

May
2021

CETRA NEWS

FOR THE CEDARS ESTATE

CETRA



TMO Housing Office

In line with Lambeth Council Housing Offices the TMO office still remains closed to visitors. Our staff are still attending the office and are available via our landline and email—0207 926 7555, cedars@lambeth.gov.uk. If you wish to communicate with one of our team members in person we also offer meetings in the office via appointments only.

Repairs

CETRA is still only carrying out urgent repairs PR1 and PR2's if they are internal issues. If you are not sure what is an urgent repair and their priority codes, you can check out our website—www.cetra-housing.co.uk or refer to your tenants repairs booklet.

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)
020 7926 5999

CETRA's email:
cedars@lambeth.gov.uk

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

LACK OF PARKING SPACE ON THE ESTATE Survey for the residents for PARKING BAYS

We have received a number of complaints regarding the lack of parking spaces on the estate. To try and resolve this problem CETRA is considering installing marked parking bays across 121-189 Cedars Road, 2-180 and 194-300 Cedars Road slip roads.

CETRA are interested to know the thoughts of our Residents on this proposal and therefore ask all Residents to contact us to have their say on this proposal. You can do so via email, (cedars@lambeth.gov.uk) telephone (020 7926 7555) or In writing (27 Cedars Road, SW4 0PN) confirming whether you are interested in having parking bays installed or not.

Please do not forget to confirm your name and property address on your request so as to ensure that only 1 vote is submitted per person.

In a mean time we would appreciate if garage owners could park their vehicle inside of or in front of their garages to free up parking spaces for non-garage owners.

SMOKING IS STRICTLY FORBIDDEN

in the communal areas on the estate

We have had several reports recently regarding residents or their visitors smoking in communal areas.

Please note that this is strictly forbidden and CETRA will take this matter further if this will continue.



DO NOT FEED PIGEONS & SQUIRRELS On the Estate



There has been an increase in pigeons, squirrels and now even rats on the estate. Please could Residents refrain from leaving food waste around the estate or feeding pigeons and squirrels. Not only is this considered as littering but it is also in breach of your tenancy and lease agreement.

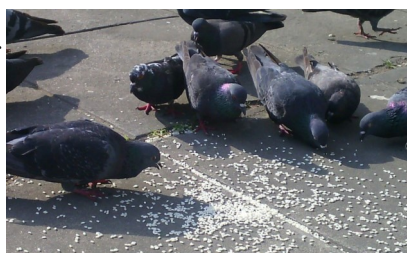
Once vermin or rodents become accustomed to feeding on the estate, they multiply rapidly which seems to be a current issue with the rats on our estate. Large amounts of any rodents (including pigeons, foxes, squirrels and rats) can result in an unsightly environment and health risks due to the pest excrement.

We have also received reports from Residents about squirrels accessing/trying to access their homes through the windows of their property

CETRA would like to advise that the biggest reason residents attract squirrels, rats, foxes and pigeons on the estate or even to their homes, is because they feed them.

Feeding squirrels may cause them to lose their natural fear of humans. If squirrels come to expect food and it isn't provided, they may become aggressive in seeking it out.. Squirrels can also carry fleas, mites and other parasites that could be transferred to others if those bugs linger on the feeder.

We kindly ask residents to be vigilant and report to us any sightings of anyone seen feeding any vermin on the estate as well as anyone seen anyone dumping rubbish especially food waste bags in the communal areas, so that we can take the appropriate action.



A CLEAN ESTATE IS A HAPPY ESTATE

It has come to our attention that some residents on the estate are not disposing of rubbish bags correctly and are disposing of them on the floor of the bin chamber instead of in the bin itself.

Ultimately, the bags that are placed loosely on the Cedars Estate are a health and safety risk, an eyesore and also attracts vermin.

We understand that on some occasions the bins could be full and there is no space to dispose of the rubbish. On those occasions CETRA would like to advise Residents to use bins in adjacent blocks instead of disposing of the rubbish on the floor of the bin chamber.

We have also noticed that some residents who live on the first floor are leaving their bags on the communal landing. CETRA would like to remind you that once you take the rubbish bag outside of your property, it has to go straight to the bin and not be left anywhere in the communal areas. As mentioned in the article above we are currently dealing with a rat infestation on the estate so please could those tenants responsible for doing this refrain from doing so.

Your co-operation in this matter is much appreciated!



PLAYGROUND & BASKETBALL COURT UPDATE

As some of you may know we recently upgraded our Playground by replacing the large playground unit, the swings and the wet pour so we hope the Children of our Estate are making the most of our renewed Playground.



Unfortunately CETRA have an on-going issue at present whereby non-residents of the Estate are using our Playground. The Playground is frequently used by the children of surrounding schools (especially Macaulay School opposite the Playground). We have contacted the school regarding this matter on several occasions but unfortunately it doesn't seem to be stopping the children and their parents from coming onto our estate and using our Playground's facilities.

To deal with this issue we have considered several solutions and we kindly ask Residents who use the playground to let us know if they are happy with any of the below suggestions; or to provide us with their own suggestions if not listed below

- Keep playground closed during certain times (before/after school finishing)
- Keep Playground closed at all times and provide those Residents who wish to use the playground with a key to access the playground themselves. To do so the Resident would need to contact the CETRA Office to obtain a key
- Change the locking system of the Playground & Basketball Court where residents would need to use the code that cannot be shared with anyone from the outside of the estate in order to access the playground/basketball court

If you have any other solutions to resolve the issue, please do let us know via email—cedars@lambeth.gov.uk or by contacting our telephone line on 0207 926 7555.

CETRA would also like to advise that the Playground is for CETRA Residents only so we would appreciate if Residents could refrain from inviting their friends or anyone who doesn't live on the estate unless they are looking after your child.



Emotional support and urgent counselling during Covid-19

If you are having a difficult time or struggling to cope you can contact the following agencies for help and advice;

[South London and Maudsley NHS Trust](#) (Slam) have a local 24-hour mental health crisis line. Call 0800 731 2864 (Option 1). <https://www.slam.nhs.uk/patients-and-carers/crisis-support/>

[Samaritans](#) provide urgent emotional support over the phone and by email. Call [116 123](tel:116123), 24 hours a day, or email jo@samaritans.org. <https://www.samaritans.org/>

[Lambeth Single Point of Access](#), run by Slam, can help you access the right service for your needs, including a crisis outreach service if appropriate. Call [0800 090 2456](tel:08000902456), 9am to 5pm Monday to Friday. <https://lambethtogether.net/living-well-network-alliance/get-help/lambeth-single-point-of-access/>

[The Listening Place](#) provides socially distanced face-to-face support sessions for those who feel life is no longer worth living. Appointments are available in several locations in central London, 9am to 9pm, 7 days a week. Call [020 3906 7676](tel:02039067676). <https://listeningplace.org.uk/>

[Mind](#) is a national mental health charity, and their Infoline provides an information and signposting service for how and where to get help near you. Call [0300 123 3393](tel:03001233393), 9am to 6pm Monday to Friday or text 86463. <https://www.mind.org.uk/information-support/helplines/>

If you have lost a loved one

[Cruse Bereavement Care](#) offers support, advice and information to people of all ages after the death of someone close. Grieving has been more difficult than ever during Covid-19. Cruse Bereavement Care has shared the experiences of others and information on bereavement during Covid-19 [here](#). Their helpline, staffed by bereavement volunteers, is also available if you want to talk. Call [0808 808 1677](tel:08088081677), Monday and Friday 9.30am to 5pm, Tuesday to Thursday 9.30am to 8pm, weekends 10am to 2pm.

If you feel socially isolated

Age UK Lambeth's MYcommunity gateway service can link you to '[Connect Lambeth](#)' services. These services include welfare and support calls and virtual or telephone phone events for people who are experiencing social isolation. Welfare advice and support is also included. Call [0333 360 3700](tel:03333603700), Monday to Friday, 10am to 4pm, or email mycommunity@ageuklambeth.org.

If you want to talk about your drug or alcohol use

- [Narcotics Anonymous](#) is a support community for people who have, and have had, problems with drugs. Call the helpline on [0300 999 1212](tel:03009991212), 10am to midnight, 7 days a week.
- [Lambeth Drug and Alcohol Treatment Consortium](#) offers treatment and recovery advice and support by phone and online. Call if you need to talk, for you or someone you know – [020 3228 1500](tel:02032281500) for treatment referral, or [020 7095 1980](tel:02070951980) for recovery support.

Mental wellbeing apps

Good Thinking provides digital mental wellbeing support for London. This includes free NHS-approved apps to help you deal with stress, anxiety, low mood, poor sleep and other concerns. Find out more at

MUTUAL EXCHANGE BOARD

A lovely 3 bedroom first floor flat on Victoria Rise, Cedars Estate to be exchanged with 2 or 3 bedroom ground floor flat/house with a garden within the estate or nearby.

If you are interested or you know someone who is in this advert, please contact the office for more information.

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