

# Annual Report Croydon Housing

April 2022 - March 2023

Housing report to our council tenants &  
leaseholders



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HOUSING**

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# Foreword



I am very pleased to introduce the Annual Report 2022-23 to you as tenants and leaseholders of Croydon Council.

There is no question that 2022-23 was a challenging year for the Council's Housing Service. It was very clear that the services you receive needed real improvement and, together with Government agencies such as the Social Housing Regulator, who are there to ensure we meet the standards they have set for council homes and customer care, this much needed change has been a huge focus for the Council during 2022-23 and this continues at pace.

Key to achieving this has been listening to you. The Council's Residents' Charter was launched in June 2022 co-designed with you, our residents. This sets out clear expectations on how the council will treat all tenants. We now make sure we seek your views for all important decisions, such as the new Housing Strategy and the engagement of new repairs contractors, and this is overseen by the Housing Improvement Board that includes tenants and leaseholders.

Improvement to the Repairs Service is a top priority for tenants and the Council. So, as well as new repair contractors and the Repairs Contact Centre, we are also beginning to redress the financial under-investment in the council's housing stock which has added to the problems which many of you have experienced. This will help provide the money needed to keep your homes safe, warm and in good repair.

A lot of the necessary building bricks in this transformation of the service are therefore, now in place:

- We are recruiting a new Leadership Team, with three new directors in place, to drive this change forward.
- We appointed three new repairs contractors in August 2023, and these are now bedded in and beginning to provide an improved service.
- A new Repairs Contact Centre is operational, and we have recruited a new team to take your calls and to stabilise this service.
- We have also introduced a new Housing IT system to underpin these service changes so that we can respond more effectively and efficiently to your needs.

However, this programme of change is just beginning and there is a long way to go, so I ask you for your patience whilst we make all the improvements needed to provide the housing service you all so richly deserve.



**Susmita Sen**

**Corporate director of housing**

# Overview of our homes

As at 31 March 2023, Croydon had a council housing stock of 13,454 homes made up as follows:

## Flats



7,008

## Houses



4,823

## Maisonettes



1,392

## Bungalows



231

We have

**2,548**

Leaseholders  
properties

**10,906**

Tenants



## Move-ins

We re-let **572** properties across the borough.



## New build properties

We let out **70** new build properties to Croydon residents.



## Homelessness

The majority of the new build and re-let properties were allocated to residents who had previously been living in temporary accommodation.

# Investing in the quality of your homes

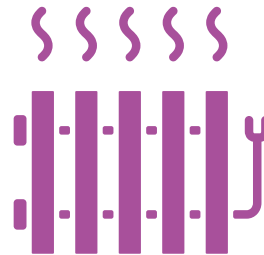
Each year, we have a budget allocated for improving the quality of our housing properties across the borough. In 2022/23, we invested **£22,379,860** by carrying out repairs and renovations to improve structural parts of your home or building. Here is a breakdown of the improvements carried out.



**343** smoke detectors were upgraded

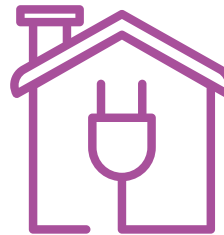


**453** boiler repairs or replacements were carried out. The majority of this **451** were done in individual homes and 2 in communal areas

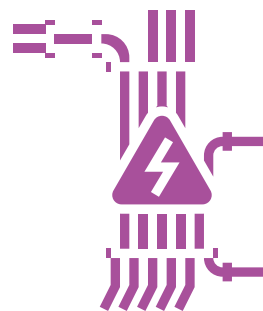


**53** storage heaters were repaired or upgraded to modern heating systems

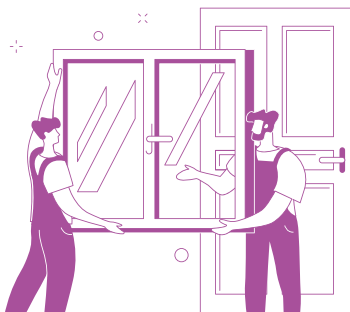
**248** kitchens and bathrooms were replaced or renovated



**320** works were done to improve the wiring system or to replace damaged wires



**15** electrical distribution systems were repaired or upgraded

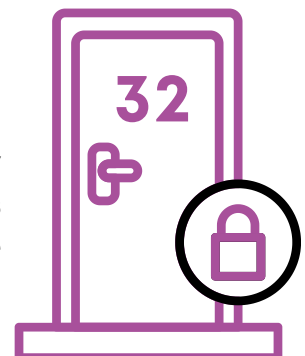


**286** windows were replaced. **241** of these were windows in communal areas and **45** were windows in homes

**16** warden alarms were replaced or upgraded



**32** security doors were installed



# Our income and expenditure

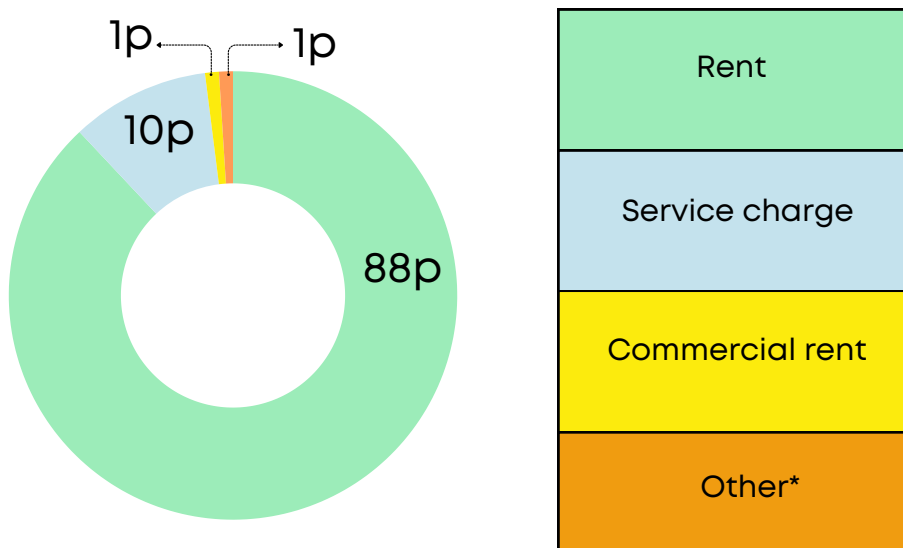
Our total income in 2022/23 was **£90.920M**

Our total expenditure was **£85.263M**

There was a surplus of **5.657M** which was added to reserves in the Housing Revenue Account to further invest in your homes the following year.

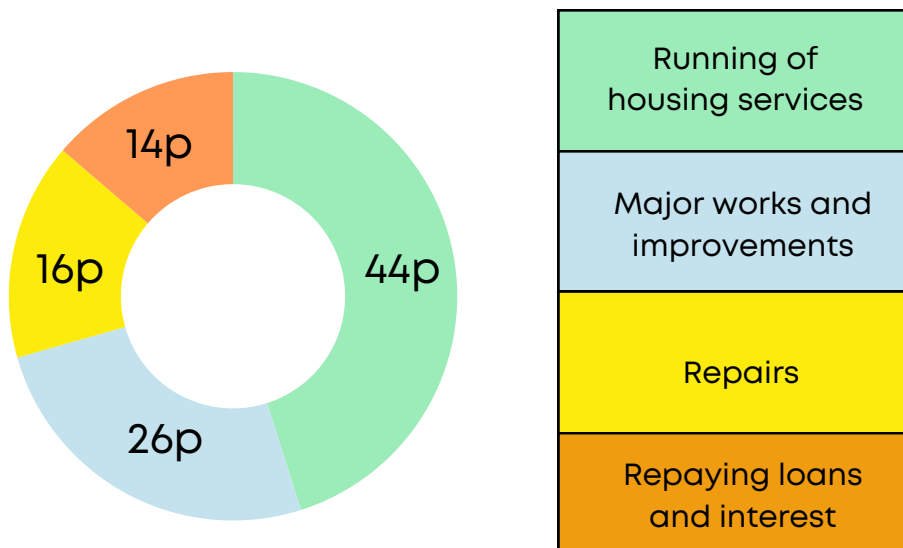
Here is a breakdown of the source of our housing income and how it was spent.

## Income breakdown per £1



Other \*= Contributions towards expenses (other than government grants and assistance)

## Expenses breakdown per £1

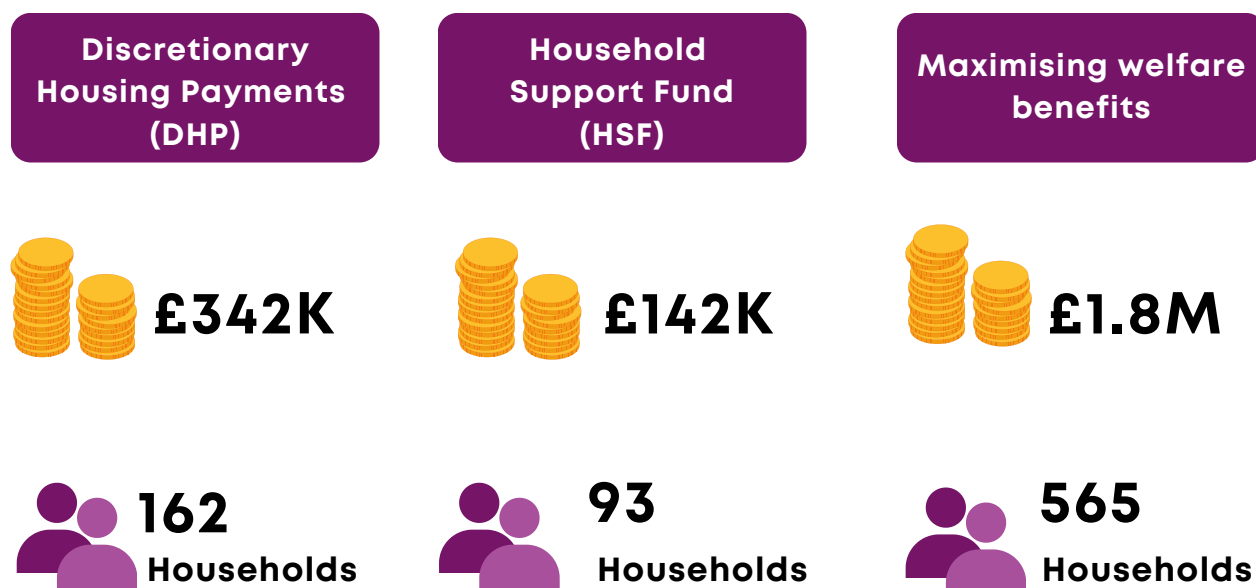


# Financial support provided to our residents

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In 2022/23, we supported **820** tenants and leaseholders to secure a total of **£2,297,391** in financial support.

Applications to these funds were open to residents and advertised via various channels including bus advertisement, social media and the housing newsletter.



## Discretionary Housing Payments (DHP):

This fund is available to help tenants who are struggling to pay their rent or housing costs.

## Household Support Fund (HSF):

This fund is available to support tenants who are struggling to afford food, water, fuel or other essentials due to the rising cost of living.

## Maximising welfare benefits for our tenants:

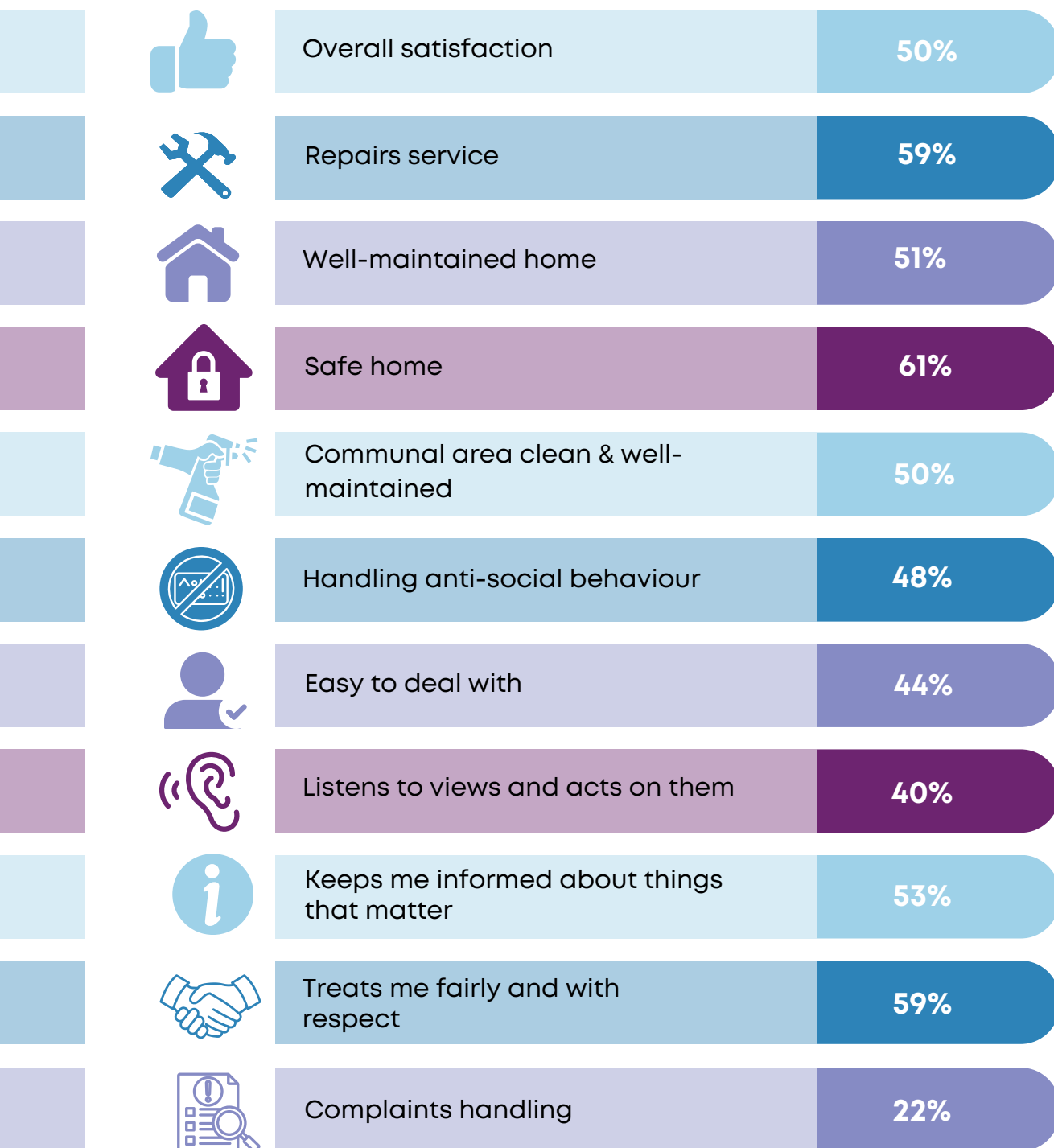
Our benefit advisors worked with our tenants to ensure that they were claiming and receiving all the benefits they were entitled to.

# How did we do?

## Tenant satisfaction survey results

We value feedback from our tenants as it helps us to monitor our service performance and identify where improvements are needed.

In 2022/23, Acuity surveyed 1,000 tenants on our behalf to measure their satisfaction levels. The average satisfaction across our services was 50% whereas the average satisfaction rate for London was 57%. We will continue to do our best to improve the standard of our services delivery to you.



# Listening to your concerns

## Complaints

We are committed to improving the way we handle complaints, ensuring that every resident's voice is heard. While we acknowledge that our current performance is not where it should be, we are actively working to improve our complaints handling process. By listening to your concerns and being transparent, we aim to rebuild trust and improve services for all our residents.



**\*Target time:** when we receive a complaint, we have ten working days to formally respond to your concerns with the findings from our initial investigation. This is also referred to as 'stage 1' in our complaint handling process. Most residents are usually satisfied with the outcome from stage 1 and hence, therefore, no further investigation is required.

**\*Escalated complaints:** if a resident is not satisfied with the outcome of our initial investigation, they can escalate the complaint and that is referred to as 'stage 2' in our complaints handling process. Our team will then conduct further investigations and respond to the resident within ten working days.



# Resident engagement highlights

## Residents' Charter



We developed a Residents' Charter with members of our Tenant & Leaseholder Panel (TLP). It was formally adopted by the Council's Cabinet on 7 December 2022.

Scan the QR code or click below to read the Charter.

[Read here](#)



## Housing strategy 2023 - 2028 consultation

We developed a housing strategy in 2023 which involved consulting our tenants and leaseholders through workshops to help shape the future of the housing services.

**15** In-person sessions



**3** Online sessions



**529**  
Participants



## Repairs contractors' procurement

We worked closely with our tenants and leaseholders to choose our new repair contractors



Seven housing tenants and leaseholders were trained as evaluators for the process.

We had 125 responses to the service standards survey, which served as a guideline for the procurement process.

## Meetings and surgeries



**73**

Tenancy surgeries and residents' meetings across our council estates in the borough.

## Open House newsletter

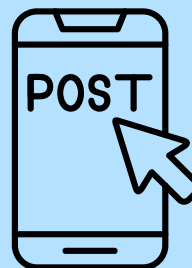


**3** Printed copies

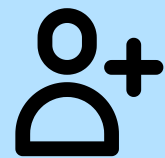
**3** E-news



Facebook page



**159**  
posts



**73**

new followers

We welcome your feedback if you have any comments on this annual report.

Please contact us at: [residentinvolvement@croydon.gov.uk](mailto:residentinvolvement@croydon.gov.uk) or call:

**020 8726 6000, ext. 44524**



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