

## Croydon Private Rented Property Licence – reporting concerns

The Croydon Private Rented Property licence (CPRPL) scheme is driving up the standards in the private rented sector, making Croydon a better place to rent.

The scheme provides many advantages for landlords, tenants, neighbours and businesses including the ability to search for licenced properties and report concerns about privately rented properties.

### The private rented property licence register

From May 2016, you will be able to check, using just a postcode, whether private rented properties are licenced or if a licence has been applied for via an online register at [www.croydon.gov.uk/betterplacetorent](http://www.croydon.gov.uk/betterplacetorent)

If your search does not list the property you were looking for, you can select the option to ‘Report an Unlicensed Property’. This will provide a form, which once completed will be referred to our private sector housing team for investigation.

### Reporting concerns with private rented properties

As part of the CPRPL scheme and our ambition to drive up the standards in the private rented sector, you can report the following concerns to our team [hsg-privatehousing@croydon.gov.uk](mailto:hsg-privatehousing@croydon.gov.uk)



Once your report is received, it will be acknowledged. We will then aim to get a full response to you within 10 working days. If your report needs longer, the investigating officer will keep you updated on its progress.

### Reporting other concerns

Any other concerns such as abandoned vehicles and fly-tipping on public highways must be reported via the website [www.croydon.gov.uk/reportit](http://www.croydon.gov.uk/reportit) or My Croydon app [www.croydon.gov.uk/app](http://www.croydon.gov.uk/app)