CETRA NEWS

March 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 (from 1st April 2025)
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

BBright.co.uk

INTRODUCING CETRA HOUSING'S NEW GAS CONTRACTOR

CETRA's current Gas Servicing and Breakdown contract with Smith and Byford is due to expire on **31st March 2025**. Over the past few months, CETRA has been re-tendering this contract and a decision has now been reached. We are pleased to confirm that BBright Ltd has been appointed as CETRA Housing's new Gas Contractor, effective from **1st April 2025.**

Established in 2020, BBright specialises in gas servicing, break-downs and Landlord Gas Safety Checks. The company comes highly recommended by numerous companies across the Housing Sector.

Their main engineer, Adrian Raymond, has been CETRA's 3rd party contractor for CETRA for some time now. He also previously worked under Tony from Gasnet during their 12 year period managing the gas contract on the estate.

Tenants maybe aware that CETRA's 2025/2026 gas plan began in December 2024. As a result, the majority of tenant's boilers have already been serviced.

The remaining 50 properties due after 1st April, will be carried out by an engineer from BBright.

Tenants who have already received their April servicing appointment confirmed by CETRA will be written to with further information, and to re-confirm their appointment date/time.

Tenants whose servicing is due in May onwards will be contacted directly by BBright to arrange an appointment.

Please note that,

- **Until, and including 31st March 2025,** any boiler breakdowns should continue to be reported to **Smith and Byford**, as they remain CETRA's Gas Contractor until this date.
- **From 1st April 2025,** all boiler issues and breakdowns will be attended to **BBright.** Tenants can contact BBright directly at **020 8050 0905** or at **orders@bbright.co.uk.**

Tenants can also report boiler issues to CETRA during office hours. **Outside office hours**, tenants are encouraged to contact **BBright directly**, where their team of professionals will be happy to assist.

CETRA looks forward to working alongside BBright.

2025/2026 RENT INCREASES

CETRA would like to inform Residents of an upcoming change in their rent and inclusive service charges effective from **April 2025.**

The rent will be increasing by **2.7%** **Government Rent Policy of CPI + 1% .**

Consumer Price Index as of September 2024 was 1.7%, + 1%= 2.7%

The rent will increase by an average of £3.60 per week. Lambeth Council Tenants will be written to by Lambeth Council detailing the exact figures following the upcoming rent increase.

Any Tenant who is currently on a rent arrears agreement will be written to by the CETRA Housing Officer because the rent increase will have an effect on the amount they must pay each week/month and will need to adjust their payments accordingly.

Garage Rent

	2024/2025	2025/2026 NEW CHARGE
Tenants	£20.50	**£22.00**
Leaseholders	£24.00	**£25.50**
Blue Badge Holders	£15.50	**£17.00**

Residents who rent garages are advised that the garage rent will also be increasing by £1.50 per week. This includes those Residents who benefit from the blue badge subsidy. Any Resident wishing to return their garage as a result of the rental increase must notify CETRA in writing, giving 1 weeks notice of their intention to return their garage.

Please note that Lambeth will be sending a letter and booklet with detailed information regarding this change. This booklet will provide Residents with all the necessary information about the new rates and the reason 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 any more details on the above, please do not hesitate to get in touch with Lambeth Council using the following contact details;

RentsTeam@lambeth.gov.uk or 020 7926 8790

CEDARS ESTATE TENANCY CHECKS

During each financial year CETRA Housing must carry out and complete tenancy checks to a minimum of 10% of the Lambeth Housing stock (20 properties).

In June 2018 CETRA collated a randomised list of properties and have been working through this list since tenancy checks were introduced in 2018. 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, legal action may be taken against them.

Tenancy Checks are carried out to identify any Unauthorised occupants on the Estate, Identify 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 well looked after and that there isn't anything in the property that gives the Housing Office a cause for concern. Please kindly allow our officers access to complete these tenancy checks.

CETRA CONTACT/ENQUIRY PROCEDURE

CETRA would like to remind Residents of the correct procedure for contacting the office. In the first instance , all enquiries should be made directly to the CETRA Housing Office via telephone at **0207 926 7555** or email at **cedars@lambeth.gov.uk**

Residents are requested to kindly refrain from contacting officers directly via their work mobiles, individual work emails, or WhatsApp unless prior agreement has been made with the officer in question.

Following this procedure will help prevent delays in responding, as the officer you contact directly maybe on leave. It also ensures that your enquiry reaches the appropriate officer, as the person you contact may not be responsible for the specific issue you are raising.

AURA CLEANING LTD
NEW ESTATE CLEANING CONTRACTOR

AURA CLEANING

CETRA is please to announce that as of January 2025, Aura Cleaning LTD has taken over from Wettons as the new cleaning contractor for the Cedars Estate. This change is part of CETRA's on-going effort to ensure the estate continues to be well-maintained for all its Residents.

We are happy to inform Residents that the same trusted cleaning operatives you are familiar with will remain on-site, providing the same quality services. The only change is that they will now be managed by Aura Cleaning Ltd instead of the previous contractor Wettons.

Should you have any questions regarding the transition or the service received, please do not hesitate to reach out to CETRA. We are confident that Aura Cleaning Ltd will provide great professionalism and performance to the Cedars Estate

PARKING PERMITS

We have noticed a number of Residents forgetting to renew their parking permits and in turn receiving PCN's. Please be advised that CETRA DO NOT send out reminders when a parking permit is nearing its expiry date. At renewal stage, if applying electronically you will be sent an acknowledgement email confirming the expiry date of your permit or if applying in person you will receive a print out confirming the expiry date. Please keep a note of the expiry date and ensure you renew your parking permit in good time to avoid receiving a PCN.

CETRA FREE BULK COLLECTION SERVICE– WEDNESDAYs

As outlined in our August 2024 newsletter, the free bulk collection service will now occur only on Wednesdays instead of the previous Tuesday/Friday collections.
Residents are reminded that leaving bulk items out on incorrect days (e.g., Tuesdays, Fridays, or weekends) is a breach of tenancy/lease conditions. Items being left out on the wrong day may result in recharges for removal, storage and disposal.

Certain items, such as mattresses, white goods, and building/garden waste, are not collected for free. For a full list of acceptable and unacceptable items, please visit our website at www.cetra-housing.co.uk

For non-eligible items, CETRA offers a paid service for some of the items (not all) that cannot be collected for free. Details on items and pricing are available on our website.

Important reminders:

Illegal Dumping: there has been an increase in dumped items (e.g. mattresses, sofas, TV) across the Estate. Please note that CCTV is actively monitored, and anyone caught dumping items will face legal action and a referral to Lambeth's Environment Team. Penalties include a £400 fixed penalty notice (first offence) or up to £1000 for repeat offences.

DUMPING OF ELECTRICAL BICYCLES AND SCOOTERS ON THE CEDARS ESTATE



It has come to CETRA's attention 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 arears.

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. As a result, you are in breach of tenancy and lease conditions, and further action will being taken against you.

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

STOP MOULD FROM BECOMING A PROBLEM

Condensation is the most common form of damp in properties. Condensation appears when moisture in the air comes into contact with a cold surface, such as a window or a cold wall. Mould can then grow on damp walls and window frames.

There are many things you can and should do to help

- **Ventilate your property daily.** Open windows and the front door often to improve airflow. This is the easiest and the simplest method to prevent mould/damp in your property.
- **Use extractor fans provided.**
- **Ventilate bathrooms after use**. Open bathroom windows for at least 30 minutes and wipe down any excess moisture after a shower or bath.
- **Keep windows open and use fan when drying clothes indoors;**
- **Keep your home properly and evenly heated.** Regular heating keeps the walls and other surfaces warm and reduces the risk of condensation;
- **Treat mould growth to remove it and stop it getting worse.** Use a fungicidal wash, available from DIY shops or supermarkets.

BIN IT– DON'T BLOCK IT



It's a campaign to help people prevent sewer and drain abuse—which is putting anything other than water, human waste or loo roll down drains.

Our drains and sewers were not designed to cope with products such as wet wipes and sanitary items, and can therefore block easily if the wrong stuff is flushed down the loo. It is also affects your boiler . We have had a few reports from some tenants regarding heating and hot water not working and this is normally due to the sink being blocked with food causing the boiler condense to block up.

One of the biggest problems is pouring cooking fat down the sink, as it sets hard and blocks sewers and drains. This often leads to narrowing the width of the main stack pipe and severe blockages in the main interceptor. In both cases this will lead to back surging of sewage into the property.

These problems could easily be avoided by people simply disposing of their rubbish and food waste in the bin. Here's how you can help;

- Ignore claims on products such as wet wipes that say they are flushable. These items do not break down when they are flushed away, so must be disposed of in the bin.

- After cooking, allow fat and oil to cool down before disposing of it in the bin or in a suitable container.