

April
2017

CETRA NEWS

FOR THE CEDARS ESTATE

CETRA



STAR Survey—CETRA services are satisfying

Following Lambeth's Survey of Tenants and Residents (STAR), that took place in October and November 2016, Lambeth have provided the survey results. Lambeth Tenant Management Organisation's average results were significantly higher than the Lambeth managed estates in all areas. CETRA, with 84.62% of residents satisfied overall, were the 3rd highest amongst Lambeth's 11 TMO's and the 6 Lambeth Council area Housing Offices. **In relation to the areas of Ground Maintenance, the Quality and condition of your home (tenants) and Leaseholder service charge value for money satisfaction, CETRA were ranked 1st in the borough of Lambeth. We were also ranked 2nd place for satisfaction with estate cleaning.**

Whilst we acknowledge this is a very good result for CETRA in terms of our ranking it also shows that the Major works and other issues impacted on our results. We believe there is still work to be done to try and resolve the levels of dissatisfaction on the estate. The results will be used to highlight areas of the service that require improvement. Secondly in the longer term, it will provide evidence and a benchmark for the effectiveness of future new initiatives and service improvements in, giving you the opportunity to make your views known and the improvement of customer care.

Over the next few months we will be working hard to continue improving the services delivered to you. Please look forward to our changes.

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

RESIDENT SUGGESTION BOX

To improve the service that CETRA provides to our residents and to ensure your voices are heard. CETRA have set up a suggestions box in the office.

The suggestion box will be located in the main reception and residents will be able to provide

suggestions relating to issues such as resident participation events, ideas to improve the estate and more.



In addition following the introduction of the suggestion box CETRA will also be running a monthly/quarterly 'you said, we did' article in our newsletter to update residents on the suggestions put forward by yourselves and what CETRA has done as a result of the suggestions.

DO NOT FEED PIGEONS

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

Once pigeons and other rodents become accustomed to feeding on the estate, they can multiply rapidly. Large amounts of any rodents (including pigeons, foxes and squirrels) can result in an unsightly environment and health risks.



We ask residents to be vigilant and report any sightings of anyone seen feeding pigeons so that we can take the appropriate action.

GARAGE DOOR REPLACEMENT AND PAINTING PROGRAMME

CETRA's committee has agreed that following the recent completion of the major works Cedars Estate would benefit from a garage door replacement scheme.

As part of the garage door replacement scheme an audit was undertaken to determine whether each garage needed complete renewal, part renewal or just painting.

Initially a total of 50 garage doors will be replaced/repainted.

CETRA wish to inform you that over the next few weeks work to the Cedars Estate garages will be undertaken as follows:



Panel replacement/painting of the garage doors

During the next few weeks we will contact garage owners prior to the works starting for access. At that time please ensure that adequate space is left between your vehicle/items and the garage doors. Our contractor will not be responsible for moving any items away from the door but will ensure that your vehicle/items are adequately covered in order to protect them during the works.

Please note we will not accept liability for:

Any claims (whether direct or consequential) for damage or loss to the garage contents arising from execution of the work except to the extent that a claim arises from our negligence or that of our contractors.

CETRA will inform you of the access arrangements in due course.