

CETRA NEWS

May 2026

CEDARS ESTATE



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
admin@fixly.org.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

OPENING HOURS;

Monday 9am-5pm
Tuesday 9am-5pm
Wednesday 9am-5pm
**Thursday 9am-2pm (phone
lines are open until 5pm)**
Friday 9am-5pm

**Weekend and Bank
Holidays our office is
closed**



SATURDAY 6TH JUNE 2026
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 following last years success the popcorn and candy floss stand will be making a return! 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 to add to the Free BBQ that is being supplied by CETRA (PLEASE NOTE; the BBQ is already catered for, we cannot accept meat donations unfortunately). Your Friends and Family are welcome to join, lets make 2026 the most successful Big Lunch event to date! If any Resident has any special skills that could add to the day or perhaps work in health and beauty and can offer free services please reach out to CETRA as we are keen to broaden our list of activities for our Big Lunch.

TABLE TOP SALE

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.



CEDARS ESTATE—DEEP CLEAN

CETRA are please to announce that it has been agreed for our current cleaning contractor, Aura Cleaning, to carry out a deep clean on the Cedars Estate. The deep clean will consist of 2 jet washes carrying out pressurised cleaning to the stairs, landings and front/back entrances of each block.



AURA
CLEANING

We are currently working with Aura to arrange a start date for the works at which point a programme of works will be devised by CETRA. We are anticipating that, weather permitting, 2 operatives can clean 1 block per day. CETRA have 58 blocks across the Cedars Estate and the programme of works is likely to take between 11-12 weeks for full completion, and this is again weather permitting. Residents will be written to a minimum of 7 days in advance of their block receiving its deep clean. Residents will be required to remove all plants/plant pots from the communal balconies/areas to allow for the deep clean to be carried out correctly. Please be advised that only live plants and in-use plant pots can be left on the communal balconies or in the communal areas of the Estate. If during the deep clean we find unauthorised items on the communal balconies or in the communal areas those responsible will be written to and face the possibility of their items being removed, which is rechargeable to the perpetrator. Residents who are elderly or disabled and unable to remove their plants/plant pots can contact the CETRA housing to advise, and arrangements can be made to clear the plants/plant pots on the Resident's behalf. We urge all Residents to take note when our letters are sent out and action our request to clear the communal balconies/communal areas in good time to avoid holding up the deep clean programme. If any Residents have any queries or concerns regarding the deep clean they can contact the CETRA Housing Office on 0207 926 7555 or cedars@lambeth.gov.uk.



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 than 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 very 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 bear 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 are reminded that you cannot hold a BBQ in the communal areas of the estate nor can you use a BBQ on a balcony, these are breaches of fire safety regulations.

SAME GAS CONTRACTOR, DIFFERENT NAME

CETRA would like to advise Residents that the name of our existing Gas Contractor has changed. Residents will be aware that Bbright took over the Gas Contract in April of 2025 and have had



a very successful 12 months on the Cedars Estate so far. However, as of 10th April 2026 Bbright has been changed to Fixly Services Limited. Everything to do with Fixly Services is exactly the same as it was with Bbright in terms of contact details and personnel with the only change, other than the company name, is their email address to admin@fixly.org.uk. Residents who have their gas servicing due will start to receive letters in relation to their servicing. The letters will still have links to Bbright but there will be a part of the letter that explains the name change to Fixly Services. As usual, Residents who experience a boiler breakdown can contact CETRA during office hours to report or Fixly directly both during office hours and out of hours.



CETRA PROPOSED ESTATE WORKS

Residents who attended the CETRA AGM in September 2025 or those who read the Managers Report issued around the same time will recall that CETRA were looking to carry out a number of improvement works across the Cedars Estate during 2026/27. It gives CETRA great pleasure in confirming that the following works have been agreed;

TARMAC WORKS— An order has been placed for an estate-wide tarmac repair programme to take place. The contractor who will be carrying out the programme is FM Conway and they propose a start date of June 2026. The programme will consist of a number of pre-selected areas of tarmac damage across the estate, both big and small, that are considered to be health and safety issues.

TREE MAINTENANCE—In addition, Residents will already know by now that Lambeth Council's Tree Department are reluctant to carry out tree maintenance to the Cedars Estate Trees and as a result our trees are very large and overgrown. CETRA have allocated a budget towards carrying out tree maintenance across the Cedars Estate. An inspection of the trees was undertaken by CETRA in March and arrangements have been made to carry out much needed maintenance to the majority of trees across the estate. We are unable to carry out works to each and every tree on the estate but we have made a concerted effort to try and get as many trees included in the project, taking into account the trees that are currently touching the buildings or encroaching onto the block roofs. The contractor carrying out the works is A N Rowland and they began this project on 27th April 2026.

LYNCOTT CRESCENT ROOFS—CETRA also arranged a small project with our drainage contractor MNT whereby they carried out cleaning to the roof edges of the Lyncott Crescent properties and these works were completed on 27th April 2026.

FOR RENT

GARAGES FOR RENT

CETRA would like to advise Resident's that there are a number of garages on the Cedars Estate/Chase Garage area that are available for rent.

To be eligible to rent a garage on the Cedars Estate you must firstly be a Resident of the Estate and you must have a vehicle that is registered to your address.

Garages are currently charged at £24 per week for Lambeth Council Tenants, £27.50 for Leaseholders and there is a subsidised cost for Blue Badge holders which is £19 per week. If you are interested in renting a garage and meet the above requirements you are invited to contact CETRA Housing on 020 7926 7555 or email cedars@lambeth.gov.uk. To register your interest an officer will guide you through the next steps of obtaining a garage. There is an option for non-resident Leaseholder's or Sub-Tenant's of Leaseholders to rent garages but please be advised this is limited to the Chase Garage area of the Estate ONLY. Non-Resident Leaseholders or their Sub-Tenants must still have a vehicle registered to them in order to qualify to rent a garage in the Chase and the costs will still be the same as listed above. If you are interested please contact the CETRA Housing Office using the above contact details.

CETRA ELDERLY COFFEE CLUB

Are you over 65? Do you like drinking Tea and Coffee? Partial to a chat or a game of bingo? If this is you then the CETRA Coffee Club is the Club for you. Hosted once a month at our Lyncott Crescent office the club is run by our very own Customer Care Officer who provides Tea/Coffee, biscuits and other snacks as well as planning sessions for those who attend. There is very often chair yoga sessions, which seem to be a hit with our current attendees, provided to us very kindly by one of our Residents. Attendees also like to play bingo, play games/quizzes or in some instances just sit and have a chat with their fellow Residents. If any Residents are interested in joining the CETRA Coffee Club please contact the CETRA Housing on 020 7926 7555 to register your interest and you will be invited to the next club. Likewise, if there are any Residents on the Estate who can offer classes for our over 65's free of charge, and would be willing to give up a couple of hours of their time once a month then please contact us to advise of what you can offer for our consideration.

CETRA ESTATE INSPECTIONS

CETRA would like to remind all residents that **NO** items except for live plants can be left on communal balconies or in any other communal areas of the Estate. Even if you are short of storage space, **DO NOT** leave items on balconies, stairwells, landing or shared internal spaces as this is first and foremost a **BREACH OF TENANCY/LEASE CONDITIONS** and could also be considered a **FIRE/TRIP HAZARD**.

We are finding all too often that when we carry out Estate Inspections Residents are ignoring their Tenancy/Lease conditions and are leaving prohibited items out in the communal area. Please be reminded of the following;

- All paths to and from your home must be kept clear
- Do not store/leave any items outside your front door including bikes, buggies, and/or scooters
- Do not chain bikes or any other items to Communal Balconies, Bannisters or Buildings
- Do not store anything inside intake cupboards or underneath stairs

Any items found on the communal balcony that is prohibited will result in a 24 hour letter being sent by CETRA. If the Resident does not remove the item(s) within 24 hours then CETRA will remove and recharge for the cost of doing so. If the Resident wishes to claim back their item(s) then they must pay the weekly storage cost in order to get their item(s) back. Any items not claimed within 28 days will be disposed of.