

# CETRA NEWS

FOR THE CEDARS ESTATE

DECEMBER

2021

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## CETRA HOUSING OFFICE XMAS AND NEW YEAR OPENING TIMES

Thursday 23rd December	9am—5pm
Friday 24th December	9am—12pm
Monday 27th December	<b>CLOSED</b>
Tuesday 28th December	<b>CLOSED</b>
Wednesday 29th December	9am—5pm
Thursday 30th December	9am—5pm
Friday 31st December	9am—12pm
<b>Monday 3rd January 22</b>	<b>CLOSED</b>
Tuesday 4th January 22	9am—5pm

Then its Business as usual!



### 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



CETRA is Wishing YOU a  
**MERRY CHRISTMAS & a HAPPY,  
NEW YEAR!!**





## **XMAS AND NEW YEAR EMERGENCY COVER**

Our Contractors will supply an emergency service over the Xmas & New year periods. This will commence on Friday 24th Dec' from 12.00pm up to Wednesday 29th Dec' 9.00am, and again from 12:00pm on Friday 31st December - 9am Tuesday 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 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:** calling the office line 020 7926 7555 or 24 hour automated payment line on 020 8290 2086.

**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**



Thursday 23<sup>rd</sup> December - Normal

Friday 24<sup>th</sup> December - Suspended

Saturday 25<sup>th</sup> December - Suspended

Monday 27<sup>th</sup> December - Suspended

Tuesday 28<sup>th</sup> December - Suspended

Wednesday 29<sup>th</sup> December - Normal

Thursday 30<sup>th</sup> December - Normal

Friday 31<sup>st</sup> December - Suspended

Saturday 1<sup>st</sup> January 2022 - Suspended

Monday 3<sup>rd</sup> January 2022 - Suspended

Tuesday 4<sup>th</sup> January 2022 - Normal

## **Estate Parking Arrangements Reminder**

If your Permit has ran out and you need to renew a permit, please send your documentation via [cedars@lambeth.gov.uk](mailto:cedars@lambeth.gov.uk). If you would like to buy a daily parking Permit, we ask Residents to contact us in advance so we can send you a payment in time for you to buy a daily permit.

Please be reminded that your Residents parking permit is now 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.

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.

If you have any other enquires regarding permits please contact us on 0207 926 7555 or send us an email to our cedars inbox.

## Information about rubbish and recycling collections during festive period

The collections will not change during the festive period so it will be collected as per normal.

Date	Amended Collection Day
Friday 24th December 2021	No Change
Tuesday 28th December 2021	No Change
Friday 31st December 2021	No Change
Tuesday 4th January 2022	No Change

## 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!

## DAMP & CONDENSATION

**Damp and condensation are common problems in properties of all types.**

As the seasons change it is important to look out for signs of damp and condensation.

Condensation damp is caused when excess moisture in the air comes in to contact with cold surfaces. Other forms of damp are caused by water leaking through walls and can indicate structural or weatherproofing issues.

### Signs of condensation damp are:

- Steamed up windows and walls
- Decay or discolouration of decorations
- The appearance of black mould

### Signs of damp caused by structural defects:

- Decorations, such as wallpaper, may be blistered or discoloured by water
- Walls may be damp to the touch and feel cold
- Damp will be more apparent after rainfall
- Ceilings may look stained

### Avoiding damp:

- Keep your kitchen door closed as moisture that leads to humidity is generated here
- Use pan lids when cooking and turn on your extractor hood or fan
- Ensure your tumble dryer is correctly vented

- Wipe and dry surfaces after cooking
- Dry clothes outdoors or in a room with windows open where possible
- Close your bathroom door
- Keep an extractor fan on when showering and bathing
- Use bathmats to avoid saturating bathroom floors
- Don't overfill wardrobes or cupboards to ensure ventilation
- Move furniture away from walls to allow air to circulate
- Avoid using portable gas and paraffin heaters as these produce moisture
- Cover fish tanks and indoor aquariums

### How to remove mould:

- Protect yourself by wearing goggles, long rubber gloves and a mask that covers your nose and mouth
- Fill a bucket with water and some mild detergent, like washing-up liquid. Use a rag dipped in the soapy water to carefully wipe the mould off the wall. Be careful not
- After cleaning, use a dry rag to remove moisture from the wall
- Throw away any used rags and soft furnishings affected by mould
- The room should be thoroughly cleaned by either wiping or vacuuming to remove any mould spores

If you think your damp is caused by poor external maintenance, structural issues or a leak, you can raise a repairs request by contacting the office.

For more information see Lambeth video guide by searching 'Lambeth: Dealing with Condensation, Damp and Mould'



## Are you 65+ and rely solely on a state pension?

You are at the heart of our community and to show our appreciation this Christmas... You can receive a **£30 Iceland voucher** to spend throughout December.

To apply for an Iceland voucher, you will need to verify your age with Age UK Lambeth. Apply for a voucher by ringing **020 3143 0125** by **Friday 31st December 2021**.

You will be able to spend your voucher in the following Iceland stores; **Lower Marsh, Walworth, Camberwell, Stockwell, Brixton, Clapham and Old Kent Food Warehouse.**

Powered by

**Rothesay**  
Foundation



**Iceland**

Age UK Lambeth is a registered charity - 1063497

## HOUSEHOLD SUPPORT TEAM

Lambeth Council has recently received a government grant primarily to support households in the most need with food, energy and water bills this Winter. Lambeth is primarily utilising this funding to increase the Emergency Support Scheme (ESS) and to relax the criteria for the scheme to ensure it is accessible to more residents.

For the period of the winter (and the grant) the Emergency Support Scheme has been rebranded as the Household Support Scheme to encourage applications from residents who require support but may not feel it's an emergency. The following changes have been made to the scheme:

- ◆ Open to all residents with a household income of less than £30,000
- ◆ Residents do not need to be in receipt of benefits to access the scheme
- ◆ If residents have applied for the Emergency Support Scheme within the past 6 months but require further support for food and utility bills, they will still be eligible to apply (i.e. no re-application within 6 months has been removed)

Eligible applicants will be allocated standardised amounts for food and fuel depending on the number of individuals in their household. We would like to encourage anyone who this scheme would benefit to apply for these additional funds. The Household Support Scheme is now live and can be accessed by Lambeth residents online (<https://beta.lambeth.gov.uk/>) or by emailing the team at [ESSteam@lambeth.gov.uk](mailto:ESSteam@lambeth.gov.uk) to arrange a phone call.



**HAPPY HOLIDAYS!**

