

Welcome to the London Borough of Croydon Private Landlord + Property Agent Forum.

Run by **Croydon's Private Sector Housing Team**

30th October 2025

Thank you for your interest & attending the forum

Housekeeping

No test fire alarm is planned.

Toilets are on the first floor foyer, on the way in.

CPD – 90 minutes awarded. Certificates are at the front desk.

No Council photography today in presentations.

Two forums today

Mobile phones – please switch off and take calls outside.

Please use the feedback forms to leave comments

Today's presentations and questions

1. Today's presentations run for 75 minutes.
2. Microphones are available to support the presenter.
3. The presentations are given in good faith and the information is correct at the date of the forum.

A few questions will be taken after each presentation.

For personal questions use the advice desks or feedback forms.

Accreditation – London Landlord Acc Scheme

2257 accredited landlord/ property agents as of 30th Sept 2025.

Last training 8th October 2025. Next training in Croydon is on Thursday 29 January and then Wednesday 25 March in 2026.

Agenda starting 10.30 and 1.30pm

- Welcome from Nick Gracie-Langrick – Private Sector Housing Manager, Croydon Council – the stock modelling report and consultation exercise (selective and additional HMO licensing)
- ~~National Residential Landlords Association (NRLA) – Osai Joseph – update on legislation on Renter Rights’ Bill apologies received~~
- Homelessness Prevention and Accommodation procurement – Jackie Walsh and Callum Cumpper-Edwards – will talk about procuring of accommodation to meet the demand from our homeless residents.
- Nick Gracie-Langrick: update on: Renters Rights Bill, Amendments to the Electrical Safety PRS Regulations and Awaabs Law.
- Question and answer session (time permitting)

Advice tables

1. Private Sector Housing including HMOs
2. Housing Needs and Homelessness Procurement team
3. Healthy Homes Team
4. Homes for Ukraine Team

› **London Landlords Accreditation Scheme (LLAS)**

Want to make sure you're a good landlord? Then sign up to the London Landlord Accreditation Scheme (LLAS). Find out what it is and how you can take part.

› **Landlord newsletters and Landlord Forum**

Download previous newsletters for landlords and minutes from the Landlord Forum.

› **Landlord Information pack**

Guidance for landlords on safety and standards, as well as contact details for further support.

To go on / be taken off the mailing list:
propertylicensing@croydon.gov.uk

A reminder. **Please use the Croydon WEBSITE for more information:**
<https://www.croydon.gov.uk/housing/landlords>

Presentations.

Consultation on licensing

Croydon Council

Nick Gracie-Langrick

Consultation exercise

Croydon already administers the mandatory homes of multiple occupation (HMO) licensing scheme for large HMOs and is proposing to extend the licensing across the wider PRS with;

- A selective licensing scheme to improve poor property conditions. Private landlords in 14 wards
- And / or boroughwide additional scheme for HMOs. This would extend licensing to include smaller HMOs focusing on tackling poor property conditions and property management.
- Landlords would need to hold a Croydon property licence and then to meet the licensing conditions

Discretionary licensing timeline

12 February 2025 – Mayors Statement of Intent - Selective Licensing paper was presented at Cabinet.

August 2025 – Opinion Research Services conclude a stock modelling report reporting on the size and condition of the PRS in Croydon.

September 2025 – Transform UK undertake a feasibility study that looks at whether discretionary licensing can be introduced in Croydon.

21 October 2025 to 12 January 2026 – 12 week consultation being co-ordinated by MEL Research

Proposed licensing scheme objectives

1. Improve housing conditions in the PRS by eliminating poor property standards
2. Improve management standards in PRS properties
3. Increased awareness for tenants of the minimum standards to be expected in rented accommodation and what their other rights are when renting in the PRS
4. Reduction in ASB and repeat ASB incidents in PRS properties

Selective Licensing

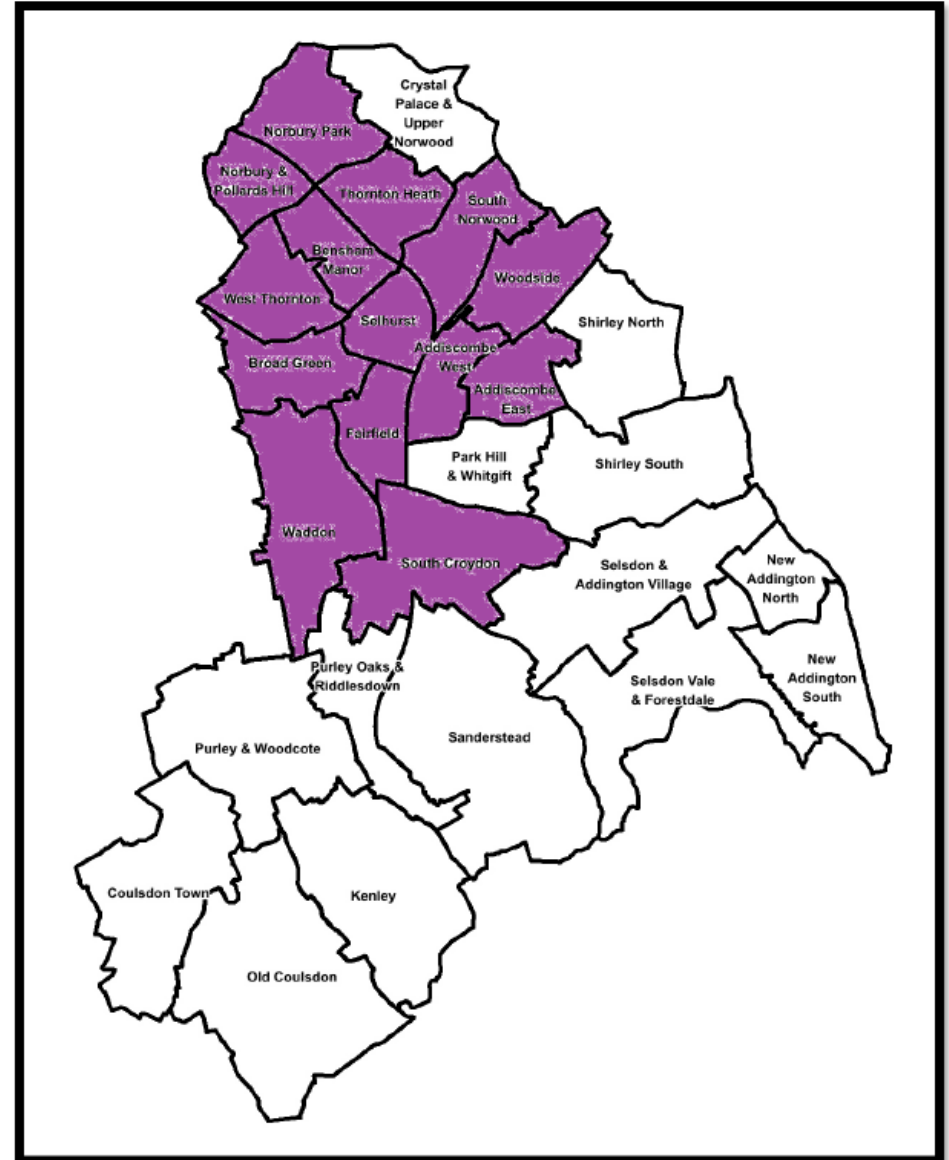
- Addiscombe East
- Addiscombe West
- Bensham Manor
- Broad Green
- Fairfield
- Norbury & Pollards Hill
- Norbury Park
- Selhurst
- South Croydon
- South Norwood
- Thornton Heath
- Waddon
- West Thornton
- Woodside

14 wards towards the north and west.

Applies to 32,043 dwellings or 72.5% PRS (excluding HMOs).

3,820 PRS properties predicted to have 1+ cat 1 hazard.

From late 2024 councils may now approve the introduction of selective licensing schemes of any size, locally through the Council Cabinet, though they still must satisfy all legal requirements in regard to evidencing the need for a scheme.



- Coulsdon Town
- Crystal Palace & Upper Norwood
- Kenley
- New Addington North
- New Addington South
- Old Coulsdon
- Park Hill & Whitgift
- Purley & Woodcote
- Purley Oaks & Riddlesdown
- Sanderstead
- Selsdon & Addington Village
- Selsdon Vale & Forestdale
- Shirley North
- Shirley South

Selective Licensing

The fourteen wards here are not currently included in the selective licensing scheme proposal:

Additional HMO Licensing

Proposed to include all wards

Poor housing conditions are prevalent in Croydon's HMOs. The evidence shows that 1,328 HMOs in Croydon are predicted to have category 1 hazards. This represents nearly 14.3% of all HMOs in Croydon and is almost 50% higher than the national average of 10%.

To apply to HMOs termed section 254 and section 257



Proposed fees

Licence Type	Part A	Part B	Total Fee
Selective	£480	£320	£800
One-Year Selective*	£480	£64	£544
Additional HMO	£750	£500	£1,250
One-Year Additional HMO*	£750	£100	£850

Nature of discount	Amount (Selective)	Amount (Additional)
EPC B and above	£50 off Part B	£50 off Part B
Accredited landlord	£100 off Part B	£100 off Part B
Multi-dwelling	£100 off Part A	N/A

Key Consultation documents

Consultation document/evidence pack

Proposed Selective licence conditions

Proposed Additional licence conditions

Proposed Schedule of Fees, Charges and Discounts

Croydon Private Sector Stock Condition Report

Equalities Analysis

Map of proposed Selective Licensing wards

Frequently Asked Questions

Participating in the consultation

We would encourage you to complete our online survey by visiting:

<https://melresearch.co.uk/client-pages/croydon-prs-licensing-consultation/>

MEL Research with Croydon Council will be holding a number of forums and public meetings during the 12 week consultation period.

To share your experiences and views, email: CroydonPRS@melresearch.co.uk

For further information about the proposed new licensing schemes, assistance with completing the questionnaire or to request a paper copy of the consultation please contact:

- Email: Ruth.Gosling@melresearch.co.uk
- Telephone number: Freephone 0800 073 0348
- Address: Somerset House, 37 Temple Street, Birmingham, B2 5DP

Participating in the consultation

Any questions?



Procurement & Contracts Team

30th October | 10.30 am & 1.30pm

Who we are

We are Croydon Council's Temporary Accommodation Procurement & Contract Management Service.

We offer landlords:

- Secure and guaranteed rent or one-off incentive payments
- Tenants matched and supported by our housing teams
- Clear, professional contracts
- Support from the Council

All backed by the reliability of working with Croydon Council.

We partner with landlords and property owners to provide safe, secure housing for residents in need.

Procurement Team

Our Procurement Team is here to make your experience seamless:

- We help identify the right properties for our schemes
- We guide you through every step of the process
- We act as your single point of contact, ensuring smooth coordination and quick lettings

Contract Management Team

Our Contract Management Team works with you to ensure your property stays compliant:

- Work with landlords under our Temporary Accommodation scheme
- Supports landlords throughout the contract
- Work with landlords to maintain safety standards and ensure contract terms are met

Landlord Payment Team

Our Landlord Payment Team is committed to prompt, hassle-free payments:

- Processes monthly payments for selected schemes
- First point of contact for payment-related queries
- Collaborates with internal teams to resolve issues promptly

Our Landlord Schemes

Private Rented Sector Scheme

Ideal for landlords who prefer to manage their own properties:

- Tenants are financially stable and ready for independent living
- Properties let at the Local Housing Allowance (LHA) rate
- One-off incentive payment and optional deposit for added protection

Guaranteed Rent Scheme

Perfect for landlords seeking shared management:

- You manage the property, we place tenants and collect rent
- Properties let at LHA rate
- Weekly management fee paid to landlords

How it works

Register your interest

Getting started is easy.

Complete the online form or scan the QR code:

www.croydon.gov.uk/housing/landlords/letting-services-and-initiatives

Prefer email? Reach out to us at:

Procurementteam@croydon.gov.uk



Speak to a Procurement officer

Personalised Advice from Our Team

One of our Procurement Officers will guide you through the options and help you choose the best scheme.

To proceed, we'll ask for key documents to ensure your property meets required standards:

- Gas Safety Certificate (if applicable)
- Electrical Installation Condition Report (EICR)
- Energy Performance Certificate (EPC)
- Fire Risk Assessment (FRA)
- Selective Licence (if applicable)

Property Inspection

Ensuring Your Property Is Ready

Once you've chosen a scheme, we'll arrange a property inspection.

During the visit, we'll:

- Discuss any required works
- Assess suitability for our schemes

Once any remedial work is completed, your property will be approved for letting.

Tenant Matching

Finding the Right Tenant for You

Our internal teams will begin matching your property with a suitable tenant.

We'll keep you informed every step of the way.

Contract signing

Final Steps to Secure Your Tenancy

PRS Scheme:

- Once a tenant is identified, we'll arrange a viewing
- You and the tenant will sign the tenancy agreement
- Incentive and deposit will be released to you

GRS Scheme:

- You'll receive a contract from our Contract Management Team
- Once signed, tenant details will be shared
- You'll begin receiving monthly payments once the tenant moves in

Q&A

Thank you

Contact details

Procurementteam@croydon.gov.uk

TAcontractsmanagmenet@croydon.gov.uk

Legislative update

Nick Gracie-Langrick

Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020

Landlords must ensure:

National standards for electrical safety are met. Set out in the 18th edition of the 'Wiring Regulations', (published as British Standard 7671).

The rental electrical installations are inspected and tested by a qualified and competent person at an interval of at least every 5 years. **[EICR]**

Obtain the report, review the results and note date for the next inspection/ test.

Supply a copy of this report to:

- The existing tenant within 28 days of the inspection and test.
- A new tenant before they occupy the premises.
- Any prospective tenant within 28 days of receiving a request.
- Croydon Council within 7 days of receiving a request.



Electrical Safety Standards (PRS) Regs 2020

Landlords must ensure:

The report is retained to give to the inspector / tester completing next inspection and test.

Act on need for remedial or further investigative work, complete work within 28 days or as specified.

Code 1 (C1): Danger present. Risk of injury. (inspector may make immediately safe) **Act on** exposed live wires, incorrect polarity, inadequate earthing, broken sockets, overheating cables.

Code 2 (C2): Potentially dangerous. Act on

Further Investigation (FI): required without delay.

Code 3 (C3): Improvement recommended. Further remedial work is **not** required for the report to be deemed satisfactory.

Supply electricians written confirmation of completion of remedial works to tenant and LA – 28 days



Electrical Safety Standards in the Private Rented Sector (Amendment) (Extension to the Social Rented Sector) Regulations 2025

Key changes for landlords in the PRS

(EICR) every five years remains, consequences stricter.

Maximum civil penalty rises from £30,000 to £40,000.

New tenant access defense: defence because the tenant has refused them access. Not required to start legal proceedings to secure entry.

Duty on LA to serve remedial notices when property fails safety standards [EICR] and required works have not been completed.

Social Housing: The regulations extended to the social housing sector. New social housing tenancies beginning on or after November 1, 2025, and all existing from May 1, 2026

Renters Rights Act 2025

27th October 2025: Renters' Rights Bill receives Royal Assent

The Renters' Rights Act delivers on the government's Plan for Change manifesto commitment to rebalance the relationship between England's 2.3 million landlords and 11 million tenants. In the coming weeks, ministers will outline how the reforms timetable will phase in.

Part 1 – Tenancy reform

Part 2 – Residential landlords

Part 3 – Decent homes standard

Part 4 - Enforcement



30th October 2025

Renters Rights Act 2025

Part 4 powers come in automatically 2 months after this.

Part 1 (the Tenancy Reform elements) will be first to be implemented, albeit the timetable has yet to be clarified:

- there has previously been talk of starting either 3 months after Royal Assent, or waiting for up to 6 months

Consultation on revision to the decent homes standard

Criterion E (new)

No specific damp & mould requirement

Landlords should ensure their properties are free from damp and mould.

Renters Rights Act 2025

Part/Offence/Power/Civil duty

Part 4 investigatory and enforcement powers. (2 months). 1 January 2026

Ending section 21 'no reason evictions' – Part 1 April/May 2026

Rental bidding – Part 1 April/May 2026

Rent in advance – Part 1 April/May 2026

Rental discrimination – Part 1 April/May 2026

RRO's – new format & 24 month period – Part 1 April/May 2026

Property Database – Part 2 May 2027

Landlord redress schemes – Part 2 May 2027

Awaab's Law in the PRS 2028

Decent Homes Standard for the PRS 2035

To be further discussed at the next forum scheduled for Wednesday Jan 7th 2026

Millions of tenants safe from black mould through Awaab's Law [BBC]

Monday 27th October 2025.

New laws are now in force protecting social housing tenants from emergency hazards and damp and mould. The changes are a lasting legacy to Awaab Ishak.

Awaab's Law is a lasting legacy to two-year-old Awaab Ishak, who tragically died after being exposed to mould at his Rochdale home in December 2020.

Link: <https://www.gov.uk/government/news/millions-of-tenants-safe-from-black-mould-through-awaabs-law>

Awaab's Law applies to HHSRS hazards

New legal duties will put tenants' safety first

It does not require a full HHSRS assessment.

It does not require an HHSRS hazard at category 1

It includes instances; vulnerable tenant and HHSRS category 2

Person-centred approach.

Tenant vulnerabilities/ circumstances considered.

Could increase risk; young children, disabilities or health conditions.

Alternative accommodation must be offered if homes cannot be made safe .

PHYSIOLOGICAL REQUIREMENTS

1. Damp and mould growth
2. Excess cold
3. Excess heat
4. Asbestos (and MMF)
5. Biocides
6. Carbon monoxide
7. Lead
8. Radiation (Radon)
9. Un-combusted fuel gas
10. Volatile organic compounds

PSYCHOLOGICAL REQUIREMENTS

11. Crowding and space
12. Entry by intruders
13. Lighting
14. Noise

PROTECTION AGAINST INFECTION

15. Domestic hygiene, pests and refuse
16. Food safety
17. Personal hygiene, sanitation and drainage
18. Water supply for domestic purpose

PROTECTION AGAINST ACCIDENTS

19. Falls associated with baths etc.
20. Falls on the level
21. Falls associated with stairs and steps
22. Falls between levels
23. Electrical hazards
24. Fire
25. Flames, & Hot surfaces
26. Collision and entrapment
27. Explosions (landfill gas)
28. Position & operability of amenities
29. Structural collapse and failing elements



Awaabs Law – significant risk?



Awaabs Law – significant risk?

Awaabs Law - Proposed timescales

- **Emergency** - investigate and complete works **within 24 hours**.
- **Significant** – investigate within **10 working days**
- **Written report** – complete and provide to tenant within **3 working days**
- **Commence repairs** for significant hazard within **5 working days** of the written investigation being issued. (**further 5 working days offered**)
- Hazards severity considered alongside the age and vulnerability of the tenants. (not require a doctor's note).
- Satisfactorily complete repair works within a "**reasonable time period**" and as "**soon as practicable**" and within **12 weeks**.
- **Alternative accommodation** to be sourced if repairs to remove significant hazard cannot be completed within required timescales

Awaabs Law came Into force 27 October 2025.

- RSP Address all emergency hazards and all damp and mould hazards that present a significant risk of in fixed timeframes.
- In 2026, regulations to be extended (significant risk of harm)
 - excess cold / excess heat / falls associated with baths, on level surfaces, on stairs and between levels / structural collapse / explosions / fire / electrical hazards / domestic and personal hygiene and food safety
- In 2027, to be all remaining HHSRS hazards (significant risk of harm)
- Inserts (or in legal terms 'implies') into social housing tenancies a term that requires RSP to comply with the Regulation requirements.

What will Awaab's Law require for private landlords (view)?

- specified timeframes for investigating hazards such as damp, mould, and excess cold. If aligned with the social housing regulations, emergency issues (24 h), strict deadlines for non-emergency hazards
- enforceable deadlines for completing remedial works
- mandatory compliance with guidance and standards to be set out in future regulations

Failure to comply *may* result in:

- enforcement action by local authorities
- civil claims for breach of contract or statutory duty, likely in the form of claims to force landlords to undertake necessary works
- rent repayment orders

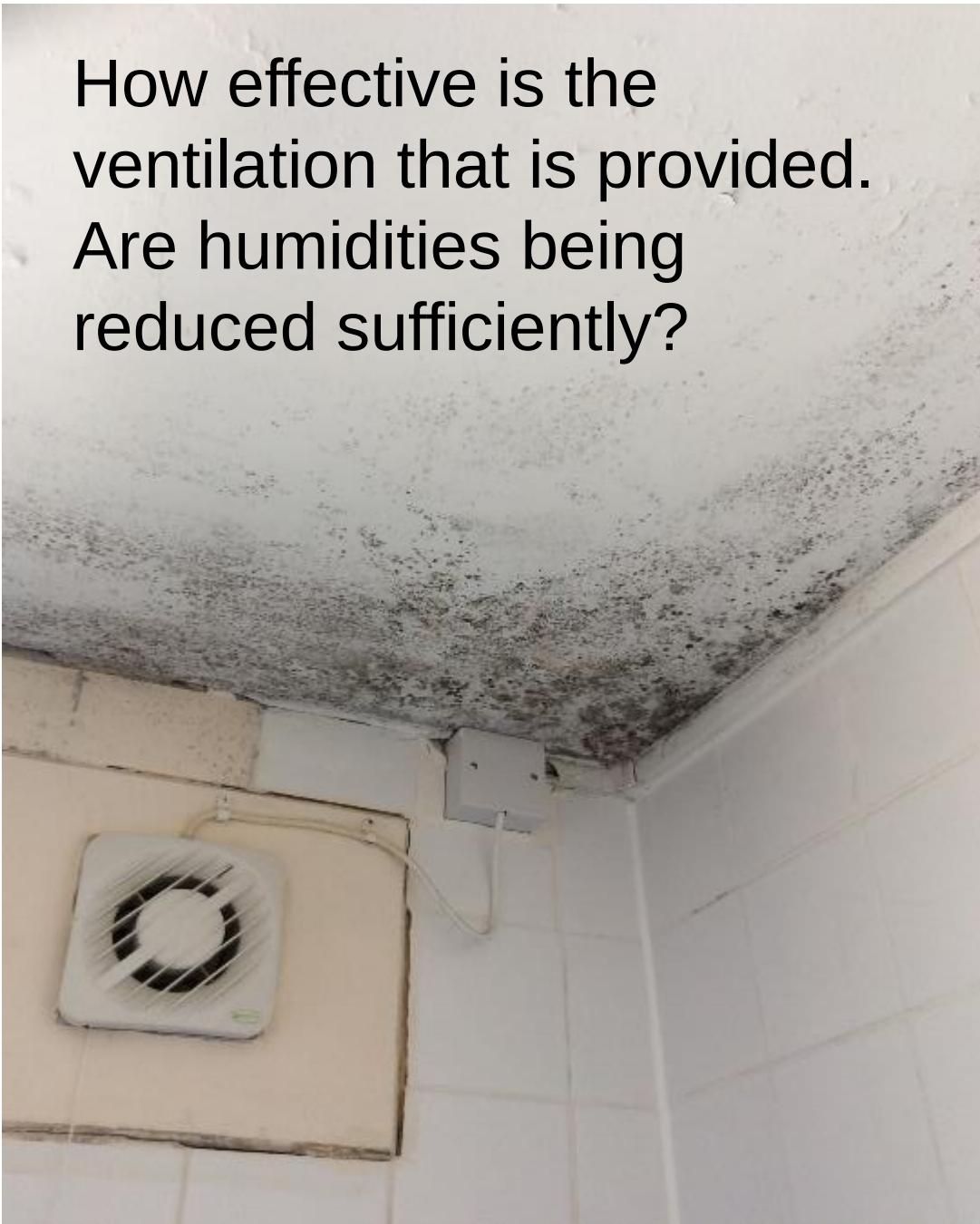


What is causing this high level of mould at two ends of the bathroom?
How quickly should we remedy mould growth? Health impact.



Always consider the location of the damp and mould as part of your assessment.

How effective is the ventilation that is provided. Are humidities being reduced sufficiently?



Too often we don't look for the different sources of dampness that maybe causing what appears a surface problem.





How may you act differently based on the level of mould?

Legislative update

Any comments or questions?



Croydon Council Partnership working

The next meeting is booked for
Wednesday January 7th 2026.

We will confirm this in the next newsletter

Please register for consultation events

THANKYOU.
To you, the speakers
& the organising team.
NOW TIME FOR THE

CROYDON
www.croydon.gov.uk



ADVICE TABLES

Contact us: hsg-privatesector@croydon.gov.uk

Public telephone: 020 8760 5476 (direct dial with answerphone)

For queries on HMOs New Direct Dial Line 0208 604 7474 hmo@croydon.gov.uk