

OPEN HOUSE

CROYDON
www.croydon.gov.uk

The newsletter for Croydon Council
tenants and leaseholders



SUMMER 2025

**CROYDON
HOUSING**

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Foreword



Mayor Jason Perry
Executive Mayor of Croydon



Susmita Sen
Corporate director of housing

Regulatory notice lifted

We are pleased to share that the Regulator of Social Housing has lifted the regulatory notice on Croydon Council’s housing services — a clear sign that the improvements we have made are making a difference.

This is a significant step forward, reflecting the hard work and commitment that has gone into improving our housing services and rebuilding trust with residents. While this progress is encouraging, we know there is more to do — and we remain fully committed to that journey.

Since 2021, we have worked closely with residents, housing professionals and the independent Housing Improvement Board to tackle long-standing issues and improve your service delivery. Your feedback has shaped everything we have done.

Martin Wheatley, Chair of the Housing Improvement Board, said: “The Regulator’s decision to end the formal intervention is a well-deserved recognition of the hard work from all involved. We look forward to continued progress, ensuring Croydon becomes an even better landlord.”

In the last year alone, the council has invested over £30 million into improving council homes across Croydon. We have upgraded homes to make them safer and meet decent home standards. We have also reformed our housing repairs service by working with residents to appoint three new contractors — K&T Heating, Mears and Wates to provide a more responsive service. We have launched a new in-house contact centre, started stock condition surveys and introduced new digital tools to improve service delivery.

At Regina Road, a £166 million regeneration programme is underway, shaped by residents every step of the way. Demolition work has started and a planning application is expected this summer for new council homes, green spaces, a community hub and improved walking and cycling routes.

These improvements are part of our wider transformation through the Future Croydon 2024–29 programme and the Mayor’s Business Plan, which places housing quality and the residents’ voice at the heart of our work.

Lifting the regulatory notice is a key moment, but it is not the end. We will continue listening, learning and working with you to keep building a housing service Croydon can be proud of. Thank you to every resident who’s contributed, challenged and supported this work. Your voice is helping us drive real change and will remain at the heart of what we do.

REGINA ROAD REGENERATION – COMMUNITY UPDATE



The regeneration of Regina Road is still under way and we are now in the final stages of working closely with residents to agree what the future of the estate will look like. Thank you to everyone who joined us at our recent engagement events — whether at Stanley Hall-our local office, online or at the sunny family fun day on Regina Road. It was encouraging to see so many tenants and leaseholders getting involved.

These events were a chance to share the latest proposals and make sure they reflect what residents have told us over the past year. Just as importantly, they gave residents the opportunity to speak with the project team, ask questions and give feedback on what matters most to their community.

Based on residents’ input, the current plans include at least 225 new council homes, more green open space, a new preschool and community hub and better walking and cycling routes through the estate.

The next step will be working with residents to help appoint a contractor for the build. We will share more details soon on how you can get involved in helping to choose someone who understands how important this project is to the Regina Road community.

Thank you again to everyone who took part. Your voice is helping us get this right.

More information on the development:

www.croydon.gov.uk/housing/regina-road/timeline-and-key-events



ESTATE ACTION DAY AT FIELDWAY

Our housing team and council officers embarked on another Estate Action Day but this time - at Fieldway, New Addington!

From litter picking and trimming hedges to bulky waste removal, the day was all about making a visible difference.

This was the third Estate Action Day, with more to come! Our council staff found it not only a great way to get to know the communities better but also an opportunity to strengthen the bonds between teams in how we deliver services. Working alongside each other provides a better understanding of how our different services collaborate to improve our estates.

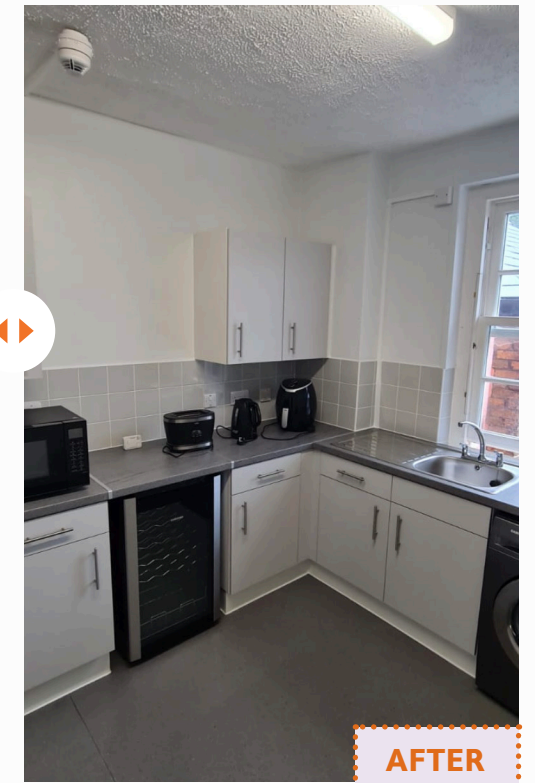
A huge shout out to all the volunteers! Our next stop is Walton Green, where we will also set up a gazebo for residents to speak with our housing officers, give feedback or ask questions.

Here are some before and after pictures from our day at Fieldway.



you said **IMPROVING THE QUALITY OF YOUR HOMES- WHAT'S COMING UP** we did

Investing in the quality of your homes remains a top priority for us. This financial year (April 2025 to March 2026), we have increased our budget to £42.8 million — £12.8 million more than last year's. The improvements works will include new kitchens and bathrooms where needed, roof replacements and updated windows and doors to help keep your home warm and secure.



We are also upgrading communal areas—things like lifts, heating, fire alarms and CCTV to make your homes safer and more comfortable.



We understand that planned works can be inconvenient. That is why our teams are committed to talking to you- keeping you informed throughout the process and ensuring that all contractors meet strict standards for quality and customer care. Here are some pictures of before and after works.

REPAIRS POLICY UPDATE

Croydon Housing is committed to making sure all homes meet the Decent Home Standard—safe, secure and comfortable. Our updated repairs policy aims to improve how repairs are handled, with clear communication and better service for you. The full policy will be launched by July — in the meantime, here are some highlights.

Our responsibility

We are responsible for key parts of your home, including the structure, electrics, heating, plumbing, roofing, drains and shared areas like lifts and communal lighting. We also carry out regular safety checks to keep your home in good condition.

Your responsibility

You are expected to take care of small, everyday maintenance such as changing light bulbs, keeping gardens tidy or unblocking sinks where necessary. This helps everyone maintain safe and pleasant homes.

If you miss your appointment

If no one is home, a 'no access' card will be left for you to rebook. For damp or disrepair issues, we will try twice before closing the request and follow up in writing.



Appointments

You can report issues online or call our repairs contact centre on **020 8726 6101**—Open Monday to Friday from 8am to 6pm. **Emergency repairs should always be reported by calling 020 8726 6101 at any time of the day.**

We offer flexible appointment slots including:

- Monday to Friday: 8am – 5pm

We can also visit your home outside of these hours if it's more convenient for you.

When you book an appointment, we will send you a confirmation and also remind you a day before the visit.



IMPORTANT NOTICE FOR UNIVERSAL CREDIT CLAIMANTS

Tenants who receive Universal Credit must report their new rent amount to the Department for Work and Pensions (DWP) to reflect the rent increase effective from **7 April 2025**. If you do not update this information, it may affect your benefit entitlement and could lead to rent arrears.

Got questions or need support - please contact the income recovery team on **020 8726 6100** (Option 2).

WIN WHILE YOU PAY – SET UP A DIRECT DEBIT

Win a £50 gift voucher



Looking for an easier way to pay your rent? Set up a Direct Debit—it's safe, simple and helps you stay on top of your payments.

Tenants who pay by Direct Debit and don't miss a payment for three months will be entered into our quarterly prize draw to win one of ten £50 Love2Shop vouchers!

Want in? Contact our income team today to get started: **020 8726 6100**, choose option 2 or email: **councilrents@croydon.gov.uk**

HELP US KEEP YOU SAFE IN YOUR HOME



As your landlord, Croydon Housing is committed to keeping you safe — but we need your help to do our job.

We are legally required to carry out essential safety checks and repairs in your home, and it is just as important for your peace of mind as it is for meeting safety regulations and Decent Homes standards.

Last year, we had to force entry into 2,862 homes — costing over £230,000. That's a 224% increase from the year before, and money we'd much rather

spend on improving your home and the services we provide. Our repairs team offers flexible appointments, and if something comes up, you can reschedule within a reasonable timeframe.

Your cooperation really makes a difference. By allowing access, you help us keep you and your neighbours safe.

SHOUT OUT TO THE COMMUNITY HUB TEAM AT BRIGSTOCK ROAD

A huge shout out to the Brigstock Road community hub team for the great work they are doing in the community. Led by the Asian Resource Centre Croydon, the team supports around 40 to 45 residents each week with advice, welfare support and signposting to specialist agencies where needed.

In addition to their vital support work, the team also runs creative and social activities that help bring people together and strengthen community ties. Their efforts continue to have a lasting, positive impact in the community.



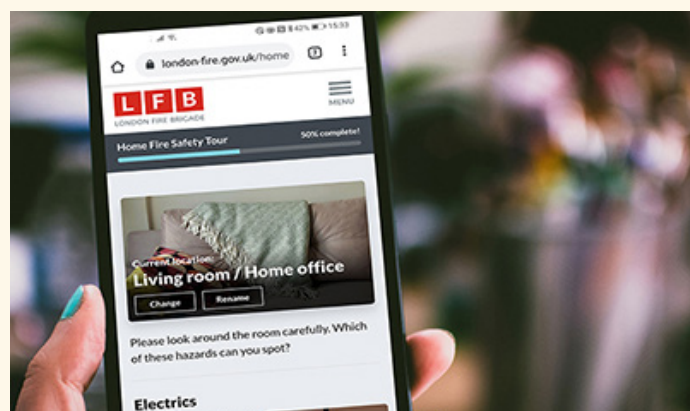
FIRE SAFETY – SUMMER & BBQ

Summer is the season for barbecues (BBQs) with friends and family — but it is important to keep safety in mind to prevent accidents and fires. Here are some key tips to enjoy your barbecue safely:

- Always BBQ outdoors in an open space: Never light a barbecue in an enclosed area or on a balcony. Flames, sparks and hot charcoal can cause fires and may spread quickly to other parts of the building.
- Position your BBQ on flat, stable ground: Keep it far away from anything that could catch fire, such as sheds, fences, or trees.
- Stay focused: Avoid distractions from people around you and never leave the BBQ unattended. If you are in charge of the BBQ, avoid drinking alcohol.
- Keep children and pets at a safe distance from the BBQ. Have a bucket of water or sand nearby in case of emergency.
- Pay attention to aftercare: After your BBQ, allow the coals to cool completely and make sure the fire is fully extinguished. Smouldering ashes can release dangerous carbon monoxide fumes, which can be fatal when inhaled.



CHECK YOUR HOME'S FIRE SAFETY IN MINUTES



The London Fire Brigade has designed a helpful tool that allows you to identify fire risks around your home and suggests changes to help prevent unnecessary fires.

It only takes a few minutes to complete and you will receive practical tips to help keep you and your family safe. You may also be offered a free in-person Home Fire Safety Visit if needed.



Scan the QR code: www.london-fire.gov.uk/safety/the-home/home-fire-safety/home-fire-safety-checker-hfsc

FIRE SAFETY AND E-SCOOTERS

Do you have an e-bike or e-scooter—or are you thinking of getting one?

E-bikes and e-scooters are a fast, eco-friendly way to get around, but their lithium-ion batteries have caused a sharp rise in sudden and dangerous fires. The London Fire Brigade now responds to an e-bike or e-scooter fire almost every two days.

Key statistics on e-bike and scooter-related fires between 2022 and 2024:



1,048 fires

across UK, resulting in 12 deaths & 336 injuries



401 fires

in London, resulting in 3 deaths & 120 injuries



143 fires

36 of 143 London fires in 2023, were caused by e-bikes

Here are seven essential tips to help prevent fires caused by e-scooters or e-bikes:

1. Use the right charger – always use the charger that came with your bike or one recommended by the manufacturer. Avoid cheap or unbranded chargers.
2. Avoid damaged or cheap batteries – if your battery is swollen, leaking, or damaged, stop using it straight away and get professional advice. Be cautious of low-quality or counterfeit batteries, especially those sold online — they often lack essential safety features.
3. Do not charge overnight – never leave your e-bike charging while you are asleep or out of the house. Always unplug them once fully charged to prevent overheating.
4. Avoid DIY modifications – converting regular bikes into e-bikes with unregulated kits can increase fire risk. In December 2024, a second-hand e-bike exploded while charging in a family home in Catford, London, causing major damage and injuring a resident.
5. Charge in a safe place – never charge your e-bike or e-scooter near exits, in hallways, or while you are sleeping. Choose a clear, well-ventilated area, away from anything flammable.
6. Store safely – keep your e-bike or e-scooter in a safe spot, away from doorways and ideally somewhere with a smoke alarm.



For more safety tips and information, check out the London Fire Brigade's Charge Safe campaign: www.london-fire.gov.uk/chargesafe/

TENANT SATISFACTION MEASURES (TSM)



The financial year has ended, meaning we now have a comprehensive view of your feedback on our housing service. The surveys were carried out on our behalf by an independent company, Acuity. With this year's results in, we can now compare the data from 2023–2024 with that from 2024–2025. Please note that the full results, covering all the TSM questions, will be published on our website. A big thank you to all the tenants who took the time to complete the survey.

	Key areas	2024/25	Average 2023/24
	Overall satisfaction with the service provided by Croydon Housing	53%	53%
	Overall repairs service in the last 12 months	56%	65%
	Satisfaction with time taken to complete your most recent repair after you reported it	49%	55%
	General satisfaction with repairs and maintenance	49%	52%
	Your home is well maintained	53%	55%
	Your home is safe	62%	61%
	Satisfaction that we keep communal areas clean and well-maintained	48%	51%
	Croydon Housing makes a positive contribution to my neighbourhood	52%	49%
	Satisfaction with how we tackle anti-social behaviour	49%	49%
	Croydon Housing is easy to deal with	49%	46%
	Croydon Housing listens to you and acts on them	43%	43%
	Croydon Housing keeps you informed about things that matter	61%	58%
	Croydon Housing treats you fairly and with respect	61%	58%
	Satisfaction with our approach to complaints handling	26%	26%

Thank you to everyone who shared their views in our 2024/25 Tenant Satisfaction Measures (TSM) survey. Your feedback is essential in helping us deliver better housing services tailored to your needs.

Over the full year, 53% of tenants told us they are satisfied with the overall housing services we provide. While this varied slightly throughout the year, satisfaction peaked at 55%. Although we had set a target of 60% and hoped to see an improvement on last year's results, the overall satisfaction rate has remained unchanged, so we will continue working on getting it right.

From the survey, you told us we are making slight progress in:

- Keeping you informed about what matters
- Treating you fairly and with respect
- Making it easier to interact with us
- Contributing positively to your neighbourhood

However, we recognise there is still work to do, particularly in the areas of repairs, home maintenance and the cleanliness of communal areas.

What are we doing to improve?

Based on your feedback, we have developed targeted improvement plans to focus on the areas that matter most to you. Here is what is underway:

Repairs improvements:

- New repairs policy: a new policy will soon be launched, setting out clear timescales for different types of repairs, so you know exactly what to expect.

- Improved void standards: we are introducing measures to better manage empty properties, ensuring new tenants move into homes that meet the expected standards.
- Fewer delays: we are working closely with our contractors to reduce waiting times and minimise the need for residents to follow up on outstanding repairs.
- Upskilling our contact centre team: we are developing the skills of our repairs contact centre team to ensure we get things right when you report an issue.

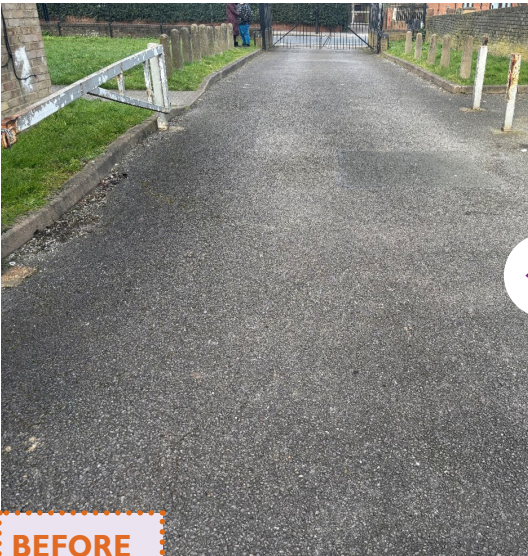
Communal areas improvements

- Temporary grass-cutting contractor: while we work with residents to appoint a long-term grounds maintenance contractor this summer, temporary teams are cutting the grass every five weeks to help keep estates tidy.
- Training Neighbourhood Voice volunteers: we have been actively recruiting and training volunteers to join our Neighbourhood Voice scheme. This will enable us to work more closely with residents in monitoring the grounds maintenance service.
- Reintroducing caretaker schedules: a new, detailed caretaker schedule is being rolled out across our estates. This clearly sets out caretakers' duties, their working days and includes contact information for residents to report any tasks that have not been completed.

We will publish the full results of our TSM survey on our website by July. This will provide a complete picture of the feedback you have shared and how it is helping to shape the future of Croydon Council housing services.

KIRBY HOUSE

A new box junction was installed at Kirby House in March following resident consultation. This improvement is designed to help traffic flow more smoothly and prevent blockages in the car park. It is a small but effective change that is already making a positive difference. Thank you to everyone who shared their feedback and helped make this happen!



BEFORE



AFTER

CHEQUERS COURT

After listening to residents' concerns about illegal parking and non-residents using the car park at Chequers Court, we installed a GERDA gate to help address the issue. Following positive feedback during the consultation, the gate is now in place—helping to protect parking for residents and improve overall security. Thank you for your input!



BEFORE



AFTER

SHOUT OUT TO KIM WAKELY



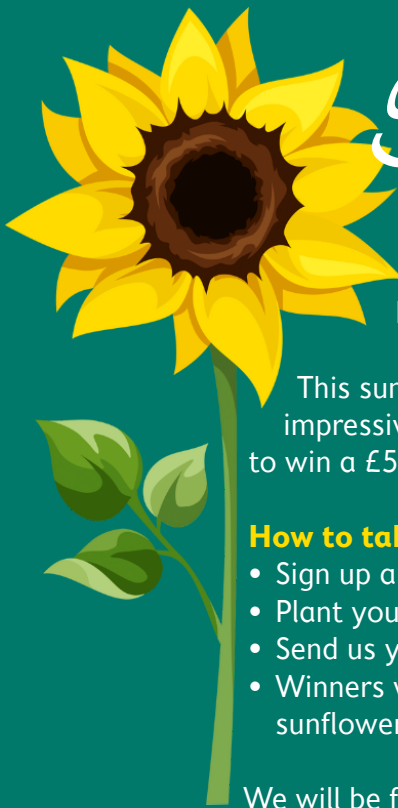
A big shout out to Kim Wakely for her commitment and contribution to improving housing services.

As the block representative for Monks Hill, Kim regularly attends estate walkabouts, raising issues and ensuring residents' voices are heard. Her commitment goes beyond housing—she

also volunteers at local community centres, including helping in the kitchen to serve hot meals to those in need.

It is no surprise that fellow residents nominated Kim for the Good Neighbour Award. Her passion, generosity and tireless community spirit truly make a difference.

Thank you, Kim, for all that you do!



Small seeds, big pride: join our growing competition!

Do you have a sunny windowsill, a small balcony, or a patch of garden?

This summer, we are challenging you to grow the tallest sunflower or the most impressive flowers and herbs — and share your progress with us for a chance to win a £50 shopping voucher!

How to take part:

- Sign up and receive your growing kit (unless you prefer to use your own).
- Plant your flower seeds or herbs and take photos as they grow.
- Send us your pictures showing how your plants are doing — or we can visit!
- Winners will be announced at the end of the summer, with prizes for tallest sunflower, best herb display, and most creative growing spot.

We will be featuring photos and stories in Open House and on our website!

Interested?

Email: residentinvolvement@croydon.gov.uk or call 020 8726 6000 ext. 44524 to sign up!

ZERO-TOLERANCE APPROACH TO ANTI-SOCIAL BEHAVIOUR (ASB)

Everyone deserves to feel safe and respected in their home. At Croydon Housing, we take a zero-tolerance approach to anti-social behaviour (ASB). Tenants who engage in ASB are in breach of their tenancy agreement, and we will take firm action to protect those affected.



In 2024, we took decisive action on anti-social behaviour:

9 tenants
were evicted for serious or persistent ASB

4 cases
were handled by our Pollution Control Officers, addressing noise and other disturbances

Our stand is clear — anti-social behaviour will not be tolerated in on our estates communities.
If you're experiencing ASB, please don't stay silent. Report it and help us keep our neighbourhoods safe. To find out more about the different types of anti-social behaviour and how to report them, visit: www.croydon.gov.uk/community-and-safety/safety/crime-and-antisocial-behaviour/antisocial-behaviour



ARE YOU EXPERIENCING DOMESTIC ABUSE OR SEXUAL VIOLENCE?



The Family Justice Service (FJS) is the dedicated domestic abuse service in Croydon, offering independent, confidential and non-judgemental support to individuals of all genders.

Services include:

- Emotional and personal support
- Help with accessing services, including housing, children and adult services
- Risk assessment and safety planning
- Guidance on benefits eligibility
- Referrals to mental health services
- help in obtaining legal advice and support

How to access the service

You can call or email the FJS team. They offer emergency and scheduled appointments.

Monday to Friday, 9am to 5pm (excluding bank holidays).
Telephone: **020 8688 0100**
Email: fjc@croydon.gov.uk

Outside of these hours call the 24-hour National Domestic Violence Helpline on **0808 2000 247** or **999** in an emergency.

HOUSEHOLD SUPPORT FUND RELAUNCHED

Last year, our welfare team supported over 1000 residents and successfully distributed a total of £2.1M funds to support those in need.

Croydon Council has relaunched its Household Support Fund (HSF) to help residents who are facing hardship. The fund can assist with topping up energy and water meters, helping with energy and water bill debts and providing food vouchers. Due to lower funding from the Department for Work and Pensions (DWP), we are no longer able to provide goods. Instead, we will be prioritising food vouchers and fuel top-ups to help as many people as possible.

The fund will close as soon as the value of the funding provided by the DWP has been allocated.

Once you apply, we aim to process your application within two weeks. You will be notified by email or letter if your application is successful.

To apply or find more information, please visit:
www.croydon.gov.uk/hsf



THINKING OF DOWNSIZING? GET UP TO £8,000!



With our downsizing scheme, you could receive £2,000 for each bedroom you give up (up to £8,000). “You’ll also get priority in finding your new home faster.

Less space means lower bills, easier upkeep - and you get to save more.

Interested?
Visit: www.croydon.gov.uk/housing/information-council-tenants/if-you-want-move/grants-moving-smaller-home

If your council home is bigger than you need, Croydon Council can help you move to a smaller, more manageable place—and reward you for it.



HELP STOP SOCIAL HOUSING STIGMA? JOIN THE CAMPAIGN!

Are you a council tenant who wants to challenge unfair stereotypes? Join the Stop Social Housing Stigma campaign — a national, tenant-led movement working to change the way social housing and its residents are seen.

Croydon Council is proud to support this campaign and we are encouraging our residents to get involved and be part of the change.

Membership is free and gives you the chance to:

- Show your support and stand with others
- Receive campaign updates and resources
- Share your experiences and stories

- Take part in webinars and events
- Help raise awareness in your community

Sign up:

- www.stopsocialhousingstigma.org
- info@stopsocialhousingstigma.org



DOWNLOAD YOUR BIN COLLECTION CALENDAR

You can visit our website (scan the QR code) to check when your bin will be collected. We provide a breakdown of what kind of bin will be collected and when. We will also tell you if there are delays with your bin collection and you can report any issues.

If you do not have communal bins, visit our website and download your personalised bin collection calendar for 2025. Scan the QR code or visit: www.croydon.gov.uk/bincollection



www.croydon.gov.uk/lovecleanstreets

LOVE CLEAN STREETS

The Love Clean Streets smartphone app is the fastest way to report fly-tipping, graffiti, abandoned cars and many other issues on Croydon's streets.

Download the free 'Love Clean Streets' app on your smartphone and select Croydon as your home local authority.

KEEP IN TOUCH

We would love to hear from you! Share the latest community activities happening on your estate with us. If you have an event to share or would like to invite us, please call us on **020 8726 6000**, ext. **44524** or email: residentinvolvement@croydon.gov.uk and ask for the resident involvement team.

If you would like to receive Open House and other housing information in large print, please call: **020 8726 6000** ext. **44524**