

OPEN HOUSE

CROYDON
www.croydon.gov.uk

The newsletter for Croydon Council
tenants and leaseholders



SUMMER 2026

**CROYDON
HOUSING**

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FOREWORD



Mayor Jason Perry
Executive Mayor of Croydon

Welcome to Open House

Over the last few years, we know many residents have started to see real changes across housing services in Croydon. From investment in homes and estates, to improvements in repairs and building safety. Regeneration projects, such as Regina Road, have shown important progress.

During my first term as Mayor, we got lots done and we know that there is lots more to do. We will continue to focus on the things that matter most to our residents.

As we begin this new term of office, one thing is clear: we are not taking our foot off the gas when it comes to improving housing services in Croydon.

We want residents to continue seeing real and visible improvements in the places they live. Better repairs. Better communication. Safer homes. Cleaner estates. Services that are easier to access and easier to understand.

Our zero-tolerance approach to the antisocial behaviour and environmental crimes, that ruin our borough, will see us cracking down even more on fly-tipping, tenancy fraud and other issues that affect our communities. You can read about some of this, in this edition.

Also this edition of Open House highlights some of the projects, improvements and community work already taking place across Croydon, and the people helping make them happen.

Thank you for continuing to work with us and helping shape the future of housing in Croydon.



Cllr Lynne Hale
Deputy Mayor and Cabinet
Member for Homes

FIND YOUR LOCAL COUNCILLOR

Want to contact your local councillor?

Scan the QR code to find councillors in your ward and view their contact details online.



INVESTING IN HOMES ACROSS CROYDON

We are continuing to invest in council homes across the borough, carrying out improvements to help keep homes safe, warm and in good condition for residents. Over the last year, we invested £47m into improving homes and communal areas across Croydon.

By the numbers

Homes upgraded
177 kitchens replaced
152 bathrooms replaced
307 window replacements

Other works completed
12 door entry systems installed
3 commercial boiler upgrades
16 home adaptations completed

Safety and security
370 fire doors replaced
88 security doors installed
1366 window restrictors installed

Essential improvements
794 heating upgrades
28 roof replacements
12 communal flooring upgrades

Why condition surveys matter

Condition surveys help us understand the condition of homes and identify what repairs or improvements may be needed in the future.

The information gathered through surveys helps us plan future investment works and make sure homes continue to be properly

maintained. We've completed stock condition surveys at 12,833 homes since the programme began, with 3,166 carried out during 2025/26.

We know allowing access for these surveys can sometimes feel disruptive. Thank you for your cooperation in helping us complete this important work.

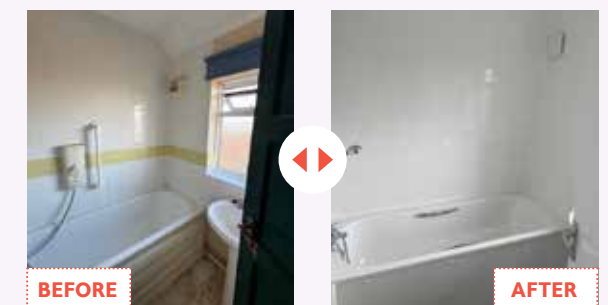
Kitchen upgrades

Fresh, modern kitchens helping improve everyday living for residents.



Bathroom upgrades

Upgraded bathrooms helping make homes more comfortable and easier to maintain.



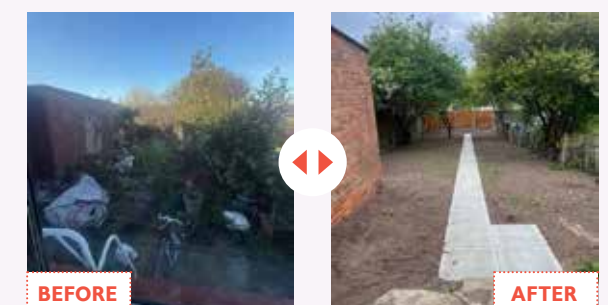
Window replacement works

New windows helping improve warmth, security and energy efficiency.



Garden and outdoor improvements

Improving shared outdoor spaces and neighbourhood environments for residents.



TAKING ACTION AGAINST ANTISOCIAL BEHAVIOUR ACROSS CROYDON

Everyone deserves to feel safe in their home and neighbourhood.

We are continuing to take action against antisocial behaviour (ASB) across Croydon's housing estates. We work closely with residents, the police and partner agencies to tackle behaviour that can make people feel unsafe or affect their quality of life.

Antisocial behaviour can include loud music, shouting, drug-related activity, harassment, vandalism, intimidation and other behaviour that disrupts residents' lives.

Below are some recent examples of action taken across the borough.

1. THORNTON HEATH

Ongoing antisocial behaviour in a sheltered housing scheme was having a significant impact on older and vulnerable residents.

The behaviour included shouting and swearing at staff, loud music and incidents that put other residents at risk. A relative of the resident also physically assaulted another resident and made serious threats.

The council secured a Premises Closure Order (PCO), preventing the resident and their visitors from entering the property. Before the closure order expired, support was provided to the resident and the council later took possession of the property.

2. CRYSTAL PALACE AND UPPER NORWOOD

Residents reported ongoing antisocial behaviour linked to a tenant and their household, including loud music, shouting, offensive language and misuse of fireworks. Support was offered to help address the behaviour but the tenant did not engage.

The council secured a possession order for antisocial behaviour at Croydon County Court.



3. SHIRLEY NORTH

Residents living in a block of flats reported serious ongoing antisocial behaviour including drug use, loud music late at night, shouting, aggressive behaviour and large groups visiting the property at all hours.

Housing teams worked with the resident and partner agencies to try and stop the behaviour, but the issues continued.

In March 2026, the council secured a full closure order for three months through the Magistrates Court.

Residents later thanked staff after the action was taken, saying they could once again enjoy peace and quiet in their homes.

4. ADDISCOMBE WEST

The council received numerous complaints about antisocial behaviour affecting residents in the area.

Issues reported included drug dealing, drug use, shouting, loud amplified music and a high number of visitors to the property throughout the day and night.

The Council secured a possession order for antisocial behaviour at Croydon County Court and the tenant was evicted in May 2026.

5. THORNTON HEATH

Residents raised concerns about a garage in Thornton Heath where vehicles were being repaired on the highway and parking spaces were regularly blocked.

Despite formal warnings being issued, the behaviour continued and threats were made towards council staff.

In May 2026, the council secured a full Premises Closure Order (PCO) through the Magistrates Court. Residents also attended the hearing to support the action being taken.

Action taken in recent months

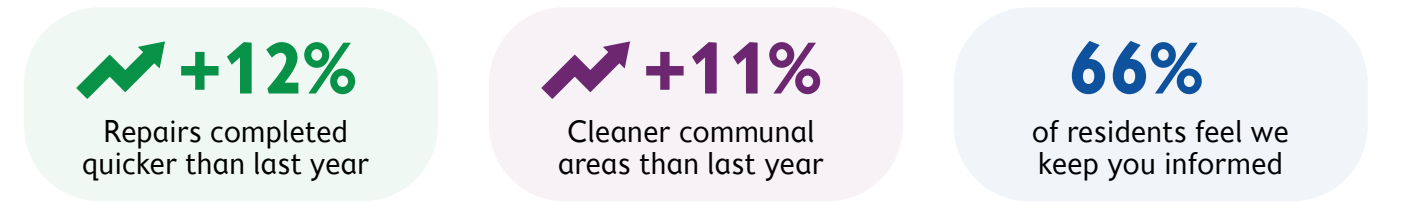


Antisocial behaviour will not be tolerated in Croydon. If you are experiencing ASB where you live, please report it so we can investigate and take appropriate action.

TENANT SATISFACTION MEASURES (TSM)

Thank you to everyone who took part in our 2025/26 survey. Most areas improved compared with the 2024/25 average.

Your feedback continues to help us understand what we're doing well and where we can do better.



	Key area	2025/26 result	2024/25 average	Progress
	Overall satisfaction	53%	53%	No change
	Repairs service	62%	56%	+6%
	Time taken to complete repairs	61%	49%	+12%
	Your home is well maintained	55%	53%	+2%
	Your home is safe	62%	62%	No change
	Communal areas	59%	48%	+11%
	Makes a positive contribution to your neighbourhood	59%	51%	+8%
	Tackling antisocial behaviour	53%	49%	+4%
	Easy to deal with	50%	49%	+1%
	Listens and acts on feedback	45%	43%	+2%
	Keeps you informed	66%	61%	+5%
	Treats residents fairly and with respect	61%	61%	No change
	Complaints handling	28%	26%	+2%

What are Tenant Satisfaction Measures?
Tenant Satisfaction Measures (TSMs) are national measures used by all social landlords. They help residents compare services and show where improvements are needed.

How to read the table
● Improved ● No change
● Declined

What your feedback is telling us

Satisfaction improved during the second half of the year, reaching 56% in Q4. We know there's still more to do. Residents told us improvements are still needed in:

- Customer service
- Property maintenance
- Feeling safe in your home
- Complaints handling*

*While complaints handling has improved compared with last year, residents told us they want:

- Quicker responses
- Clearer communication
- Better outcomes when things go wrong

What are we doing to improve?

Based on your feedback, we are focusing on the areas that matter most to residents.

Repairs and home maintenance

- ✓ Reducing delays and improving communication around repairs
- ✓ Improving repair completion times
- ✓ Making sure homes are kept in a good condition
- ✓ Continuing work to improve home safety

Neighbourhoods and communal areas

- ✓ Maintaining improvements in communal cleaning and grounds maintenance
- ✓ Working with residents to monitor communal areas
- ✓ Continuing to respond to antisocial behaviour concerns
- ✓ Supporting cleaner, safer neighbourhoods

Customer service and communication

- ✓ Making it easier to contact us
- ✓ Improving communication and updates about things that matter to residents
- ✓ Showing how resident feedback is being used to improve services
- ✓ Improving complaints handling and response times

Monthly surveys starting this year

From May, we will begin carrying out TSM surveys every month across 2026/27.

This means we can:

- Track feedback more regularly
- Spot issues earlier and take action faster

We will still publish the full annual TSM results so residents can continue to see how services are improving over time.

Please note: If you are contacted by Acuity, this is a genuine survey being carried out on behalf of Croydon Council.

CLEANER AND GREENER ESTATES ACROSS CROYDON



It's been over six months since Croydon's new housing grounds maintenance service launched across our estates.

Since then, teams have worked across the borough carrying out winter preparation works, clearing leaves, cutting back hedges and helping keep shared outdoor spaces clean and well maintained.

Now that winter works are complete, regular grass cutting has returned across estates on a four-week cycle, alongside hedge trimming, weed removal and litter picking.

The service is delivered by grounds maintenance contractors Krinkels, Cleanscapes and Greener Solutions, working alongside housing teams across Croydon estates. Residents have already started noticing the difference.

Lisa, a resident from Tamworth Estate, shared positive feedback about Krinkels staff working in her area.

"From the very beginning, they were professional, approachable and extremely patient.

"Their attention to detail was second to none. I felt listened to, which made a stressful situation much more manageable. I believe they are a real credit to Croydon Council."

Alongside regular maintenance work, future

plans will also focus on improving and enhancing green spaces across estates, helping make outdoor areas more welcoming and enjoyable for residents.



What would you like to see improved on your estate?

Residents can suggest ideas for future estate improvements, including landscaping, planting, benches and other outdoor improvements. We've already started actioning some of your feedback such as installing lavender at the entrances at Hillside House, looking at new ways to reduce fly tipping in some areas and improve parking and accessibility on estates.

Scan the QR code to complete the quick survey.



YOUNG PEOPLE AND RESIDENTS COME TOGETHER AT BROOKHURST COURT

Brookhurst Court was full of activity recently as residents welcomed students from Beckmead College for a community gardening day with housing grounds maintenance contractor Greener Solutions.

The students, who have Special Educational Needs and Disabilities (SEND), spent the day planting flowers, learning about

grounds maintenance work and spending time with residents and staff at the extra care scheme.

Residents also joined in throughout the day, chatting with students, sharing stories and helping make the day feel welcoming and enjoyable for everyone.

Scan the QR code to watch highlights from the day.



HELPING RESIDENTS ACCESS THE SUPPORT THEY ARE ENTITLED TO

With the cost of living still affecting many households, some residents may not realise there is financial support they may be entitled to, that could make a real difference.

Croydon's financial inclusion team helps residents through the process from beginning to end. As well as offering advice, the team can also support residents with completing applications, speaking directly with other organisations if needed.

Last year, the team supported 852 residents and helped secure almost £1.7 million in welfare support.

One elderly resident from South Norwood, who was living alone and struggling financially, was referred to the team for support. Following a full benefit review the team worked closely with him and his nephew throughout the process, handling applications, and helping access the support he was entitled to.

The team identified that he was missing out on support and successfully secured Housing Benefit, Council Tax Support and Pension Credit, including backdated payments.

The support brought the resident's rent and Council Tax accounts back into credit and helped ease the financial pressure he had been facing

The resident said:
"God bless you, I am very happy and thankful for all the support. I feel very blessed."



We are here to help

If you or someone you know may need help with benefits, welfare support or managing finances, please get in touch.

CouncilTenantsWBA@croydon.gov.uk
020 8726 6100

EVERY CUSTOMER COUNTS ROUNDUP

Good information helps us better understand residents' experiences and improve the housing services that matter most.

That's why our housing staff recently spent the day out in the community for our first every customer counts day.

Across Fieldway and the surrounding area, staff visited households, spoke directly with residents and updated important information to help make sure support is tailored to residents' needs.

More than just updating records

The day was also about listening to residents face-to-face and understanding the issues people may be experiencing in their homes and neighbourhoods.

During visits, staff were able to:



- Raise repairs
- Discuss antisocial behaviour concerns
- Update household, disability and ethnicity information
- Update contact details, including email addresses
- Identify residents who may need extra support

By the numbers

 **18** staff took part, including support from the customer contact centre

 **203** door knocks carried out

 **95** household occupancy records updated

 **03** tenancy sustaintment referrals made

 **26** home repairs raised

 **13** communal repairs raised

 **04** residents declined to take part

 **02** succession cases identified

 **104** residents were not home and information cards were left

This was the first of several every customer counts days planned across Croydon.

If your contact information or household circumstances have changed, please do not wait for a visit to update your details. Speak with your tenancy officer or contact leaseholder services.

YOUR BILL EXPLAINED: SERVICE CHARGES

We know service charges can sometimes feel confusing and difficult to understand.

Some residents have contacted us after noticing a separate grounds maintenance charge on their rent statement. The ground maintenance charge was previously included in your weekly service charge and is now shown separately so it is

easier for you to see what you are paying for. This is the first step in our wider review of service charges, which will look at how charges are broken down and explained to residents.

What do service charges cover?

Service charges help cover the cost of services in communal areas and shared spaces, including:



Cleaning



Caretaking services



Building safety services



Grounds maintenance



Lighting in communal areas

RESIDENTS HELPING SHAPE THE REVIEW

We have a new resident service charge task and finish group to work alongside housing staff throughout the review.

Residents on the panel will work with us to review current charges, challenge areas that are unclear and help shape future improvements.

The aim is to make service charges clearer, more transparent and easier to understand.



KEEPING YOUR RENT ON TRACK THIS SUMMER

Summer can be an expensive time of year with school holidays, childcare and extra days out. If you are struggling with rent or your income changes, speaking to us early can help.

Small arrears can build up quickly, but getting in touch early means we may be able to help.

Need support?

If your income changes or you are finding it difficult to keep up with rent payments, please contact us as soon as possible.



How we can help

- Budgeting advice
- Benefits support
- Payment plans
- Easy ways to pay online
- Support from income and welfare teams

020 8726 6100
(select option 2)

UNIVERSAL CREDIT RENT REMINDER



If you receive Universal Credit, you may need to update your housing costs following the rent changes introduced in April. Updating your details is important to make sure up receive the correct entitlement and can help prevent rent arrears building up.

If you have not already updated your housing costs with the Department for Work and Pensions (DWP), please do this as soon as possible.



SUMMER FIRE SAFETY

Our fire and building safety team works across homes to help keep residents safe, informed and confident in their homes.

Fire safety is not just about inspections and equipment. Small everyday actions can also make a big difference in helping keep homes, communal areas and shared spaces safe.

As we move into summer, here are a few important reminders for residents.



1. E-bikes, e-scooters and battery safety

Lithium-ion batteries used in e-bikes and e-scooters are one of the fastest growing fire risks in homes.

Help reduce the risk:



Never charge batteries overnight



Stop using batteries if they are damaged, overheating, leaking or making unusual noises



Always use the correct charger



Never store or charge e-bikes or e-scooters in communal corridors, stairwells or escape routes



Did You Know?

London Fire Brigade attends an e-bike or e-scooter fire in London almost every other day on average.



2. Keep escape routes clear

Please do not leave



bikes



prams



furniture

rubbish, mobility scooters or personal belongings in communal corridors, stairwells or landings.

If you or a member of your household would be unable to leave your home in the event of an emergency for reasons including:

- Not able to react to a fire alarm e.g. deafness
- Mobility limitations
- Cognitive function

Please contact tenancysupportservice@croydon.gov.uk so they can undertake a Person-Centred Fire Risk Assessment and make a Residential Personal Emergency Evacuation Plan (RPEEP).



3. Smoke alarms save lives



Test smoke alarms regularly



Make sure everyone in your home knows what to do if an alarm sounds



Report missing or faulty alarms as soon as possible.



4. Summer fire safety



Never use BBQs on balconies



Make sure cigarettes are fully put out and disposed of safely



Take care with candles and outdoor cooking



Never try to tackle a large fire yourself — move to a safe place and call 999 immediately

Residents play an important role



Residents reporting issues early helps us deal with problems quickly and keep buildings safe for everyone.

Please report concerns such as:

- Blocked communal areas
- Damaged fire doors
- Faulty alarms
- Unsafe charging in communal areas
- Damaged safety equipment

RESIDENTS MAKING A DIFFERENCE

Over the past year, Customer Influence and Assurance Panel (CIAP) has looked at issues that affect residents, including complaints, estate services and service charges.

The panel commissioned the resident-led service charge review featured earlier in this edition. Residents with direct experience are looking closely at the service, identifying what could be better and making recommendations. CIAP will oversee the review and track the improvements made.

CIAP also helped shape our new housing social value framework, which looks at the wider benefits housing contractors bring to residents and local communities.

Members challenged us to involve residents earlier, be clearer about what contractors promise to deliver and provide better updates on what they actually achieve. Their feedback helped shape the framework before it was finalised.

Panel members bring experiences from communities including Templeman Close, Malcolm Wicks House, Violet Lane, Treloar Gardens and Dartmouth House.

Want to have your say?

You do not have to join a formal panel to get involved. Whether you have five minutes or want to take a more active role, there are lots of ways to help shape housing services.

Scan the QR code or search 'Get Involved toolkit' on the council website to explore the different ways you can take part.



KEEP COOL, STAY SAFE

As the weather gets warmer, many of us open our windows to let in fresh air but it's important to remember that open windows can be dangerous, especially for young children.

A few simple steps can help keep your family safe. Keep furniture away from windows, make sure restrictors are working properly and never allow children to use them. If young children are not being supervised, keep windows closed and locked.

Window restrictors are fitted in council homes above ground floor level. If you do not have window restrictors, or think yours may be damaged or broken, please report it as soon as possible by calling the repairs contact centre on **020 8726 6101**.



**CLEANER
CROYDON**
WORKING TOGETHER
FOR A CLEANER BOROUGH

SPOT A FLY-TIPPER? NAME AND SHAME THEM



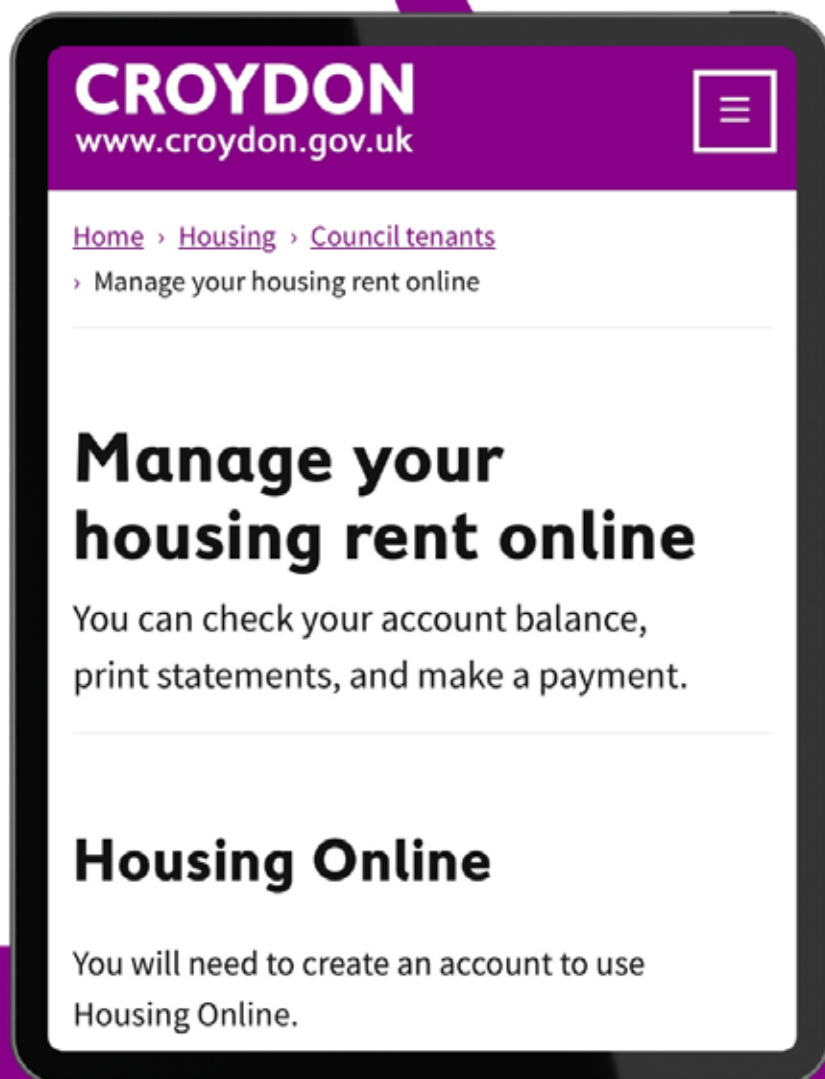
We're calling on residents to help identify fly-tippers blighting our streets as part of our zero-tolerance crackdown on environmental crime. CCTV clips showing people illegally dumping rubbish are now online – watch and get in touch if you recognise anyone caught on camera.



NEED TO REPORT A REPAIR?

Quick. Easy.
Available 24/7

Manage your housing
services online,
whenever it suits you



WHAT YOU CAN DO ONLINE?

- Report most non-urgent repairs
- View your repair request history
- View your rent or service charge account
- Update your contact details
- Access housing information and support

Visit the council's
website and search
'housing online'
or scan the QR code



Save time

Report most repairs online
without waiting on the phone



View your repair request history

View your previous repair
requests in one place.



Helps those who need it most

Using Housing Online for non-
urgent issues helps keep phone
lines free for emergencies and
vulnerable residents.