

March
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

In line with Lambeth Council Housing Offices the TMO office still remains closed to visitors, however our staff are still attending the office and are available via our landline and email—0207 926 7555, cedars@lambeth.gov.uk.

Repairs

During the current lockdown and until further notice CETRA are only carrying out urgent repairs PR1 and PR2's. If you are not sure what is an urgent repair and their priority codes, you can check out our web-site - www.cetra-housing.co.uk or refer to your **tenants repairs booklet**.

ANNUAL GAS SERVICING 2021/2022



The cycle of gas Servicing is upon us again. All tenants will receive appointment letters indicating when their next boiler service is due **at least four weeks before the appointment.**

Please ensure that access is available on the day. This will ensure that your boiler is maintained and CETRA meets its legal requirements in the interest of health and safety.

Call Gasnet on 0208 655 3330 as soon as possible to confirm your appointment or to make an alternative appointment in advance of the expiry date.

During the current pandemic, the government has advised **that annual gas safety checks must continue during this period.** Gas engineers are classified as **key workers**. CETRA has a legal requirement to carry out gas servicing in Council tenanted properties every 12 months. This is also in the interest of tenants health and safety. If access is not provided without a valid reason CETRA will have no alternative but to seek access through the courts. Where legal action is taken, the costs will be recharged to those tenants.

Self-isolation in your property and showing signs of Covid-19 symptoms are the only valid reasons for a postponement of this appointment.

Our Gas Engineers will be wearing 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 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.

Continued on the next page→

- 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 servicing takes place.
- Leave doors open to allow access to the area where work is taking place.
- Please have your own pen available to sign the Gas Safety Certificate.
- Please provide access to handwashing facilities.

LEASEHOLDER GAS SERVICING

Leaseholders must have their gas appliances serviced every year by a Gas safe recognised engineer. If you do not, you may be in breach of the terms of your lease. CETRA may ask for evidence that you have had a safety check or service in the last 12 months.

Parking on The Estate

We would like to remind all residents that parking enforcement remains in place. If you need to renew a parking permit you can send the necessary documentation via email to cedars@lambeth.gov.uk 7 days before your permit is due to expire. If you need to buy an extra daily parking permit please let us know at least a few days in advance so we can make the necessary arrangements for you to receive the permit on time.

You can purchase your daily parking permits:

- **Via Payment link** online.
- **Card Machine** at the office (prebooking required for an appointment beforehand)

The payment can only be taken by using a bank card, as **we no longer accept cash.** In order to renew a permit please ensure that you are not in arrears on your rent, service charges, garage or shed rent accounts. Each time you apply for a permit you are required to supply us with the requested documents even if you issued the same documents on your last renewal.

If you have any questions in relation to the parking please contact the office.

Keep communal balconies/communal areas clear and clean

CETRA would like to remind all residents that **NO** items can be left on communal balconies or in any other communal areas. This includes the following: rubbish bags, bicycles, clothes racks, BBQ grills, ladders, brooms, mop & bucket, furniture, appliances. In terms of Health and Safety the communal areas forms the primary escape route from the property and as such no combustibles or obstructions should be allowed to accumulate therein.

Please NOTE: Only plants in plant pots can be left on communal balconies.

If we notice these items on the communal balcony or in any communal area, CETRA will send a letter to the resident advising them that the item(s) must be removed within 24 hours.

If the item(s) are not removed within the given time, then they will be removed and stored by CETRA. 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 a week). Removal of dumped items such as furniture, rubbish bags will be charged at £90 cost.

We also would appreciate it if you can keep communal areas, communal landings not only clear from various items but also clean and respect our cleaners work. Before taking out your rubbish bags please ensure that it is not leaking as it will create spillages and may stain the flooring. Those responsible will be asked to clean the spillage. If the resident refuses to clean the spillage, our cleaners will carry out the work and the resident responsible will be recharged.

HOW TO PAY YOUR RENT (for tenants) , SERVICE CHARGE (for leaseholders) & GARAGE RENT (for garage owners)

Leaseholders are required to pay their service charge bills for 2020-2021 by 1st April 2021.

We would like to advise all the tenants and leaseholders who are regularly making a payment via our telephone line that there are times when our payment system is down so we may not always be able to take payments. This is out of CETRA's control and therefore we would like to advise you that this cannot be the reason to keep your rent/service charge account in arrears. Therefore, please may we ask that you familiarise yourself with other available options on how to make a payment by using alternative methods below:

Pay by phone You can pay over the phone with your credit or debit card.

- Paying by the 24-hour automated payment line on **020 8290 2086** - choose option five. Make a note of the reference number that you will be given as this will be your receipt.
- Leaseholders can also contact the Collections Team on **020 7926 1116**.

Pay online

Pay your rent/service charge using Lambeth online form, available 24 hours a day, seven days a week.

<https://beta.lambeth.gov.uk>

Pay by Standing Order/Direct Debit:

You can pay your rent/service charge by standing order through your bank.

You should fill in, sign and send the form to your bank. Instruct it that payment reaches your service charge account by the first day of each month.

If you have online or phone banking, or your bank has provided a blank standing order form, you can set up a standing order using the following details:

- Account to be credited: London Borough of Lambeth
- Sort Code: 57-64-69
- Account no: 00000000

You must quote your payment reference number for rent and garage rent, and service charge invoice number as a reference for service charge. This will ensure your payment is credited to your account. Direct debit is a safe and easy way for you to pay your rent. You can set up direct debit/standing order through your bank or by contacting Lambeth on **020 7926 8790**.

Pay by cheque

Cheques should be made payable to 'London Borough of Lambeth'.

Please write your address and nine-digit payment reference number on the back of the cheque.

Cheques for rent can be sent to: **Cashiers Office, Civic Centre, 6 Brixton Hill, London, SW12 1EG.** If you need a receipt for postal payments, please send a stamped, self-addressed envelope with your payment. Do not send cash through the post.

Leaseholders should send their service charge payments to: **Homeownership Services, London Borough of Lambeth, PO Box 734, Winchester, Hants SO23 5DG**

Pay at any Post Office

Tenants and Leaseholders can pay their Rents/Service charge at any post office branch using their rent payment card/service charge payment card. Hand your card and payment to the cashier, and they will credit your payment and give you a receipt. You can pay with a debit card, cash or by cheque. These must be made payable to Post Office Ltd.

If for any reason Rent, Service Charge or Garage Rent payment is delayed please notify CETRA as soon as possible to avoid further actions to be taken.

SHED PAYMENTS

As you may be aware the next year's payment for those who rent sheds is due on the 1st April. Those who pay annually must pay **£36** on or before 1st April..

Those who hold more than 1 shed are required to pay the full annual amounts for the additional shed(s). Those wishing to pay quarterly (£9 Per Quarter) **MUST** pay on the following dates: **1st April 2021, 1st July 2021, 1st October 2021, 1st January 2022**

PLEASE NOTE: Those people who fell into arrears with their sheds during 2020/2021 will be required to pay for the whole year in advance.

There are several ways to pay for your shed:

- Sending a cheque to CETRA's Office
- Paying a cash/cheque at the bank
- Paying by bank transfer
- Standing order

Bank details for SHED payments:

Paying to: CETRA Housing Cooperative Ltd

Sort Code: 202180

Account Number: 30767549

Reference Number: SH (your shed number),
for example, SH1

Regardless of which payment method is chosen, it is **essential** that the shed number is always included. Shed owners must keep a receipt as proof of payment and must provide a copy of this receipt to the CETRA office upon request. If proof of payment for the shed is not provided, CETRA will assume that the shed has not been paid for.

Please remember **to pay in advance**. Any payments not made by the 1st of each quarter automatically means the resident is in arrears.

Shed Swap

CETRA previously had quite a few inquiries from residents who has a shed on the estate but not in the same or nearby blocks.

CETRA would like to suggest that if you are interested in a shed swap to contact us on 0207 926 7555 or cedars@lambeth.gov.uk, so we can advertise your swap proposal in our next newsletter and arrange a mutually beneficial shed swap.

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.



**No ball
games**

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.

Deborah's funeral and memorial support fund

We would like to announce the unfortunate passing of one of our beloved residents Ms Deborah Rosewell, who sadly passed away on the 13th January 2021 due to complications. Ms Rosewell was a parton of the Cedars Estate where she resided for almost 20 years.

Ms Rosewells daughter has set up a Gofund me page for anyone who wishes to kindly make a dontation towards Ms Rosewell memorial support fund – please find the link on the first page of our website—www.cetra-housing.co.uk

