

January
2021

CETRA NEWS

FOR THE CEDARS ESTATE

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

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

TMO Housing Office

As infection rates in London are higher than they have ever been with more people in hospital than during the first wave, we hope that you and your families are all remaining as well as can be. England entered a national lockdown on 5 January, this newsletter explains how we've adapted the way the Housing Office works. The safety, security and well-being of our residents is a key priority, and hopefully this newsletter will bring together the necessary advice and support that we have put in place at this time.

The TMO office is still closed to visitors until further notice, however, our staff are remaining available via our landline and email—0207 926 7555, cedars@lambeth.gov.uk

Parking on The Estate Update

As advised in our previous newsletters the parking enforcement on our estate remains in place so if you need to renew a parking permit please send the necessary documentation via email (cedars@lambeth.gov.uk) 7 days before your permit is due to expire, so we can ensure that you will receive your permit in time. If you need to buy an extra daily parking permit please also do let us know in advance at least a few days before so we can make a necessary arrangements for you to receive the permit in time. If you have any questions in relation to the parking please contact the office on 0207 926 7555.

Maintenance and Repairs

During this new lockdown period, in line with government guidance, we are looking to limit social interactions where we can, and may need to prioritise urgent and emergency repairs over some of the more routine work that requires multiple visits and prolonged periods of time in your home. When requesting a repair please can you consider whether you can wait to report your repair until after the current restrictions have ended. This will help us to allocate our resources in the most appropriate way and focus on the most urgent jobs that can be undertaken with the appropriate safety measures. If you are clinically vulnerable to Covid-19 due to age or underlying health condition then work should not be carried out in your home unless it is to remedy a direct risk.

If you do have a more urgent repair please be assured that we are continuing to follow strict safety measures when undertaking repairs. Repairs operatives will wear suitable PPE, clean any surfaces touched, and will remove any waste and belongings from the work area at the end of each day. We are also asking for you to take some precautions before and during a repairs visit:

- Please contact us if you or anyone in your household is showing symptoms of Covid-19 or if you've been asked to self-isolate, and your appointment can be rearranged.

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- Where appropriate, please wipe down the area with a household disinfectant beforehand and keep windows open to allow ventilation
- Allow at least 2 metres distance between yourself and the repair operative at all times, and remain in a separate room while the repair takes place
- Clear the work area around so the contractor can have an easy access to work on the issue.
- Leave doors open to allow access to the area where work is taking place
- Please provide access to handwashing facilities
- Keep pets away from the repair operative

Anti-Social Behaviour

This national lockdown starts at a very cold and dark time of year. We are all forced to be inside and many of us are under a lot of stress with concerns about health, finances and struggling to balance work and childcare.

It is really important that everyone tries to be as considerate and tolerant of each other as possible.

Where this doesn't happen, the housing and the police do have a range of powers to tackle anti-social behaviour, including when people don't adhere to Covid-19 restrictions such as having parties or using their home to run a business with lots of people visiting.

If you are suffering from anti-social behaviour please contact the office via email cedars@lambeth.gov.uk or contact us on 0207 926 7555.

You can also report the issue on Lambeth website on the link below:

<https://beta.lambeth.gov.uk/housing/council-tenants/neighbourhood-services/report-anti-social-behaviour-your-estate>.

To report a breach of Covid-19 regulations you can do so at

<https://www.lambeth.gov.uk/forms/report-a-breach-of-coronavirus-covid-19-safety-guidance>

Building safety

We are clear that making buildings safe remains our top priority. Fire Risk Assessments and health and safety checks of all communal areas are continuing throughout the lockdown period. Please ensure to not store any items (except the plants) and not leave any rubbish bags within the communal areas of where you live, please cooperate to minimise risks to you and other residents.

Playground Improvements Works

On Tuesday 19th January the playground will be closed for 8-10 days. The closure is due to the installation of a new Junior Multi play unit, new swings and the laying of a new wet pour safety surface. We apologise for the inconvenience during this time.

During these works, Residents are advised to utilise the nearest playground facilities located on Clapham Common.

Once the work is completed the Playground will be left open during the current lockdown. The equipment is not sanitised or disinfected and is used at your own risk. Please follow the advice provided on the sign where we have some simple instructions on how to use the playgrounds safely.