

March
2017

CETRA NEWS

FOR THE CEDARS ESTATE

CETRA



ANNUAL GAS SERVICING 2017/18



The cycle of gas Servicing is upon us again.

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

All tenants will receive appointment letters indicating when their next boiler service is due **at least four weeks before the appointment.**

Please ensure that access is available on the day. This will ensure that your boiler is maintained and CETRA meets its legal requirements in the interest of health and safety. **Call Gasnet on 0208 655 3330 or 0777 929 4441 as soon as possible to confirm your appointment or to make an alternative appointment in advance of the expiry date.**

LEASHOLDERS GAS SERVICING

Leaseholders must have their gas appliances serviced every year by a Gas Safe recognised engineer. If you do not, you may be in breach of the terms of your lease. CETRA may ask for evidence that you have had a safety check or service in the last 12 months. Remember to check the Gas Safe engineer's identity card to see if they are approved to carry out the kind of work that you require of them.

Gasnet will be carrying out the gas servicing for CETRA's tenants and are willing to offer the same service to leaseholders that are interested in using our company. To arrange an appointment, leaseholders should contact Gasnet directly on: **0208 655 3330.**

PARKING WARNING SIGNS

It has been brought to our attention that someone has been vandalising the 'No parking' signs by continuously pulling them down from the walls across the estate.

Should anyone see or know the individual(s) then please immediately notify the office in strictest confidence.



GARAGE RENT INCREASE

We wanted to draw your attention to the proposals regarding rent and service charges that were agreed by the councils cabinet on 16th January 2017.

Garages rented by:

- *tenants* are due to increase to **£19 /week**,
- *leaseholders* are due a greater increase to **£22.50 /week**
- *Disabled blue badge holders* - **£0.00**.

The charge for your garage will increase as of **Monday 3rd April 2017**.

RENT REDUCTION

This year Lambeth Council are reducing rent by 1% meaning that the average weekly rent for a 2 bedroom council property is now £106.93 down from £108.02 last year (Please note; rent prices can vary based on location and property).

If you require any further information regarding the rental decrease, or have any other questions please do not hesitate to contact the Housing Officer who will be happy to assist you further.

LACK OF PARKING SPACE ON THE ESTATE

We have received a number of complaints regarding the lack of parking spaces on the estate and would appreciate it if garage owners could park their vehicle in or in front of their garages to free up parking spaces for non-garage holders.

We would like to remind residents that their permits allow them to park on any estate slip road on Cedars Road and Lyncott Crescent . Our permits are not valid on Victoria Rise or Wix Lane.

If there is a lack of parking spaces on the Estate Residents are reminded that they are not permitted to park in front of garages (if not rented by the resident), barrier gates, block gates and/or cross hatched areas. Anyone parking in these areas will be in breach of the parking terms and conditions and run the risk of being ticketed .

Leaving items on the communal balcony

During our estate inspections we have noticed an increasing amount of residents leaving items on the communal balconies. We would like to remind you that nothing except for plants in plant pots must be kept on the communal balconies.

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

ATTENTION TO ALL DOG OWNERS



There has been an increasing number of complaints relating to dog owners allowing their dogs to walk on the estate without the lead.

Whilst we understand not all cases are linked to our residents we must stress that it is part of the terms and conditions of the dog ownership declaration that all residents with a dog should keep your dog on a lead at ALL times whilst in the communal areas of the Estate.