

Landlords Newsletter

Waste and recycling

Making waste management easy for your tenants

When tenants move into a new property they're often interested to find out about their waste and recycling arrangements and this can be a good opportunity to ensure they know about what they need to do, and where to look for information and assistance if they have any questions or problems.

The Council provides fortnightly collections for paper/card, mixed recycling and refuse and food waste is collected weekly. In addition to this many properties can also recycle textiles and batteries alongside their other recyclables. To check when the next collection day is for any property you can see the 'About Your Area' section at www.croydon.gov.uk. The website also has full details of everything that can be recycled at home, and details of where the Reuse and Recycling Centres are located.

In advising your tenants a key thing to remember is that only recyclable items should be placed in the recycling bins and the lid of the refuse bin needs to be able to close and any waste presented alongside the bin won't be collected. Crews are advised against collecting any recycling bins where incorrect items have been included and the recycling has been contaminated, by advising your tenants to only include the correct items you can help ensure the bins are regularly collected and avoid an unsightly build-up of waste at the property.

Many residents don't realise they are able to book a free collection for bulky waste items. This is a great way for your tenants to dispose of old and broken furniture and electrical items, especially when your tenants don't drive and they can't access a Household Reuse and Recycling Centre. To book a bulky waste collection your tenants need to log into www.croydon.gov.uk/myaccount.

With around 150,000 properties to collect from a week, residents will very occasionally encounter a problem with their collection. The best way to let Croydon Council know there is a problem is to report it via My Account at www.croydon.gov.uk/myaccount. Residents can report missed collections, and if any bins are missing these can also be ordered.

Please see some top tips below to help your tenants manage their waste effectively:

- Ensure your tenants are aware of their collection day and what should be placed in each bin.
- Ensure your tenants have sufficient bins to store their waste for the two week gap between collections. Larger families may require additional capacity and this can be requested using My Account.
- Advise your tenants they must report any collection issues within 48 hours for a prompt resolution.
- Advise your tenants where their local Household Reuse and Recycling Centre is located.
- Request that your tenants set up a My Account to report any problems.

If you are looking to help ensure waste is effectively managed at your property you can consider having the conditions within the tenancy agreement to place an obligation upon the tenant to recycle and manage their waste effectively.

For further information please see www.croydon.gov.uk/recycling.

Waste and Recycling at Houses in Multiple Occupation (HMOs)

The London Borough of Croydon currently provides a fortnightly general waste, alternate weekly dry recycling and weekly food service for residents in HMOs. It is the duty of the licence holder, landlord or managing agent to ensure the correct bins are on site and to make contact with the Council if necessary, rather than the occupants. Licence holders should therefore ensure that there is sufficient space at the front of the premises for such material to be presented for collection so that no obstruction is caused to building access or the general waste and recycling wheelie bins. To enable and encourage occupants of new residential units to recycle their waste, licence holders should provide adequate internal storage, usually within the kitchen, for the segregation of recyclable materials from other waste. Licence holders should ensure that there is sufficient and appropriate space within the front garden or yard for the necessary wheelie bins. Depending on the development of the HMO is dependent on what capacity is required.

HMO development 1:

This is for HMO properties with 5 or less rooms that have shared kitchen facilities and no kitchenette area within the bedroom. These properties are suitable for individual household bins: 1x180ltr general waste, 2x240ltr dry recycling and food caddies.

HMO development 2:

This is for HMO properties with any amount of rooms that have no shared kitchen facilities and kitchenette area within the bedroom. These properties are suitable for the same refuse and recycling bins suitable for flats recycling.

HMO development 3:

This is for HMO properties with 6 or more rooms that have shared kitchen facilities and no kitchenette area within the bedroom. These properties are suitable for the same refuse and recycling bins suitable for flats recycling.

It shall be the responsibility of the developer to purchase the necessary bins for external waste storage, and ensure that these are in place before residents move into new properties. The London Borough of Croydon can provide these bins at cost.

More information can be found on our website:

<https://www.croydon.gov.uk/environment/rrandw/new-developments-and-conversions>

Croydon Lettings Service

A survey of landlords in 2018 suggested that Croydon's landlords want tenants that are low maintenance, low risk and can be found quickly and conveniently.

The Croydon Lettings Service – a new public sector body – were designed to take the hassle and risk out of renting, providing:

- Free matching and replacement:

They identify suitable social tenants quickly and match them with their partner landlords; reducing foregone income from vacant properties and saving time.

- Tenant Training:

They provide their pool of tenants with training in property management to increase the likelihood that landlord’s properties will be well-maintained.

- Continuous Support:

They provide continued support throughout every tenancy to help landlords deal with issues with tenants if they arise.

Issues revealed in Survey	Solutions	CLS	Private Tenancy
<ul style="list-style-type: none"> • Only 4% of landlords let property as full-time business and most are time poor. 	Free matching	✓	X
	Tenant Training	✓	
<ul style="list-style-type: none"> • For these landlords tenant behaviour and property damage are listed as primary issues. 	Continued Support	✓	

All these unique services are provided to their partner landlords as a free public service.

What our partner landlords say?

“This takes away the fear of missed or late payments.”

“Highly responsive and efficient. In addition to providing me with a well-suited tenant!”

“It was great to know that the tenant’s utility bills, council tax and rent payments have been set up with Croydon Lettings’ support.”

If you want to learn more, you can get in touch with the team at CroydonLettings@croydon.gov.uk

Homes (Fitness for Human Habitation) Act 2018

The Homes (Fitness for Human Habitation) Act 2018 came into force 20 March 2019 requiring privately rented properties are fit for human habitation at the beginning and throughout the tenancy. If they are not, the new Act gives tenants powers to take landlords to court for breach of contract, force them to carry out improvement works and claim compensation, for damages potentially for the entire length of the contract.

The Act currently applies to tenancies made after 20 March 2019, so any tenancy entered before that date will not so far be affected, even if the tenants move in after that date. However, it is expected to be rolled out to all periodic tenancies from 20 March 2020. There does not yet appear to be any official guidance issued, the links below provide some information:

Explanatory Notes: <http://www.legislation.gov.uk/ukpga/2018/34/resources>

RLA guide: <https://www.rla.org.uk/landlord/guides/fitness-for-human-habitation.shtml>

Press release: <https://www.gov.uk/government/news/government-welcomes-landmark-law-which-will-improve-the-safety-of-tenants>

Tenant Fees Act 2019

The Tenant Fees Act 2019 comes into force 1 June 2019. It bans letting fees paid by tenants to landlords or letting agents in the private rented sector and also caps the amount of holding deposit and tenancy deposit that can be charged for properties in England. Guidance can be found at <https://www.gov.uk/government/collections/tenant-fees-act>

Consultation on Withdrawing Section 21 Eviction Notices

There has been recent publicity on the Government announcing a consultation on withdrawing Section 21 (no fault) eviction proceedings. Once further information is available, this will be published in a future newsletter.

Energy Efficiency: £3,500 cost cap

More privately rented properties will be required to improve the energy efficiency of the coldest homes in England and Wales. Privately rented properties in the F and G bands have been required since April to upgrade to band E or for new tenancies.

It was previously proposed that properties with costs exceeding £2500 for putting in new insulation and other measures would be exempt from making the upgrades. However, the cap has been lifted to £3500.

Where upgrades are necessary, the average cost to improve an F or G rated property to a band E is expected to be around £1,200 – far below the upper ceiling being brought forward under new regulations. Measures include: installing floor

insulation, programmable heating, low energy lighting or increasing loft insulation. If upgrades will cost more than £3,500, landlords will be able to register for an exemption. The majority of landlords will be unaffected by the change, because their properties will already be compliant.

The regulations will come into force for all existing tenancies on 1 April 2020.

Croydon Landlord Forum

The next landlord forum will be held at Jurys Inn, Croydon on **Tuesday 18 June 2019**. To request a place at one of the presentations, please email Property Licensing propertylicensing@croydon.gov.uk with the completed table below indicating your preferences by Wednesday 12th June 2019. There will be advice tables before and after the forums for which no booking is required. Be reminded that places are limited and we are only able to offer one invitation per licence holder. Invitations will be offered on a first come first served basis. Incomplete requests will not be accepted.

Date	Registration	Forum start and finish times	Please indicate 1st - 4th preference
18 June 2019	9.30 am	10.00 – 11.00 am	
18 June 2019	11:30 am	12.00 – 1.00 pm	
18 June 2019	2:30 pm	3.00 – 4.00 pm	
18 June 2019	5.30 pm	6.00 – 7.00 pm	

Speakers

All four sessions (starts at 10am, 12pm, 3pm and 6pm)

Introduction by Nick Gracie-Langrick, London Borough of Croydon

Karen Gregory – National Landlords Association (NLA) Local Representative – London

Malcolm Bell and Healthy Energy Scheme (providing presenter)

Susan O'Neill - Options Team Leader, Housing Assessment and Solution, London Borough of Croydon

Antony Botting - Modern Slavery Project Lead

Annette Lewis – Rent Officer, Regional Valuation Unit South.

Additional speakers for one/two sessions.

10am and 12pm - Vikas Patel, Local Partnerships Manager (South London & Sussex), Interventions and Sanctions Directorate, Immigration Enforcement

3pm - Faith Rose, Vacant properties, London Borough of Croydon