CETRA NEWS

May 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

THE BIG LUNCH

SATURDAY 7TH JUNE 2025
1PM-5PM
OPPOSITE THE PLAYGROUND

CETRA are pleased to announce the Cedars Estate 'Big Lunch' is back for another year. As with previous years we will be providing inflatables for both Adults and Children, a live DJ, A delicious BBQ and this year we have added a popcorn and candy floss stand! The purpose of the Big Lunch is to bring our Residents together so they can get to know their Neighbours and bring some community spirit to our Estate.

Residents are kindly requested to bring along food and drink for everybody to share (along with the BBQ supplied by CETRA) and have an enjoyable day.

Following on from our introduction of the Table Top Sale, CETRA will also be providing tables again for Residents who wish to sell their items. Whether you are looking to clear some of your clutter or you make things and would like to sell them, be sure to grab yourself a table before they go. CETRA have 10 tables available and they will be allocated on a first come first served basis. To reserve your table please contact the CETRA Housing office on 020 7926 7555 or send us an email at cedars@lambeth.gov.uk.

If any Resident has a special skill such as face painting, or perhaps work in health and beauty and can offer free services such as massages please reach out to CETRA as we are keen to broaden our list of activities for our Big Lunch.





SMOKE ALARMS



During our annual Gas Service checks we are required to check all the smoke alarms, heat alarms and CO2 alarms in your property . This is then recorded on the LGSR that is provided to CETRA by the Gas Contractor. If any alarm is out of date/reaching expiry, faulty, missing etc it is recorded by office staff who then prepares a programme of works for any alarms that may need replacing.

During this years round of Gas Servicing's the Contractor is finding that many of the smoke alarms are constantly beeping and in some instances have had the main hub of the smoke alarm removed altogether. Residents may not be aware but the smoke alarms provided by CETRA are both mains powered and battery powered. The reason for this is that if your electrics fail and there is a fire the battery will still allow your smoke alarm to work and vice-versa. When a smoke alarm is beeping it generally means that the battery needs replacing. There is a groove at the very top of the smoke alarm in which you need to use a flathead screwdriver to release the catch and push away from you to remove the main hub. Inside the main hub you will find there is a 9V battery (large square battery), which you should replace before sliding the main hub back onto the bracket on the ceiling . This should then stop the alarm from beeping. If you have replaced the battery but find the smoke alarm is still beeping please contact the CETRA Office to advise and we can inspect the smoke alarm for you. It is extremely important that Residents have a working smoke alarm . Failure to keep your smoke alarm in working order could be deadly . If you are over 65 or disabled and are unable to change the smoke alarm battery please contact the CETRA office and we will assist you with the battery change.



NOISE NUISANCE/GATHERINGS

We are in the midst of the bank holiday season which coincides with the turn in weather to those long sunny days/evenings. There is nothing better that 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 vey appealing there are neighbours to think about.

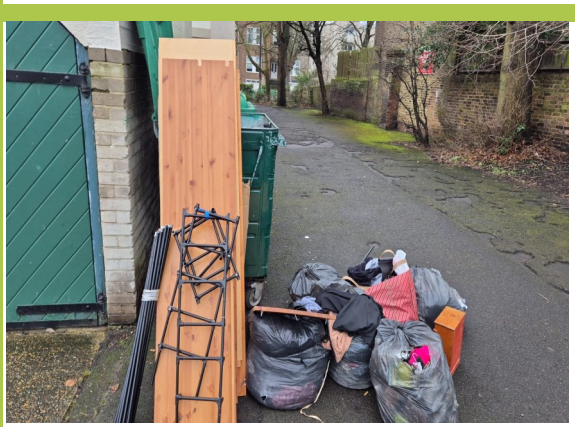
When it comes to noise nuisance music must be brought to a minimum or turned off completely once it reaches 11pm. Residents must not fall into a false sense of security that they can play their music loud or make as much noise as they like before 11pm as this is not the case. Noise nuisance can take place at any time of the day so when playing your music, or holding large and loud gatherings, please bare 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 may recall in our March edition of 'CETRA News' we advertised that we now have a new Gas Contractor called BBright. Unfortunately since BBright took over on 1st April 2025 we have been notified that several of our Residents are unaware of the change in Gas Contractor and have still been contacting Smith & Byford for any gas issues.

Please be advised that BBright are now responsible for all Gas Servicing and Maintenance on the Cedars Estate and they can be contacted on 020 8050 0905 or via email at orders@bbright.co.uk.

Residents are advised that they CAN contact BBright directly for any breakdowns with their boiler using the above contact details if there is an emergency with their boiler outside of office hours. If Residents would prefer for CETRA to raise the breakdown with BBright directly they can contact the Housing Office (during office hours only).



FLY-TIPPING

Since the change in our free bulk collection service in October 2023 in which CETRA notified Residents that there are a number of items that can no longer be disposed of free of charge, CETRA have noticed a huge increase in fly-tipping across the Estate. With each fly-tipping incident CETRA officers conduct a thorough investigation of the Estate's CCTV cameras for footage of the perpetrator as well as sending out letters to the necessary blocks/ areas and making contact with neighbouring Residents to see if we can determine who is responsible. The above photo is a collection of items that was dumped on the Cedars Estate by a Non-Resident back in February 2025. Following a thorough investigation in which our CCTV cameras not only caught the perpetrator but also caught their vehicle and registration, CETRA are pleased to say that this particular offender was issued with a fixed penalty notice of £400 from Lambeth Council.

In addition, the perpetrator was also invoiced by CETRA Housing for a further £240 for the removal and disposal of the above items. We have since been contacted by the perpetrator and payment of the invoice and fixed penalty notice has been paid making it a very costly rubbish disposal for this person!

CETRA would like to remind Residents that there are still a number of items that CETRA can collect, free of charge, and **we now also offer a paid collection service for items that are chargeable** (please refer to our website for further information on what is chargeable/ non-chargeable). Items can only be left out before 10am every Wednesday, CETRA no longer collects items on a Tuesday or Friday. We are urging our Residents to ensure that they do not leave out items meant for the bulk collection service any earlier than **Wednesday before 10am** as this would be classed as fly-tipping and could result in a fixed penalty notice being issued to them. In addition, we kindly ask Residents disposing of chargeable goods to do the right thing by contacting the office and pay for these items to be disposed of. Again, any chargeable items left out will be classed as fly-tipping and could result in a fixed penalty notice being issued. Our Residents co-operation in helping to keep the Cedars Estate clean and tidy is very much appreciated. If Residents see others fly-tipping, leaving items out on the wrong day or disposing of items in the paladin/recycling bins that cannot be disposed of please contact the CETRA Office to advise so we can try and combat this issue once and for all!



CHALK DRAWINGS ON ESTATE

Over the last few months the children of our Estate have been drawing in chalk on the communal balconies, stairs, walls, pavements and Playground area across the estate.

We would like to remind Residents that it is prohibited to draw in chalk anywhere on the estate and is also a breach of your tenancy/lease agreement. Our cleaners are working hard to keep the estate clean and this is creating even more work for them as they need to jet wash the chalk on each occasions it is found, so we would very much appreciate your co-operation in this matter.

We kindly ask all Parents to ensure their children refrain from doing so and we believe that this article is self explanatory and will help to prevent these events happening again. However, if CETRA find more of these drawings then this will result in the parents of the children being recharged for cleaning the communal areas effected.

We do not want to be killjoys and love to see the children express themselves in the form of art but at the same time as this is prohibited and causes more work for our already hard working cleaners we unfortunately have to put a stop to It and we hope Residents understand this.



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 themselves 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 its Residents in relation to persistent squirrel feeding and if we find anymore culprits we will unfortunately have to take further action against them as well. We have given multiple opportunities for this Resident to stop feeding squirrels but they continue to do so and as such we have been left with no other alternative.

CETRA staff and contractors work tirelessly to make the Cedars Estate the best place to live but we also require the assistance of our Residents. If you are somebody who often feeds squirrels or pigeons, or are guilty of 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.