

OPEN HOUSE

CROYDON
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The newsletter for Croydon Council
tenants and leaseholders



SPRING 2026

**CROYDON
HOUSING**

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FOREWORD

Improving housing services and raising standards in our council homes remains one of my top priorities. Across Croydon we are focused on improving homes, strengthening neighbourhoods and rebuilding pride in our communities.

Over the past year we have continued investing in council homes, with more than £45.4 million being spent on improvements to help make sure properties remain safe, well maintained and fit for the future.

Since I was elected, I have listened to residents who told me they want Croydon to be cleaner and safer. That's why we are now taking a zero-tolerance approach to antisocial behaviour across the borough – cracking down on individuals who blight our borough. Uniformed accredited Parkguard community safety officers are now regularly patrolling our housing estates. I've spent time out with the team and have seen the results already being achieved with knives, drugs and paraphernalia seized.

New mobile CCTV cameras have been deployed in areas where residents have reported ongoing issues with antisocial behaviour. One of the cameras at Tamworth Estate is already making local people feel safer in their neighbourhood. Read more about our antisocial behaviour crackdown across Croydon on [pages 4 and 5](#).



Mayor Jason Perry
Executive Mayor of Croydon

We are no longer a soft touch on fly-tipping – we are targeting hotspots and investigating fly-tips to find and fine the people who do it. This new approach is making a real difference with a 12% reduction in fly-tipping from January to February this year. Read more about Cleaner Croydon on [page 7](#).

When you told us that our grounds maintenance contracts were not fit for purpose we listened and asked you what was missing and what you needed. Your feedback has resulted in us having new grounds maintenance teams working hard to restore pride in your estates. The new contracts have higher standards for care and maintenance to make sure you get the better service you expect and deserve.

Standards are also improving for residents using our in-house repairs contact centre. Waiting times have been cut from over eight minutes to less than three in the last year with 85% of people using the service feeling satisfied with the service they received.

With thousands of people waiting for a council home, we are also taking a zero-tolerance approach to tenancy fraud. Homes must be used fairly and responsibly so they can go to residents who genuinely need them. Recovering these homes also saves public money – the government estimates the value of each recovered tenancy in London at £78,300. Based on the 36 council homes we recovered in 2024/25, this is a saving of about £2.8 million.

Progress at Regina Road continues to move at pace. The skyline is considerably different after the demolition of the tower block, 1-87 Regina Road, which was completed at the end of last year. We are now moving forward with Lovell Partnerships, the contractor who will build up to 340 new homes, including 225 new affordable homes of which at least 215 will be council homes at the site. The development is also benefiting local young people – read more on [page 11](#).

Thank you to everyone who continues to share their views and work with us. Your feedback helps us improve services and build on the progress we have made so far.



“RESTORING PRIDE IN OUR ESTATES” TOLDENE COURT



Over the past few months, new grounds maintenance teams have been working across housing estates and extra care schemes to improve shared outdoor spaces. The work at Toldene Court is one example of the improved standard of maintenance and care now taking place across the borough.

At Toldene Court, this work is carried out by our new contractors Greener Solutions, who look after extra care schemes. Regular visits have focused on practical upkeep, including clearing and sweeping pathways, cutting back overgrown shrubs, clearing leaves, and keeping grassed areas tidy to improve access around the site.

One change residents may have noticed is a new bench outside the scheme. The old one had become unsafe, so it was removed and replaced by Greener Solutions at no cost. This was part of their commitment to giving back to the Croydon community. The new bench now offers a safe, comfortable place for residents to sit and enjoy the outdoors.

Toldene Court looking great in the sun



We were contacted by a resident's daughter about uneven ground in a soft landscaped area near the rear of the building, which made it difficult to get around because of mobility issues. We raised this with Greener Solutions who flattened the area to make it safer.

Similar day-to-day maintenance and responsive work is happening at estates and extra care schemes across the borough, with contractors working to the same standards to keep outdoor spaces safe, accessible and welcoming for residents.



New bench provided by new contractor Greener Solutions

ZERO-TOLERANCE ON ANTISOCIAL BEHAVIOUR (ASB)

Antisocial behaviour can build up over time and have a real impact on everyday life.

When behaviour causes fear, distress or harm to others, action is taken to protect residents and restore safety in their homes and neighbourhoods.

Working with the police, housing associations and partner agencies, we have taken recent action in the following areas.

1. THORNTON HEATH

Over several years, residents and neighbours raised repeated concerns about serious antisocial behaviour at a property in Thornton Heath. This included drug dealing and use, loud music at all hours, verbal abuse, intimidation, vandalism, shouting, urinating in the block, and a constant flow of visitors' day and night.

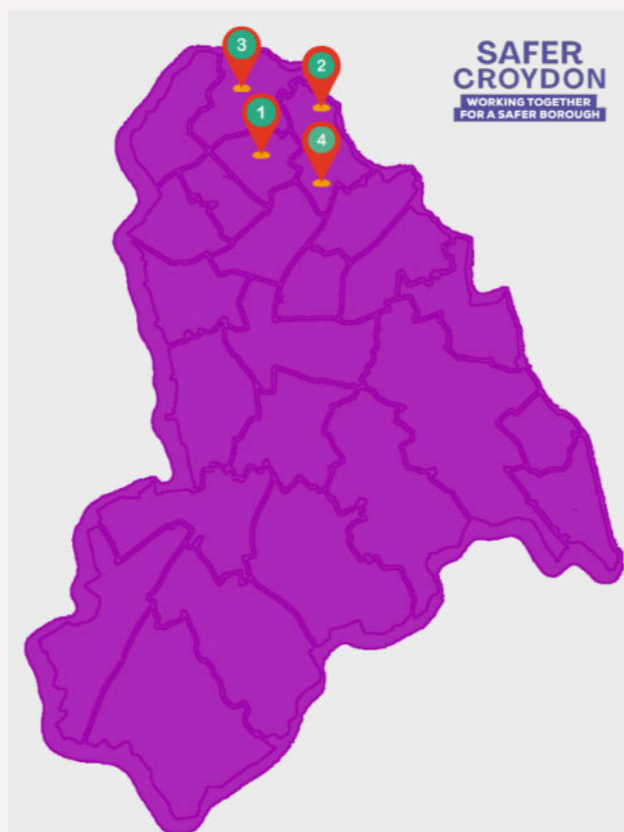
Despite attempts to engage with the resident, the behaviour continued. In June 2025, a three-month Premises Closure Order was secured, preventing the resident from living at the address and giving other residents respite. This order was extended in September 2025.

In January 2026, the court granted an Outright Possession Order, alongside an Anti-Social Behaviour Injunction preventing the resident from returning to the property or coming within 100 metres of it.

2. SOUTH NORWOOD

Working in partnership with Croydon Church Housing Association, a long-running antisocial behaviour case in South Norwood was resolved.

The housing association contacted the council after ongoing complaints about drug activity, rough sleeping in communal areas and misuse of shared spaces. Support was offered, but the behaviour continued. In December 2025, a Closure Order was secured, preventing the



tenant from entering the property or the wider block. This allowed the housing association to move forward with possession action. Residents were kept informed and reported feeling safer following the action taken.

3. CRYSTAL PALACE AND UPPER NORWOOD

Following police intelligence, officers worked with the council to take action at a council property linked to serious criminal activity. In late November 2025, a warrant was

executed at the address. Large quantities of illegal drugs and cash were recovered, and arrests were made. The investigation confirmed the property was being misused and not being lived in as a family home.

The tenant surrendered the tenancy, avoiding lengthy court proceedings and allowing the home to be returned to the housing register so it can be used by someone in genuine need.

4. SOUTH NORWOOD

In another South Norwood case, a resident caused repeated and serious antisocial behaviour over several years. This included threatening behaviour, criminal damage to the building, vandalising residents' internet connections, cutting live wires, damaging doors to the block, and assaulting another resident.

VISIBLE PATROLS TO CRACKDOWN ON ASB ON OUR ESTATES

Since December, community patrol officers have been working on council housing estates, providing a visible presence in places where residents told us they wanted to feel safer and more reassured.

You may have seen officers around Tamworth Estate, Truscott House or The Elms. Officers patrol on foot, spend time in shared areas, and speak with residents about what's happening day to day. Their presence helps discourage behaviour that can make people feel uncomfortable and gives residents confidence that concerns are being noticed.

The community patrol officers are delivered by Parkguard and work closely with housing teams, community safety colleagues and the police. Although patrol officers do not have arrest powers, they do have direct radio contact with the police so they can quickly escalate issues if enforcement is needed.

Officers also provide regular reports on what they see while on patrol. This helps housing teams follow up on issues such as nuisance gatherings or trespassing and take action where needed.

Attempts to engage with the resident were unsuccessful. In February 2026, a three-month Premises Closure Order was secured, preventing the resident from returning to the property and bringing relief to neighbours affected by the behaviour.

Reporting anti-social behaviour

If you are affected by antisocial behaviour, please report it so it can be looked into, and the right action can be taken.

You can report concerns online by scanning the QR code or visiting www.croydon.gov.uk/antisocial-behaviour



If there is an immediate risk to safety, always contact the police.



▲ Community patrol officers



Executive Mayor Jason Perry and members of the Town Centre Taskforce and Parkguard



MOBILE CCTV TO MAKE CROYDON CLEANER AND SAFER

Fifteen mobile CCTV cameras are being rolled out across Croydon to crack down on crime and antisocial behaviour as part of the Executive Mayor of Croydon's zero-tolerance approach.

The deployable cameras have been placed in areas where residents have reported ongoing issues with fly-tipping, drug dealing, knife crime, and other offences. Footage will support the work we do with the police to identify offenders and take action.

This work builds on the substantial improvements to safety and reductions in crime across the borough, with overall crime down 4.1% in 2025, from 38,102 to 36,519 offences.

Cameras are located in Selhurst, Broad Green, Woodside, Thornton Heath, South Norwood, East Croydon, West Croydon and the town centre. Following reports of ongoing antisocial behaviour, cameras have also gone up in housing estates across the borough to protect residents and properties.

Using data from Love Clean Streets, we have identified fly-tipping hotspots. Our community compliance officers will be able to use footage as part of their investigations into fly-tipping and take action against those responsible.

Thornton Heath Rec, Winterborne Road entrance is also home to one of the new cameras. Residents have reported problems

with late night noise, drug taking and other antisocial behaviour that is blighting their lives. We are working with the local policing teams to take action against the people causing this misery, with the camera footage providing important evidence.

The cameras can be moved around based on the needs of the area as well as emerging hotspots across the borough.



▲ Kelly with one of the new cameras

As part of the rollout, Executive Mayor Jason Perry visited the Tamworth Estate in Central Croydon to see the cameras in action and speak with residents to see what they think about them.

Residents thanked the council for helping to improve the estate and said the introduction of the cameras was another step in the right direction to make the area safer.

“ This is wonderful news for the Tamworth estate. We are working hard with Croydon Council so that we all feel safe on the Tamworth. We are so grateful that all parties are working together and we have been listened to. — Kelly, Chair of Tamworth Estate Residents Association ”

BRINGING REUSE AND RECYCLING TO YOUR DOORSTEP

As part of our waste contract with Veolia, we've been trialling a new way to make recycling easier for residents. Mobile recycling centres have been popping up across Croydon, bringing convenient drop-off points right into local neighbourhoods.

Set up in council-owned spaces such as car parks, these pop-up centres give residents a simple way to dispose of items they no longer want or need – especially bulky goods that can be difficult to transport to one of the borough's household reuse and recycling centres. Sofas, chairs, tables, cookers and other electrical items have already been collected through the scheme. Veolia staff then sort through the items and recycle or reuse whatever they can.

Thornton Heath resident Abbey Oludimu shared his experience: “It's been very good to be able to get rid of this old oven locally, as it's big and hard to get in the car.”

Keep an eye on the council's social media channels for updates on future mobile recycling centre locations and dates.



▲ The mobile recycling centre in action in Thornton Heath



Abbey Oludimu from Thornton Heath

IF SOMEONE KNOCKS ON YOUR DOOR ABOUT REPAIRS



“Someone knocked on my door and said they could help me claim compensation for repairs.”

We’ve heard this from a few residents recently. The people knocking on doors are not connected to us, even if they say they are. Their aim is usually to sign people up to legal claims so they can charge fees. This is sometimes known as claim farming.

In some cases, residents end up paying large legal costs and repairs can take longer. Some people later say they didn’t fully understand what they agreed to or were surprised by extra costs.

Quick check

If someone:

- ✓ Asks you to sign paperwork at the door
- ✓ Promises quick or large compensation
- ✓ Says they’re working with the council but cannot produce ID
- ✓ Wants personal details or documents

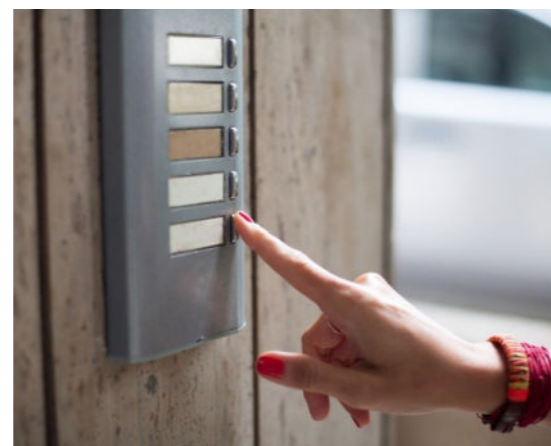
They are not connected to us.

What to do instead:

If you have repairs, damp or mould, contact us directly. This is often the quickest way to get things sorted, without pressure or legal costs.

If you’re unhappy with how something’s been handled, you can make a complaint or contact the independent Housing Ombudsman Service, which is free and you do not need a solicitor.

We will never send our staff door-to-door to ask about works. If you’re unsure about someone who claims to represent us, please always contact us to check.



THINKING ABOUT A MUTUAL EXCHANGE?

A mutual exchange is when two tenants agree to swap homes. This can be between council tenants, housing association tenants, or a mix of both. It can be a good option if your current home no longer works for you, but it’s important to check everything carefully before you agree.

A mutual exchange is arranged between the two tenants. The council does not take part in viewings or help decide whether you should go ahead. Once you accept the exchange, you take on the home as it is.

Before you agree

- ✓ Visit the property more than once if you can
- ✓ Take your time and don’t feel rushed
- ✓ Ask questions about the home and the area
- ✓ Think about whether the space works for your household

It’s okay to say no if something doesn’t feel right.

What to check when you view

- ✓ Ask if there are any repairs still waiting to be done
- ✓ Look for signs of damp or mould
- ✓ Look closely at the kitchen and bathroom
- ✓ Make sure doors and windows open and close properly
- ✓ Check floors and fittings for damage
- ✓ Check walls, ceilings and around windows for leaks or water damage

Don’t assume

- ✗ Don’t assume repairs will be done after you move
- ✗ Don’t agree if you haven’t seen the property properly
- ✗ Don’t feel pressured to decide quickly

Once you move, the condition of the home becomes your responsibility.

When to contact us

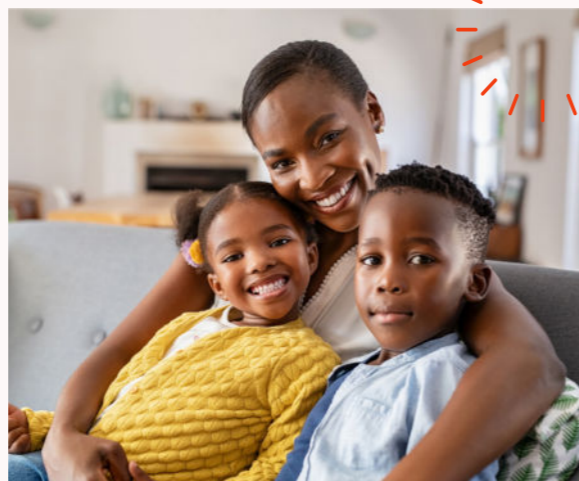
If you notice damp, mould or other concerns while viewing a property, contact us before agreeing to the exchange. We can look into the issue and explain what your options are.

Want to know more?

You can find more information about mutual exchanges on the council’s website. Scan the QR code to visit the page.



EXTRA SUPPORT WHEN YOU NEED IT



Life does not always go to plan. Changes in health, losing someone close to you, money worries or feeling isolated can all make everyday life harder to manage. When that happens, having the right support at the right time can make a real difference.

The tenant sustainment service helps residents stay in their homes by offering support early, before problems grow bigger. This service is different from the general tenancy team. It focuses on support and early help, not enforcement.

Support is shaped around each resident. When a resident from Arthur Court moved into his flat, his tenancy sustainment officer noticed he did not have a cooker. Support was arranged so he could get one and settle into his new home.

For others, the support is more personal. A resident at Laxton Court shared how regular check-ins after the loss of his wife helped him through a very difficult time. Knowing someone cared and took the time to stay in touch made things feel less overwhelming.

The service also works closely with other professionals, including adult social care, to help residents access support quickly when concerns are raised.

If you live in a council home and feel you might need extra support, you can find out more about the tenant sustainment service on our website. Visit the council website and search tenant sustainment service or scan the QR code.



She kept checking on me when I was broken. Knowing someone cared made all the difference.
— Laxton Court resident

OPENING DOORS FOR LOCAL TALENT

Work at Regina Road is moving into its next phase. Following the demolition of 1–87 Regina Road, preparations are under way for the next stage of the scheme, with Lovell appointed as the new contractor.



▲ Joshane on site at Regina Road

Across work linked to council homes, partners also support local people to gain experience and skills. Regina Road is one example of where this has happened.

One of those people is Joshane Young, 25, from Croydon, who recently completed a work experience placement linked to the scheme. Joshane's placement was supported through partnership working with Croydon Works, a free service that helps residents find employment, training and apprenticeships.

He spent time with Pellings and completed online training with Colemans, who carried out the demolition of 1–87 Regina Road.

We caught up with Joshane to hear about his experience.

What was it like coming out of university and trying to find work?

Coming out of university without experience made it very difficult to find a job, even though I knew the type of role I wanted to go into.

How did you get the work experience?

The opportunity came through work linked to Regina Road. I was put in touch with Pellings, who were happy to offer me work experience and show me how things operate on live projects.

What was the best part of the experience for you?

Being involved on real projects and contributing on tasks that actually needed to be done. It made me feel part of the team rather than just observing.

What's one thing you learned that stood out to you?

I learned how important forward thinking is on live projects. Even small delays or missing information can affect the cost and programme. Seeing how the team anticipated issues and kept communication clear showed me that good project delivery is about being proactive.

In one sentence, what has this opportunity meant to you?

The whole experience means a lot to me. Coming out of university without experience made it very difficult to find a job, but thanks to Leeroy and Chris, I have gained experience in the role I am most interested in and it has opened doors for my career.

This kind of support isn't a one-off. We've seen this happen elsewhere too. For example, another Croydon resident Louis, secured an apprenticeship with Wates Group through work linked to council homes. The most recent update from Joshane is that he has now secured a place as a graduate construction manager, and we wish him the very best of luck in the next stage of his career.

If you're looking for your next opportunity, Croydon Works offers a free recruitment service for all Croydon residents. Visit www.croydonworks.co.uk

YOUR FEEDBACK ON OUR HOUSING SERVICES

From the week of 16 March, some residents will be contacted by Acuity Research & Practice, our independent research partner, as part of our ongoing Tenant Satisfaction Measures (TSMs) survey. Residents are selected at random to take part.

We have been carrying out these surveys since 2023. They are required for all social landlords and help us understand how residents feel about their homes and the services we provide.

The survey is mainly carried out by telephone. If you would prefer to complete it online, you can request this when contacted.

Questions cover areas such as repairs, safety and complaints. We carry out the survey quarterly and publish the results once a year to give a full picture of residents' feedback.

If you are contacted, we would appreciate your time. If you would like to check that the call is genuine, you can contact us directly.

Scan the QR code to view our previous tenant satisfaction results.

<https://www.croydon.gov.uk/housing/information-council-tenants/tenants-satisfaction-measures>



The survey is just one way to share your views. You can also search "ways to get involved" on the council's website to find other opportunities to shape our housing services.

HELP SHAPE SOCIAL VALUE IN CROYDON

Many of the council's contractors give something back to the community alongside their housing work. This can include supporting local jobs and training, community projects, environmental improvements and activities for residents.

We are now looking at how residents can have a stronger role in shaping this work. Following feedback from the Customer Influence and Assurance Panel (CIAP), which includes residents, we are exploring the creation of a resident social value panel.

This group could help review how contractors are delivering their commitments and highlight the outcomes that matter most to residents.

As a first step, we would like to hear your views.

Scan the QR code to take part in the poll and tell us what would make the biggest difference in your community. You can also register your interest in helping shape a future resident social value panel.



HELPING RESIDENTS GET SETTLED IN THEIR NEW HOMES

Moving into a new home is more than just picking up the keys. For some residents, it also means starting again and needing help with the basics.

Housing teams work with other council services and partners to help residents get settled and to make sure they can access support they're entitled to. This includes practical help for residents who may be moving into an unfurnished home or facing extra pressures at the point they move in.

Over the past year, this work has helped 163 residents moving into new council homes, including single people, families, older residents and residents with disabilities. We've also supported a few residents in temporary accommodations.

In some cases, housing teams have supported residents to access help

through the Household Support Fund. Around £81,500 has been used to help the most vulnerable residents with essential household items.

Although the funds are limited, by working closely with partners such as AO.com residents are able to find fair priced essential items such as cookers, fridges or washing machines, as well as vouchers for bedroom furniture, cutlery and crockery.

For residents who are moving in with very little, this kind of support can make those first few weeks feel more manageable.

This support sits alongside wider work to help residents feel settled and supported in their new home, and to make sure people know where to turn if they need advice or help.





DO YOU RECEIVE UNIVERSAL CREDIT? PLEASE CHECK YOUR RENT LETTER

By now, you should have received a letter confirming your new rent charge for the year starting Monday 6 April 2026. **The letter explains what your rent will be and when the change starts.**

If you receive Universal Credit, please update your claim with the Department for Work and Pensions (DWP) from 6 April so your housing costs continue to be paid correctly.

If you are on a low income, you may be entitled to Housing Benefit or Universal Credit. You can check what support you might receive using the benefits calculator on the council's website.

Look for the QR code to access the page. Computers are also available at local libraries if you do not have internet access. For personalised benefits advice, contact our Welfare Rights Advisors: **CouncilTenantsWBA@croydon.gov.uk**



If you are worried about paying the rent increase, please contact the Income Team: **020 8726 6100** (option 2) **councilrents@croydon.gov.uk**

Support may also be available through the Hardship Fund or Household Support Fund. For more information, search "Get help with the rising cost of living" on the council's website.



Could you get help to buy healthy food and milk?

Check if you're eligible for NHS Healthy Start and apply now:



SCAN ME



www.healthystart.nhs.uk

@NHSHealthyStart

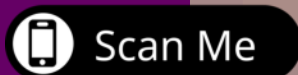
YOUR VOTE. DON'T LOSE IT.

HAVE YOUR SAY IN THE MAYOR OF CROYDON AND CROYDON COUNCIL ELECTIONS ON THURSDAY 7 MAY.

Voting in person? You must bring photo ID to the polling station.

No ID? Apply for a Voter Authority Certificate by **5pm, Tuesday 28 April.**

Register to vote by **midnight, Monday 20 April.** Visit gov.uk/register-to-vote (or scan below).



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