

MAY  
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 2140  
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)

## **RECYCLING/RUBBISH DISPOSAL**

CETRA would like to remind residents about the disposal of general household waste and recycling waste. No plastic bags can be disposed of in the recycling bins and all recyclable items must be disposed of individually. Residents should be aware that failure to dispose of the recycling waste correctly will result in the bins being classed as 'contaminated' which in turn would mean the bins do not get collected, causing further issues.

### **Cardboard Boxes**

We have noticed that a number of residents have either been leaving

cardboard boxes outside of the recycling bins (which is a breach of lease/tenancy conditions) or disposing of them inside the bins without flattening and tearing them into smaller pieces. CETRA would appreciate it if all residents could ensure that they dispose of their rubbish/recycling waste correctly to avoid these issues. It is not the responsibility of our cleaners to tear cardboard boxes into smaller pieces and place in the bins. Anybody found to be incorrectly disposing of their rubbish/recycling waste will have further action taken against them.



## **RAILINGS/BIN DOORS PAINTING PROGRAMME**

Phase 2 of our painting programme to the Metal Railings and Balustrades consists of the remaining 28 blocks and will also include the painting of the ground floor bin chamber and 1st floor drying room doors. The 30 blocks that had their metal railing and balustrades painted last year will have their doors completed upon completion of phase 2 of the programme, which we began on 3rd May 2022 and we hope to complete phase 2 by 24th June 2022. Works to the remaining 30 blocks for the ground floor bin chamber and 1st floor drying room doors are set

to begin from 24th June 2022 onwards and should last approx. 10 weeks (weather and COVID dependant). Residents are being written to 1 week before their block is due to be painted and we kindly ask that ALL items on balconies are removed to allow the painters to complete the works. Please note; the Painters will NOT remove any items from the balcony so if items are left on the balcony they will move onto the next block. If a Resident has any queries regarding the works please do not hesitate to contact the CETRA Housing Office on **020 7926 7555**.



## **PARKING PERMITS**

We would like to remind all residents to remember to renew their Visitors and Residents parking permits BEFORE they expire. The permit procedure has changed since the Pandemic and Visitors and Residents parking permits can now be requested by sending the required documents via email to [cedars@lambeth.gov.uk](mailto:cedars@lambeth.gov.uk). For those Residents who are elderly or disabled and are unable to send their documents via email, they can contact the CETRA Housing Office on 020 7926 7555 and the office staff can come to your property and take photos of the required documents for you.

### **How to renew/apply for Permits?**

#### **Visitors parking permit**

Residents must supply us with proof of residence (either a utility bill dated within the past 3 months or driving licence) to obtain a Visitors permit. Once we are satisfied that the document is acceptable we will email the Resident with an acknowledgement email and post the parking permit to the Residents property within 48 hours (unless required urgently). We will not be able to issue a permit if incorrect documentation is provided and there will be no exceptions to this rule.

#### **Parking permits for Sub-Let Tenants:**

If you are a resident of the Cedars estate and rent privately from a landlord you are only eligible for **ONE** Visitors permit free of charge. In order to apply for a Visitors permit you must meet the terms and conditions and provide the following documents ;

1. A copy of the most recent Tenancy Agreement
2. Permission from the Leaseholder/Managing Agent (email or letter, but not a verbal permission)
3. The most recent household bill with tenant/leaseholders name and address

#### **Resident parking permits**

Residents will still need to supply us with the following documentation to obtain their Resident parking permit:

##### **Proof of residence – one of the following:**

- Tenancy agreement
- Leasehold agreement with name & property address shown
- Rent swipe card
- Driving licence
- The most recent Household bill with tenant/leaseholders name and address

##### **Vehicle details – ALL of the following:**

- Vehicle registration document or purchase receipt and new keepers supplement. (this must show the Tenants/leaseholders address, we are unable to accept any documents with any other address) .
- Current insurance certificate or cover note (MUST be in date)
- Proof of vehicle tax

Resident permits will be issued for 1 year, however CETRA will still require proof that the vehicle has been taxed by way of an email confirmation or a car tax receipt.

#### **Purchasing a Day permit**

Residents wishing to purchase daily parking permits should notify us in advance via email/ telephone preferably at least one day before. If you apply for a permit on the same day, you must allow enough time for CETRA officers to answer to your inquiry.

## **TENANTS REPAIR RESPONSIBILITIES**

CETRA would like to remind residents of their repair responsibilities. We kindly ask residents to familiarise themselves with the list below to ensure the repairs that are reported fall under CETRA's/Council responsibility.



### Your repair responsibilities

You are responsible for keeping your home clean, internal decoration, repairing any damages caused by you or anyone living or visiting your homes, the upkeep of anything not provided by the council and for minor repairs including:

- ▶ Blockages. You must keep wastes and drains clear to prevent them becoming blocked, and also try to clear any blockages.
- ▶ Cookers, including installation or disconnection
- ▶ Curtain battens, poles or rails
- ▶ Doors (internal doors)
- ▶ Electricity and gas meters
- ▶ Floor coverings such as carpets or vinyl you have laid yourself (to note laminate flooring is only allowed if there is no one living beneath you because it is noisy when walked on and can cause a nuisance to neighbours )
- ▶ Forced entry damage caused by police after criminal activity
- ▶ Garden maintenance including looking after any trees
- ▶ Glazing
- ▶ Key and fob replacements
- ▶ Kitchen units (door catches, handles and hinges)
- ▶ Locks
- ▶ Light bulbs
- ▶ Limescale removal
- ▶ Mould – you should wipe away any mould using a proprietary cleaner.
- ▶ Plug chains to baths, sinks and basins
- ▶ Radiator bleeding
- ▶ Sealants to bath
- ▶ Sheds in the garden
- ▶ Toilet seats
- ▶ Tiling or grouting
- ▶ Windows (handles, locks, draught excluders)



## FUELBANK LONDON/COST OF LIVING INCREASE

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.

For further information on this scheme please visit; [www.fuelbankfoundation.org](http://www.fuelbankfoundation.org).

The cost of living increase has led to and will continue to lead to crisis for the majority of people/families across the UK. Whilst we hope that the government can intervene and reduce the effect the crisis has on those affected, in the interim people/families affected by the increase will struggle to get by on a day to day basis.

Here at CETRA we are committed to assisting any Resident affected by the cost of living increase and advise anybody affected to contact the CETRA Housing Office and make an appointment with the Housing Officer to discuss this matter further.

It may be that we can look into potential benefits that you may qualify for that you aren't already receiving, make arrangements with you if you are struggling to pay the rent, advise of local agencies/charities that offer services such as foodbanks and in general provide support for you during this difficult time.

To book an appointment to see the Housing Officer please call us on 020 7926 7555 or email us on [cedars@lambeth.gov.uk](mailto:cedars@lambeth.gov.uk) and we will be happy to support you and your needs.

## PLANTS/PLANT POTS ON COMMUNAL LANDINGS

CETRA would like to remind all residents that **NO** items can be left on communal balconies or in any other communal areas. This includes rubbish bags, bicycles, clothes racks, BBQ grills, ladders, brooms, mop & bucket, furniture and appliances to name but a few. It is a breach of your Lease/Tenancy Agreement to do so and 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 live plants in plant pots can be left on communal balconies/ communal areas.**

Whilst plants in plant pots are permitted on the communal balconies/communal areas, there are multiple plants on communal balconies that are dead, with weeds growing, as well as a number of plant pots that aren't in use. Residents must ensure that they tend to any plants that they leave on the communal balconies and if they do die they are removed from the communal areas and disposed of correctly.

CETRA have also noticed that there are a number of balconies where Residents are utilising items such as paint pots to stand their plants on. Please note; these items are **NOT** permitted on the communal balconies and if found the Resident(s) will be written to and asked to remove them.

