

March
2016

CETRA NEWS HAPPY EASTER TO ALL!!



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

**Out of Office Emer-
gency 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

Website:
www.cetra-housing.co.uk

Major Works – ECO Project

CETRA is happy to announce that the ECO project is finally nearing its completion. Listed below are the works that have taken place:-

- Additional roof Insulation
- External Cladding
- New Windows & Patio Doors
- Communal TV / Satellite Aerials
- New Lateral external mains
- Replacement LED light fittings
- 1st Landing Bin
- Doors – Over-hauled
- New BT cabling
- New Garden gates
- Painting of railings
- New kitchens
- New bathrooms
- Internal Rewiring
- New Boilers .



The Cleaning of communal areas and gardens is still ongoing and is being carried out by Lawtech . Over the next few weeks CETRA will be involved in the snagging and block handover process. We would welcome any feedback from our residents regarding their experiences during the work and your comments about the quality of the windows and EWI application etc.

LEASEHOLDER WORKS

Despite our previous newsletters a number of Leaseholders are still carrying out works to their properties such as installing fans and boiler flues which has resulted in damage to the EWI. Residents are reminded that they cannot fix anything to the external cladding or drill holes through it without the prior permission of the office or Lawtech. If this occurs CETRA will have no alternative but to re-charge residents for the remedial works which can amount to hundreds of pounds.

Major Works - ECO Project continued.

Reinstatement of Communal Areas

Now that the scaffold is being removed from site Mears is instructing our grounds maintenance contractor Ladybirds to make good the communal areas, which involves the levelling of damaged areas of the estate and reseeding.

Damaged flower beds will also be replaced and Ladybirds will be undertaking this work in the next few weeks.

Resident Gardens

During the major works residents have reported damage to their gardens, involving broken pots, damaged gates and plants. etc.

If Your garden has been damaged during the major works by the contractors or not cleaned properly. Please contact Mears with your list of items and if possible pictures of the garden before and after the works.

WHO TO CONTACT IF YOU HAVE MAJOR WORKS ISSUES?

During normal working hours (9am—5pm, Monday to Friday)
You should contact , Jason Hughes: MEARS, **07941 518 278**
Or Jo Brown: jo.brown@mearsgroup.co.uk

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.

The Benefits of the Major Works....

With the new windows installed and the EWI wrapped around all the blocks to the Cedars Estate, you should now be feeling the benefit of the insulation to your property, which should feel even more warmer & air tight.

Residents have recently reported to CETRA significant savings to their gas bills. To receive the full benefits of the works we advise you to give regular meter readings to your energy supplier, so you always get up-to-date bills. Otherwise if you pay an estimated bill you may have overpaid for energy you haven't used.

ANNUAL GAS SERVICING 2016/17



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 or 0777 929 4441 as soon as possible to confirm appointment or to make an alternative appointment in advance of the expiry date.

LEASEHOLDERS GAS SERVICING

Leaseholders are reminded they 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. Remember to check the Gas Safe engineer's identity card to see if they are approved to carry out the kind of work that you require of them.

Gasnet will be carrying out the gas servicing for tenants and are willing to offer the same service to leaseholders that are interested in using our contractor.

To arrange appointments, leaseholders should contact Gasnet directly on: 0208 655 3330

Switching Energy Providers

The National Housing Federations **My Home Energy Switch** is an energy supply service designed to help you reduce your energy bills.

The service is completely free and impartial and on average customers save £116.35 on the energy bills.

For more information call **080 0001 4706** or visit www.myhomeenergyswitch.org.uk

RENT REDUCTIONS

This year Lambeth Council are reducing rent by 1% meaning that the average weekly rent for a 2 bedroom council property is now £106.93 down from £108.02 last year (Please note; rent prices can vary based on location and property).

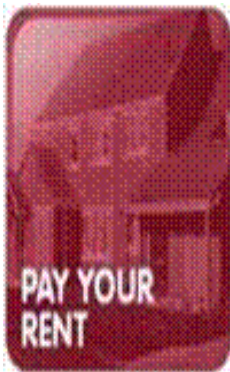
Garage rent is unchanged and will continue to be charged at a cost of £12.23 per week. If you require any further information regarding the rental decrease, or have any other questions please do not hesitate to contact the Housing Officer who will be happy to assist you further.

SHEDS

Shed payment for 2016/17 must be made on 1st April:
£36 for the whole year or £9 for the quarter .

If you rent 2 sheds you must pay at least ONE shed in advance for the year. If during the financial year of 2015/16 you fell into arrears with your shed payments. Then you will be required to pay for your shed in advance of the financial year 1st April 2016 - 31st March 2017.

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.

