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|  | **Place Department**  **Croydon Council**  **Bernard Weatherill House**  **3rd Floor Zone A**  **8 Mint Walk**  **Croydon ,CR0 1EA**  **Email: Croydonah@croydon.gov.uk** |  |
| Dear | Your ref:  Our ref:  Date: 02/11/17 |  |

**Change of Landlord**

We are writing to inform you that the property you currently reside in is being leased from the Council to a new organisation called Croydon Affordable Homes.

This is a new partnership between the Council and a local charity which helps to provide you with increased security of your current home. As a result of this, you will be issued with a new tenancy agreement between you and Croydon Affordable Homes which will commence on the Monday 13th of November 2017.

You were offered your current home following the Council accepting a homelessness duty towards you. You occupy your current home as temporary accommodation. It is the intention to bring the current tenancy to an end and offer you a long term tenancy at this address. The tenancy agreement will initially be an introductory assured shorthold tenancy for twelve months with the potential to sign a 3 year agreement after the initial 12 month.

We hope this will give you greater security in your home than your current short term agreement with the Council. There will be no change to your current rent.

Your property will continue to be managed by the Council but on behalf of Croydon Affordable Homes.

We will be writing to you providing further information and the suitable dates to come in and sign your new tenancy agreement with Croydon Affordable Homes.

We have attached a list of frequently asked questions which you may find useful.

Regards

Housing Solutions

On behalf of Croydon Affordable Homes

**FREQUENTLY ASKED QUESTIONS:**

**Do I need to do anything?**

Yes, We require you to complete a notice to bring your current tenancy to an end and also make an appointment to sign a new tenancy agreement. You will need to email [croydonah@croydon.gov.uk](mailto:croydonah@croydon.gov.uk) for an appointment to sign your new tenancy agreement

**What if I am currently overcrowded?**

If you are currently overcrowded, you must notify us in writing, you can email us at [croydonah@croydon.gov.uk](mailto:croydonah@croydon.gov.uk) advising us of any new members of your household. We would encourage you to explore all alternative housing options such as Homefinder UK or private sector letting agents.

**What if I am currently under-occupying?**

If you are currently under-occupying your current accommodation you must notify us in writing, you can email us at Croydonah@croydon.gov.uk.

**What will happen to the pending legal action?**

All pending legal action will be placed on hold during the tenancy transfer to Croydon Affordable Homes. We would encourage you to pay any outstanding rent or sign a payment plan and maintain it.

**Who will handle my property repairs?**

Currently there is no change in this area, the council housing services will continue to manage repairs on your property, please email - **croydonrepairs@axiseurope.com**

**How will I pay my rent?**

There will be no change in the method or how to make your rent payment. The council housing service will continue to collect your rent. If you experience any difficulty in making your regular rent payments you must contact your Income officer.

**Consequences of accepting or refusing this offer**

If you refuse this offer, this could mean that we no longer have a duty to accommodate you, any accommodation we are currently providing will come to an end and you will have to make your own arrangements.

If you accept this offer,it means that we have fulfilled our duty to you as a homeless applicant by providing you with suitable accommodation. As you will then be adequately housed, you will no longer be eligible to remain on the housing register.

Should you become homeless or threatened with homelessness within 2 years of accepting this offer, the council may be under a duty to assist you again under s193(2) providing you remain eligible for assistance and you are not intentionally homeless. (You must contact the council immediately if you receive a notice from your landlord asking you to leave the accommodation).

You have the right to request a review of the suitability of the accommodation offered. Any such request for a review must be received within 21 days of the date you are notified of our decision to discharge the duty to you. You can request a review of our decision even if you accept the offer; however, you must sign the tenancy agreement, pending the review

**Will this affect my status on the housing register?**

Your housing register application will be cancelled and you will not be eligible to re-join our housing register for 12 months. Should you reapply for homelessness assistance, we may not be under a new duty to provide accommodation or other assistance.

**Who can I contact if I have further questions?**

Please email any further questions to Croydonah@croydon.gov.uk.