Make sure your music and television can't be heard outside of your flat
- Our flats are not designed for large lively parties
- Residents are responsible for the behaviour of people they invite to their home or on to the estate.
- BBQ's are not allowed in any communal areas on the estate.



PARKING WITHIN BLOCKS

It has been brought to our attention that some vehicles are parked in the blocks, especially at the weekends!



May we remind all residents that this is a serious health and safety issue as it blocks access and exit from the blocks in cases of emergency. It also damages the paved areas and restricts access for parents with prams and wheelchairs.

Any residents caught doing this will have their permits immediately revoked. Non-resident Leaseholders and Managing Agents are responsible for ensuring sub-letting tenants abide by these restrictions.

DO NOT FEED PIGEONS

There has been an increase in pigeons on the estate. Please refrain from leaving food waste around the estate or feeding pigeons. Not only is this considered as littering but it is also in breach of your tenancy and lease agreement.

Once pigeons and other vermin or rodents become accustomed to feeding on the estate, they can multiply rapidly. Large amounts of any rodents (including pigeons, foxes and squirrels) can result in an unsightly environment and health risks.



We ask residents to be vigilant and report any sightings of anyone seen feeding pigeons so that we can take the appropriate action.

BIG LUNCH BIG SUCCESS



CETRA is please to inform you that the Big Lunch Event held for the Cedars Estate on Saturday 2nd June was a big success. We would like to thank all our residents who showed up and hope everyone had an enjoyable time. Residents got together, brought their home cooked food, children enjoyed the bouncy castle, DJ, gladiator duel game and some fancy face painting was done ! However, we are always looking for an improvement next year! We would like residents to write down their ideas in our suggestion box which is located in the reception area in the office.

Fire Risk Assessments (FRA) and Communal Balcony Inspections Reminder

Lambeth's Health and Safety Officers are carrying out FRA's in partnership with the London Fire Brigade to ensure that it follows their most up-to-date good practice.

Where communal areas open to outside elements the council will permit 'allowable items' to be left / stored in the communal area: 'Allowable items' refers to the following items only:

- A doormat outside an individual property front door
- Real plants in non-combustible containers that do not restrict an escape route (minimum 1 metre width)

CETRA reserves the right to remove any other items left / disposed of in communal areas without limitation should they be causing a fire risk or be blocking access / exit routes.

Where CETRA incurs direct or indirect costs as a result of any actions relating to managing fire safety in communal areas, including removal of stored / disposed items, rubbish bags or door grilles, these costs will be recharged to the resident(s) responsible.

Please observe the conditions of your tenancy/lease agreement, which address this matter. If you require further information regarding your tenancy/lease conditions, please contact the CETRA Housing Office.



BULK REFUSE COLLECTION SERVICE

Bulk refuse is collected by our contractor on Tuesday and Friday mornings. You can take your refuse or unwanted furniture (small amounts only) **out on the morning of the collection** as it is a fire hazard and health and safety issue to leave it out overnight. If refuse is left out before the morning of the collection or at inappropriate areas we will have to recharge residents for their removal as this is a tenancy and lease violation. **Please note that we do not collect building rubble or garden waste, residents must make their own arrangements for the disposal of this. If the removal is arranged by CETRA, there will be a recharge.**

We would like to remind you that the pick-up service is free, Wettons are **NOT** responsible for the removal of items from properties or balconies.

For disposal of big bulk items please contact Lambeth Environmental on 020 7926 9000. For the first 4 items there will be a charge of £20, for every item after the fourth there will be an additional charge of £5 per item.