

June  
2020

# CETRA NEWS

FOR THE CEDARS ESTATE

## COVID-19 (Coronavirus) UPDATE

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)  
020 7926 5999

CETRA's email:  
[cedars@lambeth.gov.uk](mailto:cedars@lambeth.gov.uk)

CETRA website:  
[www.cetra-housing.co.uk](http://www.cetra-housing.co.uk)

Dear resident,

I hope you and your families are all keeping safe, fit and healthy during these times.

We would like to reassure all our residents that we are working hard along with our contractors in providing a service to you all during these difficult and testing times. We take the health of our employees and residents extremely seriously as well as the need to continue to service our residents. The safety, security and wellbeing of our residents is a key priority, and this newsletter brings together the advice and support that we have put in place at this time.

### TMO Housing Office

We are mindful that the reproduction rate number rating Covid-19's ability to spread has crept up recently and is now thought to be between 0.7 and 1.0.

Therefore, the TMO office will remain closed to visitors until further notice which is in line with other TMO and Lambeth Housing Offices.

Your Housing Office remains closed to the public, but our staff remain available to you. If you require any tenancy management advice or support please contact us on **020 796 7555**. Please also use the CETRA general email address to direct service requests.

Please email: [cedars@lambeth.gov.uk](mailto:cedars@lambeth.gov.uk)

### Repairs and Maintenance

During this period, CETRA will be providing an emergency repairs service ONLY and the repairs that we will attend to are listed below.

If the repair is not on the list, it will not be attended to but will be recorded and planned for when it is safe to do so.

- ◆ An uncontrollable leak (burst pipe)
- ◆ You have been a victim of crime and your property needs securing.
- ◆ Blockage to a toilet or soil pipe where you only have one toilet in the property.
- ◆ Blockage to a basin, sink or bath (unless caused by you)
- ◆ A gas leak (National Grid emergency helpline 0800 111 999)
- ◆ Completing our annual Gas service
- ◆ A complete loss of power.

If you have any boiler emergency related repairs, such as water leaks or you are an elderly/vulnerable resident, please contact the office or report Directly to Gasnet on **020 8655 3330**. Gasnet will continue to operate an emergency out of hours service.

## GAS SERVICING



Every year, people die and are seriously injured by poorly maintained gas appliances. We make every effort to abide by statutory safety obligations, such as annual gas safety inspections.

Our Gas Servicing programme will continue in accordance with industry and government advice. You should also be aware of the extra safety precautions we are taking within tenants' properties. As follows;

- Please ensure the area around your boiler is clear.
- Please ensure that when answering the front door to our Contractor you retreat into your hallway/living room to allow our Contractor enough distance between yourselves when entering the property
- Our engineer will be wearing PPE throughout their time in the property.
- During the servicing you must move to another room and have no physical contact with the Contractor. Your only contact with our Contractor should be when they have finished work and require a signature on the CP12. Please maintain a 2-metre distance when signing the CP12 and we kindly ask that you use your own pen to sign the document.
- When the servicing is finished our engineer will wipe down all surfaces, they have touched.

## Estate Parking arrangements

We have received several enquiries about estate parking. CETRA can confirm there is no need for you to renew your parking permit until further notice. Visitors/Contractors will also be able to park on the estate without displaying a permit. However, if a vehicle is parking in an unauthorised manner as follows:

- vehicles parking on double yellow lines
- in front of a block gate
- crosshatched areas
- within the blocks
- in front of garages without a permit displaying the garage number
- Or any other unauthorised parking areas

they will receive a PCN.

## Rent and Service Charge Payments

Rent and Service charge payments remain payable. Please contact CETRA on 020 7926 7555 to make payment or use the debit and credit card number 0780 000 6116 (**Homeowners** text **BAL** & your **INVOICE REFERENCE NUMBER** – **Tenants** text **BAL** & your **ACCOUNT NUMBER**)

Payments can also be made over the internet via the following address:

<https://www.lambeth.gov.uk/council-tenants-and-homeowners/tenants/pay-your-rent>

If you are encountering any problems with your payments, please contact the CETRA Housing Office to discuss.

### Welfare Benefits

If you have a change of employment/finances during this period, please contact Housing Benefit/Council tax department on 0345 302 2313. choosing Option 3, then option 2 and then option 2 again.

### **Other useful telephone numbers:**

Universal Credit telephone 08003285644. DWP Telephone 08007317898 or 08007310469.

Council housing tenants affected by the coronavirus and worried about paying their rent should contact the Housing Officer at **CETRA** [cedars@lambeth.gov.uk](mailto:cedars@lambeth.gov.uk)

020 79267555

## **Anti-Social Behaviour/Noise Nuisance**

During the lockdown we have received several complaints regarding Anti-Social Behaviour (ASB) including noise nuisance. We ask our residents to consider their neighbours during this period and keep noise to an acceptable level during the night and daytime when there are a number of people working from home and home schooling.

Here are a few golden rules to be considered:

- Make sure your music and television can't be heard outside of your flat.
- Our flats are not designed for large lively parties. Residents are responsible for the behaviour of people they invite to their home or onto the estate.
- BBQ's are not allowed in any communal areas on the estate.

During the lockdown we have received several reports that there were some large BBQ gatherings in the communal area by the Playground. Please be aware that this is not only a breach of the Estate rules but it is also against Government's regulations where large gatherings are not allowed during the current Pandemic. We strongly advise anyone who sees these gatherings again to report it to the police immediately and also to the office during our working hours.

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.

## **DOMESTIC ABUSE**

It is acknowledged that staying at home can cause anxiety for those who are experiencing or feel at risk of domestic abuse. Domestic abuse has a devastating effect on victims, their families and the wider community, and can happen to anyone regardless of race, age, gender, sexual orientation or social background. Whilst abuse can take place in any relationship, we recognise that the majority of victims are women and the majority of perpetrators are men; however, this does not mean that men cannot be victims of domestic abuse and that women cannot perpetrate abuse.

Lambeth Council/CETRA has zero tolerance for violence and abuse and will act to support victims and hold perpetrators to account.

Lambeth approach to supporting those affected by domestic abuse will be sensitive to the needs of the individual's circumstances and victim-led.

For anyone who is or feels they are at risk of abuse, it is important to remember that there is help and support available to you, including police response, online support, helplines, refuges and other services. The household isolation instruction as a result of coronavirus does not apply if you need to leave your home to escape domestic abuse. Please contact Lambeth or CETRA Housing Office for further advice and guidance.

Do you feel threatened or at risk of violence? Please find Helplines below:

### **Helplines**

**Gaia Centre:** This is the Lambeth service for men, women and children fleeing domestic violence. Telephone: 020 7733 8724. Email: [lambethvawg@refuge.org.uk](mailto:lambethvawg@refuge.org.uk).  
Website: [www.refuge.org.uk](http://www.refuge.org.uk)

**Childline:** For information and advice for children and young people, please visit the Childline website [www.childline.org.uk](http://www.childline.org.uk) or telephone Childline free on 0800 11 11.

## Vulnerable residents

We are continuing our Welfare Check System, to our elderly, sick and or disabled residents routinely. Please ensure you check on your neighbours during this period, whilst remaining safe. If you have any concerns' regarding your neighbour, please contact us.

If you wish to volunteer and support the TMO's elderly and vulnerable residents, please contact us.

## Refuse and Bulk Collections

**bulky waste**



The above services are not affected at this time and will continue, and collections will take place on Tuesday and Fridays before 10AM.

You can take your refuse or unwanted furniture (small amounts only), out on the morning of the collection as it is a fire hazard and health and safety issue to leave it out overnight. If refuse is left out before the morning of the collection or at inappropriate areas we will have to recharge residents for their removal as this is a tenancy and lease violation. Please note that we do not collect building rubble or garden waste, residents must make their own arrangements for the disposal of this. If the removal is arranged by CETRA, there will be a recharge.

We would like to remind you that the pick-up service is free, Wettons are NOT responsible for the removal of items from properties or balconies.

For disposal of big bulk items please contact Lambeth Environmental on **020 7926 9000**.

## Estate Cleaning

The estate cleaning service is continuing, and we ask that all residents help the cleaning service by:

- Disposing of your waste in the correct manner
- Use the facilities provided
- Have consideration for the cleaning staff and your neighbours

## ESTATE DEEP CLEAN

We have commissioned a company called Green team to carry out a deep clean of the estate commencing 29th June.

Green Team will provide a one off deep clean service to all stairways, landings and paved areas within each block, to include hot water jet wash and machine scrub where appropriate. The service will also include the wash down of Hand Rails, Balustrading and railings. We would be grateful if residents can remove their pot plants when their landings are being cleaned. CETRA will contact you when your block is scheduled to be cleaned providing you with advance notice to temporarily remove the pots from the balconies. Your co-operation would be appreciated.

## Further advice on Coronavirus

The Government's advice on coronavirus is available in one place, covering a range of topics including:

- Protecting yourself and others from coronavirus
- Work
- Financial support and money.

You can find out more information here: <https://www.gov.uk> and <https://www.gov.uk/coronavirus>.

**Here  
for  
you**



**Lambeth**