

CETRA NEWS

FOR THE CEDARS ESTATE



CETRA HOUSING OFFICE XMAS AND NEW YEAR OPENING TIMES

Wednesday 23rd December	9am—5pm
Thursday 24th December	9am—12pm
Friday 25th December	CLOSED
Monday 28th December	CLOSED
Tuesday 29th December	9am—5pm
Wednesday 30th December	9am—5pm
Thursday 31st December	9am—12pm
Friday 1st January	CLOSED
Monday 4th January	9am—5pm

Then its Business as usual!

CETRA WISHES YOU ALL A

VERY **MERRY CHRISTMAS**

AND A

HAPPY, PROSPEROUS & SAFE

NEW YEAR!!!



DECEMBER

2020

CETRA

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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

Gasnet repairs / Heating and Hot Water:

020 8655 3330

Out of Office Emergency Repairs:

020 7926 6666

CETRA's email:

cedars@lambeth.gov.uk

CETRA's Website;

Www.cetra-housing.co.uk



XMAS AND NEW YEAR EMERGENCY COVER

Our Contractors will supply an emergency service over the Xmas & New year periods. This will commence on Thursday 24th Dec' from 12.00pm up to Tuesday 29th Dec' 9.00am, and again from 12:00pm on Thursday 31st December - 9am Monday 4th January 2021. During these times please call the Out of Hours Emergency Repairs line on **020 7926 6666**.

Please ensure that before you call the it is a genuine emergency.

Examples of an emergency include: Flooding, Total power Extinction, Total Loss of Heating and Hot Water, and toilet blockages, . **Non emergencies include:** Partial heating loss, no hot water where an electric Immersion tank is present, individual light fitting / switch is broken, minor water leaks, such as taps or sink traps, basin, sink or bath blockages. Minor Issues should be reported on any normal working day at the office.

Following this simple guide will ensure that all parties can enjoy the festive season.

Pay your rent before it's spent

We all know how much spending increases during the Christmas period; however, please remember the importance of paying your rent. Missing payments over the Christmas period may result in further action in January. So please add 'paying your rent' to your checklist and start the New Year off right!

Easy ways to pay your rent:

Credit/debit card: At the CETRA Housing Office 27 Cedars Road SW4 0PN or by calling 020 7926 7555.

Cash: At the Cashiers Office, London Borough Lambeth Town Hall, 18 Brixton Hill SW2 1RW (please check with Lambeth Council that the cashiers office is currently open)

Swipe card: You can pay using your swipe card at any pay point.

Bank transfer: Please use your account reference number as reference for payment.

Lambeth **sort Code is 57-64-69** and the **account number is 00000000**

Cheque: Please write your account reference number on the back of the cheque and make it payable to 'London Borough of Lambeth'. Send to Cashiers Office, Olive Morris House, 18 Brixton Hill SW2 1RL

Parking Patrol Dates & Times



Wednesday 23rd December - Normal
 Thursday 24th December - Suspended
 Friday 25th December - Suspended
 Saturday 26th December—Suspended
 Monday 28th December - Suspended
 Tuesday 29th December - Normal
 Wednesday 30th December - Normal
 Thursday 31st December - Suspended
 Friday 1st January 2021- Suspended
 Saturday 2nd January 2021 - Normal
 Monday 4th January 2021 - Normal

Estate Parking Arrangements Reminder

We would like to remind all Residents that Parking enforcement on the Cedars Estate has started from 7th December, therefore we now require Residents and their visitors to use Permits. If your Permit has ran out and you need to renew a permit, please send your documentation via cedars@lambeth.gov.uk. If you would like to buy a daily parking Permit, we ask Residents to contact us in advance to make arrangements to visit the office and purchase the permit with your credit or debit card.

Your Residents parking permit from now on will be added to digital platform so you are no longer required to display it in your vehicle. Residents parking permit are valid for 1 year so we advise residents to make a note of it's expiry date once you receive confirmation of it's renewal. A Visitors parking permit will be issued as normal and must be placed on your vehicle's dashboard. If you have any other enquires regarding permits please contact us on 0207 926 7555 or send us an email to our cedars inbox.

PLEASE NOTE; CETRA cannot get involved in any cases whereby a PCN has been issued to vehicles so please ensure your have obtained your parking permits ASAP so as to avoid receiving a PCN.

CALLING ALL PET OWNERS

Seeking permission to have a dog

It has come to CETRA's attention that there are some Residents on the Cedars Estate who have a dog but have not requested permission to have one. It is part of your Tenancy/Lease Conditions that you must request permission to have a dog in your property. Failure to do so means you are in breach of your Tenancy Agreement. We kindly ask that those who have NOT requested permission to have a dog do so in writing to the CETRA Housing Office immediately. Generally permission is granted providing that the dog isn't registered as a dangerous dog, the dog is micro chipped, insured for liability and kept on a lead at all times when in communal areas. PLEASE NOTE: If you fail to register for permission to have a dog and CETRA receive complaints in relation to your dog you run the risk of CETRA denying any retrospective permission

Have the dog on the lead while walking it on the Estate

There has been an increasing number of complaints relating to dog owners allowing their dogs to walk on the estate without the lead. Whilst we understand not all cases are linked to our residents, we must stress that it is a bye law and part of the terms and conditions of the dog ownership declaration that all residents with a dog must be kept on a lead at ALL times whilst in the communal areas of the Estate.

Clean up after your dog

There have been a number of complaints about dog fouling on the estate. We urge all residents to be vigilant and try to give CETRA a detailed description of the owner and dog to help us catch the perpetrator. Where possible if a date/time could be supplied we can also check our CCTV footage to see if we can identify the culprit. A £75 fine will be issued if caught.



SUBLETTING OF CEDARS ESTATE GARAGES

It has come to our attention that there are garages on the Cedars Estate that are potentially being sublet to third parties. May we remind residents it is a condition of your garage tenancy NOT to sublet the garage.

If we find that a resident has sublet their garage we will be forced to take back the garage immediately and the Resident will no longer be allowed to rent a garage again in the future.

Please note; if CETRA has reason to believe a garage is being sublet we can request an immediate inspection of the garage to check if the garage has been sublet and take the necessary action if the garage has been sublet.

If any residents are aware of any garages being illegally sublet they can notify CETRA privately and we will investigate.

FESTIVE GATHERINGS

To anyone having visitors over the holidays please remember as well as enjoying yourselves to be mindful and considerate of your neighbours and to ask your guests to do the same. CETRA understands that there will be festivities on the estate and that this will increase levels of disturbance but try to be considerate with the other residents and please do not let gatherings spill onto the balconies or communal areas. Please check Coronavirus (Covid-19) public health advice and current restrictions on Lambeth website: <https://www.lambeth.gov.uk/coronavirus-covid-19/>. And don't forget to keep safe!

Coronavirus (COVID-19) get urgent help for you or someone you know

If you or someone you know have been affected by coronavirus (COVID-19) you can get a help. You can contact us online or over the phone.

You or someone you know could need help if you:

- do not have your usual support from friends, family or carers
- have been asked to self-isolate
- are having money problems
- are ill with coronavirus and have no access to food or prescription medicine
- need social and wellbeing support.

Lambeth is working with an organisation called **onHand** to run a shopping service where you pay for groceries and someone will go to the shop for you,

Should you need additional assistance from a volunteer, for either yourself or a family member, please reach out to the *NHS Volunteer Responders Programme* by calling **0808 196 3646** or visiting <https://nhsvolunteerresponders.org.uk/services>.

Please visit **onHand** website

www.beonhand.co.uk/

and <https://www.lambeth.gov.uk/coronavirus-covid-19>

for more information.

Information about rubbish and recycling collections during festive period

Bank Holiday	Date	Amended Collection Day
<i>Christmas Day</i>	Friday 25th December 2020	Saturday 26th December 2020
Bulk bin Refuse Only	Friday 25th December 2020	Sunday 27th December 2020
<i>New Year's Day</i>	Friday 1st January 2021	Saturday 2nd January 2021

These are the expected rubbish and recycling collection times but we advise to check dates closer to the time on www.lambeth.gov.uk.

HAVE A GREEN CHRISTMAS

Over the Christmas period we understand Residents are bound to accumulate additional quantities of rubbish/boxes. In order to assist the Estate Cleaning Staff and Lambeth's Streetcare, we would ask for all Residents to make sure they recycle any recyclable rubbish/boxes in the Environmental bins provided.

We would like to remind Residents that the recycling bins are for **INDIVIDUAL** recyclable items only. Black household rubbish bags, plastic bags as well as orange/white recycling bags **CANNOT** be disposed of in the recycling bins. If anything other than individual items are disposed of the collection team will **NOT** empty the bins which will cause the bins to overflow and attract vermin to the Estate!

Please think of others when disposing of Rubbish on the Estate and help keep the Cedars Estate clean.



- **Sunday 13 December • noon - 3.30PM**
- **Windmill Gardens, (off) Brixton Hill, SW2 5DA**
- Visit Santa's Grotto • 12.30-3pm, donation £4 per child (including a gift)
- Brixton Windmill Festive Bake competition
- Outdoor stalls with local crafts people, makers, food producers and more...
- Brixton Windmill Centre Shop, flour, Café ☕

This event may be cancelled if local COVID restrictions change

HAPPY HOLIDAYS!