

LBC Housing Context

Housing Improvement Board
Inaugural meeting

07/12/2021

Demographics

- Croydon has an estimated population of 388,563 (Croydon Observatory)
- Of this, 22.1% are 0-15 y/o compared to the London average of 20.6%, and the national average of 19.2% (Croydon Observatory, 2020).
- 46% of residents identify as BAME, and 55% identify as White (ONS Census 2011).

Housing Availability

- £412,250 is the median price of a property in Croydon (Croydon Observatory 2020-2021)
- Median house prices are 11.18 times median incomes in Croydon (GLA 2019)
- Median private rents were between £75 and £138 per month more than the maximum Housing Benefit will pay (2019-2020)
- 17.9% of properties are social rented, compared to the London average of 24.1% (Croydon Observatory 2011)

Tenant Satisfaction

- 71% of Croydon Council tenants are satisfied with the quality of their home in Q3 2021/2022, with 23% dissatisfied (Tenant Satisfaction Survey 2021/22 Q3 Report).
- When asked to explain why they are not satisfied, the majority of comments are linked to the responsive repairs service (42%), the condition of the property (25%) and home improvements (12%) (Tenant Satisfaction Survey 2021/22 Q3 Report).
- Just over half of tenants are satisfied with how easy Croydon Council are to deal with (51%), while two-fifths are dissatisfied (39%) and a further 10% are neutral (Tenant Satisfaction Survey 2021/22 Q3 Report).