

January
2017

CETRA NEWS

FOR THE 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:
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

TENANTS REPAIR RESPONSIBILITIES

Please see the list below which contains our Council tenants Repair Responsibilities; If there are any queries regarding this please call or visit the Cetra Office for clarification.

Item (s)	
Basin sink or bath plugs and chains	
Coat hooks	
Cooker	
Cooker (installation of or disconnection)	
Curtain batten, rail or pole	
Decoration – inside	
Doors – inside	
Doors – letterbox, spy hole, handles, chains or draught excluders	
Electric meter or supply of electricity	
Forced-entry damage caused by police after criminal activity	
Gardens	
Gas – supply or gas meter	
Gas or electrical appliances for example; cookers, fridges, portable fires, light bulbs, showers, plugs and fuses	
Keys (cost of replacement)	
Kitchen units – door catches, handles or hinges	
Light fittings – bulbs	
Locks – doors or windows (except one front door Lock)	
Sealant to baths, washbasins, sinks, tiles or worktops	
Tap washer replacement	
Toilet seat	
TV aerials – communal system provided	
Wall tiles or grouting	
Windows – handles, locks, draught excluders or inside decoration	

PARKING WITHIN THE BLOCKS

It has been brought to our attention that some vehicles are parked in the blocks, especially at the weekends!



May we remind all residents that this is a serious health and safety issue as it blocks access and exit from the blocks in cases of emergency. It also damages the paved areas and restricts access for parents with prams and wheelchairs.

Any residents caught doing this will have their permits immediately revoked. Non-resident Leaseholders and Managing Agents are responsible for ensuring sub-letting tenants abide by these restrictions.



IMPORTANT NOTICE

.....PLEASE READ



Tenants are reminded that as per our Parking Terms & Conditions **EACH** time you renew a permit, you must bring the necessary paperwork with you.

If the correct documents are not provided when applying for a new permit CETRA will not issue the resident with the permit until the documents are provided.

There will be no exceptions to this rule.

If you are in any Rent/Service Charge, Garage or Shed arrears you will not be entitled to a permit until the arrears are fully cleared.

Documents required for issue of permits:

Visitors permits

Proof of residence (one of the following):

- Tenancy agreement
- Leasehold agreement with name & property address shown
- Rent book
- Rent swipe card
- Driving licence
- Household bill with tenant/leaseholders name and address

Residents permits

Proof of residence (the same documents stated for the Visitors permit)

Vehicle details – all of the following:

- Vehicle registration document or purchase receipt and new keepers supplement. (this must show the Tenants/leaseholders address, we are unable to accept any documents with any other address)
- Current insurance certificate or cover note
- Vehicle tax (receipt for payment or email confirmation).

Previous Visitors Permits

Only **one** Visitors parking permit will be issued per household. If renewal of a Visitors Permit will result in overlapping dates, the existing one must be returned to the office before the new one will be issued. Otherwise, CETRA will contact CPM (Car Park Management) of the invalid permit and any vehicle seen to be using it will be ticketed.

Permits for Leasehold Tenants

CETRA provides all Leasehold Tenants with 1 FREE Visitors parking permit per household. In order to be issued with a Visitors parking permit you will need to provide the following:

- Proof of residence
- A letter/email from your Landlord/Managing Agent stating that you have permission to be granted the use of a parking permit
- A signed Tenancy Agreement with your name and expiry of your Tenancy.

CETRA cannot issue any permits without this information