CETRA NEWS

October 2025 **CEDARS ESTATE**

CETRA

CEDARS

☎ 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 Bbright
020 8050 0905
orders@bbright.co.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



CETRA are happy to announce that we have secured 45 tickets to this years Pantomime- 'Robin Hood'- at the New Wimbledon Theatre.!!

As with all our previous pantomimes, the tickets will cost **£10 each**, which includes travel via coach to and from the venue .

The performance will take place on **Saturday 6th December 2025 at 2pm**, and the coach will collect Residents from outside the CETRA Housing Office, 27 Cedars Road and will be leaving by **12pm** so please arrive by **11.45am** latest.

Tickets are strictly limited to a **MAXIMUM of 4 tickets** per household. If you would like additional tickets, you can put your name on the **waiting list**; and if there are spare tickets closer to the date, we will get in touch to offer them.

To keep things fair for everyone, please note that **Residents cannot collect tickets on behalf of others.** If you need more than 4 tickets, just join the waiting list and we will do our best to help.

To reserve the tickets, please either call the office at 020 7926 7555, email at cedars@lambeth.gov.uk, or pop in to see us at the Office on 27 Cedars Road. Tickets can only be reserved for **24 HOURS** and if payment has not been received during this time period, the tickets will be released for sale to other Residents.

Please Note; Residents with **rent/service charge, garage, or shed arrears** will **not** be eligible to purchase pantomime tickets. Residents are also **not permitted to ask others** to purchase tickets on their behalf. Any tickets found to have been bought for another resident in arrears will be **cancelled and taken away.**

TAP WASHER REPLACEMENT

The majority of kitchens and bathrooms on the Cedars Estate were refurbished in 2015 as part of the LHS works carried out by Lambeth Council. Unfortunately, since those works were completed, CETRA has found that the taps installed by the contractor at the time were poorly made, and it was almost impossible to replace the washer alone, leaving CETRA with no option but to replace the taps altogether. The vast majority of these taps have now been replaced by CETRA and include the facility to replace the washers.

99 % of the time, a leaking tap simply requires a washer replacement.
As per the **Lambeth Council Repairs Manual**, the replacement of tap washers is the tenant's responsibility. Over the past ten years, CETRA has shouldered significant repair costs by replacing whole taps in kitchens and bathrooms, and this approach is no longer sustainable.

Going forward, CETRA would like to inform tenants that:

- If your taps are leaking and they are confirmed to be the **original taps** installed during the LHS works, CETRA will **honour the replacement** on this occasion.

- If your taps are leaking and they are confirmed to be replaced by CETRA previously, then tenants will be expected to arrange the washer replacement themselves, in line with tenant repair responsibilities.

- We understand that some residents may be **elderly or disabled** and unable to carry out this repair. In such cases, CETRA will review requests **on a case-by-case basis** to provide appropriate support.

To replace a tap washer, you can find instructions and tutorials on YouTube by typing **"how to change a tap washer"** in the search bar. There are many videos available, but CETRA has found the first video by **BuildersSA** to be particularly helpful and easy to follow.





TAP WASHER REPLACEMENT (cont.)

Please make sure you have the required tools ready

- Screwdrivers
- Adjustable spanner
- Penetrating oil (releasing agent)
- Replacement tap washer

The first and most important step is to **turn off the water supply** to your property. This is usually located **under the kitchen sink**, **within the top or bottom of the electric cupboard** or **inside the water tank cupboard located upstairs**.

1– turn off water supply
2– open the tap to release the pressure
3– remove the retaining screw (either on top, on the side, or under the handle)
4– use a releasing agent to loosen the handle
5– gentle tap the handle and remove it.
6– using adjustable spanner to unscrew the headgear
7– replace the old washer with a new one

TENANT REPAIR RESPONSIBILITES

You are responsible for keeping your home clean, maintaining the internal decoration, repairing any damage caused by you or anyone living in or visiting your home, and for the upkeep of anything not provided by the council, as well as for carrying out minor repairs including:

- **Blockages-** You must keep wastes and drains clear to prevent them becoming blocked, and also try to clear any blockages.
- **Doors (internal doors)**
- **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 an can cause a nuisance to neighbours)
- **Forced entry damage caused by police after criminal activity**
- **Garden maintenance– i**ncluding looking after any trees
- **Glazing**
- **Key and fob replacements**
- **Kitchen units** (door catches, handles and hinges)
- **Locks**
- **Tap washer replacement**
- **Limescale removal**
- **Mould-** you should wipe away any mould using a proprietary cleaner
- **Radiator bleeding**
- **Sealants to bath**
- **Sheds in the garden**
- **Toilet seats**
- **Tiling or grouting**
- **Windows (handles, locks, draught excluders)**

VEHICLE COVERS



It has recently come to CETRA's attention that a number of vehicles on the Cedars Estate are using vehicle covers. Residents are advised that vehicle covers are permitted on the estate; however, permission must be obtained from CETRA before doing so.

We understand that some residents have genuine reasons for using vehicle covers, such as protecting their vehicles from bird droppings or tree sap. However, we have also found that some residents are using covers to conceal vehicles that do **not have valid parking permits**, which is a breach of estate parking regulation. Residents should note that the **DVLA** states the following in relation to vehicle covers:

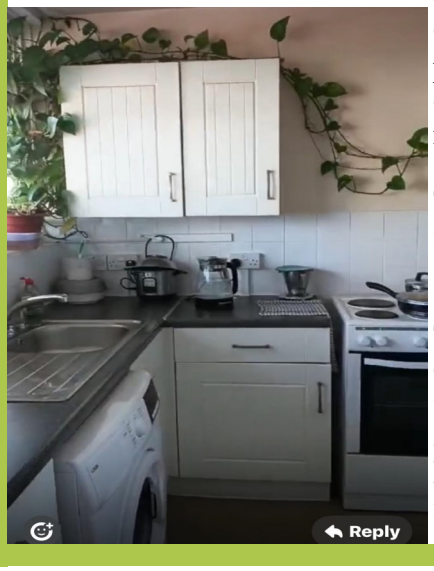
"Using a vehicle cover to obscure a vehicle's registration plate is illegal under the Vehicle Excise and Registration Act 1994."

This rule also applies to any relevant parking permits, including visitor permits displayed on vehicles parked on the Cedars Estate. Therefore, any resident wishing to use a vehicle cover must: (1) Obtain **prior permission** from CETRA; and (2) Ensure that the vehicle's **registration plate remains clearly visible at all times**.

Vehicles found covered **without CETRA's permission**, or with **registration plates or permits obscured**, will have the cover lifted to reveal the vehicle's registration plate and will be **issued with a Parking Charge Notice (PCN)** by the parking wardens, **regardless of whether a valid parking permit is held or not**.

CETRA would also like to remind residents that **all vehicles parked on the Cedars Estate must be taxed and have a valid MOT**. Any vehicles found to be untaxed or without a valid MOT will be reported to the **DVLA** and the **Metropolitan Police**, and may be **clamped, removed, and/or issued with a PCN**.

MUTUAL EXCHANGE



CETRA would like to present this beautiful little 1 bed property located in Oval which is available for a mutual exchange. The property is a Housing Association managed by Metropolitan Housing.

The property is located on the 2nd floor but the building is served by a lift. The property consists of 1 bedroom, 1 living room, 1 bathroom, 1 toilet and 1 kitchen.

The Tenant is looking for a mutual exchange to the Cedars Estate with their preference being a ground floor, 2 bed property. If you are interested in swapping and would like to view this property please contact Isabella on 07526 621 288 or notify CETRA of you interest and we will put you in touch with the Tenant.