

Croydon Landlord and Property Agent Forum

**Braithwaite Hall (Croydon Central Library)
Monday 13th March 2023**

Booking Essential (spaces per forum – 50)

Croydon Council invites you to join the early spring landlord and letting agent forum with a chance to meet and hear from important services.

The last forum was in November 2022. It will be good to have the opportunity to meet up again and I hope you have had a healthy winter.

Presentations

Two repeat forums with presentations will take place on the day. Keeping the number of forums to two will allow more time for presentations and networking with services and fellow landlords and property agents.

The forums will start at 10.00am and 1.00pm with the doors opening 15 minutes before. The second forum will repeat the first forum. Please see table below.

	Doors open to forum from	Presentation starts at	Forum ends at	Hall clear by
Forum 1	9.45 am	10.00 am	11.30 am	12.00pm
Forum 2	12.45 pm	1.00 pm	2.30 pm	3.00pm

To register your interest for one of the forums please contact the Property Licensing Team at propertylicensing@croydon.gov.uk by **5pm on Tuesday 28 February 2023**.

In your response, indicate your **preferred time** in priority; where 1 = first time slot choice and 2 = second time-slot of choice.

Interest in evening forum. When you respond we would also like to hear whether you may be interested in attending an early evening forum in July 2023. Some landlords and property agents request this but we are not sure of the demand. This could start at approximately 5.30pm and run until 7pm. If you respond to say you are interested this will not be seen as a commitment on your part, simply an indication of demand.

Location of March Forum: Braithwaite Hall, Croydon Town Hall, Katharine St, Croydon CR0 1NX. This is part of the Croydon Town Hall building. To get to the Hall please enter the building through the Croydon Main Library.

Refreshments: Sorry, but no refreshments will be available at this forum. Please make use of facilities available close to the library building.

Timings: Please note the timings so that we operate the forum safely. Presentations – the agenda has not yet been finalised

- Welcome from Nick Gracie-Langrick - Croydon Council
- National Residential Landlords Association - Karen Gregory
- Question and answer panel session on condensation in rented homes.
- Capital Letters - Sally Sharif
- Julie Carter – Electoral Services Team

Advice Stalls: Advice stalls will be available but list is not finalised.

Minutes from the meeting: Whilst the forums are not going to be recorded a copy of the presenter's slides will be available on the Croydon website soon after [LINK].

London Landlord Accreditation Courses

Over 1,200 Croydon landlords are currently accredited through the London Landlord Accreditation scheme. If you are interested in becoming accredited there are some online and face to face training courses available.

In fact, there is a course in Croydon next week and at the time of printing spaces are available. Your accreditation is available for 2 or 5 years. For information about booking or the scheme: [\[LINK\]](#).

Face to Face Course dates:

- 21st February 2023 in Croydon
- 27th February 2023 in Haringey
- 21st March 2023 in Barking and Dagenham.
- 27th April 2023 in Croydon

Virtual Training Dates

These are available and information is on the website.

National Residential Landlords Association

The National Residential Landlords Association (NRLA) www.nrla.org.uk is the UK's largest membership organisation for private residential landlords in England and Wales, supporting and representing over 100,000 members. From landlords renting out a single property to those with larger portfolios, we provide our members with the expertise, support, and resources needed for a rental sector that works for everyone.

NRLA membership also connects you with a vast range of resources, expertise, and exclusive member savings and benefits.

Join our vibrant landlord community today and you'll receive free unlimited tenancy agreements, guides, and resources, free tax investigation insurance, free expert landlord help and advice, free licensing support, free property magazine, free local networking, events, and webinars, free 10% TradePoint (B&Q) discount card, 15% off at Carpetright, discounts on mortgage broker fees and tenant referencing, and extensive legislative, regulatory, and compliance updates.

Join now using [discount code 136](#) for £15 off the annual fee of £85 when signing up to pay by direct debit.

Croydon Healthy Homes

The Croydon Healthy Homes team will be at the landlord forum to provide information about advice available to your tenants about heating their homes efficiently, and reducing fuel bills, including grants available to landlords for domestic energy upgrades, including insulation. Further information about the service can be found: www.croydon.gov.uk/healthyhomes

For information about workshops for Croydon residents about energy bills, and drop-in sessions in New Addington and Thornton Heath where your tenants can meet a member of the Croydon Healthy Homes team please visit www.croydon.gov.uk/energyevents

Damp and Mould in Private Rented Homes.

Croydon Council joins with all colleagues in the sector in sharing the feeling of great sadness over the tragic death of young Awaab Ishak in his rented home. The coroner said that Awaab died as a result of "severe respiratory conditions caused due to prolonged exposure to mould in his home environment". Damp and mould growth is a regular issue in Croydon's private rented properties.

The council would like to see all parties come together to take steps taken to prevent a death similar to this ever happening again.

In response, and together with all local authorities and social landlords, the Council is reviewing its policies and procedures in how it best deals with the issue of damp and mould in the home.

At the next landlord and property agent forum we are planning an open session where we can all share our ideas about the best way forward together. We would like to see:

- Any risks created through damp and mould remediated immediately
- Properties made more resilient to future damp and mould issues

- Landlords, property agents, tenants and the council working together respectfully and in partnership with collective goals.
- An improved understanding of the cause, management of and impact of damp and mould housing conditions.

Carbon Monoxide detector requirement widened

The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022 came into force on the 1 October 2022. The regulations have extended the requirement for CO alarms. Further information is available here: [\[LINK\]](#).

This is also a new licensing condition for the new mandatory HMO licences that are being issued by the Council: [\[LINK\]](#).

From the 1st October 2022, all relevant landlords must:

1. Ensure at least one smoke alarm is equipped on each storey of their homes where there is a room used as living accommodation. This has been a legal requirement in the private rented sector since 2015.
2. Ensure a carbon monoxide alarm is equipped in any room used as living accommodation which contains a fixed combustion appliance* (excluding gas cookers**).
3. Ensure smoke alarms and carbon monoxide alarms are repaired or replaced once informed and found that they are faulty.

*Fixed combustion appliance

Carbon monoxide alarms must be installed in any room containing any fixed combustion appliance, except gas cookers. This means a fixed apparatus where fuel of any type is burned to generate heat. Typically, these appliances are powered by gas, oil, coal, wood, etc., for example, gas or oil boilers, or log-burning stoves. In the department's view, a non-functioning purely decorative fireplace would not constitute a fixed combustion appliance.

**Gas cookers

Gas cooker refers to any apparatus heated by gas and used for cooking food.

Applying for a mandatory HMO licence.

Attention all mandatory HMO landlords!!

From April 2023 the Council will have a new on-line system for applying for a licence. This will include an on-line form, the need to upload documents and an electronic means for making the part A fee payment. This should save you time and further information will go on the Council website when this on-line form is ready.

Be Secure with Capital Letters....

See how easy letting your property can be.

Our offer

We work with London Boroughs to find great quality homes for families in London to rent through the council.

We make it easy and secure for landlords to let homes to the council.

- **FREE tenant finder service**
- **Generous CASH INCENTIVE**
- **Tenancy Sustainment Support**
- **Rent Insurance cover**

Our tenants

Working families living in temporary accommodation or about to be made homeless. The boroughs will make sure families are suitable for your property and can afford the rent.

Tenancy Sustainment Support

Free support to families, agents and landlords is available throughout the tenancy. We deal directly with the boroughs and benefit agencies to make sure the tenancy is set up properly.

How we help tenants and landlords

- Set up benefit claims so payments start as quickly as possible
- Help tenants set up utilities
- Apply for direct payments to the landlord or agent.

Please contact us to find out more. Remember, we don't charge fees! Find out more at [\[LINK\] CapitalLetters.org.uk/landlords](https://www.CapitalLetters.org.uk/landlords) or call **020 3874 4460**

Data from Selective Licensing scheme.

The Private Sector Housing team has drafted a privacy statement on how it is using some of the information collected from the last scheme for the benefit of all. It is available to view on the Croydon Council privacy notices [webpage](#).

If you have any questions on this please email CPRPLconsultation@croydon.gov.uk. You are also welcome speak to a member of the team at the Landlord Forum.



Call to action!

Calling all landlords out there, with current availability. We are looking for landlords with affordable rents to help our current Ukrainian guests, who are working and/or claiming sufficient benefits allowing for them to now look at setting up home in Croydon.

If this is something you would like to explore, please send email to homes.ukraine@croydon.gov.uk

Requirement to display EPC information for domestic properties

As property agents you will be aware that where a building is to be put on the market, it must be accompanied by a valid Energy Performance Certificate (EPC), or, where the current one has expired, the relevant person (the seller or landlord) must ensure that an EPC has been commissioned for the building.

You will also be aware that where you are acting on behalf of that relevant person, you must, prior to marketing the building, satisfy yourself that the relevant EPC has been commissioned. Once the building has a valid EPC, the rating expressed in that EPC must be stated in any advertisement of the sale or rental in commercial media.

It is accepted that where no valid EPC exists, but that it has been commissioned, it will not be possible to display that rating. In those circumstances, it is not unreasonable to use terms such as “awaiting EPC” or “EPC TBC” but a blanket use of these terms would not be expected.

Croydon Trading Standards are undertaking checks on properties advertised on the websites and in the windows of local letting agents and estate agents, for compliance with these EPC requirements. Failure to either commission an EPC within the permitted period, or to display the EPC rating within the advertising, will result in a civil penalty of £200 per property.

Below is a link to guidance on domestic properties that was issued by the DCLG: [\[LINK\]](#).

Croydon Trading Standards can be contacted: trading.standards@croydon.gov.uk

Supporting tenants

If you are concerned that your tenant has fallen into arrears or is struggling with their rent, please let us know as soon as possible. There are a number of measures we may be able to take to assist with this, so please, with permission, email details of your tenant and their situation to Chevon Jones, chevon.jones@croydon.gov.uk.

Susan O'Neill and Chevon Jones will be available to discuss issues with your tenants, such as rent arrears.

Susan O'Neil and Chevon Jones will both be at the forum to discuss cases with you.

Electoral Register

The electoral register lists everyone in the borough who is registered to vote and is updated on a monthly basis. You are not automatically registered to vote even if you pay council tax.

To be able to vote in Croydon, you need to meet certain criteria.

- You need to be 18 years of age, (although you can register from 16).
- You need to normally reside at an address in Croydon.
- You need to be a British, Irish, Commonwealth or European Union (EU) citizen.

Registering is easy and only takes 5 minutes online www.gov.uk/register-to-vote
As a landlord you have a duty to inform your tenants of this service, especially any new movers. Your help with forwarding this information to your tenants would be much appreciated.

For more information visit the website [\[LINK\]](#) or email electoral.services@croydon.gov.uk

Voter ID

From 4 May 2023, voters in England will need to show photo ID to vote at polling stations in some elections.

This will apply to:

- Local elections
- Police and Crime Commissioner elections
- UK parliamentary by-elections
- Recall petitions

From October 2023 it will also apply to UK General elections.



Bring
photo ID
to vote

Unsubscribe

If you no longer want to subscribe to the newsletter please email propertylicensing@croydon.gov.uk so we can update our records.

Newsletter

This letter was produced by the Private Sector Housing Team of Croydon Council on the 17th February 2023. Information was correct at the time of going to print.