

March
2018

CETRA NEWS

FOR THE CEDARS ESTATE

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

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 ESTATE CONTINUATION BALLOT STARTING SOON!

Make sure your voice is heard

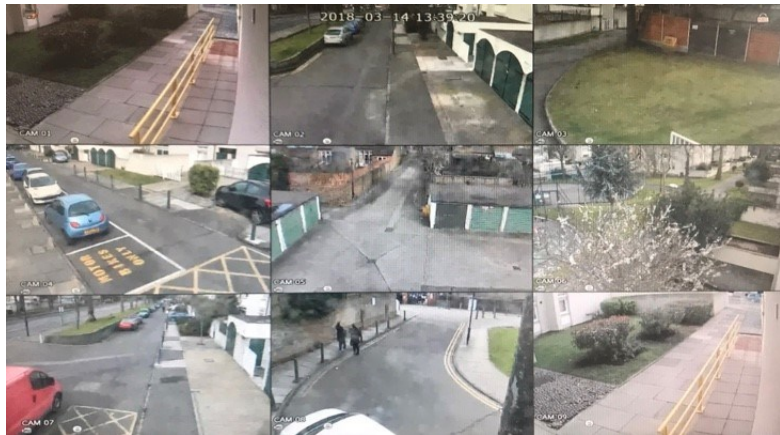
As the spring season begins, an important event for the Cedars Estate is our upcoming Continuation Ballot in May. This ballot is an opportunity for residents to vote for the residents committee to continue the successful running of the estate for the next five years. CETRA stands out for its excellent service to residents and since decision making powers were allocated to CETRA's own committee, many improvements have been made on the Cedars Estate.



We hope to continue working with our residents in order to maintain our high standards and push to ensure constructive changes are made. **It is important that residents show their support and vote to keep the management of the estate in CETRA's hands.**

More information about the ballot will be sent out in the near future so please look out for details!!!

NEW CCTV ON CEDARS ESTATE



CETRA would like to inform Residents that we have now installed 7 NEW CCTV cameras on the estate. The cameras will be working 24/7 and they are FREE of charge for our tenants and leaseholders meaning that no charge will be deducted from your rent/service charge.

Although the cameras are running 24/7 and touring different locations it is important to understand that the camera system will not be monitored outside of office hours as there would be an additional cost for this service.

If anyone would like to report any issues like pigeon feeding, incorrect disposal of rubbish, criminal activity, anti social behaviour, dog fouling or any other issues/incidents on the estate, you are very welcome to do so by contacting the CETRA Housing office. Please Note; if an incident has occurred outside office hours we would need you to provide as much detail as possible especially information such as **exact date and time, locations** and any other details of the incident. **CETRA** do not have the time to go through hours of footage so exact details of the reported incident are vital and only then we will be able to check the camera footage and update you on our investigation.

ANNUAL GAS SERVICING 2018/19

The cycle of gas Servicing is upon us again.

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 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.**

LEASEHOLDERS

Leaseholders must have their gas appliances serviced every year by a Gas safe recognised engineer. If you do not, you may be in breach of the terms of your lease. CETRA may ask for evidence that you have had a safety check or service in the last 12 months. Remember to check the Gas Safe engineer's identity card to see if they are approved to carry out the kind of work that you require of them.

Gasnet will be carrying out the gas servicing for tenants and are willing to offer the same service to leaseholders that are interested in using our Contractor . To arrange appointments, leaseholders should contact Gasnet directly on:

0208 655 3330.

RECYCLING—NO PLASTIC BAGS

Some Residents on the Cedars Estate are still disposing of their recycling rubbish, in plastic bags or black bin liners, and then placing it in the recycling bins provided on the Estate.

Please be advised that the **bin men will not collect any recycling items in plastic or black bags that have been disposed of in or around the recycling bins.**



Your co-operation in this matter is much appreciated!

HOW TO USE YOUR RECYCLING SERVICE

1. **Rinse** any dirty items, **remove lids** from tins, cartons and bottles, and then use a strong bag to store your recycling.
2. **Take your bag** to the nearest bank and empty your recycling
3. **Keep your bag**; it can be used again and again.



Why recycle?

Recycling is an easy way for us all to make real difference to the environment. By choosing to recycle you are giving the items ticked below a chance to be remade into something new, instead of being wasted.

✓ Yes please



Recycling Guide

✗ No thanks



NOT ACCEPTED:

- Engine oil
- Shoes and footwear
- Hangers
- Electrical and cables
- Wood
- Metal items
- Polystyrene
- Foil
- Nappies
- No pressurised tanks
- No hoses and chains
- Batteries
- Cassette & VHS tapes

Fire Risk Assessments (FRA) and Communal Balcony Inspections

Following the Grenfall Tower Tragedy 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 are 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 (**maximum 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.

If permission was historically granted for a door gate / grille to be installed or was in situ when the current resident took up occupation then no recharge will be made in relation to its removal unless the resident refuses to adhere to the request and legal action has to be taken.

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

SHEDS

As you may be aware next year's payment for those who rent sheds is due on the 1st April.

Residents who pay annually must pay **£36** on or before 1st April..

Those who hold more than 1 shed are required to pay the full annual amounts for the additional shed/(s). Those wishing to pay quarterly (£9 Per Quarter) **MUST** pay on the following dates:

1st April 2018

1st July 2018

1st October 2018

1st January 2019

PLEASE NOTE: Any residents who fell into arrears with their sheds during 2017/2018 will now be required to pay for the whole year in advance.

There are several ways to pay for your shed:

- Sending a cheque to CETRA's Office
- Paying a cash/cheque at the bank
- Paying by bank transfer
- Standing order

Bank details for SHED payments:

Paying to: CETRA Housing Cooperative Ltd

Sort Code: 202180

Account Number: 30767549

Reference Number: SH (**your shed number**), for ex SH1

Regardless of which payment method is chosen, it is **essential** that the shed number is always included. Shed owners must keep a receipt as proof of payment and must provide a copy of this receipt to the CETRA office upon request. If proof of payment for the shed is not provided, CETRA will assume that the shed has not been paid for.

Please remember to **pay in advance**. Any payments not made by the 1st of each quarter automatically means the resident is in arrears.