

CETRA NEWS

OCTOBER 2024

CEDARS ESTATE

CETRA



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:
0800 091 2140
0208 722 3436
Pod4@smithandbyford.com

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



CETRA are happy to announce we have secured 45 tickets to this year's Pantomime 'Jack and the Beanstalk' at the New Wimbledon Theatre. The performance will take place on Saturday 7th December 2024 at 2pm, and the coach will collect Residents from outside the CETRA Housing Office, 27 Cedars Road and be leaving by 12pm.

As with all of our previous pantomime visits the tickets will cost £10 each which includes travel via coach to and from the venue as well as the ticket for the show itself.

Tickets are strictly limited to a **MAXIMUM of 4 tickets** per household. Residents can put their name down on the waiting list if they wish to acquire more and if there are any spare tickets nearer the time of the performance, Residents on that list will be allowed to purchase more tickets.

To reserve the tickets, please either call the office at 020 7926 7555, email at cedars@lambeth.gov.uk, or pop in to see us at the Housing Office on 27 Cedars Road. Tickets can only be reserved for **24 HOURS** and if payment has not been received during this time period, the tickets will be released for sale to other Residents.

Please Note; Residents in Rent/Service Charge, Garage or Shed arrears will NOT be able to purchase any pantomime tickets nor can they request somebody else to purchase tickets on their behalf.

CETRA'S AUDIT RESULTS 2024

Lambeth council's Internal Audit and Counter-Fraud team have recently completed a 3 yearly audit of Lambeth's 10 TMOs, with CETRA being audited in early September.

The Audit was based on the design, compliance, and operating effectiveness of our Financial Management, HR and Payroll, Governance, Procurement Management and Housing Stock Maintenance.

We are pleased to inform our residents that following the audit no high-risk findings were identified and CETRA received a Substantial Assurance rating where no significant improvements are required. It concluded that CETRA has a sound control environment in place with risks to key service objectives being well managed. A Substantial Assurance rating is the highest assurance rating an organisation can receive, and CETRA were only one of two Lambeth TMOs to receive this rating.

MOULD AND DAMP—THINGS TO CONSIDER

There are lots of factors that can cause damp and condensation, which can be challenging to managed. Here are some actions that all residents should consider preventing damp and mould in their home:

- Avoid drying clothes on radiators or in room. Instead, please use your personal balcony, or bathroom with fan on.
- Ensure vents are not covered. Vents should be free of obstructions.
- Maintain a sufficient space between walls and furniture to allow for proper airflow.
- Avoid obstructing radiators with furniture, as this restricts their efficiency.
- Please cook with lids on pots and pans to reduce excess steam and prevent condensation.
- Please use your extractors as often as possible.
- Ventilate your property for at least 10 minutes in the morning, and at night. The longer the better.
- Use vented tumble driers.
- Keep the trickle vent on windows open.

HOW TO DEAL WITH MOULD AND MILDEW AT HOME

Mould and mildew are two types of fungi that thrive in moisture-rich areas like bathrooms. You can find it on ceilings and walls, around window frames and on tile sealant or grout.

Mould and mildew - what's the difference?

Mildew is the first stage of mould and can be easily removed with a good cleaner, while mould is black or green and is a sign of a much larger infestation. It can penetrate below the surface of the affected area and cause serious damage if left untreated for a long time.



Removing mould

When removing mould, nasty spores might be released into the air, so it's vital you wear protective goggles, gloves and a face mask. You should also open windows so the spores don't spread to other areas of your house.

Some remedies for mould removal include

Borax. Mix one cup of this cheap, natural cleaner with four parts water and brush into the affected area. When finished, wipe away with clean water and allow to dry before spraying the area with white vinegar to stop re-contamination.

Vinegar. Spray mild white vinegar onto the area and leave for around an hour before wiping away with warm water. Dry the surface thoroughly with a towel to prevent regrowth.

Baking soda. Mix one teaspoon of liquid soap to one cup of baking soda and some warm water to make a paste, before applying to the mouldy area. Leave for an hour before clearing away.

Bleach. If the other methods don't cut it, mix one part bleach to two parts water and apply to the area using a spray bottle. Allow to dry, spray for a second time and scrub using a brush – repeat until the mould has gone.

Specialist spray. There are many mould-busting products available on the market, just make sure you research reviews beforehand.

Preventing further growth

- Once you've removed the mould, you don't want it to return. **Proper Ventilation** is a key to stop regrowth so its important you use your extractor fan or leave windows open in you kitchen when cooking.
- Open a window after your shower.
- Cleaning your bathroom regularly using vinegar in a spray bottle will help, too, and don't forget to check for leaks and blockages that could be causing mould infestations.



BIN IT—DON'T BLOCK IT!

A majority of the drainage jobs carried out on the estate are because of blocked stack pipes/drains. The blockages are a direct result of incorrect use such as the flushing of wet wipes, sanitary towels, and disposal of fat/grease etc. The Bin it Don't Block it campaign is aimed to prevent sewer and drain abuse by urging people not to dispose of anything other than water, human waste and toilet roll down the drains.

CONTAMINATED RECYCLING AND THE ISSUES CAUSED...

Residents of the Cedars Estate, particularly those who live by 1-15 Lyncott Crescent and 121-189 Cedars Road will be aware that for the past few months there has been a major issue when it comes to collecting the recycling bins in these particular areas. CETRA have been in regular contact with Serco (Lambeth's refuse contractor) and Lambeth Council about this issue and it seems the main reasons for not collecting these bins are that the crew are new to the area and do not know to empty these bins and most importantly because the bins are 'contaminated'. What this means is that an item(s) that are not recyclable have been disposed of inside the recycling bins and as a result the refuse team will **NOT** collect these bins when they are 'contaminated'.



CETRA's cleaning contractors work tirelessly to try and combat these issues but we urgently require the assistance of the Cedars Estate Residents to ensure the recycling bins do not become 'contaminated'. Please be advised that your recyclable items **MUST** be disposed of individually. They cannot be placed inside any black refuse sacks or white recycling sacks and any bags of this kind found will result in the bins being 'contaminated' and left unemptied. In addition, please be advised that bulk refuse such as carpets, mattresses, sofas etc cannot be disposed of with the recycling and any person found to be responsible for doing this will have further action taken against them. This could result in legal action and a £400 fine. If Residents see any person(s) disposing of recycling (or any other waste), incorrectly you are advised to notify the CETRA Housing Office. Your report will be treated with the utmost confidentiality and your details will not be shared.



CETRA FREE BULK COLLECTION SERVICE

Residents should be aware that as per our August 2024 newsletter there have been some drastic changes to our free bulk collection service. Changes include the fact that we now only collect bulk on a **WEDNESDAY** each week rather than the Tuesday/Friday. In addition, there are a number of items that we do not collect for free such as Mattresses, White Goods, Building/Garden Waste etc. Please refer to our website for full details of acceptable/unacceptable items for the free bulk collection.

CETRA now offer a paid service for the items that cannot be collected for free (please refer to our website for items/prices). Unfortunately we are noticing there has been an increase in items that incur a charge such as mattresses, sofas, carpet etc being dumped across the Cedars Estate. Residents are advised that CETRA continuously monitor the CCTV across the Cedars Estate and any person(s) found to be dumping any items on the Cedars Estate will have further legal action taken against them as well as having the matter passed onto Lambeth's Environmental team who could issue the person(s) with a fixed penalty notice of £400 (for the first offence), or up to £1,000 for any further instances. CETRA are also noticing that since the change of collection date there are still a large number of items being left out on the (Tuesdays/Fridays) and on some occasions items are being left out on the other days of the week (Monday, Thursday and Weekends). Please be advised that any Resident who disposes of their bulk items on an incorrect collection day are in breach of their Tenancy/Lease conditions and by leaving items out on the wrong date could be subject to a re-charge for its removal, storage and disposal.

Residents are advised that CETRA have set up a 'Little Free Library' located in the main reception area of the CETRA Housing Office. Simply pop into the office and feel free to take a book home with you. Donations of books are accepted by CETRA and can be for any age range, of any genre but most importantly must be in readable condition with no missing pages. **HAPPY READING!**



Leasehold Properties: Advertisement of property on short-term let websites



CETRA would like to inform all Cedars Estate Leaseholders that Airbnb style lettings (short-term lets) are not permitted under the standard Lambeth lease. Letting out your property through Airbnb and other short term let websites, amounts to letting, similar to holiday lets where the property is not being used as a residential flat.

Lambeth leases require the property to be used and occupied solely and exclusively as a **“self-contained residential flat”**. The use of the property as a short-term temporary accommodation where there are fee-paying guests would therefore be regarded a breach of the lease terms.

If you have any further queries relating to this, please do not hesitate to contact the office on the contact number or email address shown within the newsletter.

We thank you for your cooperation.

Smith and Byford are excited to announce their new online chatbot, BOB, designed to make booking appointments easier and more convenient for you. Whether you need to schedule your maintenance visit or raise a repair request, BOB will be there to help. Getting started is simple. Visit their website at www.smithandbyford.com and click on the 'Chat' icon in the bottom right corner of your screen. After completing a quick security check by entering your registered mobile number and postcode; you'll be ready to make a new booking. BOB can also connect you to their live chat service or organise a callback if needed. We are hopeful this will go some way to correcting issues experienced in booking appointments in previous years.

INTRODUCING BOB...



SCHOOL STREET IMPLIMENTATION—VICTORIA RISE



Lambeth Council is introducing a School Street at Macaulay Primary School at drop off and pick up times. This will be a temporary closure and will operate on Victoria Rise from the junction with Wandsworth Road to the junction with Clapham Common Northside (the whole of Victoria Rise) and will be in place between 8.15am-9.15am and 2.45pm-3.45pm Monday-Friday during term time. Residents with vehicles registered to an address within the closure zone, and blue badge holders who require access will still be able to enter the school street at all times. To do so you **MUST** apply for an exemption which can be done by visiting <https://www.lambeth.gov.uk/streets-roads-transport/school-streets/apply-exemption-online> or by calling 020 7926 9000. This temporary closure comes into effect from **Monday 4th November 2024** and will last for 6 months