

November
2019

CETRA NEWS

FOR THE CEDARS ESTATE

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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



Christmas is approaching once again and CETRA would like to share the festive joys by inviting our residents to the New Wimbledon Theatre for the pantomime

CINDERELLA!

Join Cinderella as she goes from rags to riches, outwits her wicked sisters and meets her dashing Prince Charming.

Packed with all of the traditional pantomime ingredients audiences expect, Cinderella features laugh-out-loud comedy, stunning scenery, beautiful costumes and plenty of boos and hisses.

Starring Samantha Womack (EastEnders) as The Wicked Stepmother, Lesley Garrett as The Fairy Godmother, Melody Thornton (Pussycat Dolls) as Cinderella and returning to Wimbledon Pete Firman as Buttons.

The performance will be held on

Saturday 7th December 2019@ 2.00pm

Limited tickets are available at the CETRA Office for £10 each which includes the theatre ticket and the coach journey to and from the theatre. Please call the office to reserve your tickets; it is on a first come, first serve basis. Tickets are strictly a maximum of 4 per household. A coach will pick residents up from 27 Cedars Road (office side of the road) at 12.00pm sharp and the return journey will be from the theatre at 5.00pm.



Home Contents Insurance Scheme for Residents

Lambeth have partnered with **Crystal Insurance** to offer our residents flexible, affordable home contents insurance with no excess to pay in the event of a claim.



Are you protected?

Everyone at some time or another may suffer a disaster such as fire, flooding, burst pipes, theft or vandalism, which could damage the contents of your home. While it is sensible to take precautions to prevent catastrophes from happening, they are sometimes unavoidable. It can be very expensive if you have to replace furniture, clothing, carpets and electrical equipment.

All tenants and leaseholders are responsible for insuring their contents against damages like these. Lambeth Council strongly advises all tenants and leaseholders to take out home insurance in some form.

You can do this by making your own private arrangements, or you can join the **Crystal Insurance Scheme**. This scheme is arranged in conjunction with Thistle Tenant Risks and can help our tenants and residents obtain home contents insurance easily and at a price that is affordable. The scheme also allows tenants and leaseholders to extend their policy.

What is covered by the scheme?

Most of your household goods and contents including pedal cycles and computer equipment are insured when in your home. They are covered against loss or damage caused by specific events such as theft, fire and flood. Tenants and leaseholders have the option to increase their cover to include Extended Accidental Damage, Personal Effects, Wheelchairs, Hearing Aids and the structure of Garages, Sheds & Greenhouses depending on their individual needs. Full details are available on request.

How do you pay?

You can pay your premiums by one of the following methods:

- Fortnightly or monthly by using a Swipe Card at any Post Office or Pay Zone outlet.
- Monthly by Direct Debit.
- Annually by credit/debit card, cheque or postal order made payable to Crystal Insurance Scheme.

Who can apply?

The scheme is arranged with Allianz Insurance plc and all Lambeth Council tenants and leaseholders are eligible to apply.

How you can apply for home insurance?

For more information on this scheme, visit the **Crystal Insurance website**: <https://www.crystal-insurance.co.uk/> or call Crystal on **0345 450 7286**.

10 reasons to choose Crystal Content Insurance Scheme:

1. It's quick and easy to apply through post or over the telephone.
2. There's no excess (you don't pay the first part of the claim).
3. It covers theft, water damage and fire.
4. It covers damage to internal decorations.
5. It covers accidental damage to sanitary fixtures such as toilets and washbasins.
6. It covers damage to external glazing for which you are responsible.
7. It covers lost or stolen keys.
8. You don't need to have special door or window locks.
9. All postcodes are included.
10. There are flexible Pay-As-You-Go payment options.

The council **are not responsible** for your belongings or for any improvements you have made to a property in the event of loss or damage. We strongly recommend all our tenants to take out their own home contents insurance to protect themselves and their belongings.



WaterSure and WaterSure Plus schemes

Thames Water wants to help as many customers as possible when it comes to managing their water bill. The **WaterSure** and **WaterSure plus** schemes assist customers who are either on a low income or are on a water meter and use lots of water due to factors such as having a large family or having a water-dependent medical condition.



Qualifying for WaterSure Plus

The WaterSure Plus scheme is our social tariff that gives low-income households a discounted rate on their water bill. For customers applying this year 2019-20, the discount is 50%. A low income is considered below £16,105, increasing to £19,201 if you live in a London borough, due to higher living costs. In order to qualify, we will need to do some data checks to verify your income and ensure eligibility.

Qualifying for the WaterSure scheme

The WaterSure scheme caps qualifying customers' water bills to an average price, based on what other customers pay. For this year 2019/20 that's a total of £398 and if you use less water than the average, you will pay lower than this amount.

To qualify for the scheme, firstly you will need to be on a water meter. Secondly, someone in your household must be in receipt of a qualifying means tested benefit. And finally, you must either have either a medical condition that requires extra water, or have 3 or more children under the age of 19 living at the property for which you are eligible for child benefit.

Applying for the WaterSure schemes

There are several ways you can apply for either WaterSure Plus or WaterSure schemes including downloading an application form here online on the website:

<https://www.thameswater.co.uk> or Call **0800 980 8800**.

If you'd like to talk through how to apply or need further information about anything, you can contact *Extra Care Services Team* on **0800 009 3652** (Lines are open are 9am-5pm Monday to Friday). Or alternatively, if tenants prefer they can contact the **CETRA office** to book an appointment with the Housing Officer to complete the application form together.

Qualifying benefits for WaterSure

- Child Tax Credit (receiving more than the family element)
 - Housing Benefit
 - Income-based Job seeker's Allowance
 - Income Support
 - Pension Credit
 - Working Tax Credit
 - Universal Credit
- Be responsible for 3 or more children under 19 (and receiving Child Benefit)

Qualifying medical conditions for WaterSure

- Abdominal stoma
- Crohn's disease
- Desquamation (flaky skin disease)
- Eczema, psoriasis or varicose ulceration (weeping skin disease)
- Incontinence
- Ulcerative colitis
- Renal conditions requiring home dialysis (except where the NHS makes a contribution toward water costs)

ELDERLY WELFARE VISITS

As you maybe aware during the winter months CETRA conducts **annual welfare visits** to our elderly residents who are over 65 years old. CETRA already sent out letters to residents regarding their visit with the date and time. Visits will take place on for between **15-30mins**.

During the visit residents will be asked a series of questions during which residents can put forward any issues or queries they may have. If the appointment date/time is not convenient please could you ensure you contact CETRA Housing office asap on **0207 926 7555** to reconvene.

These visits are not a necessity, however CETRA would very much like to conduct as many welfare visits as possible. If you feel that you do not require a welfare visit please contact CETRA Housing office to advise.

GARDEN WASTE COLLECTIONS

Our residents have recently had issues subscribing to Lambeth's annual garden waste collection. We investigated this issue with Lambeth and they advised that they would not be collecting garden waste from residents who live in a block of flats.

Alternatively residents can take their garden waste to **Lambeth Reuse and Recycling Centre**, **Vale Street, London SE27 9PA.**

Further information is available online on the link below:
<https://www.lambeth.gov.uk/places/lambeth-reuse-and-recycling-centre-vale-street>

If you require any further assistance please call **Lambeth Streetcare** on **0207 926 9000** or email streetcarecallcentre@lambeth.gov.uk.



Estate inspections

CETRA will be undertaking random weekly/fortnightly **Estate Inspections**. We will be paying particular attention to the following items in communal areas, communal balconies and within the blocks: Chained bikes, Clothes racks, Barbecue grills, Rubbish, Cardboard boxes, Furniture.

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

If we notice 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.