

CETRA NEWS

August 2026

CEDARS ESTATE

CEDARS ESTATE BIG LUNCH 2026



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

Heating and Hot Water ;
020 8050 0905
admin@fixly.org.uk

TW Drainage
0800 121 6122
OOH@twdrainage.co.uk

**Out of Office
Emergency Repairs**
020 7926 6666

**Lambeth Noise Team-
Rapid Response**
Thursday 8pm-4am
Friday and Saturday 7pm-3am
Sunday 6pm-2am
020 7926 5000

CETRA Office
020 7926 7555

CETRA's email
cedars@lambeth.gov.uk

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

OPENING HOURS;

- Monday to Wednesday:
• 9am-5pm
- Thursday: 9am-2pm
(phone lines open until 5pm)
- Friday: 9am-5pm

Weekend and
bank holidays: Closed



The CETRA Housing Big Lunch Event was held on 6th June 2026 and was a huge success. Despite the poor weather conditions our Residents still ventured out to enjoy the event and it was our biggest turnout to date. We thank everybody who attended for making it such a great event. But why stop there? Year on Year CETRA aim to make its Big Lunch event bigger and better than the previous year and you can help by following 2 simple steps;

- 1) Turn up to the Big Lunch, and bring your Friends and Family with you. Its free of charge and open to ALL Cedars Estate Residents
- 2) Bring along some food or drink for all to share. It can be as much or as little as you like, can be home made, or store bought, but the more food and drink on offer, the bigger the variety and a much bigger lunch for all to enjoy!

For the third year running, CETRA provided a BBQ as well as providing not 1, not 2, not 3 but FOUR different inflatables for the kids (and Adults) to enjoy. For the 2nd year running we provided a candy floss and popcorn machine, and this year making its long awaited return was a face painter!

We are sure that those in attendance will agree that this year was the best Big Lunch event to date, the kids absolutely loved the inflatables and didn't let the rain dampen their spirits. We had Residents actively sitting out in the pouring rain, refusing to be beaten by the dismal weather, which is the sort of attitude we love to see.

If you have any suggestions on what you'd like to see at the 2027 Big Lunch, please feel free to email us; cedars@lambeth.gov.uk and we will do our very best to provide. If you have any services that you

DEEP CLEAN—UPDATE

CETRA began the deep clean of the CEDARS Estate on 1st July 2026 and have so far completed 19 of 58 blocks. However, following an announcement by Thames Water on Thursday 23rd July 2026 a hosepipe ban has been applied to all its customers, As a result CETRA had to pause the Deep Clean with immediate effect and we currently await a date for the ban to be lifted to enable us to continue with the programme.



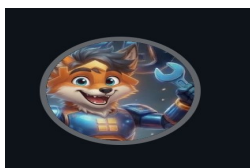
AURA
CLEANING

CETRA are pleased with the current standard of the deep clean being provided by our cleaning contractor. However, one of the main difficulties that we continue to experience is Residents not removing their items from the communal balcony/area.

We would like to remind Residents that as part of the deep clean process, unless elderly or disabled, Residents are required to remove their items from the communal balcony/area in order for the deep clean to have its desired effect. Just as a reminder to all Residents, only live plants and in-use plant pots are to be kept on the communal landing/areas. Any items that are not plants in pots will result in CETRA writing to the Residents and giving 24 hours for its removal.

In addition, when the deep clean has been completed to your block, if you keep any plants in the communal area then we kindly ask that you ensure there is a water tray/dish underneath the pot to catch any excess water. We are noticing that where a dish/tray isn't present the soil is leaking out of the pot and staining the communal balcony, making the whole deep clean process a pointless task and a waste of money.

Letters are generally sent out anything between 3-7 days in advance of your blocks deep clean, so we are giving plenty of notice for Residents to be able to move their items in good time. If your block is due to receive its deep clean and you have items on your balcony or communal area please ensure they are removed no later than 8am on the day of the clean.



FIXLY SERVICES- TENANT PORTAL

We're delighted to introduce you to Fixly, the new website from our trusted gas contractor : fixly.org.uk . Reporting heating, boiler, and hot water issues has never been easier or quicker.

The tenant portal allows you to report any problem in just two minutes. Whether you're experiencing no heating, no hot water, a boiler leak, or radiator issues, you can simply fill out a quick report and submit it directly online. And don't worry if you need help getting around, there is a friendly Fixly fox bot there to guide you through the process.

You can also reschedule your gas servicing appointment to a time that suits you. Just answer a few questions, hit send, and Fixly will be in touch the same working day.

If you need us urgently, please don't hesitate to contact Fixly directly on 020 8050 0905, call our CETRA office on 020 7926 7555, or for a gas emergency-National Gas Emergency Service on 0800 111 999.

A quick reminder from us: When the engineer visits for your appointment, we'd be grateful if you could ensure they have access to your property and sufficient space to carry out the work safely. Thank you for your help in keeping things running smoothly.



CETRA HOUSING PARKING PERMITS

Following a review of our parking permit procedure, we are making a few minor changes to the current procedure to assist us better when it comes to permit renewals. Due to the 2020 COVID pandemic CETRA adopted a new strategy where we were issuing parking permits without the need for Residents to come in and sign

the parking terms and conditions. Unfortunately, owing to some issues with this way of working CETRA has to scrap this option and Residents are now required to attend the CETRA Housing office in person, to renew their permits, and physically sign to confirm they have read and understood the parking terms and conditions. We would also like to inform Residents that it is their responsibility to ensure they apply for their permit in time to avoid receiving any PCN's. Just to remind Residents, if you receive a PCN because you have failed to renew your permit then this is a valid PCN, and you will be required to pay the fine. Where possible, we kindly ask Residents to renew their parking permit no later than 24-48 hours before its expiry to avoid potentially receiving a PCN.

Additionally, whilst we may hold documents on file from the last time a Resident applied for a parking permit, it is part of the terms and conditions that if applying for a renewal permit Residents must ensure they provide the required documents again.

Any Resident who does not provide the correct documentation will not be able to obtain a new permit until they have provided the correct documentation. There will be no exceptions to this rule.



NOISE NUISANCE/GATHERINGS

With the recent hot weather we have been experiencing the transition into Summer is in full effect. There is nothing better than letting your hair down, playing your music, windows open and perhaps the BBQ on the go. However, Residents must be mindful that whilst this may be very appealing there are neighbours to think about.

When it comes to noise nuisance music must be brought to a minimum or turned off completely once it reaches 11pm. Residents must not fall into a false sense of security that they can play their music loud or make as much noise as they like before 11pm as this is not the case. Noise nuisance can take place at any time of the day, so when playing your music, or holding large and loud gatherings, please bear in mind that this could constitute a noise nuisance issue and further action could be taken against you.

We would like to advise Residents that noise nuisance such as the use of a washing machine/tumble dryer, moving furniture, walking up and down in the property or children playing (to name but a few examples), are **NOT** noise nuisance issues CETRA would investigate. Residents are encouraged to speak to their Neighbours if one of the examples above may be causing them a nuisance in the hope this can be resolved amicably between yourselves. We want our Residents to be able to enjoy themselves in their own home but we do ask that you be mindful of your neighbours, some of who are elderly, disabled or babies.

Residents are reminded that you cannot hold a BBQ in the communal areas of the estate nor can you use a BBQ on a balcony, these are breaches of fire safety regulations.

CETRA'S BULK COLLECTION SERVICE- WEDNESDAY'S

This is a reminder to residents that CETRA's bulk collection takes place on Wednesdays. Items must be left out in the correct place ON THE DAY of collection and no later than 10am.

Leaving bulk items out on incorrect days (any day except Wednesday before 10am), is a breach of tenancy/lease conditions. Items left out on the wrong day may result in recharges for removal, storage and disposal. In addition, the items could be classed as 'fly-tipping' which if passed on to Lambeth Council and found guilty will result in a £400 fixed penalty notice. Certain items, such as mattresses, white goods, and sofas are NOT collected for free and are chargeable. Items such as building rubble, laminate flooring and decking are not collected at all (free of charge or chargeable). For a full list of acceptable and unacceptable items and their prices, please visit our website at www.cetra-housing.co.uk



DUMPING OF ELECTRICAL BICYCLES AND SCOOTERS ON THE CEDARS ESTATE

We are still noticing that there has been a large influx of electrical bicycles and scooters such as Lime and Santander being left on the Cedars Estate.

Whilst the concept of these 'hop on-hop off' bicycles/ scooters may be to pick them up wherever you find them and leave them wherever you complete your journey, residents must ensure that they are not left in the communal areas/blocks of the Cedars Estate.

If residents leave these bicycles/scooters in the communal areas of the Estate after use it is exactly the same as leaving your own personal bicycle/scooter and as a result, you are in breach of tenancy and lease conditions, and further action will be taken against you. In addition, we will also contact the bicycle/scooter provider and report the last rider to them.

We kindly ask that if Residents witness these bicycles/scooters being left on the Cedars Estate they notify the CETRA Housing Office in complete confidence so we can take further action against those responsible.



SQUIRREL/VERMIN FEEDING

CETRA have noticed there has been a large increase in the feeding of squirrels, pigeons and other vermin. We would like to remind Residents that the feeding of squirrels, pigeons and other vermin is a health and safety issue as it attracts rats, mice, foxes etc to the estate.

Additionally, if any Resident leaves bags of rubbish in the communal areas or on the floor of the bin chambers this is also enticing vermin to the estate. The vermin will rip open any rubbish bags that they have access to, causing the rubbish to be strewn across the estate making it an eyesore and causes our cleaners to have to carry out extra duties to rectify the problem.

Regretfully CETRA are currently undertaking legal action against one of our Residents in relation to persistent squirrel feeding following complaints from residents. We have given multiple opportunities for this Resident to stop feeding squirrels but they continued to do so.

CETRA staff and contractors work tirelessly to make the Cedars Estate a nice place to live but we also require the assistance of our Residents. If you are somebody who often feeds squirrels or pigeons, or are leaving your rubbish in the communal areas, or on the floor of the bin chamber we kindly ask you to refrain from doing so immediately to help us combat this issue.

Any Resident who sees anybody feeding vermin, leaving rubbish out in the communal areas etc are urged to report the matter to CETRA in confidence so we can investigate further.