

APRIL
2022

CETRA NEWS

FOR THE CEDARS ESTATE

CETRA

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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:
0800 091 2140
0208 722 3436
Pod4@smithandbyford.com

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

SMITH & BYFORD

Residents will recall that in our March Newsletter we published an article in relation to the Gas Servicing for 2022/23, in which we notified Residents that Smith & Byford were awarded the CETRA Gas Servicing and Breakdown Contract for the next 3 years.

Unfortunately at the time of printing our newsletter, Smith & Byford had already commenced with sending out their letters regarding gas servicing appointments. We found that they had provided an incorrect telephone number which had caused some Residents issues when trying to confirm their Gas Servicing appointment with Smith & Byford.

We apologise for this mistake and any inconvenience this may have caused. The correct number's for Smith & Byford are as follows;

0800 091 2140

0208 722 3436

If Tenants have received a letter from Smith & Byford in relation to their Gas Servicing we politely request that they contact them directly to confirm their appointment, if they have not already done so.

~~RESIDENTS ATTENDING THE HOUSING OFFICE~~

May we remind Residents that if you attend the CETRA Housing Office you must ensure that you wear a face mask **BEFORE** entering the office. This is due to the increase in Covid cases within the London area and for the safety of the office staff and other Residents who wish to come to the CETRA Housing Office.

ESTATE PARKING/GARAGES

There are several Resident's who rent Garages on the Cedars Estate but continue to park their vehicles on the slip road's, taking up much needed parking spaces. We kindly ask those Resident's who rent a Garage to park their vehicle inside or in front of the garage to assist us with our lack of parking spaces.

Those who rent Garages are reminded that they are for the sole use of vehicles only and if it is not being used for this purpose you are in breach of your Tenancy agreement.

In terms of parking on the slip road, we ask Residents to be mindful of the fact we have limited parking spaces available and to utilise as much of the parking spaces as possible. Please ensure that you park in accordance with the terms & conditions so as to avoid any PCN's.

FUELBANK LONDON

Fuel Bank is currently available in selected foodbanks and advice agencies across Great Britain and provides a top up voucher that provides approximately two weeks' worth of fuel to clients who use a prepayment meter to **heat their home and to cook with**, and who have been deemed as in 'crisis need' by an independent referrer.

The scheme **helps prevent self-disconnection** (where a client cannot afford to top up their meter and so when the money runs out the lights switch off), and ensures people are not left without energy for the basics like cooking and heating. And in the COVID-19 lockdown, the ability to home-school your kids.

The number of people seeking help from foodbanks and advice agencies in the UK has risen significantly in the last few years, where families face difficult decisions around what to spend their limited income on. We find that these same families are often also in 'fuel crisis' too, and have to make the choice between 'heating or eating', which can lead to a series of health issues if **they are forced to 'self-disconnect'**.

We believe that people shouldn't have to make this choice and this is why the Fuel Bank movement was set up. Initially Fuel Bank was developed by the energy supplier npower, but in 2017 became a fully-fledged charity, the Fuel Bank Foundation. And as an independent charity it is able to **support more clients and work with a wider range of partners** from across the country.

Self-disconnection isn't something that can and should be solved by the energy industry alone since the issues that lay behind not having money to cook a hot meal or have a warm shower are both complex and often started elsewhere. Others are clearly better placed with the trust, the reach and the expertise to help.

With greater collaboration between national and local government, and the energy and third sectors we can best provide support and energy to those households who would otherwise be doing without. Whilst also working on a longer term prevention agenda through policy change to prevent this situation occurring in the first place.

For further information on this scheme please visit; www.fuelbankfoundation.org.

PAINTING OF BLOCK RAILINGS/BIN CHAMBER DOORS

Residents will recall that in October 2021 we undertook a painting programme to the block railing/balustrades across 30 blocks. Those blocks included 1-107 Cedars Road, 2-180 Cedars Road & 109-179 Victoria Rise (with the exception of 169-179). CETRA are pleased to announce the committee has agreed to complete phase 2 of this programme to include the remaining 28 blocks across the Estate. In addition to this programme, we will also be running a programme to paint all ground and first floor bin chamber and drying room doors to all 58 blocks. The programmes are due to commence Tuesday 3rd May with the block railing/balustrade programme scheduled for approx. 8 weeks and the bin chamber/drying room door programme scheduled for approx. 16 weeks (weather and COVID dependant). Residents effected will be written to in advance of their block having work carried. We would be grateful if residents could remove any plant pots from the balcony for the duration of the painting programme to allow the operatives to paint the balustrades. Operatives will not be responsible for removing any items left on balconies and failure to remove items in advance may cause a delay to the programme.