

MARCH  
2022

# CETRA NEWS

FOR THE CEDARS ESTATE

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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 2410  
0208 722 3436  
[Pod4@smithandbyford.com](mailto: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](mailto:cedars@lambeth.gov.uk)

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

## GAS SERVICING 2022/2023

CETRA would like to inform Residents that following the recent re-tendering of our Gas Contract, Smith & Byford have successfully been awarded the Gas Contract for the Cedars Estate and will be our new Gas Engineers for the next 3 years.

CETRA would like to place on record its thanks to our previous contractor Gasnet, who has been our appointed Gas Contractor for the past 12 years.

As you will be aware the cycle of gas Servicing is upon us once again. All tenants will receive appointment letters indicating when their next boiler service is due within the next few weeks and this letter will be sent directly from Smith & Byford.

For those Tenants who's appointment is due between 1st-7th April 2022 their Gas Servicing will be completed by a different temporary contractor called Ry Group. All Tenant's whose Gas Servicing is scheduled within the first week will be contacted directly by CETRA to confirm their appointment.

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

Whilst there may have been an easing of COVID restrictions of late we must be mindful that the threat of Covid-19 still remains. We should still all remain extremely vigilant and be careful in our day-to-day lives. The safety of staff and most importantly our Residents remains our priority so we will be asking Our Gas Engineers to wear suitable PPE, clean any surfaces touched, and remove any waste and belongings from the work area at the end of your appointment. We are also asking for you to take some precautions before and during your appointment:

- Please contact us if you or anyone in your household is showing symptoms of Covid-19 or if you have a confirmed case of COVID-19
- Where possible, please keep the room that the boiler is kept in well ventilated by opening a window(s)
- Ensure the operative working in your property is given plenty of space in which to complete their work whilst inside the property

**We thank you for your co-operation in providing us access to your property to ensure we meet our legal requirement to service and maintain your boilers every 12 months.**

# RENTAL INCREASE 2022/23

Lambeth Tenants may already be aware that there has been an agreed 4.1% increase in the weekly rent for the 2022/2023 financial year. Tenants will have already been written to by Lambeth Council regarding this increase but if you have not received your letter please contact the Rents Team at Lambeth on 020 7926 6898 or [rentsteam@lambeth.gov.uk](mailto:rentsteam@lambeth.gov.uk) for a copy of your letter.

CETRA have now written to all Tenants who are in receipt of Universal Credit to advise them that they must complete a change of circumstance on their UC Journal on 4th April 2022 to ensure that they receive the correct entitlement going forward. If you are on Universal Credit but have not received this letter from us please contact the CETRA Housing Office on 020 7926 7555 or [cedars@lambeth.gov.uk](mailto:cedars@lambeth.gov.uk) to advise and we can send you a letter confirming your new rent details.

We kindly ask that Residents ensure that from 4th April 2022, when the new rent amount comes into place, the payments made towards your rent account reflects the new weekly rent amount. Please remember if you are paying your rent monthly then the calculations used to work this out is the weekly rent amount, multiplied by 52 (amount of weeks in the year) and divided by 12 (amount of months in the year).

Below is an updated list of payment methods that can be used to pay your rent;

**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. You will need to have your payment reference to hand when making payment this way. Make a note of the reference number that you will be given as this will be your receipt.
- Calling the CETRA Housing Office on **020 7926 7555** to make a payment via debit/credit card using our 'Call Secure' payment system

## **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>

**You will need to have your payment reference to hand when making payment this way**

## **Pay by Standing Order/Direct Debit:**

You can pay your rent by standing order through your bank.

You can request a standing order form from the CETRA Housing Office and you should fill in, sign and send the form to your bank.

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 in order for this payment to be allocated to your rent account. If you do not know your payment reference number you can contact the CETRA Housing Office on 020 7926 7555 to find out.

## **Pay at any Post Office**

Tenants can pay their Rent at any post office branch using their rent payment swipe card. Hand your card and payment to the cashier, and they will credit your payment and give you a receipt. Please note; if your rent swipe card is no longer working CETRA are UNABLE to re-order you a new one as these cards will shortly become obsolete. An alternative method of payment in place of a swipe card will be put in place by Lambeth Council and Tenants will be updated regarding this new method of payment.

**IF A TENANT HAS ANY ISSUES WHEN IT COMES TO MAKING THEIR RENT PAYMENTS THEY MUST CONTACT THE CETRA HOUSING OFFICE TO ADVISE IMMEDIATELY**

## LEASEHOLDER SERVICE CHARGE PAYMENTS 2022/2023

CETRA Leaseholders should now have received their Service Charge Estimates for 2022/2023. As you will be aware payments must be made in monthly increments on the 1st of each month, with the first payment due on Friday 1st April 2022. Leaseholders can use the same method of payments located on the opposite page of this article but instead of using a nine-digit payment reference number they must use the new invoice number for this year's service charge estimate. This invoice number can be found on the Service Charge Estimate pack that you recently received or can be obtained by contacting the CETRA Housing Office on 020 7926 7555 or [cedars@lambeth.gov.uk](mailto:cedars@lambeth.gov.uk). Please remember; the amount you have been charged for this financial year is only an Estimate and is **NOT** the final amount. Leaseholders are generally written to by Lambeth Council and subsequently CETRA on/around September/October time with their final accounts. The final accounts will determine whether we have over-estimated, which would result in you receiving a credit on your Service Charge Account, or whether we have under-estimated, which would result in a debit being applied to your Service Charge Account. If our Leaseholders have any queries regarding their service charges they can contact the office on 020 7926 7555 or [cedars@lambeth.gov.uk](mailto:cedars@lambeth.gov.uk).

## SHED PAYMENTS

As you may be aware the next year's payment for those who rent sheds is due on the 1<sup>st</sup> April. Those who pay annually must pay **£36** on or before 1<sup>st</sup> April.. Those who hold more than 1 shed are required to pay the full annual amount for any additional shed(s). Those wishing to pay quarterly (£9 Per Quarter) **MUST** pay on the following dates: **1<sup>st</sup> April 2021, 1<sup>st</sup> July 2021, 1<sup>st</sup> October 2021, 1<sup>st</sup> January 2022**

**PLEASE NOTE:** Those people who fell into arrears with their sheds during 2021/2022 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 cash/cheque at the bank
- Paying by bank transfer
- Standing order

If opting to pay via standing order or bank transfer, the bank details to use are as follows;

Payee: CETRA Housing Co-Operative Limited  
Sort Code: 20-21-80  
Account Number: 30767549  
Reference No: SH (insert shed number here)

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.

## CHALK DRAWINGS ACROSS ESTATE

You will recall that in July 2021 we included an article in our newsletter regarding chalk drawings across the Estate. Following this article the use of chalk dropped drastically but of late we have noticed there has been an increase in the use of chalk drawings across the Cedars Estate, mainly in the playground area.

We would like to remind Residents that it is prohibited to draw in chalk anywhere on the estate and is also a breach of your tenancy/lease agreement. Our cleaners are working hard to keep the estate clean and this is creating even more work for them so we would very much appreciate your co-operation in this matter.

We kindly ask all Parents to ensure their children refrain from doing so and we believe that this article is self-explanatory and will help to prevent these events happening again. If any Residents see this taking place then we kindly ask that you contact the CETRA Housing Office to advise so we can investigate.

## CEDARS ESTATE BULK REFUSE COLLECTIONS

Residents may be aware that CETRA Housing offers a twice weekly bulk refuse collections free of charge. These collections take place every Tuesday and Friday and any items that are left out for the collection must only be left on the day of the collection **BEFORE 10.00AM**. If a Resident leaves out their items beforehand then they will receive a letter regarding this and may also be liable to be recharged for its removal. The bulk collection service is designed to remove small-medium type refuse that cannot be disposed of in the normal paladin or recycling bins. However, there are some items that are not collected as part of our bulk refuse collection and they are as follows;

- Any white goods; this includes fridges, freezers, washing machines, tumble dryers, microwaves etc
- Building rubble; this includes bags of rubble, individual items such as baths, sinks etc and any other building materials including paint
- Garden waste; this includes any grass cuttings, tree/plant clippings, top soil or any general garden waste
- Wardrobes, and sofa's

Please note; if such items are left out for the bulk collection they will **NOT** be collected and CETRA will launch an investigation into who is responsible for disposing of the items and take the necessary action from there.

If you have any questions/queries about the bulk collection service please do not hesitate to contact the CETRA Housing Office on 020 7926 7555 or [cedars@lambeth.gov.uk](mailto:cedars@lambeth.gov.uk).



### Lambeth's Spring of Food and Fun 2022

Lambeth Council's Spring of Food and Fun promises to be a packed programme of exciting activities for children and young people during the whole school break.

Search and book activities on offer in the following categories; adventure playgorunds, creative arts and music, libraries, dance and drama, cooking, indoor and outdoor sport, play and leisure and so much more!

Visit [www.lambeth.gov.uk/springfoodandfun](http://www.lambeth.gov.uk/springfoodandfun) for further info!

