

March
2019

CETRA NEWS

FOR THE CEDARS ESTATE

ANNUAL GAS SERVICING 2019/2020

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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.**

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

SOCIAL MORNING CLUB

for **ELDERLY RESIDENTS** on **CEDARS ESTATE**

CETRA are pleased to announce that the morning social club for our elderly residents is here!

We previously spoke with the majority of the elderly residents during our annual elderly welfare visits about setting up a coffee morning for residents so they can socialise, do something different from their day to day activities, play games, have tea, and biscuits and to make new friends on the estate.



BULK REFUSE COLLECTION SERVICE

Bulk refuse is collected by our contractor on Tuesday and Friday mornings. You can take your refuse or unwanted furniture (small amounts only) **out on the morning of the collection** as it is a fire hazard and health and safety issue to leave it out overnight. If furniture is left out before the morning of the collection or at 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 or garden waste, residents must make their own arrangements for the disposal of this. If CETRA, has to remove these items there will be a recharge.**

We would like to remind you that the pick-up service is free, Wettons (Cleaning contractor), 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.

DRIVING/ PARKING MOTORCYCLES WITHIN BLOCKS



It has been brought to our attention that some residents or their visitors are driving and/or parking motorcycles within our blocks.

May we remind all residents that this is a serious health and safety issue and a breach of your tenancy and lease condition's, It also damages the paved areas.

Non-resident Leaseholders and Managing Agents are responsible for ensuring their sub-letting tenants abide by these restrictions.



WE WANT
YOUR
FEEDBACK

REPAIRS POST INSPECTIONS

CETRA wishes to encourage all Residents to return all post repairs satisfaction letters to the office.

All returns are treated in strictest confidence and allow us to monitor the performance of our Contractors.

LEAVING ITEMS IN THE COMMUNAL AREAS

CETRA would like to remind all our residents that they cannot store or leave any items in any communal areas of the estate. The most common items that we have found during our regular estate inspections are:

- *Chained bikes*
- *Clothes racks*
- *Barbecue grills*
- *Rubbish*
- *Furniture*



We advise all residents to refrain from leaving items (except plants in pots) in all communal areas as it is a breach of your lease /tenancy agreement and is a health and safety issue.

If we discover any items left in the communal areas we will send a warning letter and will request to those responsible to remove it within 24 hours. If after 24 hours, the items are still there, we will remove the items, investigate further and recharge those responsible for leaving the items in the communal areas.



Tenants and leaseholders please remember it is your responsibility to insure your furniture, belongings and personal possessions.

These include your carpets, curtains, clothes, bedding, and electrical items. And don't forget your jewellery, pictures and ornaments.

WHAT DOES HOMES CONTENTS INSURANCE COVER?

Fire damage * theft * storm and flood damage * damage caused by water or oil leaks

OTHER THINGS COVERED AS STANDARD:

Lost or stolen keys

The contents of your freezer if it broke down

The damage caused by a leaking washing machine or a burst pipe

The contents of sheds and garages are included

Students possessions living away from home

Tenants responsibility

Optional extensions are available

For further information telephone **Crystal Insurance Scheme** on **0345 450 7286** or visit:
www.crystal-insurance.co.uk

SHED PAYMENTS

As you may be aware the next year's payment for those who rent sheds is due on the 1st April. Those 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 2019

1st July 2019

1st October 2019

1st January 2020

PLEASE NOTE: Those residents who fell into arrears with their sheds during 2018/2019 will be required to pay for the whole year in advance. There are several ways to pay for your shed:

- Paid by cheque made out to CETRA Housing Cooperative Ltd
- BAC's transfer (online transfer to our Barclays account)
- Standing order or Direct Debit.

(Please note you cannot make cash payments at a Barclays bank for your shed as they no longer accept this form of payment. In order for you to make a cash payments for your shed you will need to do so via your own bank).

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.

CETRA ENQUIRIES PROCEDURE

We have recently received a few enquiries/complaints from residents that were raised incorrectly, which this caused a delay in responding to their enquiry/complaint.

We would like to remind all the residents that your enquiries should be raised via our main email inbox which is cedars@lambeth.gov.uk and not to individual staff members email addresses.

If you would like to raise a nuisance complaint, you must do so by putting your complaint in writing via email or by completing one of our nuisance dairy sheets. The nuisance diary sheets are available in the office and can be sent to your property upon your request.

You can also raise your general or nuisance complaints via our website where you will be able to find more information about the complaint procedure:

<http://www.cetra-housing.co.uk/Public/general/nuisance-complaints-general-complaints/>

KEEP YOUR HOME SAFELY LOCKED

It has come to our attention recently that many of our Residents are not closing their patio doors properly, leaving their property unlocked.

We found that Residents are shutting their patio door and using the white handle to lock the door. As it hasn't been locked with a key you are then able to push the handle down from the outside of the property and gain access to the property.

We would strongly advise all the Residents with gardens to lock the door with a key at all times to ensure it is properly locked.