

OPEN HOUSE

CROYDON
www.croydon.gov.uk

The newsletter for Croydon Council
tenants and leaseholders

WINTER 2025

**CROYDON
HOUSING**

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FOREWORD

Mayor Jason Perry
Executive Mayor of Croydon

As we approach the festive season, it's a great time to reflect on the past year and look ahead to what's next. This edition is packed with useful updates and important reminders to help you stay informed and connected.

2025 has been a busy and productive year. We have been working hard to keep homes in good repair with over £45.4m of home improvements. We have also resolved over 2,000 damp and mould cases and gained 100% compliance for asbestos, fire, lifts and water safety regulations.

We are delighted to have now completed 94% of our stock condition surveys. This information puts us in a great place to make sure we are investing in our properties in the best way possible with long term benefits.

Progress continues with the regeneration of the Regina Road estate with £54m of investment, and unanimous support received from the Council's planning team on the development plans. We are now looking to appoint a contractor to start building the homes next year. The full redevelopment of the estate will include up to 340 new homes, starting with 225 affordable homes in the first phase, with at least 215 for Council social rent.

Our residents continue to amaze us with their efforts to help improve housing services across the borough. Thanks to resident feedback, during 2025, we have launched a better repairs policy with clearer timescales, and introduced a new Resident Engagement Strategy.

An absolute highlight of the year was the regulatory notice being lifted by the Regulator of Social Housing in May. This is a clear sign that the improvements we have made in housing standards, repairs, maintenance, resident involvement and customer care are making a difference. It also shows that we are working towards our Residents' Charter, by starting to rebuild trust and establishing a proper relationship with our tenants.

Thank you to every single one of you who has completed a survey, given us feedback on the phone, or come along to an event. Your feedback is what is helping drive these positive changes. We also know there is much more to do, and ask that you continue to get involved where you can. We will not stop listening and using your feedback to improve services for everyone.

From all of us, we wish you a joyful Christmas and a happy, healthy New Year. Thank you for being part of our community.

CONTACTING US OVER CHRISTMAS

We want to make sure you know about changes to our call centre opening hours during the festive season. While our team will still be here to help, there will be some adjustments so everyone can enjoy time with family and friends.

Christmas Eve: Closed

Christmas Day: Closed

Boxing Day: Closed

**Monday 29 December:
Open (8am – 5pm)**

**Tuesday 30 December:
Open (8am – 5pm)**

**Wednesday 31 December
New Year's Eve: Open
(8am – 4pm)**

**New Year's Day:
Closed**

**Emergency repairs can be reported 24
hours a day by calling 020 8726 6101.**

Do not report emergency repairs online.

The contact centre opening hours will be back to normal from **Friday 2 January**.

Need help outside these times?

Don't worry – you can still access our services online 24 hours a day, 7 days a week. Whether you need to report a repair, make a payment, or view rent statements, all is available at your fingertips.

Simply visit **www.croydon.gov.uk/repairs** and log in anytime.



Tip: Online services are quick, easy, and secure – perfect for when you're busy enjoying the holidays.



BOILER TIPS FROM SURESERVE

If your boiler stops working, the first thing to do is check the pressure dial and look for leaks in your radiators or pipes. To help you with common heating or hot water issues, Sureserve has created a YouTube playlist of helpful video hints and tips.

These videos can help guide you through some common problems. If you find any leaks or problems, report them to the repairs team on **020 8726 6101** or you can report a repair online. Scan the QR code or visit **housingonline.croydon.gov.uk**



ZERO-TOLERANCE ON ANTISOCIAL BEHAVIOUR (ASB)

Croydon Council is cracking down on antisocial behaviours that are ruining residents' lives.

Antisocial behaviour ranges from noise to dumped rubbish, graffiti to drug use. It disrupts people's lives, makes places feel unsafe and stops everyone from enjoying where they live.

After residents complained to us about ASB where they live, here are some examples of the action we've taken during the year to make our borough safer, cleaner and a better place to live.



1. UPPER NORWOOD

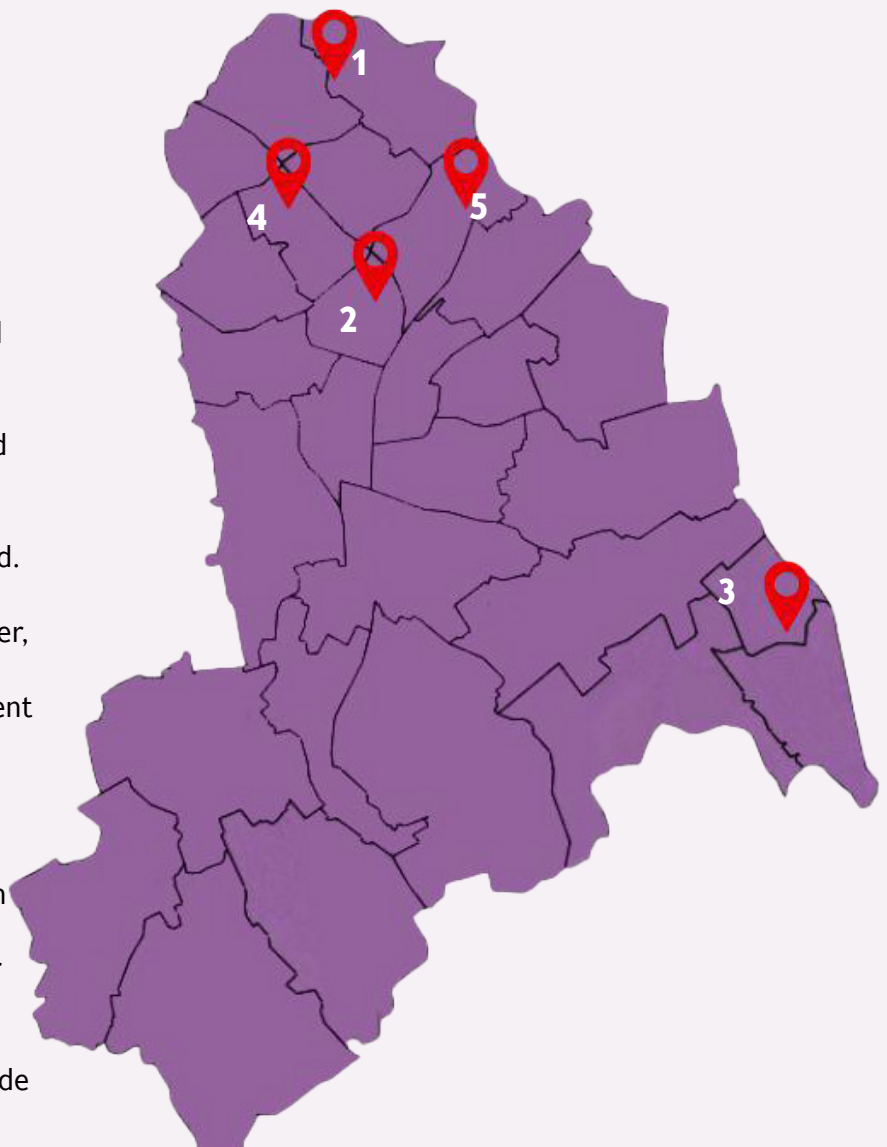
For months, a community in Upper Norwood was blighted by serious antisocial behaviour including drug dealing, loud music, harassment and vandalism, all caused by one person.

Working closely with the police and partner agencies, the council secured a Premises Closure Order under the Antisocial Behaviour, Crime and Policing Act 2014. This order allowed for the property to be shut down for six months, stopping the chaos and restoring peace to the neighbourhood.

But we didn't stop there. In September, the court granted an Outright Possession Order, meaning the resident will be evicted from the property.

2. SELHURST

Residents told us enough was enough - and we listened. For years, one property in Selhurst was the base for chaos: shouting, intimidation, drug dealing, loud music, vandalism, and even prostitution. This behaviour made life miserable for neighbours.



Working with the police and partner agencies, we acted. In June, Croydon Magistrates Court granted a Premises Closure Order, shutting the property for three months. When the problems persisted, we extended the order for another three months in September.

Now, we've gone further. We've applied for possession of the property, and if granted, the resident will be evicted.

3. NEW ADDINGTON

After we heard from residents who were putting up with late-night parties, constant visitors, loud arguments, banging doors, and even dogs fighting, we took action against a property in New Addington.

Working with the police and partner agencies, we secured a Premises Closure Order from Croydon Magistrates Court in August, shutting the property for three months.

We've now applied for possession of the property and if granted, the resident will be evicted - saving neighbours from further antisocial misery.

Coming up



10

court possession
hearings



3

evictions



2

premises closure
orders



4

new notices of seeking
possession served

4. THORNTON HEATH

To protect a Thornton Heath community the council applied to the court for possession of a property after several occasions of harassment and distress which included an unprovoked attack on a resident and council contractors assaulted.

Following an Outright Possession Order being granted by the court in June, the resident will now be evicted from the property.

5. UPPER NORWOOD

With residents afraid to report issues, even when their safety had been put at risk by a neighbour in Upper Norwood, we got involved to protect tenants.

This antisocial behaviour meant that locals were dealing with daily instances of shouting, swearing and loud music. After a fire risk caused by the individual was reported to us, we sent staff in to make emergency repairs. Staff were met with verbal abuse and were unable to get access to carry out the works. With this evidence, we were able to apply to the court for possession of the property.

The court granted an Outright Possession Order for eviction of the tenant.

Antisocial behaviour will not be tolerated in Croydon. If you experience it, report it. Find out more on our website by searching antisocial behaviour.

We're reviewing our policy on how we tackle antisocial behaviour in Croydon. It includes how the council will respond to complaints of antisocial behaviour (ASB) and work with partners to prevent and reduce ASB across the borough. Find out more and have your say in our short survey. Closes 15 February 2026. www.croydon.gov.uk/antisocial-behaviour



KEEP THE HOLIDAYS STRESS-FREE

PAY YOUR RENT ON TIME

As we approach the festive season, it's essential to stay on top of rent payments.

December can be a busy and expensive time. Maintaining regular rent payments helps protect your tenancy and prevents financial pressure building up in the New Year. Most tenants continue to pay their rent on time over Christmas – taking simple, proactive steps to keep their home secure.

Paying your rent on time means:

- you avoid debt building up during the holidays
- keeps your tenancy secure
- enjoy the season without financial worries hanging over you

A little planning goes a long way:

- If you're paid early in December, consider setting aside your rent first
- Use Direct Debit or online payments to make things easier - especially when things get busy
- If you're struggling, we're here to help. Our income team can offer advice and support tailored to your situation

Need help or want to talk? Contact us today on **020 8726 6100**.



OVERSIGHT OF HOUSING SERVICES TO CONTINUE WITH NEW BOARD

Following the success of Croydon's Housing Improvement Board the council is introducing a new Housing Assurance Board.

Eamon McGoldrick has been appointed as the independent chair of the board. Eamon brings more than 45 years of housing experience.

The board will oversee all areas of housing. This includes the council's work as a landlord and its responsibilities for homelessness and housing needs. Its purpose is simple. It will keep services focused on quality, safety and the needs of residents.

Other members of the board will include councillors and independent housing experts. It will also include residents with experience of using housing services.

The new board replaces the Housing Improvement Board, which supported Croydon's housing transformation since 2021. This work helped the council reach an important milestone when the Regulator of Social Housing removed its regulatory notice in April.

Croydon's Housing Improvement Board was established in 2021

WORKING TOGETHER FOR A CLEANER CROYDON

Rubbish can't fit in the bin? Here's what to do.

If you have extra rubbish that won't fit in your bin, it's your job to make sure it's disposed of properly.

Leaving bags of rubbish, boxes, mattresses, or any other items on the street even next to a bin is fly-tipping. It makes our streets look messy, and residents have told us they want it to stop.

Our team investigates rubbish dumped on streets. If we find evidence of who left it, we will contact them and may issue a fine.

We want to make it easy for everyone to do the right thing. If you have more rubbish than your bin can take, you can:

- Take black sacks and furniture to our household reuse and recycling centres for free
- Book a bulky waste collection from your home if you can't get to a centre

Please be careful of people offering to clear your waste. If they are not licensed, you could still be held responsible if your rubbish is dumped illegally.

Find out more at **croydon.gov.uk** or scan the QR code.



CRACKING DOWN ON FLY-TIPPING



Croydon's new on-street squad is taking tough action against fly-tipping. In October alone, more than 70 people were fined for dumping rubbish illegally.

Businesses are being targeted too – 13 in South Norwood were fined after inspections showed they didn't have proper waste collections. Repeat offenders face tougher penalties and unlimited fines.

The compliance team launched this summer as part of Croydon Council's zero-tolerance approach to dumped waste and other environmental crimes. A recent survey showed 97% of residents support enforcement.

Jason Perry, Executive Mayor of Croydon, said: "Most people take pride in Croydon and want clean streets. We're cracking down on those who don't – and helping residents and businesses understand how to dispose of waste responsibly."

RESIDENTS DRIVING REAL CHANGE

Croydon's housing residents are helping shape real service improvements, from helping to create greener estates to improving communications.



GREENER, CLEANER ESTATES

You've told us how important it is to have clean, green and safe estates. Well-kept outdoor areas make a big difference to how your community looks and feels, and we've listened. We've now brought in new contractors to look after the green spaces and shared outdoor areas on our housing estates. This includes cutting

grass, trimming hedges and shrubs, caring for planted areas, removing weeds and litter, and looking after young trees.

This service only covers green spaces on our housing estates. It doesn't include parks, public roads or highway verges, which are managed separately.



You've also helped shape this new service. Some of you were involved in developing the specification, helping to score tenders for the new contractors, and joining early walkarounds. Your feedback has helped us focus on what matters most to you, like keeping areas tidy, improving standards and making sure work happens regularly.

HELP SHAPE CROYDON'S TENANCY STRATEGY



We're updating our tenancy strategy. This plan sets out how we will manage housing in Croydon up until 2030.

Your feedback will help make tenancies fair, secure, and future-ready for everyone. Complete our short survey – it only takes a few minutes to complete.

Visit croydon.gov.uk/tenancy-conditions or scan the QR code.

MAKING A DIFFERENCE IN OUR COMMUNITY

We know that improving homes is only part of the picture. Building stronger connections in the community matters too. That is why we have been working with local organisations to make a real difference where it counts.

One of those organisations is the Legacy Youth Centre, which gives young people in Croydon a safe place to spend time during school holidays. These sessions attract hundreds of children and rely on volunteers to run smoothly.

When the centre needed extra help, our team stepped in. Ella from our repairs team helped organise a Halloween party and rallied volunteers to make it special. She even brought her own face paints and spent time creating designs for the children, adding a personal touch that made the day unforgettable.



Inspired by this, 13 members of staff volunteered during the half-term holiday club. They ran games, helped with arts and crafts and tidied up. For the children, it meant fun during the school break. For our team, it was a chance to give back and strengthen ties with the community. A huge thank you to everyone who got involved.

HELP SHAPE THE FUTURE OF SERVICE CHARGES

We're setting up a small residents' group to help redesign how we explain service charges to our residents, and we would love you to join!

Residents who join the group will receive a short, focused training session so everyone starts with the same knowledge.

The aim of the group is to:

- decide what information residents actually need
- shape how charges are broken down and presented
- highlight what feels unclear or unfair
- co-design a future model that works for everyone

Your experience will directly shape how thousands of residents understand what they pay.

If you've ever thought 'this could be clearer', this is your chance to fix it.



Join the group – either scan this QR code or email **residentinvolvement@croydon.gov.uk**



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 or call 020 8726 6000

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

Scan the QR code or visit:
www.croydon.gov.uk/HSF



FIND YOUR WAY TO GET INVOLVED

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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 to explore the toolkit and register your interest.

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



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

Scan the QR code to report online or visit:

www.report-fraud.co.uk/lambeth/croydonfraud



Fires involving e-bikes rose from



13 IN 2020



87 IN 2022



143 IN 2023



177 IN 2024

Fires involving lithium batteries are one of the fastest growing fire risks in London. London Fire Brigade attends, on average, an e-bike or e-scooter fire once every two days.

While e-bikes and e-scooters make great Christmas gifts, their batteries can start incredibly ferocious fires when damaged. Within minutes a battery fire can spread dangerously out of control.

The majority of fires related to e-bikes and e-scooters have happened in homes. These fires are often caused when charging batteries.

When these batteries are charged in communal areas or escape routes, a fire breaking out can quickly block people's ability to escape.

Stay safe and;

- Don't charge your batteries by your front door or any other escape route
- Never charge your batteries when you are asleep
- Only buy your batteries and charger from a reputable seller



ALLINGTON COURT SHINES BRIGHT FOR CHRISTMAS

Every year, one household at Allington Court brings the Christmas spirit with an amazing display of lights. The decorations add so much festive cheer to the sheltered housing block and brighten the winter evenings.

This year was no different. On Monday 24 November the lights were switched on, continuing a tradition that has become a highlight for neighbours.

One neighbour said: "We love what he does. He makes the block look beautiful and Christmassy with all the lights. He also makes mulled wine for the residents to enjoy while attending the switch on. This year was attended by quite a few residents; it was really lovely to see."

The effort and creativity behind the display bring joy to everyone who passes by and really creates a sense of community at Allington Court.

To the resident, from your neighbours – thank you!

