

July
2017

CETRA NEWS

FOR THE CEDARS ESTATE

CETRA

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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

CETRA's email:
cedars@lambeth.gov.uk

CETRA website:
www.cetra-housing.co.uk

BURGLARY PREVENTION

Please be aware that there has been an increase in attempted and actual break-ins on the estate.



We would urge all residents to ensure that all low level windows and doors are properly secured and closed whenever you are not in a room or leave your property.

Do not rely on just your Yale (top) lock, lock your mortice lock as well.

For those residents with the new doors, please ensure you lock your doors fully with your keys on exiting. Though the door closes on exit, you must double lock with the key to fully protect your property.

We would also urge residents to report anything suspicious regarding people loitering or hanging around to the police

BURGLARY PREVENTION TIPS

DO's

Do keep your Doors and Windows locked at all times

Do consider a Burglar Alarm and set it when leaving your home and going to bed

Do be a good Neighbour and report any suspicious activity to the Police.

DO NOT's

Do NOT keep large sums of cash in your home

Do NOT leave implements lying outside of your home which could be used to gain entry.

Do NOT leave valuables in your home that can be easily seen by burglars from the outside.

CEDARS ESTATE CCTV UPGRADE

We are pleased to inform you the CETRA committee has agreed to upgrade the estate wireless CCTV system with a new transmitter system. The proposed works will improve the CCTV coverage of the estate, ensuring all cameras have a recording facility, night vision capacity and a higher quality image resolution. The installation will be used for detection of Anti-Social behaviour, crime and in turn act as a deterrence. We hope the new cameras will also provide reassurance to our residents on the estate, thus reducing the fear of crime.



The scope of works are as follows:

- Replace current 3x Wireless cameras positioned in the Chase Garages, Playground area and 2-180 Cedars Road.
- Add 7 x pan, tilt, and zoom (PTZ) cameras to 1-107 Cedars Road, 121-189 Cedars Road, and 194-300 Cedars Road, slip road behind 194-300 Cedars Road, The Chase Garages, Playground area and 2-180 Cedars Road.
- There will also be associated electrical works to install 3 wireless transmitters on the estate roofs.

We are hoping for the works to commence towards the end of August 2017.

NO BALL GAMES

As you may be aware ball games on the estate are restricted to the football pitch near the playground area only. This is in the interest of health and safety. It is also to avoid damage to other resident's property.



Please could you ensure that anyone living in or visiting your home **does not** play ball games in any area on the Cedars Estate, other than in the ball court. Alternatively, you may wish to utilise Clapham Common.

Items on communal balconies/communal areas

CETRA would like to remind all residents that **NO** items can be left on communal balconies nor in communal areas.

This includes the following: Rubbish bags, Bicycles, Clothes horse, brooms, deck chairs, mop & bucket (this list is not exhaustive). Only plants in plant pots can be left on communal balconies.

Should a resident leave anything out on the communal balcony or in a communal area, CETRA will send a letter to the resident advising them that the item(s) must be removed in 24hrs. If the item(s) are not removed within the given time, then the items will be removed by CETRA and stored. The resident will be charged £19.00 for storage per week (**Please note - a weekly storage charge will still apply even if the items has been stored for less than week**)

Any resident who has consistently left items on the communal balconies or in communal areas will be issued with 2 letters for each occasion and a final 3rd warning letter. Once a warning letter has been issued to the resident, CETRA will no longer issue any further warnings and will remove any and all items without notice.

Lambeth's Guide to Reporting Noise Nuisance



If you are suffering from noise it can be a very upsetting experience however quite often your neighbour may not even know they are disturbing you. Nevertheless, opening dialogue with your neighbour by having a conversation or a note through the door often has the desired effect and noise nuisance may not occur again.

Lambeth has a strict case management criteria to enable them to respond to the most serious complaints, meaning they will only take action where:

- **Three or more** complaints, from three different households are made about a residential premises within a month.
- **Two or more** complaints from two different household are made about a licensed premises within a month.

The legislative framework Lambeth work to for noise nuisance means that there are some complaints they are unable to deal with, regardless of the amount of complaints made. These are:

- Complaints received anonymously
- Complaints where the source of the noise is unknown
- Complaints of noise from ordinary domestic activity such as banging, heavy walking, closing of doors, vacuuming, washing machines, use of showers/toilets, children playing, loud talking, shouting etc (this list is not exhaustive).

Lambeth and CETRA will investigate complaints about excessive and intrusive noise from:

- parties or other entertainment
- building and DIY work at unreasonable times of the day
- constant dog barking
- car and burglar alarms

Noisy building and DIY work can take place within these hours:

Monday to Friday, 8am to 6pm

Saturday - 8am to 1pm

REPORT A NOISE NUISANCE:

To report non-emergency cases of noise nuisance,

Online - www.lambeth.gov.uk

<https://www.lambeth.gov.uk/community-safety-and-anti-social-behaviour/noise-and-antisocial-behaviour/report-a-noise-nuisance>

⇒ **Tel - 020 7926 6000**



All noise nuisance cases are kept strictly private and confidential.

Leasehold Service Charge/Major works update

CETRA is aware that many leaseholders have been expecting a breakdown of their service charge monthly payment requirements. At present, we would like to inform you that there is currently a delay with CETRA sending out this information due Lambeth updating leaseholders Service Charge and Major works accounts.

Lambeth is currently in the process of closing all Major works accounts and are now moving all payments made for Major works to the service charge account (please note that no payments made are affected by this).

Your account number remains the same, this will not change. This is the 9 digit 'payment reference number' which you will find at the top of your 'day to day service charge breakdown', standing order forms or on your statement. You can still pay using your 9 digit account number, but if you do the money will be automatically allocated to invoices on your account.

This change will allow you to make payment to an individual service charge invoice number making it possible to see exactly which invoice a payment has been made against, as each invoice has its own balance.

We expect the update to your accounts to be completed by no later than the end of August. During this time however, we would advise you to continue making regular payments towards your service charge until you have received updated correspondence from both Lambeth and CETRA.

South London Summer Events 2017

SUN
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AUG
2017

Chess Club

Like to play chess or want to learn? Come to Streatham Library's Chess Club. All ages and levels welcome. If you would like to help learners to improve their game, come along.

 Clapham Library



TUE
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AUG
2017

Story Time (Under 5)

Under 5s sessions with storytelling and rhymes for parent and toddler. (Term time only)
For more information- 020 7926 0717.

 Clapham Library




SUN
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AUG
2017

Holiday Kids—Cycling in Lambeth

During the summer break Wheels for Wellbeing are offering sessions in Lambeth for Children and Families. A wide range of inclusive cycles which is specifically for children from Lambeth. Fantastic Family Fun! Registration is required so please contact info@wheelsforwellbeing.org.uk

 Herne Hill Velodrome
104 Burbage Road
London
SE24 9HE



For more information and for more events please visit <https://www.lambeth.gov.uk/events>