

January
2018

CETRA NEWS

FOR THE CEDARS ESTATE

CETRA



GARAGES AVAILABLE TO LET ON THE CEDARS ESTATE

Following the completion of the garage repair and painting programme, CETRA are pleased to inform you that we have garages to let on the Cedars estate. Please contact the CETRA Housing Office for further information.



Those currently on the waiting list will be contacted shortly to arrange a sign up.

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:

- 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
- Wall tiles or grouting
- Windows – handles, locks, draught excluders or inside decoration

Credit Card payment update

As of 9th January 2018, we are happy to inform you there will no longer be a surcharge applied to rent/service charge payments when using a credit card.

DO NOT FEED PIGEONS

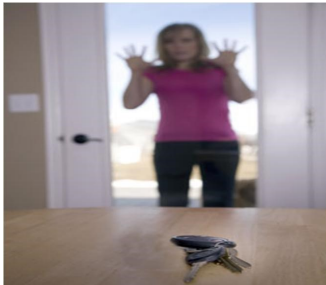
There has been an increase in pigeons on the estate. Please refrain from leaving food waste around the estate or feeding pigeons. Not only is this considered as littering but it is also in breach of your tenancy and lease agreement.

Once pigeons and other rodents become accustomed to feeding on the estate, they can multiply rapidly. Large amounts of animals /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.

LOCKED YOURSELF OUT...?



We have recently had several reports on the estate about residents who have unfortunately locked themselves out of their property.

We understand that whilst this can happen in the most unfortunate circumstances such as when putting rubbish out or when leaving in the morning to go to work. CETRA would like to remind all residents that we do not hold ANY spare keys for any property across Cedars estate.

Should you find yourself locked out of your property, it will be your responsibility to make the necessary arrangements to gain access by calling a reputable Locksmith. We highly recommend that you avoid any kind of attempted access to get into the property such as forcing/breaking windows or doors as you would be responsible for the repair cost.

If you have locked all your possessions in the property which prevents you from being able to contact the locksmith and a neighbour cannot help, the CETRA office would be more than happy to allow you to use our phone to contact a Locksmith.

A few helpful tips to avoid leaving your keys at home:

- Carry your keys when disposing of rubbish
- Double check your persons, bags, purses when going out for the day
- Consider cutting a spare key and leaving to a trusted neighbour or relative who lives nearby.

MUTUAL EXCHANGE BOARD

A lovely 1 double bedroom ground floor flat with garden. One level (no stairs). Laminated floor, fully tiled & ceramic floor bathroom, plenty of cupboards for storage. Excellent condition property.

Looking to change for: 2 or 3 bedroom.

If you are interested in this advert, please contact the office for more information.

If anyone who lives on the estate wish to make an advert regarding a mutual exchange you can put your request by emailing us—cedars@lambeth.gov.uk

BIN IT—DON'T BLOCK IT



Bin it—don't block it', is a campaign to help people prevent sewer and drain abuse—which is putting anything other than water, human waste or loo roll down drains. Our drains and sewers were not designed to cope with products such as wet wipes and sanitary items, and can therefore block easily if the wrong stuff is flushed down the loo.

It is also affects your boiler . We have received reports from some tenants whose heating and hot water were not working and in some cases this was due to their sink being blocked with food.

One of the biggest problems is pouring cooking fat down the sink, as it sets hard and blocks sewers and drains. This often leads to narrowing the width of the main stack pipe and severe blockages in the main interceptor. In both cases this will lead to back surging of sewage into the property.

These problems could easily be avoided by people simply disposing of their rubbish and food waste in the bin. Here's how you can help;

- Ignore claims on products such as wet wipes that say they are flushable. These items do not break down when they are flushed away, so must be disposed of in the bin.
- After cooking, allow fat and oil to cool down before disposing of it in the bin or in a suitable container.

Dr Bike Event



Professional bike mechanics set up stations around Lambeth offering free cycle maintenance checks and advice.

Who can use this service?

Anyone can take their bicycle to Dr Bike, you do not need to be a Lambeth resident.

Costs for this service?

Dr Bike is free.

What you need to know...

Dr Bike will look at your brakes, tyres, gears and the general road-worthiness of your bike. The Dr Bike mechanics will fix problems with your bike if it's possible to do it there and then. Otherwise they will advise you on what is wrong so you can take your cycle to a bike shop and explain the problem.



Next Steps

To find out more about cycling in Lambeth or to receive the latest Dr Bike events:

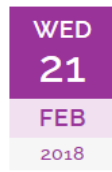
- Contact the cycling team by email at cycling@lambeth.gov.uk or by telephone on **020 7926 0686**.
- Follow the cycling team on :
 - Facebook : **Lambeth Sustainabletravel**
 - Twitter: **Lambeth sustransteam**
- Sign up to the monthly cycling newsletter, **Imove Lambeth** on www.lambeth.gov.uk.

Winter Dr Bike Sessions

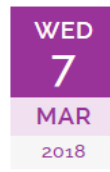
Bring your bike for a free check up to keep you wheeling throughout the winter ☺



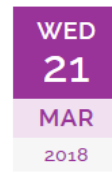
BRIXTON



BRIXTON & WATERLOO



KENNINGTON



BRIXTON & WATERLOO

For more details please visit link below:

<https://www.lambeth.gov.uk/parking-transport-and-streets/cycling/find-a-dr-bike-event>

Bicycle and Motorcycle rack survey

CETRA are conducting a survey to seek the opinions of our residents about installing bicycle and Motorcycle racks on the estate. Many cyclists living on or visiting the estate park their bikes on “non-racks” such as fencing, railings, lampposts and small trees. This is a breach of the lease and tenancy conditions. We would therefore be grateful if you can take a few minutes to answer our questions below and either return this slip to the office, send us an email or phone your opinions through to us.

1. Do you or a member of your household use a bicycle? Yes No
2. Do you or a member of your household use a Motorcycle? Yes No
3. Would you like to see bicycle racks installed on the Cedars estate? Yes No
4. Would you like to see Motor cycle racks installed on the Cedars estate? Yes No

5. If your response to question 3&4 is Yes where would be the best locations for the Bicycle / Motorcycle racks? Please note: cycle bays/racks cannot be placed in any of the blocks.

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Additional comments

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Name:.....

Address:.....

Closing date for your survey returns: **31st February 2018**