

# OPEN HOUSE

**CROYDON**  
www.croydon.gov.uk

The newsletter for Croydon Council  
tenants and leaseholders



**CROYDON  
HOUSING**

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## FOREWORD

**Mayor Jason Perry**  
Executive Mayor of Croydon

**I**t has been an important few months for our housing service. Demolition has now begun at Regina Road, marking the start of visible change that many residents have been waiting for. You can read more about this on **page 3**.

We are also showing the progress we are making in building a stronger housing service. Over the past year, millions have been invested into improving homes and services, from repairs and upgrades to major regeneration projects. On **page 4**, you can see some of this progress, which has only been possible by listening to your feedback and working together to make improvements.

Our estate action days have also made a real difference, with staff and contractors joining forces at Walton Green and Shrublands to clear fly-tips, cut back vegetation and brighten the estates. These days are about more than cleaning up; they give staff the chance to spend time on estates, see things first-hand and listen to residents. They also show how the Council is supporting my priorities to invest in council homes and keep estates clean so residents can feel proud to call Croydon home. You can read more about this on **page 7**.

We have launched a new repairs policy, created with residents, to give you clearer timescales and a better service. Alongside this, we are preparing for the introduction of Awaab's Law in October, making sure homes are safer and healthier. You can read more about both on **pages 6 and 8**.

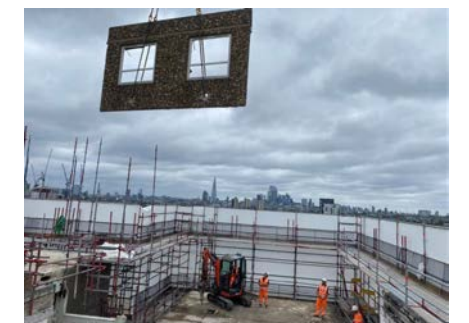
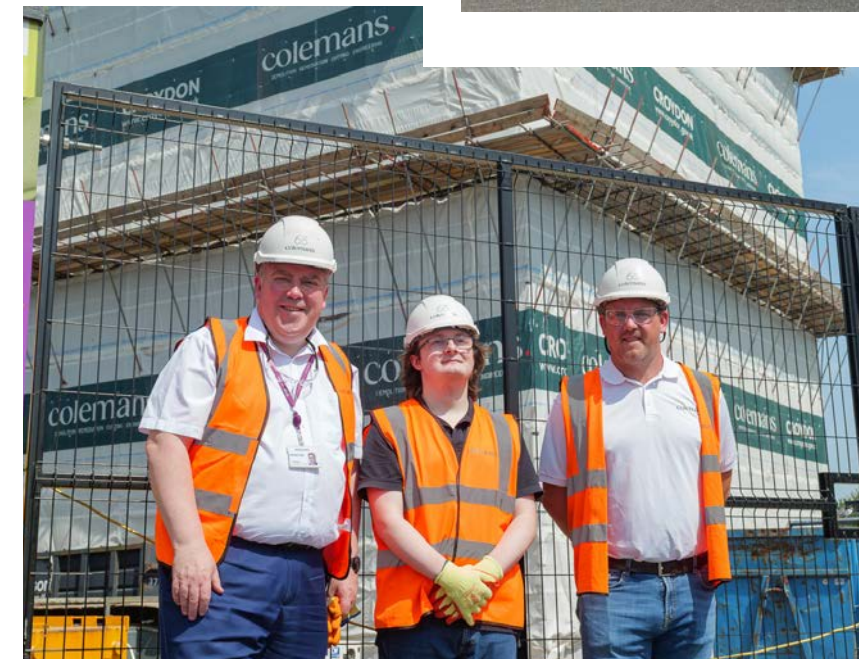
This issue is full of ways to get involved, from nominating your caretaker on **page 15** or your Housing Hero on **page 13**, to sharing your views in the housing priorities survey on **page 5**.

Thank you to everyone who has given their time, energy and ideas. Your voice really does make a difference, and if you have not yet had the chance, this issue is full of opportunities to get involved.

## DEMOLITION STARTS AT REGINA ROAD

Work has started to take down 1–87 Regina Road. Over the next few months, the block will be carefully demolished floor by floor. This is a big moment for the estate and the start of the visible change many of you have been waiting for.

We've also submitted the full planning application for the regeneration, which Croydon's planning committee will review later this year. Residents who have already helped shape the designs will continue to be part of the process, including being involved in choosing the contractor for the next stage of work.



However, the project is about more than new homes. It's also creating opportunities for local people. Lewis, 23, grew up on the estate and is now starting his career in construction. With support from our jobs team and

training from Colemans, the demolition contractors, he gained his Construction Skills Certification Scheme (CSCS) card. Next month he will begin paid work experience with Colemans at Regina Road, with the chance to progress into an apprenticeship.

Lewis said: **"I tried the usual job search but changed my approach to focus on meeting people directly. Demolition work appeals to me because I can work outdoors and get fresh air."** Andy Crawford, project manager at Colemans, said: **"The Regina Road regeneration is an important project for this community. Giving local people like Lewis the chance to work on it helps build skills and creates opportunities that last beyond the demolition. This is a big part of how we deliver social value."** We'll keep you updated as the regeneration continues and share more opportunities for you to get involved.



# BUILDING A STRONGER HOUSING SERVICE FOR YOU

We're working hard to give you the housing service you deserve. Over the past year, we've invested millions into improving homes and services, from upgrades and repairs to regeneration projects.

The image below highlights some of the progress we've made together so far. Your feedback has played a big part in shaping these changes, and we'll keep listening as we continue to build a stronger housing service for you.

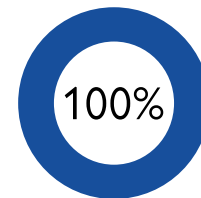
## Working together to improve our housing services

### Keeping properties in good repair:



**£42.8m planned investment** in 2025/26 – £10m more than last year

**Stock Condition Surveys:** 88% completed, aiming for 100% by September 2025



Demolition work at Regina Road has **begun**



Around, 2000 damp & mould cases **resolved**

**100% compliance** for asbestos, fire, lifts and water

### Respectful & Helpful Engagement



Supported over **1,000 residents** with welfare advice and support, with funding totaling £2m



**Fewer stage 1 complaints** and quicker responses



**Over 20 new** strategies and policies with support from our residents



**Introduced Photobook** designed with residents to improve cleaning standards

### Responsible neighbourhood management



**Taken a stronger stance** on antisocial behaviour (ASB)



**Restriction notice lifted** by the Regulator of Social Housing



From April, all estates have their grass cut **every five weeks**



**Reintroducing caretaker schedules** - being rolled out across our estates

**TELL US YOUR TOP HOUSING SERVICE PRIORITIES FOR 2026**

## YOUR RENT, YOUR SAY

For the past two years, you've told us what matters most when it comes to spending rent money, and your feedback has already shaped housing services. This autumn you'll have another chance to share your views. In September, when the

national Consumer Prices Index (CPI – the measure of inflation) is announced, we'll explain what it could mean for next year's rent and listen to your priorities before any decisions are made.

Scan the QR code to complete the survey online in just a few minutes or visit [www.croydon.gov.uk/rent-priorities](http://www.croydon.gov.uk/rent-priorities). Our officers will also be speaking to tenants by phone and on the doorstep, including weekends, so you do not miss the chance to take part.

This is your chance to influence how your rent is used on the services that matter most to you. Take part and make it count.



## AUTUMN READY? KEEP YOUR RENT UP TO DATE



Autumn is a time for fresh starts, settling back into routines and enjoying the change of season. But while the weather turns cooler, your rent responsibilities stay the same. We want to help you keep on top of payments so you can enjoy peace of mind this autumn.

Missing a rent payment can quickly build into arrears that are harder to manage over time, and we do not want that for you. With life's everyday pressures, it is important to plan ahead and keep your rent up to date.

We are here to help if you are worried about paying or have already fallen behind. Our team can offer advice, set up payment plans and check if you can get extra support with benefits.



### Top tips to stay on track:

- Set up a Direct Debit so your rent is paid automatically
- Use 'My Account' on the Croydon Council website to check your rent balance and make payments anytime
- Talk to us early if you are struggling. The sooner you get in touch, the better

Let us work together to keep your home secure this autumn. For help and support, call **020 8726 6100** (option 2) or email [councilrents@croydon.gov.uk](mailto:councilrents@croydon.gov.uk)



## YOUR REPAIRS – CLEAR AND SIMPLE

Our new repairs policy is now live. We worked with residents to put it together so it's clear how repairs in your home are managed and what you can expect from us. The aim is to keep your home safe, secure and comfortable, while giving you a service that is simpler to use and understand.

It does not change the type of repairs we carry out, but it makes the process clearer for you. It sets out clear timescales and standards, so you know what will happen when you report a repair. It applies to all new repair requests from September 2025. Any jobs already raised will still be completed as planned.

When you report a repair, we will prioritise it into one of the following categories, based on safety, urgency and the impact on your household:

### Emergency repairs



Made safe within 4 to 24 hours.  
Examples: total loss of electricity, a burst pipe or a blocked toilet where it is the only toilet in your home.

### Urgent repairs



Completed within 5 working days.  
Examples: roof leaks causing damage, a containable leak or a partial loss of heating or hot water.

### Routine repairs



Completed within 28 working days.  
Examples: a dripping tap or a faulty extractor fan.

### Major works



May take up to 90 working days.  
Examples: re-roofing, new windows or large plastering jobs.

Scan the QR code or visit: [www.croydon.gov.uk/repair-priorities](http://www.croydon.gov.uk/repair-priorities) to watch a short video on our website that explains the repairs policy and what it means for you. We encourage you to watch it and get familiar with the changes.



## A NEW POLICY FOR CLEANER, SAFER ESTATES

We want all estates to be safe, clean and welcoming. Our new good neighbourhood management policy sets out how we look after shared spaces and how we work with you to keep neighbourhoods in good shape.

It covers things like:

- Keeping shared areas clean and safe
- Dealing with rubbish, recycling and pests
- Estate walkabouts and inspections with residents
- Clear standards for caretaking and how we check them
- Working with the police, fire service and community groups

The policy also makes clear what is and is not antisocial behaviour. Everyday life, such as cooking smells, children playing or general household noise, will not be treated as antisocial behaviour. This means we can respond fairly and take the right action when there is a real problem.

By being clear about how estates are managed, and by working together, we can make sure your neighbourhood is a place everyone can enjoy living in.

Scan the QR code to read the full policy or visit: [www.croydon.gov.uk/good-neighbourhood](http://www.croydon.gov.uk/good-neighbourhood)



## ESTATE ACTION DAYS AT WALTON GREEN, SHRUBLANDS AND HANDCROFT



You might have spotted us out and about this summer, first at Walton Green on 11 June, then at Shrublands on 24 July, and most recently at Handcroft Road estate on 3 September. Each day brought staff, contractors and volunteers together to clear fly-tips, cut back overgrown areas and give the estates a brighter, tidier feel.

Here are some before and after pics from our visits.



BEFORE



AFTER



BEFORE



AFTER

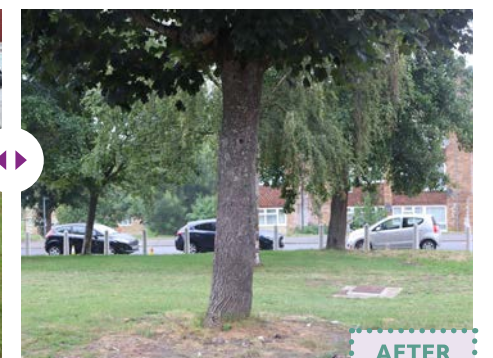
These days are organised by us as a way for staff to spend time on estates, see things first hand and carry out improvements. Together we cleared fly-tips, trimmed hedges and tackled litter, helping to giving the estates a much needed tidy up.

They also gave staff a chance to connect with residents, while our resident involvement team set up a gazebo where residents could stop by, share their views and speak with the team.

A big thank you to all our volunteers and contractors who joined in.



BEFORE



AFTER



# Awaab's Law: Improving Social Tenant Rights



## PREPARING FOR AWAAB'S LAW

From 27 October 2025, a new law called Awaab's Law will come into effect to give tenants stronger protection. It was introduced after the tragic death of two-year-old Awaab Ishak, who lived in a damp and mouldy flat in Rochdale.

The law means landlords must act quickly when damp, mould or other serious hazards are reported.

### What Awaab's Law means for you

- Problems must be investigated within 10 working days
- Findings must be shared within 3 days
- Homes must be made safe within 5 days if there's a serious risk
- If this isn't possible, safe temporary housing must be offered

### What we're doing in Croydon

We are already making changes to make sure your homes are safe and repairs are carried out properly. This includes:

- A new system so urgent cases are picked up first
- Closer working between our contact centre and surveyors for faster inspections
- Resident liaison officers to support people with more complex cases
- A video with tips for residents on reducing damp and mould at home
- Stronger case tracking so we can act quickly if repairs are delayed
- Extra inspections in blocks where damp and mould have been a regular problem
- Updating our damp and mould policy to fully meet the new law



### Top tips for preventing damp and mould

Small changes at home can really help reduce condensation and damp. Keep kitchen and bathroom doors closed when cooking or bathing and use extractor fans or open a window to clear steam.

Around the home, wipe away condensation from windows and doors, leave space behind furniture for air to flow, and avoid drying clothes indoors if possible.

If you don't have an extractor fan, call us on **020 8726 6101**.

## ACCESS MATTERS FOR YOUR REPAIRS

### Did you know?

**139**



repair appointments  
are missed every month  
because we can't get access

**£18,000**



lost every month. This money could be  
used for more repairs and improvements  
for you and your neighbours

We know things can change and sometimes you cannot make your appointment. That is why we:

- Book your appointment when you first call our repairs contact centre
- Offer flexible slots to suit you
- Can rearrange if you let us know in advance

If we can't get access, it means delays and wasted visits. It also reduces the overall repair budget, which affects everyone. Your tenancy agreement includes giving access for repairs and safety checks. If access is refused repeatedly, we may have to take legal action and, in very high-risk cases where safety is at risk, arrange forced entry.

We really want to avoid this. By keeping your appointment, or letting us know if you need to rearrange, you help us keep your home safe and make sure repair money is spent where it is needed most.

## SAVE ENERGY, SAVE MONEY SIMPLE TIPS FOR YOUR HOME

With energy prices still high, small changes at home can make a big difference to your bills and the planet.

1. Switch off appliances at the plug instead of leaving them on standby.
2. Use LED bulbs – they last longer and use far less energy.
3. Take shorter showers – even one minute less saves money and water.
4. Heat the room, not the whole house – close doors and use draught excluders.
5. Wash at 30°C – most clothes come out just as clean.
6. Let the light in – open curtains by day, close them at night to keep warmth in.

Extra help is also available. Croydon Council and partners offer insulation grants, boiler upgrades and advice to cut bills.



**Local tip:** The Croydon Healthy Homes service gives free, personalised energy advice, including grants and support to lower your bills.

Visit: **[www.croydon.gov.uk/get-help-rising-cost-living](http://www.croydon.gov.uk/get-help-rising-cost-living)** or call **020 8726 6000**



# ENERGY THEFT



Energy theft is when someone bypasses an electricity and/ or gas meter to get free electricity or gas. It is dangerous and can cause potential death, serious injury, property damage, house fires and explosions. It is also illegal and can lead to heavy fines, prison sentences and tenancy risks.

Any suspected energy theft should be reported to us, in confidence, at [residentinvolvement@croydon.gov.uk](mailto:residentinvolvement@croydon.gov.uk)

# GET SUPPORT WITH HOUSEHOLD BILLS

If you're struggling, you may be eligible for financial support to help with food, energy bills or essential items.

We are here to help, contact us on **020 8726 6100** (option 2) or email [councilrents@croydon.gov.uk](mailto:councilrents@croydon.gov.uk)

Scan the QR code or visit: [www.croydon.gov.uk/HSF](http://www.croydon.gov.uk/HSF)



# FIRE ALARMS – SIMPLE STEPS TO KEEP YOU SAFE

It only takes a couple of hours – and not much money – to set up the right fire alarms at home. An early warning really can save your life.

## Simple tips:

- Fit more than one alarm – put them in every room where a fire could start.
- Always buy alarms with a British Standards or CE safety mark.
- Place alarms on the ceiling or high up on the wall, not near kitchens or bathrooms where steam can set them off.
- Use screws, not glue, when fixing them.
- Fit a heat alarm in the kitchen.
- Choose alarms with a 10-year or long-life battery.



## Do you need extra help in an emergency?

If you would find it difficult to get out of your home in a fire, you can ask for a personalised fire risk assessment to help keep you safe.

Email: [buildingsafety@croydon.gov.uk](mailto:buildingsafety@croydon.gov.uk)

## Spot a fire safety issue? Tell us

Fire doors, walls and ceilings are there to stop smoke and fire spreading. If they are damaged, they may not protect you in an emergency.

If you see a fire door that will not close, or notice gaps or cracks in your building, please report it straight away.

Email: [buildingsafety@croydon.gov.uk](mailto:buildingsafety@croydon.gov.uk)



Get more tips and fire safety advice at [www.croydon.gov.uk/fire-safety](http://www.croydon.gov.uk/fire-safety)



# BRINGING HOUSING SERVICES TO YOU



This year we came out into neighbourhoods to make it easier for you to get advice, raise concerns and share ideas. Events were held in local spaces, including South Croydon United Reformed Church Hall and venues in Addiscombe. Staff and contractors from across housing, as well as councillors, were there so residents could get answers on the spot about repairs, rent, safety and local facilities.



## What you told us

- Quicker response times and clearer updates on communal repairs
- Better bin stores, green spaces and action on fly-tipping
- Concerns about antisocial behaviour and calls for more officer presence
- More regular updates about works and neighbourhood news
- We also heard positive feedback about recent repairs, cleaning and greening projects already making a difference.

## What's next

- Extra caretaking visits at key sites
- Urgent repairs passed directly to contractors with clear targets
- More patrols at antisocial behaviour hotspots
- Trialling monthly text updates in some blocks

Thank you to everyone who came along. Your feedback is already shaping how we work. More events are planned soon, and if you missed us this time you can still contact your housing team anytime.

# FIND YOUR WAY TO GET INVOLVED

CROYDON HOUSING

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www.croydon.gov.uk

We are excited to share that our new Get Involved toolkit is now live on the website. An easy guide to all the different ways you can help shape housing services and make a difference in your community.

There are more than 11 opportunities to choose from, so there is something for everyone. You can take part in a one-off session or make a longer commitment. Whether you have five minutes or more to spare, there is a way to get involved that works for you.

Scan the QR code or visit [www.croydon.gov.uk/residentinvolvement](http://www.croydon.gov.uk/residentinvolvement) to explore the toolkit and register your interest.



Take a look and find a way that works for you.



# HOUSING HEROES

## Who's your housing hero?

Do you know a resident who goes the extra mile to support others or improve housing services? It could be someone who raises important issues, helps their neighbours, or gives their time to make things better for everyone.

Now is your chance to celebrate them. The winners will be recognised at our resident involvement Christmas buffet in December 2025, and your nomination could shine a light on their hard work.

Don't miss the deadline – **Sunday 24 November 2025.**

It only takes a couple of minutes to nominate. Scan the QR code or visit: <https://forms.office.com/e/m3X9DXqC7j>  
Email: [residentinvolvement@croydon.gov.uk](mailto:residentinvolvement@croydon.gov.uk)  
Call: **020 8726 6000** ext. **44524**



Let's celebrate the residents who are making a difference in Croydon



## ZERO-TOLERANCE ON ANTISOCIAL BEHAVIOUR (ASB)

Everyone deserves to feel safe and respected in their home. Croydon Council takes a zero-tolerance approach to antisocial behaviour (ASB) and will take firm action against those causing harassment, alarm or distress in our communities.

From April to August 2025 our ASB team, working with tenancy officers, the police and support services, took strong action:



**6** premises closure orders



**1** possession order



**2** evictions



While we take tough action against those who refuse to change, we also work with partners such as Change Grow Live and SLaM to support residents who are willing to turn their lives around.

We will continue to investigate all reports of antisocial behaviour and take appropriate action to protect residents and communities.

If you are affected by ASB, please report it at [www.croydon.gov.uk/community-and-safety/safety/crime-and-antisocial-behaviour/antisocial-behaviour](http://www.croydon.gov.uk/community-and-safety/safety/crime-and-antisocial-behaviour/antisocial-behaviour) or call **020 8726 6000**.



## STOP HOUSING FRAUD

Housing fraud takes homes away from people who genuinely need them. In 2024/25 alone, our fraud team recovered 36 properties that were being misused, an increase from the previous year.

Housing fraud includes things like:

- Subletting a council property
- Living somewhere else instead of in your council home
- Giving false information to get housing support

If you suspect someone is committing housing fraud, tell us. Every report helps make sure homes go to those who really need them.

Email: [caft@croydon.gov.uk](mailto:caft@croydon.gov.uk)

Scan the QR code to report online or visit:

[www.report-fraud.co.uk/lambeth/croydonfraud](http://www.report-fraud.co.uk/lambeth/croydonfraud)



## NOMINATE YOUR CARETAKER

**Do you know a caretaker who goes above and beyond?**

Whether it's keeping your block spotless, helping residents, or always showing up with a smile – we want to hear about it!

Nominate your caretaker for recognition and help us celebrate the unsung heroes of your estate. Email [residentinvolvement@croydon.gov.uk](mailto:residentinvolvement@croydon.gov.uk) or speak to your resident involvement officer.



## WORRIED ABOUT SOMEONE SLEEPING ROUGH? HELP US REACH THEM

If you see someone sleeping rough in Croydon, you can help trained outreach teams reach them quickly and offer safe accommodation and support.



Report through:  
**StreetLink app – free on iOS or Android**  
[www.streetlink.org.uk](http://www.streetlink.org.uk)  
**0300 500 0914**

If the person is under 18 or in immediate danger, call **999**. Your report could be the first step towards safety for someone sleeping rough.





# TACKLING SOCIAL STIGMA TOGETHER

A national tenant survey is asking social housing residents what they think about stigma and the progress being made to challenge it.



It only takes a few minutes to complete:  
[www.surveymonkey.com/r/SSHStenantsurvey](https://www.surveymonkey.com/r/SSHStenantsurvey)  
Scan the QR code to take part

Social stigma, where tenants feel treated as second-class citizens by landlords, politicians or the wider public, was the biggest issue raised at government tenant roadshows after Grenfell in 2017.

Eight years on, this survey wants to know how tenants feel today and what changes they would like to see in the future.



## 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. [www.croydon.gov.uk/bincollection](https://www.croydon.gov.uk/bincollection)



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

## 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](mailto: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**