

February
2020

CETRA NEWS

FOR THE CEDARS ESTATE

CETRA

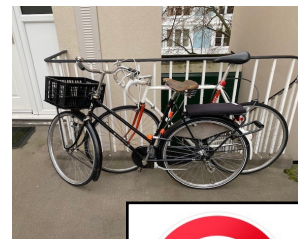


Items on communal balconies/communal areas

CETRA would like to remind all residents that **NO** items can be left on communal balconies nor in communal areas.

This includes the following:

- ⇒ Rubbish bags,
- ⇒ Bicycles,
- ⇒ Clothes racks,
- ⇒ Brooms, mop & bucket
- ⇒ Furniture, appliances.



Please NOTE: Only plants in plant pots can be left on communal balconies.

If a resident leaves anything on the communal balcony or in a communal area, CETRA will send a letter to the resident advising them that the item(s) must be removed within 24 hours.



If the item(s) are not removed within the given time, then they will be removed by CETRA and stored. The resident will be charged £19.00 for storage per week (Please note - a weekly storage charge will still apply even if the items has been stored for less than week).

Bulk refuse is collected by Wettons on Tuesday and Friday mornings. You can take your refuse or unwanted furniture 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 in 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, residents must make their own arrangements for the disposal of this. If the removal is arranged by CETRA or Wettons, there will be a recharge.

CETRA would like to remind all residents that our pick-up service is free, however it is **YOUR** responsibility to carry refuse to the collection areas. 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.

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

INFORMATION regarding **FRAUD in **Lambeth****

What you need to know...

There are different kinds of fraud - try and tell which kind it is when you're reporting. If you are unsure, please report it anyway.

Benefit fraud

There are two ways to commit benefit fraud:

- intentionally not reporting a change in your circumstances
- being dishonest in order to get benefits

Tenancy fraud

These are the different kinds of tenancy fraud.

Subletting - a tenant leaves their property and rents it out to someone else without telling us.

Succession - succession happens when a tenant dies and another person asks us if they can take over (succeed) the tenancy. To take over the tenancy this person should have been resident in the property for at least 12 months. For example if a tenant passes away on 31 January 2020, the person who wants to succeed should have been resident in the property since at least 1 February 2019. Succession fraud happens when someone who is not entitled tries to take over the tenancy.

Fraudulent tenancy - where someone who is not eligible gains a tenancy. For example a person gets a tenancy when they already have a secure accommodation elsewhere or own another property.

There are other types of tenancy fraud, for example a tenant deciding not to live in their tenanted property, leaving it empty and failing to notify the landlord.

Council tax support fraud

Council tax support means people on a limited income have less to pay. Fraud happens when people on council tax do not declare information, for example:

- a partner or other adult living in their property
- starting work or getting more income
- moving out of their home
- owning another property or having significant savings
- becoming a student.

Other kinds of fraud

This can be any other fraud committed against Lambeth Council, for example:

- fraud or corruption committed by someone employed by the council or a contractor working for us.
- procurement fraud or to fraud committed by a person receiving payments to support a disabled relative.

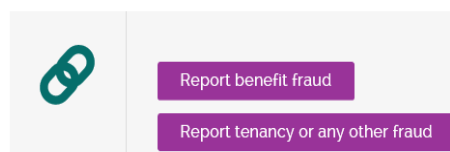
If you suspect fraud is being committed in Lambeth you can report it by calling 020 7926 1111 or by emailing: investigations@lambeth.gov.uk.

Or online on the Lambeth website:

<https://www.lambeth.gov.uk/benefits-and-support/report-fraud>



Do it online



IMPORTANT INFORMATION regarding the **PARKING** on the Estate

It has been brought to our attention that some residents are taking up 2 parking spaces when parking their vehicles. We would like to stress the importance of parking efficiently and to use only one parking space. This allows other residents to find more parking spaces which can be an issue on the estate.

If there is a lack of parking spaces on the Estate Residents are reminded that they are not permitted to park in front of garages, (if not rented by the resident), barrier gates, block gates and/or cross hatched areas. Blocking gates could cause serious health and safety issues as it doesn't allow access and exit from the blocks in cases of emergency. It also restricts access for parents with prams and wheelchairs. Anyone parking in these areas run the risk of being ticketed as a result.

We would like to remind you that if you have received a parking ticket, CETRA doesn't have the authority to cancel it and you will need to contact PPS (Private Parking Solutions) directly and not CETRA.

The common reasons of why the residents are receiving parking tickets are such as:-

- *The permit has slipped from the dash board; once you leave the car, please insure that the parking permit is displayed properly on the dash board.*
- *The displayed permit has been expired but not replaced due to you being away; If you are going away on holiday, it is your responsibility to renew parking permit before your holidays.*
- *There was not enough space on the estate, therefore you parked in areas such as double yellow lines, blocking entrance of the block, blocking garage etc. Please be reminded that the lack of space on the estate will not allow you to breach our Parking Terms & Conditions. , So if you are not able to find the space next to your block or anywhere on one side of Cedars Road, you should check the other side of the road until you find an empty parking space.*
- *The writing on the permit has faded or it is hard to see the date due to sun/water etc. Please be reminded that it is your responsibility to bring the permit back to the office for it to be renewed and make sure that the date is readable.*
- *The 15 minutes rule does not apply if you parked in front of a garage that doesn't belong to you and you will receive an instant parking ticket .*
- *You have a disabled badge. Please note that the blue badge allows you to park for up to 3 hours and no longer, this is why you are required to use a clock to time your parking.*
- *The permit has been forged. Some residents tried to amend the date of the permit as they may didn't have time to renew it. If we find out that you forged the permit , you will lose entitlement from receiving a new free parking permit and you will not be able to buy one either.*

For those who require a Visitors or Residents parking permit, we would like to remind you that each time you renew it, you will be required to provide all the documentation once again, regardless if you have provided it before.

For Visitors—proof of address: a recent utility bill (up to 3 months old) or driving licence.

For Residents—Vehicle Registration document (log book), Insurance and Road Tax confirmation.

A sub-let tenant can only be issued with 1 Visitors parking permit per household. For the renewal of the permit we require the following information:

- Permission in writing (letter or email) from the Landlord or Managing Agent. We require new permission each time you apply for the permit.
- Up to date Tenancy Agreement;
- Recent utility bill (up to 3 months old).

If you require an extra parking permit for your visitor(s) we can issue it for the cost of £5.00 a day. You don't need to bring any documentation if you are buying a permit. You will have to bring cash as we don't have facilities to take card payments for the permits. We also cannot guarantee that we will have a change in the office so please make sure to bring the right amount for your permit.

ANNUAL GAS SERVICING 2020/21



The cycle of gas Servicing is coming upon us again from 1st April 2020.

All tenants will receive appointment letters indicating when their next boiler service is due **at least four weeks before the appointment.**

Please ensure that access is available on the day. This will ensure that your boiler is maintained as per your tenancy agreement and CETRA meets its legal requirements in the interest of health and safety.

Call Gasnet on 0208 655 3330 as soon as possible to confirm your appointment or to make an alternative appointment in advance of the expiry date.

MUTUAL EXCHANGE OR HOME SWAP



You can swap your home with another council or housing association tenant in Lambeth or anywhere else in the country, provided your Landlord agrees. This is known as mutual exchange.

Mutual exchanges are a very beneficial way of moving home — particularly for older residents perhaps wishing to downsize their properties making them more manageable and cheaper to run, or for growing families needing more space but still wishing to remain on the estate near to family and friends.

We are currently compiling a list of all tenants considering mutual exchange. The more properties we have on our list the greater the chance of finding the right properties for you. Even if you are already registered on the transfer list, you can register in the office for mutual exchange.

If you are thinking of moving all we need is a brief description and a photo of the property you are currently occupying and a description of what you are looking for and we may be able to match you up with someone else on our list. There is no obligation to move even if a match is found. Please contact the office if you would be interested to register your property for mutual exchange.

In addition you can register at www.homeswapper.co.uk. You can also find more information on Lambeth website.

MUTUAL EXCHANGE BOARD

2 Bedroom House with the front and back garden located on Blenheim Gardens estate, available with a disabled wet room which is not required

Exchange to a 2 bedroom property without disablements (flat or house).

If you are interested in any of the property above and to receive more information or arrange a viewing, please contact CETRA office.

If anyone who lives on the estate wish to make an advert regarding a mutual exchange you can put your request by emailing us—cedars@lambeth.gov.uk