

January  
2019

# CETRA NEWS

FOR THE CEDARS ESTATE

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**HAPPY NEW YEAR** to all **CETRA residents** !

We hope you all enjoyed the festive holidays and look forward to a good year ahead.

## Resident involvement ESTATE INSPECTIONS

### 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

Residents are invited to attend an estate inspection taking place on :

**Thursday 14<sup>th</sup> February 2019, at 14.00  
hours.**



The estate inspections are held with the Manager, members of the CETRA Committee, our Cleaning Supervisor and Repairs Contractor.

This is a great chance for residents to monitor the standards of cleaning, grounds maintenance, and communal repairs and to provide their feedback to the TMO. Please meet outside the CETRA Housing office at 2.00pm if you are interested in attending.

## ESTATE CLEANING SCHEDULE

Cleaning Contractors Wettons schedule for cleaning on the estate:

Blocks	Monday	Tuesday	Wednesday	Thursday	Friday
1-107 Cedars Road					
121-189 Cedars Road					
2-180 Cedars Road					
194-300 Cedars Road					
5-107 Victoria Rise					
109-179 Victoria Rise					
6-88 Victoria Rise					

1<sup>st</sup> Floor Hopper heads and bin chambers will be pressure washed once a month and ground Floor bin rooms will be swept twice a week. On each Wednesday the bin rooms will be washed, dog bins emptied, the chase garages and Playgrounds will be swept.

## **BURGLARY and THEFT**

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 and the office.

### **What should I do if I go on holiday?**

Some simple precautions can keep your home safe and give you peace of mind while you're away.

- Ask a trusted friend or neighbour to keep an eye on your home for you.
- Avoid discussing your holiday plans on social networking websites or other public places.
- Cancel your regular deliveries, such as milk bottles or newspaper (if a burglar sees parcels or newspapers on your doorstep, it's easier to tell that you're away).
- Register with the Royal Mail Keepsafe service (there is a charge) so that your post is stored at your local delivery office while you're away and will be delivered to you after you return home.
- Plug a lamp into a time switch that will automatically turn on in the evenings, but don't leave it in a room that passers-by can see into when the light is on.

### **What should I do if I've been burgled?**

- If you think you've been burgled when you arrive home, don't go inside unless you're sure the intruder has gone. Dial 999 and ask for the police straight away. If you feel safe and don't need an emergency response, call 101 to report the burglary.
- Make a list of any missing items.
- Inform your home insurance company and consider making a claim. They may ask for a crime reference number which you can get from the police.
- Change your locks if any keys have been taken.
- Cancel any stolen bank cards.

Victim Support gives free practical and emotional support to people who have experienced crime, whether or not you report it to the police.

If you've been burgled, call the Victim Support Supportline on 0808 168 9111, or visit their website:

<https://www.victimsupport.org.uk/>

## **BURGLARY PREVENTION TIPS**

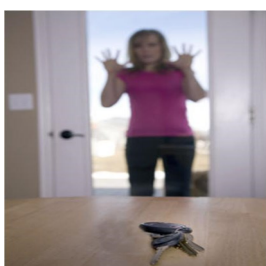
### **DO's**

- Do** keep your Doors and Windows locked at all times
- Do** store keys safely and away from windows and letterboxes.
- 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.

## **LOCKED YOURSELF OUT...?**



We have recently had a several reports on the estate from 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 etc. 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 such as 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 or a neighbour cannot help, the CETRA office would be more than happy to allow you to use the phone facilities to contact a Locksmith within the office.

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.

## **PRIVACY STATEMENT**

CETRA Housing Co-operative Limited working in partnership with Lambeth Council Is committed to protecting your privacy when you use our services. CETRA manages the Cedars Estate on behalf of Lambeth, therefore their Privacy Notice/Statement will include us in any obligation to advise residents of the Council's notification of changes to the UK's data protection requirements in respect of; why personal data is collected, what personal data is collected and how it is used together with individual rights to their data held.

The Privacy Notice/Statement is present on the Council's website (see link below).

<https://www.lambeth.gov.uk/elections-and-council/privacy/privacy-notice> Please contact Lambeth's Data Protection Officer if you have any queries regarding the statement.

## Information regarding PARKING PERMITS

We would like to remind all the residents on the estate that if you require an extra parking permit for your visitor(s), we can issue it for the cost of **£5.00 a day**. You don't need to bring any documentation if you are buying a permit. You will have to bring cash as we don't have facilities to take card payments for the permits. We also cannot guarantee that we will have a change in the office so please make sure to bring the right amount for your permit!

Please be reminded that our office opening hours are:

Monday, Tuesday Wednesday and Friday 9AM -5PM

**Thursdays we are only working from 9AM-2PM!**

**IMPORTANT NOTE:** *If you require a permit for Thursday afternoon, you need to make sure to come before 2PM otherwise you would not be able to get one for the day.*

## RENT ARTICLE

If a Tenant is in arrears with their rent account and do not co-operate with the CETRA Housing Office to resolve the situation, they are in breach of their Tenancy Agreement and they run the risk of losing any amenities that they have (Garage, Shed or Parking Permit), as well as not being entitled to a Transfer or Mutual Exchange. In the case of those Tenants on a Rent Arrears Agreement, you are eligible to keep any amenities that you have providing you do not breach your rent arrears agreement. Action will be taken in relation to any Tenant who breaches their agreement the FIRST DAY after their payment was due which could also include taking away any amenities that they have. May we remind Tenants that it is YOUR responsibility to ensure that your payments are made on time and in full and we strongly suggest that you provide proof of any payments to CETRA to avoid us having to send you any letters in line with our rent arrears procedure. If a Tenant is experiencing financial difficulty we advise them to contact the CETRA Housing Office so that our Housing Officer can discuss this matter with the Tenant further where they may be able to refer the Tenant for help and assistance depending on their circumstances. PLEASE DO NOT IGNORE ANY LETTERS OR PHONE CALLS FROM THE CETRA HOUSING OFFICE!

## **RESIDENT SUGGESTION BOX—YOU SAID, WE DID**

During past few months CETRA have received one suggestion below :

**Question:** *An area on the estate be fenced off to allow CETRA residents to let their dogs off the lead so they can socialise with other dogs and not be a nuisance to CETRA residents.*



**Answer:** *The request was discussed at the committee meeting and the committee came to the conclusion that the space that we have on our estate is limited and it is used by our residents and their children. Great news is that we have Clapham Common park just around the corner where the residents can take the dogs off the lead, enjoy the big space and socialise with other dogs.*