

CETRA NEWS

DECEMBER 2024

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
0800 091 2140
0208 722 3436
Pod4@smithandbyford.com

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 Tuesday 24th December until 9am Monday 30th December, then again from 12pm Tuesday 31st December until 9am Thursday 2nd 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 !





The office will resume regular business the week after New Year.

CETRA OFFICE CHRISTMAS AND NEW YEAR HOURS

* Monday 23rd December	● 9am—5pm
* Tuesday 24th December	● 9am-12pm
* Wednesday 25th December	● CLOSED
* Thursday 26th December	● CLOSED
* Friday 27th December	● CLOSED
* Monday 30th December	● 9am—5pm
* Tuesday 31st December	● 9am-12pm
* Wednesday 1st January	● CLOSED
* Thursday 2nd January	● 9am-2pm
* Friday 3rd January	● 9am-5pm

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 23/12/2024

- Monday and Tuesday collections as usual
- No collection on Christmas day (Wednesday 25/12/2024)
- All remaining collections will be delayed by one day (e.g., Saturday's collection will move to Sunday)

Week commencing 30/12/2024

- Monday and Tuesday collections as usual
- No collection on New Year's day (Wednesday 01/01/2025)
- All remaining collections will be delayed by one day (e.g., Saturday's collection will move to Sunday)

Week of 06/01/2025: 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!



HOLIDAY PARKING PATROL

To add to the Christmas Spirit, CETRA would suspend ALL parking between (and inclusive of) Tuesday 24th December 2024— Wednesday 1st January 2025.
Parking patrols will recommence at 7am on Thursday 2nd January 2025.

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 GARTHERING'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 entire 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.

SMART METERS (NO ELECTRICITY IN PROPERTY)

Are you on a pay as go smart meter? Did you have sufficient credit on the meter before the electricity outage?

In the instance where you have experienced a property electricity outage, you may need to reactivate the electricity in your property via the smart meter. If however, you are unable to reactivate the electricity via the smart meter due to there not being any power in the property, then your smart meter can be powered up by simply fitting everyday batteries into the back of the smart meter (please ensure you use the correct size and type of battery which should be displayed inside of the battery compartment).

Once you have inserted the correct battery size/type, you can then reactivate your smart meter and check to ensure you have sufficient credit available to enable you to reinstate your properties electricity (You may also need to turn off and back on your boiler once electricity has been reinstated to the property).

You can also visit websites such as 'UK Power Networks' who maintains the electricity networks across London and other areas within the UK (www.ukpowernetworks) for any possible power outages in the area.

ROUGH SLEEPER- STREETLINK

Are you concerned about someone rough sleeping on our estate? Help is available through StreetLink

StreetLink allows you to notify the local outreach team about someone in need (currently the Lambeth Rough Sleeping Outreach Service). Once alerted, the team works to locate and support the individual, providing a pathway off the street.

During extreme cold weather, Lambeth's Severe Weather Emergency Protocol (SWEP) ensures emergency accommodation is accessible to rough sleepers. The council and partner agencies act quickly to provide shelter and protection during these challenging condition.

Please visit thestreetlink.org.uk to notify and connect to the team

Welcome to StreetLink

Connecting people sleeping rough to local services

I've seen someone sleeping rough and want to connect them with support services

[Help someone sleeping rough](#)

I'm sleeping rough and want to find out about local support services

[Get help for yourself](#)



ANNUAL GAS SERVICING 2025-2026

The cycle of Gas Servicing cycle is upon us once again. All tenants will receive appointment letters directly from Smith and Byford, indicating when their next appointment service is due. Please confirm or reschedule your appointment with them as soon as your letter arrives. If you experience any issues, please contact the CETRA office at 020 7926 7555

It is essential to ensure access to your property on the scheduled appointment day. This will help maintain your boiler, ensure you comply with your tenancy agreement and CETRA meets its legal obligations in the interest of health and safety.

LAMBETH ADVICE SERVICES 2024-2026

Lambeth would like to introduce Lambeth Advice Services 2024-2026 program to help Lambeth residents enhance their skills and confidence in managing money and personal finances. The aim is to empower individuals to effectively handle their personal circumstances, build financial resilience, and work towards a brighter and more positive future.

What the program offer:

The advice services cover a wide range of areas, including: Welfare benefits advice, debt advice, legal advice, immigration advice, income maximisation, housing advice, support with claiming Council benefits (e.g. Council Tax Support), form filling, consumer, relationship and family and much more.

Services access

Self-referral

- Work on the basis of equipping residents with information to approach services themselves
- Information is public, available on the website, and the information pack (inserted with CETRA newsletters).

[Benefits advice services | Lambeth Council](#)

www.lambeth.gov.uk/benefits-financial-support/benefits-advice-services

Assisted referral

Only in circumstances where residents would not be able to refer themselves to the service, but would be able to use the service, we can submit a referral on their behalf with their consent

Contact financialresilience@lambeth.gov.uk

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 function 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 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 than rinsing them down the drain
- Wet wipes and cleaning wipes: always throw them in the bin, even if they are labelled as “flushable”

By following these steps, you will help to avoid unnecessary inconvenience to your home.

