# CETRA NEWS

**DECEMBER 2025** **CEDARS ESTATE**

*Merry Christmas and Happy New Year*

## ☎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
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

## CHRISTMAS AND NEW YEAR EMERGENCY COVER

CETRA will supply an OOH ( Out Of Hours) emergency service over the Xmas & New year periods. This will commence from 12pm on Wednesday 24th December until 9am Tuesday 30th December, then again from 12pm Wednesday 31st December until 9am Monday 5th January 2025.

During these times please call the Lambeth OOH Emergency Repairs line on **020 7926 6666**

**Please ensure that it is a genuine emergency before you call**

***Examples of an emergency include:***

- Flooding
- Total Power Extinction
- Total Loss of Heating **and** Hot Water
- Uncontrollable back surge into the property
- Toilet blockages

***Non emergencies include:***

- Partial heating loss
- No hot water where an electric Immersion tank is present
- Individual light fitting / switch is broken
- Minor water leaks, such as taps or sink traps, basin, sink or bath blockages.

**Minor Issues** should be reported to the office on a normal working day

**Following this simple guide will ensure that all parties can enjoy the festive season. Thank you !**



## CETRA OFFICE
## CHRISTMAS AND NEW YEAR HOURS



*The office will resume regular business from Monday 5th January 2026.*

| | |
|---|---|
| * Monday 22nd December | • 9am—5pm |
| * Tuesday 23rd December | • 9am—5pm |
| * Wednesday 24th December | • 9am-12pm |
| * Thursday 25th December | • CLOSED |
| * Friday 26th December | • CLOSED |
| * Monday 29th December | • CLOSED |
| * Tuesday 30th December | • 9am-5pm |
| * Wednesday 31st December | • 9am-12pm |
| * Thursday 1st January | • CLOSED |
| * Friday 2nd January | • CLOSED |

CETRA would like to wish you all a very Merry Christmas and a wonderful New Year. May this time be filled with joy, peace, and special moments with your loved ones.

## CHRISTMAS REFUSE AND RECYCLING COLLECTIONS

**Week commencing 22/12/2025**

- Monday and Tuesday collections as usual
- No collection on Christmas day (Wednesday 25/12/2024)
- Our Friday 26th December (Boxing day) collection will be pushed back 1 day to Saturday 27th December

**Week commencing 29/12/2025**

- We have been advised that all collections this week will remain as normal and will not be affected. This means we will have our normal collections on Tuesday 30th December and Friday 2nd January 2026.

Week of 05/01/2026: Normal collection schedule resumes.

## HAVE A GREEN CHRISTMAS

Over the Christmas period we understand Residents are bound to accumulate additional quantities of rubbish/boxes. In order to assist the Estate Cleaning Staff and Lambeth's Street care team, we ask that all Residents make sure that they recycle any recyclable rubbish/boxes in the Environmental bins provided and cardboard boxes are broken down and placed in the bins. We would like to remind Residents that the recycling bins are for **INDIVIDUAL** recyclable items only. Black household rubbish bags, plastic bags as well as orange/white recycling bags **CANNOT** be disposed of in the recycling bins. If anything other than individual items are disposed of the collection team will **NOT** empty the bins which will cause the bins to overflow and attract vermin to the Estate!

PPS Private Parking Solutions (London) Ltd

## HOLIDAY PARKING PATROL

To add to the Christmas Spirit, CETRA would suspend ALL parking between (and inclusive of) Wednesday 24th December 2025 — Saturday 3rd January 2026.
Parking patrols will recommence at 7am on Monday 5th January 2026.

Whilst parking may be suspended during this period we kindly ask Residents and their visitors to ensure they do not park inside blocks, on slip roads, in front of garages they do not rent, or in anyway that would affect emergency services or bin collections.



## FESTIVE GARTHERTING'S

As the holiday season approaches, we kindly remind everyone to be mindful and considerate when hosting parties, or welcoming guests. Please ensure noise levels are at a reasonable volume, especially during late hours, to ensure that all residents can enjoy a peaceful and pleasant holidays.



Report any Nuisance or Anti Social Behaviour

- CETRA Office on **Weekdays 9am-5pm 020 7926 7555**
- Lambeth's Noise Team on :

**Thursday 8pm-4am, Friday and Saturday 7pm-3am Sunday 6pm-2am 020 7926 5000.** The Department is closed on Christmas Day, Boxing Day and New Year's Day.

For a non-emergency, you can also call the police on 101 to report an anti-social behaviour or a crime

You should always call 999 in an emergency. For example, if there is an immediate threat of danger or harm to life.

## ENERGY BOOST SERVICE

Energy Boost Service is a service offered by Age UK for anybody over the age of 18 years. You can get 1-to1 energy advise if you're struggling with your energy bills. If you would like to speak with somebody about this issue you can contact Age UK by using the following contact details;

Email: energyboost@ageuklambeth.org or telephone 020 7346 6800 (option 2)

Alternatively, you can contact the CETRA Housing office if you would like to speak with somebody from Age UK and CETRA can make an online referral on your behalf.

powered by... Lambeth age UK

## FREE BULK COLLECTION SERVICE—CHRISTMAS COLLECTIONS

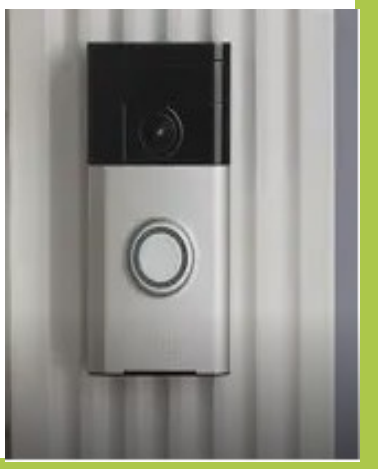
As Residents will be aware CETRA offers a free bulk collection service every WEDNESDAY for small bulk items. We can confirm that over the Christmas holiday period there will be NO CHANGE to the free bulk collection service and the van will still collect items on Wednesday 24th December and Wednesday 31st December as normal. Residents are reminded their items must be placed out ON THE DAY of the collection BEFORE 10AM for their item(s) to be collected. Items disposed of outside of this day/time frame will not be collected and will be treated as fly-tipping and further action will be taken against those responsible for the item(s).



Residents are reminded that the following items are NOT accepted as part of the free bulk collection; Electrical Items (chargeable), Mattresses (Chargeable), White Gods (Chargeable), Carpets (Chargeable) , Sofa's (Chargeable) Paint tins/pots (Not Accepted), Building rubble/waste, (Not Accepted), Clinical/Hazardous Waste (Not Accepted), Garden Waste (Not Accepted) Car Parts/tyres (Not Accepted) For any of the items listed above that are chargeable Residents can contact the CETRA office to obtain prices for each item and arrange payment/removal of any chargeable items if they wish to do so. Your co-operation with this matter is greatly appreciated!



## DOORBELLS/SECURITY CAMERAS/KEY SAFE BOXES



CETRA would like to remind Residents that they are prohibited from installing doorbells, security cameras, key safe boxes and any other items that require screwing onto the external cladding. This is a breach of Tenancy/Lease conditions and any Resident found to have done so will be written to accordingly and given 7 days to remove the item from the external cladding and will be provided with details of the required silicone that they will need to purchase to fill the screw holes to stop the thermal efficiency from being compromised. In addition, Lambeth Council Tenants are currently receiving new fire rated front doors from a company called Gerda. Please be advised that NO ITEMS are to be screwed onto the new door or door frame as it will invalidate the warranty and render the door non-fire compliant.
We have been advised by Gerda that Residents can STICK their doorbell/security camera to the FRAME of the door, but they cannot screw anything to the door/frame.

## LIME BICYCLES—UPDATE

Residents may recall that in our March edition of the CETRA News, we included an article about a large influx of electrical bicycles and scooters being left on the Cedars Estate. Since then CETRA have been actively monitoring the situation to see if the issue improves, and see if we can determine who is responsible for leaving the bicycles/scooters on the Cedars Estate. Unfortunately to date CETRA have been unable to find any of the culprits but we are happy to announce that we have been able to find an online form to report the inappropriately parked bicycles to Lime (which is the main companies bicycles/scooters that are being left out on the estate) and Residents can use this form to report any inappropriately parked bicycles/scooters too! To do so Residents must visit the following website and report via the online form; https://help.li.me/hc/en-gb/requests/new
Here you will input your email address and phone number. The issue you are experiencing field you click on the drop down box and choose NON-USER, then SAFETY or PARKING and then IMPROPER PARKING. For your location you go to UNITED KINGDOM and choose LONDON and for type of vehicle you choose either BICYCLE or SCOOTER. For Subject you can put IMPROPER PARKING. Ignore the TRIP ID field but in VEHICLE ID or PLATE input the bicycle/scooter ID which can be found on the middle of the handlebars where the QR code is located. You then give a brief description of where the bicycle/scooter is located and if possible attach a photo of the bicycle/scooter. In doing so this will get Lime to send their team out to retrieve their bicycle/scooter and will also allow them to know who the last rider was and take appropriate action against them which would hopefully lead to less bicycles/scooters!

## BIN IT– DON'T BLOCK IT

As the cold weather sets in, we would like to remind all residents to take extra care when disposing of fat, grease, food waste, and Cleaning/wet wipes. These items easily cause blockages in the pipes, especially during colder months when grease hardens more quickly. It also affects your boiler from functioning as well.

We have had a few reports from some tenants regarding heating and hot water not working and this is normally due to the condense pipe blocking as a result of the sink being blocked with food debris.

**Here are some simple easy tips to help prevent blockages.**

- Fat and grease: allow it to cool, then scrape it into the bin instead of pouring down the sink
- Food waste: dispose of leftovers in the bin rather then rinsing them down the drain
- Wet wipes and cleaning wipes: always throw them in the bin, even if they are labelled as "flushable"

