

CETRA NEWS

DECEMBER 2023

CEDARS ESTATE

*Merry Christmas
and Happy New Year*

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

Heating and Hot Water
0800 091 2140
0208 722 3436
Pod4@smithandbyford.com

TW Drainage
0800 121 6122
OOH@twdrainage.co.uk

**Out of Office
Emergency Repairs**
020 7926 6666

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

CETRA Office
020 7926 7555

CETRA's email
cedars@lambeth.gov.uk

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

CETRA Office Christmas and New Year Opening Hours

| | |
|----------------------------------|---------------|
| * Friday 22nd December | 9am—12pm |
| * Monday 25th December | CLOSED |
| * Tuesday 26th December | CLOSED |
| * Wednesday 27th December | CLOSED |
| * Thursday 28th December | 9am—2pm |
| * Friday 29th December | 9am—12pm |
| * Monday 1st January 2024 | CLOSED |
| * Tuesday 2nd January | 9am—4pm |

Then it is business as usual!



CHRISTMAS AND NEW YEAR EMERGENCY COVER

CETRA will supply an OOH (Out Of Hours) emergency service over the Xmas & New year periods. This will commence from 12pm on Friday 22nd December until 9am Thursday 28th December, then again from 12pm Friday 29th December until 9am Tuesday 2nd January 2024.

During these times please call the Lambeth OOH 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, uncontrollable back surge into the property 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.

Collection dates over Christmas and New Year

Please note your rubbish and recycling collection days during the holiday period will be changing, please see the table for the changes.

| USUAL COLLECTION DATE | CHRISTMAS COLLECTION DATE |
|-----------------------|---------------------------|
| Monday 25 December | Tuesday 26 December |
| Tuesday 26 December | Wednesday 27 December |
| Wednesday 27 December | Thursday 28 December |
| Thursday 28 December | Friday 29 December |
| Friday 29 December | Saturday 30 December |
| Monday 1 January | Tuesday 2 January |
| Tuesday 2 January | Wednesday 3 January |
| Wednesday 3 January | Thursday 4 January |
| Thursday 4 January | Friday 5 January |
| Friday 5 January | Saturday 6 January |

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 Street care team, we ask that all Residents make sure that they recycle any recyclable rubbish/boxes in the Environmental bins provided and cardboard boxes are broken down and placed in the bins. 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!



HOLIDAY PARKING PATROL

To add to the Christmas Spirit, CETRA would suspend ALL parking between (and inclusive of) Friday 22nd December 2023—Monday 1st January 2024. Parking patrols will recommence at 7am on Tuesday 2nd January 2024.

Whilst parking may be suspended during this period we kindly ask Residents and their visitors to ensure they do not park inside blocks, on slip roads, in front of garages they do not rent, or in anyway that would affect emergency services or bin collections.



COMMUNAL AREAS/BALCONIES

CETRA would like to remind all residents that **NO** items except for live plants can be left on communal balconies or in any other communal areas. This includes (but is not limited to) the following: rubbish bags, bicycles, clothes racks, BBQ grills, ladders, brooms, mop & bucket, furniture and unused plant pots.

It is a condition of Resident's Tenancy/Lease conditions that no items are left out in the communal areas of the estate and if found CETRA will serve the appropriate letter to the perpetrator (s) which will give them a 24 hour deadline in which to remove the items. If the items are not removed within this timeframe CETRA will then remove and dispose of the item(s) and recharge the perpetrator(s)

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 understand that there will be festivities on the Estate and this will increase levels of disturbance but please try to be considerate and please do not let gatherings spill onto the balconies or communal areas.



PETS ON THE ESTATE

In the October newsletter, CETRA advised all Residents to obtain permission for keeping pets in the property. If you have not done so, CETRA strongly recommend you submit your request in writing. You can either drop off your request at the office located at 27 Cedars Road or send an email to cedars@lambeth.gov.uk

CETRA would like to remind all Pet owners on the Estate

Be Responsible for your Pets

We understand the joy and happiness pets bring into our lives. However, CETRA kindly request everyone to be considerate of your neighbours, especially regarding noise disturbances caused by dogs barking during early or late hours. Your cooperation in maintaining a peaceful environment is greatly appreciated.

Cleaning Up After Your Pets

There have been recent instances where pet waste has been left unattended in our communal areas, causing inconvenience for other residents living on the estate. These incidents also require extra effort from our cleaners to keep our Estate clean. CETRA would like to remind to all pet owners to be diligent in cleaning up after your pets. Please ensure to carry appropriate waste disposal bags while walking your pets; promptly clean up any pet waste in communal areas and dispose of pet waste in the bin.

LIGHTNING REACH—Support with your Bills

If you are currently seeking additional support with your bills and cost of living, Lightning Reach-in partnership with Lambeth Council and charities, offer a free online portal that connects you to various financial support sources quickly and securely, all in one convenient place.

Please visit www.lightningreach.org to sign up and create a secure profile in just 10-15 minutes. Once registered, the porter will connect and match you with grants, local authority schemes, discounted tariffs for essential utilities (water, energy, internet, etc) and benefits calculator. There are over 1,600 organizations offering support, which include Royal British Legion, Southern Housing, and Teaching Staff Trust, you can access a wide range of assistance.

Just that, simply submit your supporting evidence and applications through the portal.



CHANGE TO THE BULKY WASTE WEEKLY COLLECTION SERVICE

CETRA would like to draw your attention to the changes in our Bulky Waste Collection.

As previously outlined with the October Newsletter (additional letter insert), our cleaning contractor informed us about the introduction of tonnage disposal costs. Consequently, tenants and leaseholders will be charged for the bulky waste services. However, CETRA aim to avoid recharging tenants/leaseholders if **EVERYONE** ensure that they follow the rules for the disposal

Collection days

Bulky waste will be collected twice weekly on **Tuesday** and **Friday** mornings. Please place items out for collection **before 10am** (not the night before).

Disposal Time

Please ensure you do **NOT** place items out **after 10am** on **Tuesday** and **Friday**

EXAMPLES OF ACCEPTABLE BULKY ITEMS

- Small items such as old toys, etc must be boxed or bagged.
- Small electrical items.
- Televisions.
- Small tables and bedside drawers.
- Small chairs.
- Microwaves.
- Small heaters.
- Flat pack furniture (broken down).

EXAMPLES OF UNACCEPTABLE BULKY ITEMS

- Wardrobes.
- Bed frames/Mattresses.
- White Goods – Fridges, Freezers, Washing Machines, cookers.
- Carpets.
- Plasterboard.
- Car parts.
- Garden waste (contact Lambeth Council on the number below).
- Rubble or building waste.
- Clinical or hazardous waste.
- Large tables.
- Sofas.

REMEMBER: if you are unsure if we will take an item you **MUST** check with the CETRA Housing office on 020 7926 7555 before leaving an item out.

If you want to dispose of items we do not collect, then Lambeth Council offer a chargeable bulky waste service to Lambeth residents as follows:

General bulk Cost

Each collection costs £19.70, for up to 2 separate items or 2 bags. Additional items cost an extra £9.30 each.

Large bulky waste Cost

A quotation will need to be obtained from Lambeth but, prices start from £149.94 inclusive of VAT. If you choose to use Lambeth's services, please contact the office, so we are aware of any bulk you leave out for them to collect.

Please call Lambeth Council on 020 7926 9000 for more information about their large bulk and garden waste service.

