

January
2016

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:
020 8655 3330

Out of Office
Emergency Repairs:
020 7926 6666

MEARS
Jason Hughes -
07941518278
Jack Cannon - 07725065197
Jo Brown - 07712532838

CETRA's email:
cedars@lambeth.gov.uk

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

Mears (Kitchen & Bathroom
replacements):
07889 319 778
07725 065 197

HAPPY NEW YEAR to all CETRA, residents!
We hope you all enjoyed the festive holidays
and look forward to a good year ahead.

CEDARS ESTATE MAJOR WORKS UPDATE:

There have been various issues throughout the project which we have continued to highlight to Lambeth. We are now nearing the completion date and are happy to provide our residents with the following update:-

- All window installation work has now finished
- The IRS system is now complete. However there are a few properties experiencing glitches which have been passed back to the contractor SCCI
- The electrical works (mains power) is complete
- Roofing works are finished.
- Lawtech who are responsible for the EWI works has reported that scaffold dependant works will be completed within the next couple of weeks, however low level works will be carried out after that date.
- Cleaning of communal areas and gardens is being carried out by Lawtech. CETRA are monitoring this closely and have raised various issues relating to the quality of the cleaning.
- A handover programme has recently been agreed and we hope to receive handover of completed blocks with the next 3-4 weeks. CETRA would welcome any feedback from our residents regarding their experiences during the work and comments about the quality.
- All the work will be subject to a 'guarantee' period. Windows will be covered for 12 months and the EWI for 25 years.
- CETRA has agreed to Saturday working from 8am—4pm

Leaseholder Major Works Payment Options



Lambeth has sent out their most recent payment options document for major works to all Lambeth Leaseholders.

As a leaseholder you do not have to begin paying towards major works costs until two months after the works have started on site. At this point Lambeth's Collections Team will contact you with further details.

There is a range of ways for you to pay your major works service charges. So you can choose the best option for you, the different ways to pay are below.

Option 1: Pay in full and get a 5% prompt payment discount before 31st March 2016.

Option 2: Pay interest-free instalments over two years

Options 3 - 6: Take out a loan (with interest) for 3 -10 years, length of time depending on the size of the loan

There are four loan options. How long you have to repay the loan depends on the amount you need to borrow.

Option 3 - £1,200 to £4,999 – 3 years to pay

Option 4 - £5,000 and £7,499 – 5 years to pay

Option 5 - £7,500 and £9,999 – 7 years to pay

Option 6 - £10,000 and over – 10 years to pay

The complete Major Works Payment Options document is available to view on our CETRA website. You can also pick up a copy of the document at the CETRA Housing Office.

Please contact Lambeth's Home ownership Department on 0207 926 1000 if you require any further information.

TELEVISION FAULT—CHECK LIST

Below is a check list for Television faults provided to us by SCCI Alphatrack. In the first instance please could Residents run through the check list before reporting a fault to CETRA. If the checklist has been run through, CETRA will make sure there is no issues with the mains power before raising a service call to SCCI. PLEASE NOTE; if SCCI attend a service call and the fault is a Residents problem the call will be recharged at a cost of £75= VAT

Possible Cause	Possible Solution
Is the TV plugged in and switched on?	Plug it in & switch it on
Have you tried switching your TV on from the remote control?	If your TV is on standby (red light) press the power button on the remote control, this should turn the light green.
Are all connections to the TV & Equipment in place?	Ensure all interconnecting leads are plugged in at the socket & into the TV-Video-STB
Audio no Picture or Picture no Audio?	If Yes – check scart connection is correctly inserted in the TV and Set Top Box
Is there any picture/sound, if so what quality?	If poor quality, TV may need tuning.
Are neighbours having the same problem?	System fault – ensure landlords mains supply is connected before calling SCCI. (Get Caretaker to check)
Have you had a recent power cut or power surge that caused the electricity to go off?	If yes the fuse may need to be reset on the TV system, the caretaker should be able to do this; if you don't have a caretaker a service call will be required.
Are all channels affected? i.e. Sky set top box, Freeview set top box or built in, Freesat set top box or built in.	Yes - System fault – ensure landlords mains supply connected before calling SCCI. (Get Caretaker to check)
Do you have the TV switched onto the correct channel to watch your chosen input i.e. AV1, AV2, HDMI?	Try using the input or source button on the remote control, this will usually switch between all the TV inputs = Sky, Virgin, DVD, DTV or games console
If satellite, is the Set Top Box on standby (Red Light)?	Activate STB via Remote Control
Is the Set Top Box (STB) locked up?	Switch-off STB at mains for a few minutes. Switch STB back on at mains for a few minutes Activate STB via Remote Control. If above does not work, carry out full 'Forced Download' procedure

MAJOR WORKS CONTINUED:

TMOs/CETRA no longer have the responsibility of exclusively delivering major works programs; Lambeth's investment plan is reliant on maximising bulk procurement and achieving value for money through this method. For this reason and the need to achieve decent homes works the Council has retained responsibility for this service. However we do have a monitoring role and CETRA's staff are continually inspecting works that are carried out by the contractors and reporting all issues to Lambeth and their consultants Pellings. We have tried to insist that Issues about site operation must be resolved wherever possible locally and to residents satisfaction. CETRA recognise the quality of work carried out during a major works programme is critical to the success of a major works contract. The quality of work has a direct link to resident's satisfaction. Poor quality works often lead to higher overall costs, repeat visits and resident complaints. Where residents are not satisfied with the response to their problems from the Lambeth Major Works Team, contractors and consultants. We would like to remind you that you have the option of making a complaint In writing (e-mail or hard copy) Via Lambeth's website, or By telephone to: Lambeth's Corporate Complaints Unit.



RECYCLING ON THE CEDARS ESTATE

It has come to our attention that Residents on the Cedars Estate are disposing of their household rubbish, contained in black bin liners, in the recycling bins provided on the Estate. Please be advised that the bin men will not dispose of any black bags that have been disposed of in the recycling bins. Ultimately, the bags are placed loosely on the Cedars Estate which is a health and safety risk, an eyesore and also attracts vermin. Can those Residents responsible please refrain from doing so. Your co-operation in this matter is much appreciated!



RENT/SERVICE CHARGE ARREARS

If you are in arrears with your service charge / rent account and do not co-operate with the housing office to resolve the situation, you are in breach of the conditions of your tenancy/ lease. You will not be entitled to a parking permit, garage, shed and in most circumstances tenants will not be entitled to a housing transfer. If you have any of these amenities already, you run the risk of them being cancelled or suspended. Therefore, it is important that you do not ignore letters/phone calls you receive from the office.

If you would like a copy of this Newsletter in large print, on tape or in another language, please let us know on Cedars@lambeth.gov.uk