

CETRA NEWS

March 2026

CEDARS ESTATE

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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

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
020 7926 5000

CETRA Office
020 7926 7555

CETRA's email
cedars@lambeth.gov.uk

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

2026-2027 RENTAL INCREASES

CETRA would like to inform residents of the upcoming change to their rent and inclusive service charges, effective from **April 2026**.

The rent will increase by **4.8%**, in line with the Government Rent Policy of CPI + 1%, based on the September CPI rate of 3.8%.

Any tenant who is currently on a rent arrears agreement will be contacted by the CETRA Housing Officer, as the rent increase may affect the amount they are required to pay each week or month. Payments may need to be adjusted accordingly.

Garage Rent

	2025- 2026	2026- 2027
	OLD CHARGE	NEW CHARGE
Tenants	£22.00	£24.00
Leaseholders	£25.50	£27.50
Blue Badge Holders	£17.00	£19.00

Please note that Lambeth Council will also be sending a letter and booklet with detailed information regarding this change. The booklet will provide residents with further details about the new rates and the reasons behind the adjustment.

If you pay by Standing Order, you will need to contact your bank to amend the payment amount or if you have online banking you can manually adjust the amount yourself.

If you pay for your garage via Direct Debit you do not need to do anything as the new amount will be collected automatically on your payment date.

If you have any queries or would like further information, please contact Lambeth Council using the details below:

- **Email: RentsTeam@lambeth.gov.uk or**
- **Telephone: 020 7926 8790**



GAS SERVICING 2026– 2027

As part of our annual safety requirements, the 2026–2027 Annual Gas Servicing Programme has now started across the estate. Appointment letters have been sent to Residents and we would encourage Residents to contact either CETRA or Bbright to confirm their appointment.

It is extremely important that Residents provide access for their gas servicing and avoid their servicing falling out of compliancy as this will result in legal action being taken in order to gain access to the property.

If you would like to change your appointment, please contact Bbright directly on **020 8050 0905** or email **orders@bbright.co.uk**, or contact the CETRA office to reschedule.

Please note: when reporting a breakdown to your boiler, please check that your boiler is switched on and your gas meter has sufficient credit before making contact.

TENANT REPAIR RESPONSIBILITIES

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 (but not limited to):

- **Blockages-** You must keep waste pipes and drains clear to prevent them becoming blocked, and also try to clear any blockages yourself. We are responsible from the external stack pipe
- **Doors (internal doors) -** Internal doors, frames, hinges, handles etc.
- **Floor coverings-** such as carpets or vinyl you have laid yourself (Please note laminate flooring is only allowed if there is no one living beneath you).
- **Forced entry damage caused by Police after criminal activity**
- **Garden maintenance–** including looking after any trees
- **Glazing**
- **Front/Back door locks/key replacements**
- **Kitchen units** (door catches, handles and hinges)
- **Dripping/leaking taps/ Tap washer replacement -**
- **Limescale removal**
- **Mould-** you should wipe away any mould using a proprietary cleaner
- **Radiator bleeding**
- **Sealants to bath, sink or kitchen sink**
- **Sheds in the garden**
- **Toilet seats**
- **Tiling or grouting**
- **Windows** (handles, locks, draught excluders)
- **Lightbulbs**
- **Cookers, including disconnection and reconnection**
- **Plugs/chains to bath/sink**

PREVENTING DAMP, MOULD AND CONDENSATION

Damp and mould are usually caused by **excess moisture, cold temperatures and poor ventilation**. When a home becomes too cold, moisture in the air settles on cold surfaces such as windows and walls, creating condensation which can lead to mould.

These are simple steps residents can take to help prevent this.

Keep Your Home Warm

Try to keep your home above 14–15°C, as colder temperatures make condensation more likely. A background temperature of around 18°C is recommended where possible.

Improve Ventilation

Open windows daily for at least 10 minutes in the morning and evening.

Keep trickle vents on windows open.

After bathing, showering or cooking, open windows and use extractor fans for 20–30 minutes.

If you notice water droplets on walls or ceilings, please wipe them down

Reduce Moisture in the Home

Avoid drying clothes on radiators or inside rooms.

If drying indoors is unavoidable, keep a window open and use a fan or dehumidifier.

Cook with lids on pots and pans to reduce steam.

Wipe condensation from windows when it appears.

Allow Air to Circulate

Keep vents clear and not covered.

Leave space between furniture and walls to allow airflow.

Avoid blocking radiators with furniture.

Keep Your Home Clean

Regular cleaning can help prevent mould. Wipe down areas where moisture collects, especially around windows, bathrooms and kitchens.

A dry, well-ventilated home is easier and cheaper to heat and helps prevent damp and mould.

Simple rule: keep your home warm, ventilated and dry to reduce the risk of mould.

NEW GERDA FIRE RATED FRONT DOORS

Residents will be aware that Lambeth Council are installing new fire rated front doors as part of their on-going fire risk protection (see photo >)

If a Resident has any issues with the door installation there is a defects warranty that lasts **12 months** from the date of installation. To report any installation issues simply contact the CETRA Office and we will pass this onto Lambeth/GERDA. Please be advised, since the doors have been installed some doors are experiencing condensation on the internal parts of the door. Unfortunately this is because the door is a fire rated door so there are minimal gaps for air ventilation. To avoid future issues Tenants are kindly requested to ensure they wipe down their front door whenever they see condensation to avoid further issues such as mould from appearing. In addition, Tenants are reminded that ring doorbell cameras and other security features CANNOT be screwed onto the new door/door frame. Instead, we have been advised by GERDA that Residents can STICK their camera/appliance onto the door frame ONLY to avoid compromising the fire safety of the front door.



LEASEHOLDER IMPROVEMENTS—CLADDING DAMAGE

It has come to our attention that a number of Leaseholders on the Cedars Estate have carried out improvements such as the installation of a new boiler and have re-sited their boiler from its original location. In most cases they have drilled a new hole for the boiler flue which is prohibited due to the EWI (Cladding). Additionally, when carrying out improvements such as boiler changes/re-siting etc Leaseholders are leaving the existing flue holes open to the elements which will not only compromise the cladding but will also result in water penetration into their property or surrounding properties as a result. We must remind ALL Residents that it is a breach of their tenant/lease conditions to alter the structure of the building in any way.



Residents in breach of this clause will be written to and asked to make good the damage in line with the specification from the manufacturer. Residents will be required to ensure that they use the correct materials which will be provided to those causing damage to the EWI. If a Resident fails to repair the damage within the requested timeframe then the matter will be escalated to our legal department to obtain a court order that compels the Resident to carry out the repairs, at their own cost, within a specified timeframe.

Please be advised legal action will incur further costs which the Resident would be liable to pay. We politely urge Residents to ensure that they do not cause damage to the EWI in anyway and avoid such action being taken. If you are unsure or want to discuss an improvement further please contact the CETRA Housing Office to discuss.

CEDARS ESTATE TENANCY CHECKS

During each financial year CETRA Housing are obligated to carry out and complete tenancy checks to a minimum of 10% of the Lambeth Housing stock (20 properties), with almost 100 tenancy checks being completed.

As a Lambeth Tenant you are obligated to allow our Officers access to complete the Tenancy Check. If a Tenant fails to give access to the property further action may be taken.

Tenancy Checks are carried out to identify any unauthorised occupants, any abandoned or sub-let properties, ensure the information held on our systems are true and accurate and identify any Tenancies obtained by deception. Tenancy Checks also give us the opportunity to ensure the property is being looked after in accordance with the tenancy agreement, and that there isn't anything in the property that gives the Housing Office a cause for concern.