OPEN HOUSE

CROYDON
www.croydon.gov.uk

The newsletter for Croydon Council tenants and leaseholders







AUTUMN 2026

CROYDON HOUSING

IN THIS EDITION

Ideas for improving your estate PAGE 3
Zero-tolerance on ASB PAGE 4
Out and about on our estate PAGE 7
Data that makes a difference PAGE 9
Support that helps you stay home PAGE 10
Making the standards you set count PAGE 13



FOREWORD

Welcome to your autumn edition of Open House – our newsletter especially for Croydon's tenants and leaseholders.

It's nearly six months since I was re-elected into my second term as your elected Mayor of Croydon. It's been a busy time with a raft of announcements, initiatives and major projects under way as part of the new Mayor's Business Plan 2026-30.

I promised residents I would get on with the job and focus on the things that really matter – cleaner streets, safer neighbourhoods, better roads and a stronger local economy, and that's just what I've done.

In this edition you'll find an update on how our community patrols are out on estates dealing with the antisocial behaviour (ASB) you have told us about.

You can also find out about our new Pothole Patrols who are our fixing our roads faster than ever, and how we are introducing community collection days, alongside blitz cleans and mobile recycling centres to reduce fly-tipping and boost pride in our neighbourhoods.

Improving housing standards remains one of my top priorities. After you helped us shape our Residents' Charter in 2022, the conversation around us meeting your expectations has continued and we will soon be launching our professional standards. Read more on **page 13.**

We want to hear from you about the improvements you'd like to see where you live. From installing bollards to stop cars ruining grass verges, to installing handrails to help residents move around our estates, you are telling us what needs tackling and we are sorting it. Find out how you can tell us your ideas on **page 3.**

As always, thank you to all those who work with us to better our housing services.



Mayor Jason Perry
Executive Mayor of Croydon



Cllr Lynne Hale
Deputy Mayor & Cabinet Member for Homes

Got an idea for improving your estate?

Maybe there's a communal space that could be used better, something that would make getting around easier, or a small change that would make your estate a nicer place to live.

You can suggest improvements to communal areas using the QR codes on estate noticeboards or by speaking to us during an estate walkabout.

We've received 199 requests since January. Some have been things that need repairing, which we've passed to our repairs service. Other ideas are already making a difference on estates.

Here are three ideas residents have shared with us.



A space for neighbours at Goodenough

Mr and Mrs Rumbol asked for a fence around a small green space behind their flat, so they could sit outside with neighbours and their dogs. They used the QR code on their noticeboard to suggest it. The new fencing is now in place, and Mrs Rumbol has since been encouraging neighbours to share their ideas too.



Making it easier to get around at Croftleigh

During an estate walkabout, residents asked for handrails on the incline between Croftleigh Avenue and Whitefield Avenue to make it easier to get up and down. The handrails are now in place. Everyone who responded to our follow-up survey said they were satisfied or very satisfied with the improvement.



Protecting the green at Ellis Close

Residents at Ellis Road and Ellis Close asked us to tackle vehicles parking on the grass verge and damaging the ground.
Bollards have now been installed to stop vehicles parking there.
80% of residents who responded to our follow-up survey said they were satisfied or very satisfied with the improvement.

What would make a difference where you live?

Scan the QR code to suggest an improvement to the communal areas on your estate.

TAKING ACTION AGAINST ANTISOCIAL BEHAVIOUR ACROSS CROYDON

If antisocial behaviour is happening where you live, please keep telling us what's going on.

Your reports help us understand what's happening, how it's affecting you and your neighbours, and gather the evidence we need to take action.

We will not tolerate serious or persistent antisocial behaviour in our homes and estates. We'll work with residents, the police and other services to try to stop problems and offer support where it's needed. But when the behaviour continues, we will take firm action. This can include going to court, closing properties and, in the most serious cases, eviction.

Here are some recent examples of action we've taken.

SAFER CROYDON
WORKING TOGETHER FOR A SAFER BOROUGH



1. CRYSTAL PALACE AND UPPER NORWOOD

We took action in two separate cases in Crystal Palace and Upper Norwood in July.

In one case, residents made repeated reports about loud music, shouting, arguments, offensive language and the misuse of fireworks coming from a property in the area.

We worked with the tenant and offered support to try to stop the behaviour. When the problems continued, we took the case to court and obtained a Possession Order. The tenant was evicted on 1 July.

In a separate case, residents reported shouting, swearing and loud music. Council staff were verbally abused, contractors faced physically confrontational behaviour and another resident was later attacked.

The tenant did not engage with support services and the behaviour continued. On 1 July, we obtained a three-month Premises Closure Order, preventing anyone from entering the property during that time.

2. ADDISCOMBE WEST

Residents reported serious antisocial behaviour in their street, including drug activity, shouting, people carrying weapons, criminal damage and trespassing.

The tenant was known to support services, but the problems continued. On 1 July, the tenant challenged our application for a Closure Order in court.

The court granted a full Premises Closure Order for three months, preventing anyone from entering the property during that time.

3. WEST THORNTON

Several residents reported intimidation and verbal abuse that was making people feel afraid in their own block. There were also repeated problems with damage to communal electrics and other council property, alongside ongoing breaches of the tenancy.

We took the case to court and, on 2 July, were granted an Outright Possession Order because of the antisocial behaviour and repeated tenancy breaches. We are now seeking permission from the court to evict the tenant.

4. NEW ADDINGTON

Residents reported serious antisocial behaviour where they lived, including screaming, shouting, fighting and offensive language. The behaviour was causing fear and distress to people living nearby, and we took legal action. On 12 August, we obtained a Premises Closure Order for three months.

5. SELHURST

We took action in two separate cases in Selhurst during August.

In one case, residents reported people coming and going from a property throughout the day and night and buzzing other homes to get into the building. There were also reports of fighting, drug activity, screaming, shouting and threatening behaviour. Attempts were made to support the tenant, but the problems continued. On 13 August, we obtained a three-month Premises Closure Order.

In a separate case, residents had been dealing with screaming and shouting at all hours, people buzzing their homes, fighting, violence against women and criminal damage to council property. The tenant was evicted on 18 August.

ACTION TAKEN IN JULY AND AUGUST

Across all eight recent cases:

2 tenants evicted

4 three-month Premises Closure Orders

2 Possession Orders, with further legal action being taken towards eviction

These figures also include a case in Thornton Heath, where we obtained a Possession Order after serious antisocial behaviour and tenancy breaches in a sheltered housing block.

REPORT ANTISOCIAL BEHAVIOUR

If antisocial behaviour is affecting you, please report it.
And if the problems continue, keep telling us what's happening.

Your reports can help us build a clearer picture of what's happening and gather the evidence we may need to take action.

Scan the QR code or visit: **croydon.gov.uk/antisocial-behaviour**

If there is an immediate risk to someone's safety, contact the police.

More than just a place to live

For one resident at one of our extra care schemes, planting a rose tree in the garden has meant much more than adding a little colour.

He has lived at the scheme since 2023 and is now living with a terminal illness. He wants to remain in the home he loves and has made his own, surrounded by the people and place that have become important to him.

One of his wishes was to leave something behind. He chose a rose tree for the garden, something that could grow and be enjoyed by other residents for years to come.

Our extra care team and grounds maintenance contractor, Greener Solutions, helped make that happen. He chose the tree himself and was there to help plant it.

Now he can watch his rose growing in the garden of the place he calls home, knowing it will remain there for others to enjoy.

It's a small thing, but for him it means much more: a lasting part of himself in a place that has meant so much to him.







WHO'S YOUR HOUSING HERO?

Do you know a resident who goes the extra mile to help others or improve housing services? Maybe they help their neighbours, raise important issues or give their time to make things better for everyone.

Now's your chance to nominate them! Winners will be recognised at our resident involvement Christmas buffet in December.

NOMINATIONS CLOSE - SUNDAY 22 NOVEMBER 2026
It only takes a couple of minutes to nominate.

NOMINATE YOUR HOUSING HERO
Scan the QR code or submit your nomination using one of the options below.

Email: residentinvolvement@croydon.gov.uk
Call: 020 8726 6000 ext. 44524

OUT & ABOUT ON OUR ESTATES

Our estate action days have wrapped up for 2026, after a year of bringing residents, housing teams, contractors and volunteers together to improve our estates.

This year we visited Monks Hill, Duppas and Cromwell, Tollers and Eastney Road. The estates were chosen following feedback from residents and things we spot during estate walkabouts. Before each day, we look at what needs doing and bring together the right teams to tackle it. Residents can also point things out while we're there. If we can deal with something on the day, we will. If not, we'll make sure it gets to the right team.

At Eastney Road, our final action day of the year, teams removed bulky waste and graffiti and cut back overgrown areas.

Our resident involvement team joined each action day, giving residents a chance to speak to staff, raise concerns and find out how to get involved. Local ward councillors and the Executive Mayor also visited during at the various days. Thank you to everyone who took part. See our 2026 estate action days in action.

Major adaptations: A home that works for you

If you have a disability, major adaptations can help you live more safely and independently at home. This could be a level-access shower, a stairlift or a ramp that makes it easier to get in and out.

In 2025/26, we invested £1.8 million in major adaptations, completing 141 adaptations across 136 council homes.

What did that include?

79
level-access showers

23
stairlifts

19
ramped accesses

11
level-threshold doors & ramped access

Other adaptations included through-floor lifts, wash/dry toilets, dropped kerbs and changes inside homes to make them easier to use.

Could changes to your home help?
If you think an adaptation could help you, an occupational therapist can assess your needs and recommend suitable changes.

Scan the QR code to find out more, including how to get an assessment.

Community patrols taking action on ASB

Residents on some of our estates have told us about problems with antisocial behaviour, from people getting into blocks without permission to drug-related activity, public drinking and other nuisance behaviour.

Since December, community patrol officers from Parkguard have been out on estates where these concerns have been raised, including Tamworth Estate, The Waldrons, The Elms, Bramley Court, Gordon Crescent, Davidson Road, Heathfield Court and Chertsey Crescent.

The officers can deal with problems while they're happening. More than 150 antisocial behaviour notices have now been issued, and officers can require someone to leave an estate if they find them committing antisocial behaviour.

Their patrols can also help us deal with problems that keep happening. Officers gather evidence about what they see, which has helped support legal action against persistent offenders.

So, if you're reporting antisocial behaviour on your estate, please keep telling us what's happening. What you report helps us understand where problems are and where action may be needed.

Please let us in for safety checks

If we contact you to arrange a gas or electrical safety check, please make sure we can get into your home to carry it out.

We check the gas in council homes every year, while electrical safety checks are normally carried out every five years. These are important checks that help make sure your home is safe.

Most residents give us access when an appointment is arranged. But if we repeatedly can't get into a home to carry out a legally required safety check, we will take legal action to get access.

We recently obtained six injunctions for homes where required gas or electrical safety checks hadn't been carried out. These injunctions include a power of arrest.

Legal action is a last resort, but we can't leave required safety checks outstanding. We'd much rather work with you to arrange an appointment and get the check done.

If we contact you about a safety check, please book and keep your appointment. If you can't make it, contact us to rearrange it.

DATA THAT MAKES A DIFFERENCE



We hold information about our residents for lots of different reasons. But what difference does it actually make?

Having the right information can help us understand what you might need and, in some cases, offer support before a problem gets worse.

Offering support before you fall behind.

The information we already hold can help us spot when you might be approaching a change that could affect your finances.

For example, we use residents' dates of birth to identify people approaching a change in benefits. Where needed, an officer can get in touch and help them prepare, reducing the risk of a gap in payments that could leave them in debt.

What about the things we don't know?

Sometimes the information we don't have can tell us something too.

We can identify residents where important information is missing from our records. Our Tenant Sustainment team can then get in touch to find out whether anything has changed, whether they have any additional needs and make sure the information we hold is up to date.

That can help us understand when someone might need extra support, rather than waiting for them to come to us.

Has something changed?

If your circumstances or support needs have changed, please let us know so we can keep your information up to date.

A NEW WAY TO KEEP YOU INFORMED

We're always looking for new ways to make it easier for you to find useful, up-to-date information about your home, your estate and our housing services.

As part of that, we're trying out new digital information screens on a small number of estates. They'll show things you might need to know, including cleaning schedules, upcoming estate walkabouts, how to report communal repairs and other housing updates. And because we can update them regularly, they can also be used to share new information when things change.

Not every estate will have one. We're starting small so we can see how well the screens work, whether residents find them useful and what information you'd like to see.



Got a screen where you live?

Take a look and tell us what you think, including what you'd like to see on it.

SUPPORT THAT HELPS YOU STAY AT HOME

If something is making it harder to manage your home or tenancy, you don't have to wait until it becomes a bigger problem to ask for help.

Our tenant sustainment offers practical, one-to-one support, whether you're dealing with money or benefit worries, health problems, feeling isolated, keeping your home manageable or something else that's making things difficult.

For Mr Ferguson at Laxton Court, having someone who knows the scheme and regularly checks in has made a difference. His tenancy sustainment officer visits, stays in touch and takes time to listen to residents' concerns.

"It's so reassuring to know there's someone who knows our block and listens to us."
Mr Ferguson, Laxton Court

The team can work with you to understand what's going on and agree what support might help. That could include help with money or benefits, arranging repairs or safety checks when you need extra help, or putting you in touch with other services.

They can also step in when someone may need support. In one recent case, concerns were raised about a vulnerable resident who was housebound. The team visited to check they were okay and offer help.

Could we help you?

If things are becoming difficult or you're worried about managing your tenancy, get in touch early. You don't need to wait until there's a crisis.

COULD A SMALLER HOME WORK BETTER FOR YOU?

Moving home is a big decision, especially if you've lived somewhere for a long time. But if your current home has become bigger than you need, it might be worth finding out what a move could look like. A smaller home could mean lower household bills, less space to look after and somewhere that better suits your needs now.

And if the thought of moving feels like a lot to take on, you wouldn't have to do it alone. If you're eligible for our downsizing scheme, our Housing Mobility team can help you find a suitable home and support you through the process. We can help with:

- **Finding the right home:** We'll work with you to find somewhere that suits your needs.
- **Packing and moving:** We can help with packing, removals and clearing things you don't want to take.
- **Kitchens and bathrooms:** We can replace kitchens and bathrooms where needed to help make your new home right for you.
- **Getting settled:** We'll still be there to help once you've moved.

You could also receive up to £8,000*

Not sure if it's for you? You don't have to make any decisions now. Give our housing mobility team a call and talk through your options.

Call: 020 726 6100 Ext: 64327 | Email: downsizing@croydon.gov.uk

*Eligibility criteria apply.

WHAT DOES A HOUSING INSPECTION MEAN FOR YOU?



Council housing services are being inspected by the independent Regulator of Social Housing as part of a four-year programme. Croydon hasn't been inspected yet, and we don't know exactly when our turn will come.

What happens during an inspection?
The regulator looks at evidence about how we run our housing services and speaks to residents, staff and councillors. This helps them understand not just what our policies say, but what it's actually like to receive housing services from us.

They'll look at things that affect you day to day, including whether homes are safe and well maintained, how we deal with repairs and antisocial behaviour, and whether we listen to residents and act on what you tell us.

How will we be rated?
After the inspection, the regulator will publish its findings and give us a rating from C1 to C4.

C1 We're delivering the required standards overall and deal with problems when they arise.

C2 There are some weaknesses and improvements are needed.

C3 There are serious failings and significant improvements are needed.

C4 There are very serious failings and fundamental changes are needed.

If the regulator finds that improvements are needed, we'll be expected to put them right, and the regulator can continue to monitor our progress.

Croydon referred itself to the regulator in 2021 after serious problems were found in some of our housing services. The regulatory notice was lifted in 2025 following improvements. Since then, we've continued working to improve our housing services, but we know we're not where we need to be yet.

That work isn't about preparing for an inspection. It's about giving you a better housing service. When the inspection does happen, it will give the regulator an independent view of the progress we've made and where we still need to improve.

We'll let you know when our inspection takes place and share the regulator's findings with you.

NEW WAYS TO TACKLE TENANCY FRAUD

We're using new ways to find tenancy fraud and make sure council homes are being used by people who are entitled to them.

One of these is a new partnership with the Cabinet Office and Airbnb, which allows social housing records to be checked against properties advertised on Airbnb.

The first checks identified five potential matches in Croydon, which we're now investigating. A match doesn't automatically mean fraud has taken place, but it gives us information we can look into.

And that's just one way we're tackling tenancy fraud.
By the end of August 2026, we'd completed 157 tenancy fraud investigations and recovered 34 council homes, representing an estimated £2.6 million in savings to the council.

Why does it matter?
Tenancy fraud takes council homes away from people who are entitled to them and costs money that could be spent on homes and housing services.

It can include illegally subletting a council home, living somewhere else while keeping a council tenancy, or giving false information to get a home.

Council tenants aren't allowed to sublet their whole home. Where we find tenancy fraud, we can take action to recover the property and, in serious cases, prosecute.

Tackling fraud means we can get council homes back into use and protect money that should be going into housing services.

Something doesn't look right?
If you think a council home is being illegally sublet or used by someone who shouldn't be there, please tell us.

MAKING SURE OUR CONTRACTORS GIVE BACK

We want our contractors to do more than deliver the services they're paid to provide. We expect them to give something back to our communities, and residents should have a say in what that looks like.

On 25 September, residents met with our repairs contractors, Wates, Mears and SureServe, at Croydon Town Hall to share their ideas about what they'd like to see in their neighbourhoods.

We're also planning a new resident social value group, giving residents the opportunity to help shape how our contractors give back.

Couldn't make it? We still want to hear from you. If you have an idea or would like to find out more about joining the group, email residentinvolvement@croydon.gov.uk.



Making the standards you set count

Back in 2022, residents helped us create our Residents' Charter, setting out what you should expect from your housing service. You told us you expect us to:

1. To treat residents with respect
2. Respond quickly and efficiently to complaints and learn from problems that lead to complaint
3. Be clear and transparent with our residents about how we are performing
4. Provide safe homes and a clean environment which residents are proud to live in
5. Give residents a voice and encourage meaningful decision-making activities
6. Communication is clear and easy to understand

And that conversation hasn't stopped. More recently, residents told us that being professional isn't just about having the right qualifications. How we communicate, whether we listen, take responsibility and put things right when they go wrong matters too.

But having these expectations written down only matters if you experience them in practice.

We're now putting what residents have told us into practice through our housing professional standards. These also support the new national competence and conduct standard, which sets expectations for the skills, knowledge and behaviour of people working in social housing.

This isn't another set of promises. It's about putting the standards residents have already set into practice.

What does that mean for you?
Your feedback is already helping to shape how we train staff, how new staff learn what's expected of them and how we learn from complaints when things go wrong.

The same expectations apply to contractors and other organisations delivering services for us. Whoever you deal with, you should be able to expect the same standard of service.

We'll keep listening to residents to understand whether these standards are making a difference. What matters is the service you actually experience.

Find out more, scan the QR code to read our policy.

IF SOMETHING GOES WRONG TELL US

If you're unhappy with a housing service you've received, something we've done or something we haven't done, you can make a complaint.

And you don't have to do it online. Choose the way that works for you.

Call us: 020 8726 6000

Online: www.croydon.gov.uk/housing-complaint

If you need extra help to make a complaint, tell us. We can make reasonable adjustments, including information in large print or Easy Read, translation or interpretation, extra time, or allowing someone you trust to deal with the complaint on your behalf.



Is it a complaint or a service request?

If you're reporting something for the first time, such as a repair, or asking us for an update, that's usually a service request.

If you're unhappy with the service you've received or how we've dealt with something, you can ask us to treat it as a complaint.

What happens to your complaints?

Complaints shouldn't just tell us that something went wrong. They should help us understand why it went wrong and what needs to change.

We know residents need to be able to trust that when they complain, their concerns will be taken seriously and they will get a clear response.

Where we need to improve:

Our complaint handing performance is improving, but we know there's still a lot more to do. We want residents to feel confident that when they make a complaint, we'll listen, investigate and work to put things right.

We've changed how we work to help achieve this. Our customer insight team directly manage stage 1 complaints, and since June 2026, Stage 2 complaints have also been managed directly within the housing service.

This means we can work directly with housing teams, get information more quickly and take greater responsibility for resolving complaints. It also helps us identify problems and learn from them.

We know these changes won't make a difference overnight, but they're important steps towards reducing delays, providing clearer responses and making sure complaints are dealt with properly.



MEET OUR POTHOLE PATROL

Following a successful trial earlier this year, we have launched a dedicated Pothole Patrol to improve Croydon's roads.

The new Pothole Patrol provides a faster, more efficient service. Its crews tour the borough looking for defects and carry the tools and materials needed to repair potholes there and then, wherever possible.

The patrol is already helping to bring the average repair time down to seven days, alongside urgent on-the-spot repairs. It forms part of a 20% increase in Croydon's road maintenance budget compared with last year.

NEW COMMUNITY COLLECTION DAYS LAUNCHED TO HELP RESIDENTS TACKLE FLY-TIPPING

More blitz cleans, mobile recycling centres and new community collection days have been announced as part of our ongoing work to boost neighbourhood pride, reduce fly-tipping and increase recycling.

The blitz clean programme will be returning to target local issues like graffiti and issues with the highway that residents and businesses have told us need sorting. The five areas that will be blitz cleaned next are Thornton Heath, Selhurst, Norbury, Shirley and New Addington.

The popular pop-up mobile recycling centres that were launched last year will also be returning across the borough to help residents get rid of household items they no longer need.

We will also be introducing new community collection days, inspired by the rolling rubbish concept – community-focused waste collection in partnership with residents' associations. The new service will provide residents with a convenient way to dispose of bulky household items that they may be unable to get to a household recycling centre themselves.

Details of the locations and timings of the blitz cleans, mobile recycling centres and community collection days will be announced soon.

CLEANER CROYDON

WORKING TOGETHER FOR A CLEANER BOROUGH




UK Government
NHS
NEUROLOGICAL
DIABETES
HEART DISEASE
HELP YOUR BODY FIGHT FLU
If you have certain long-term health conditions you are eligible for a flu vaccine.
Check your eligibility and book now nhs.uk/book-flu
STAY STRONG.
GET VACCINATED.