

Welcome to the London Borough of Croydon Private Landlord + Property Agent Forum.

Run by **Croydon's Private Sector Housing Team**

6th June 2024

Housekeeping

No test fire alarm is planned.

Toilets in on the first floor foyer. No refreshments today.

CPD – 1.25 hours awarded a certificate is at front desk.

No Council photography today in presentations.

Two forums, 19,000+ landlords or property agents invited.

The forum

Less speakers today.

A small number of questions are allowed after each presentation. For personal questions or other please use the advice desks or feedback forms.

› **London Landlords Accreditation Scheme (LLAS)**

Want to make sure you're a good landlord? Then sign up to the London Landlord Accreditation Scheme (LLAS). Find out what it is and how you can take part.

› **Landlord Information pack**

Guidance for landlords on safety and standards, as well as contact details for further support.

› **Landlord newsletters and Landlord Forum**

Download previous newsletters for landlords and minutes from the Landlord Forum.

WEBSITE for more information:

<https://www.croydon.gov.uk/housing/landlords>

Thank you for your interest and taking the time to attend

Today's presentations 60 to 75 minutes, (including questions).

1. Before and after please meet with officers – advice tables.
 2. Two repeat sessions. 10.30am, 1.30pm.
 3. The presentations are given in good faith and the information is felt correct at the date of the forum.
 4. 2011 accredited landlords + property agents, 7th in London Thursday 14 March took place, Next events Wednesday 19 June and Monday 14 October 2024 – Town Hall
 5. To go on the mailing list: propertylicensing@croydon.gov.uk
- With permissions, presentations will go on Croydon website.

Agenda

Introductions—Welcome Nick Gracie-Langrick.

- Julie Dawe – Croydon Plan (Spatial Planning Team) – AM only
- Karen Gregory - National Residential Landlords Association
- Nick Gracie-Langrick – Accreditation.
- Nick Gracie-Langrick - Public Health Project.
- Simon James – Homelessness & Rough Sleeping strategy – PM only
- Ellie O'Malley / Kate O'Brien – Waste management and recycling
- Q & A from Landlords / Letting Agents (also after presentations)

Apologises-

Pest Control – Jay Robertson / Rene Plaza, Southwark Pest Control

Advice tables

1. Karen Gregory - National Residential Landlords Association
2. Nick Gracie-Langrick - Private Sector Housing Team
3. Ellie O'Malley / Kate O'Brien – Waste management and recycling
4. Housing Department Procurement Team

Pest Control Service

Croydon Council works in collaboration with Southwark Pest Control. Bookings:

<https://www.croydon.gov.uk/environment/animals-and-pest-control/pest-control>



Private resident cost for Rats – Indoor £36.48

Rats – Outdoor £86.36

Mice - £127.16

Five questions from the English House condition survey

Test yourself – 2022 to 2023 EHC statistics

1. What proportion of all dwellings is the PRS – A 12% B 19% C 26%
2. How many PRS homes have a cat 1 hazard - A 8% B 10% C 12%
3. What is average EPC category for PRS homes? - A E. B D. C C.
4. How many PRS homes have a damp problem? - A 9% B 14% C 19%
5. How many PRS homes have a Smoke Alarm? - A 73% B 83% C 93%

Five questions from the English House condition survey

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5. How many PRS homes have a SA? - A 73% B 83% **C 93%**

The Census 2021 identified about 26% or 40,000 residents live in the PRS in Croydon

Score	Energy rating
92+	A
81-91	B
69-80	C
55-68	D
39-54	E
21-38	F
1-20	G

Private Sector Housing Team Fee changes April 2024

Charge for Home Office Inspection survey (ex VAT)	£189
Charge for Housing Act 2004 notice - improvement	£489 + £100 to £1087.
Charge for Housing Act 2004 notice – hazard awareness	£163
Charge for Housing Act 2004 notice – review suspended	£272
Mandatory HMO licence (5 year term)	£163 + £109 to £5,435
Mandatory HMO licence (1 year term)	£163 + £22
HMO advisory visit	£217
Service of a notice under the Building or Environmental Act	£163
Fee for a copy of the HMO licence register	£54
Fee with application for a demolition notice – site / building	£217

Presentations.

Delivering for Croydon

CROYDON
www.croydon.gov.uk

Croydon Council Partnership working

Julie Dawe –

Croydon Plan (Spatial Planning Team)

Local Development Framework and Local Plan Review Briefing

What is a Local Plan?

The Local Plan provides a spatial strategy, guides decisions on future development proposals and addresses the needs and opportunities of the borough.

It is....

- Our document drafted with residents
- Has to be based on evidence and needs
- Long term strategy
- The planning expression of the corporate plan

It is not

- A blueprint for developers
- Quick fix
- A repetition of national and London Plan policies

Reflecting Mayor's Business Plan - 2022-2026

Strategy

- Make Croydon a cleaner, safer and healthier place
- A place of opportunity for business, earning and learning
- Increase pride in Croydon

Reflecting Mayor's Business Plan - 2022-2026

Homes

- Challenge top down Housing targets
- Propose **a new and reduced** Housing target beyond 10 years
 - Housing to be proud about
 - Homes for everyone
 - People can lead healthier and independent lives for longer
 - Family homes
 - HMO standards improved –new HMO Policy
 - Housing stock fit for the 21st century

Local Plan Review



Climate emergency



Housing crisis – deliver the London Plan target March 2021



Review strategy and policies due;

Other policy changes to the London Plan
needed to align with NPPF

Reflect Mayor's Business Plan – 2022 - 2026

Local Plan Review - Timetable summary

Procuring evidence – Summer 2023

Cabinet

Consultation – June/July (6 weeks)

Council approval prior to submission

Submission of plan to Secretary of State: Summer 2024

Local plan examination anticipated during late 2024 (subject to availability of inspectors)

Local plan adoption anticipated December 2025

Evidence – to support the partial review

Housing – needs, Affordable Housing, mix and tenure (Strategic Housing Market Assessment)

Retail Needs Study

Tall building Study

Green space assessment

All Plan Viability Assessment

Strategic Flood Risk Assessment

Sustainability Appraisal

Consultation/Communication



Listening to residents, customers, businesses, developers and stakeholders



Regulation 19 – legal compliance shapes the consultation

Questions

Croydon Council Partnership working

Karen Gregory

NATIONAL RESIDENTIAL LANDLORDS ASSOCIATION

6th June 2024



Croydon Landlords Forum

6 June 2024

Karen Gregory
London South Regional Representative

www.nrla.org.uk





The National Residential Landlords Association is the UK's largest membership organisation for private residential landlords, supporting and representing over **108,000** members

Renters (Reform) Bill overview

1. Increased 'Security' & 'More Stability'

- Abolition of S21
- Open ended tenancies
- Two months' notice to end a tenancy (tenants)
- Written statements

2. New Grounds for Possession

- Mandatory grounds for selling, moving in or repeated rent arrears
- Expansion of discretionary ASB ground

3. Improved Dispute Resolution

- Rent Increases and First Tier Tribunal
- PRS Property Ombudsman / Mandatory for Landlords

4. Better Compliance

- PRS Property Portal / Mandatory for Landlords

5. A Positive Renting Experience

- Legal right to request pets



What's the NRLA calling for?

- An end to anti-landlord rhetoric – time to back responsible landlords and the PRS.
- Address issues in the student market – ensuring landlords can provide homes for students on a cyclical basis.
- Establish a definition of 'low-level' ASB and develop guidance for the courts on when possession is reasonable.
- Reform the courts **BEFORE** Section 21 powers are removed.
- Review the need for selective licensing once the property portal is introduced.
- A full review of property taxation and pro-growth measures.



- Now, after five years of hard work, the Bill is in tatters after falling at the final hurdle last week.
- The Renters (Reform) Bill was the Government's masterplan to transform the private rented sector, promising more security for tenants; including controversial plans to abolish section 21, get rid of fixed term tenancies and introduce a new registration scheme for landlords.
- First mooted by Theresa May during her time as Prime Minister in 2019, the controversial Bill has been in the pipeline ever since, with the NRLA spending years working with members and Government to hone and amend the plans to ensure they were fair to landlords, while allowing Ministers to honour their commitments to tenants.



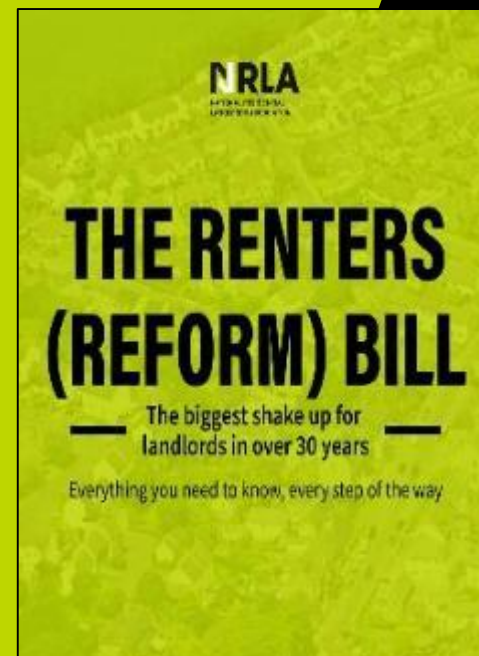
Whoever triumphs at the polls on 4 July will need to start from scratch when it comes to developing new legislation around private rented housing.

= Greater uncertainty for landlords who have already been waiting for five years for answers on how they must run their businesses going forward.

Repercussions could be far-reaching- for landlord tenant

Midst of a cost-of-living and housing crisis, latest figures show increasing numbers of landlords are already considering their future in the private rented sector. The fall of the Bill and the crippling uncertainty that comes with it, means it is highly likely many will decide to simply cut their losses and sell up.

So bad news for renters looking to the sector for a home, with most recent figures from property platform Rightmove showing there are now 15 tenants competing for each property.



What happens next?

Once the election has taken place the new Government will decide how to progress with plans to reform the private rented sector.

Both the Conservatives and Labour have previously committed to abolishing Section 21, but it will be down to the new administration as to how they progress this – and what priority it is given.

We may have more clarity on what approach the different parties may take once election manifestos are published in the coming weeks.

Whatever happens we are committed to working constructively with them to ensure proposed changes are fair and workable for landlords and tenants alike.

General Election Manifestos?

Neither Labour nor the Conservatives have published their manifestos outlining proposals on which they will fight the election. The content of these manifestos and how they relate to housing will be added to the NRLA hub when they are made public.

Labour has made six key election pledges; to deliver economic stability, cut NHS waiting times, launch a new border security command, set up a green British energy company, crack down on anti-social behaviour and recruit thousands of new teachers.

Housing is notable by its absence from this list, although the party has – like the Conservatives previously – pledged to end section 21 repossessions should they come to power.

Shadow Chancellor Rachel Reeves has said publicly there ‘may be a case’ for rent controls ‘in certain areas’, a Labour party spokesman has subsequently gone on record stating rent controls ‘**are not national Labour party policy**’.

Leasehold & Freehold Reform Act - what you need to know

- Leasehold Reform Bill published in November. Passed into law at the end of Parliament
- Once the Act is in force, (likely 2025-2026) the legislation aims to strengthen consumer rights by:
- Banning the sale of new leasehold houses so that, other than in exceptional circumstances, every new house in England and Wales will be freehold from the outset.
- Making it easier for leaseholders to extend their lease or buy their freehold and make standard lease extensions 990 years to reduce the need for repeated extensions.
- Excluding 'marriage value' when calculating the premium on lease extensions.
- Standardising the format of service charge demands so leaseholders have greater transparency about what they are being charged.

Leasehold & Freehold Reform Act - what you need to know

- Removing the requirement to pay the freeholders costs when exercising their enfranchisement rights, making it easier to buy the freehold.
- Setting maximum time limits for providing home buying and selling information and setting a maximum fee providing this information.
- Giving homeowners on private and mixed tenure estates comprehensive rights of redress, so they receive more information about what charges they pay, and the ability to challenge how reasonable they are.
- Scrapping the presumption that leaseholders pay their freeholders' legal costs when challenging poor practice.
- Banning 'opaque and excessive' buildings insurance commissions for freeholders and managing agents, replacing these with transparent and fair handling fees.
- Removing the requirement for a new leaseholder to have owned their house or flat for two years before they can extend their lease or buy their freehold.



Smoke & Carbon Monoxide Regulations (England)

- What are they? – Smoke alarms on every floor & CO alarm in every room where fuel burning appliance (e.g. gas boiler), exception is where room contains only gas cooker/hob. Ideally to be mains supplied & interlinked
- Who will they affect? All landlords
- Responsibility to repair /ensure working if reported faulty
- For more see: <https://www.nrla.org.uk/news/what-you-need-to-know-smoke-and-co-alarms-in-properties>



Prescribed information: service by post

- A county court case has been granted a second appeal – the outcome of which could have ramifications for the sector.
- D'Aubigny v. Khan concerns service of prescribed information and whether it can be done so via post.
- Most tenancy agreements have a clause stating that notices are deemed served when sent or left at the property.
- If the Court of Appeal takes the view that legislation must specify when posting a document is sufficient then many documents required to be served will not be able to be served by post.
- NRLA has applied to intervene in the case to ensure service by post remains an option for landlords.
- In the meantime, we recommend landlords obtain their tenant's signature upon receipt of required documents as evidence.

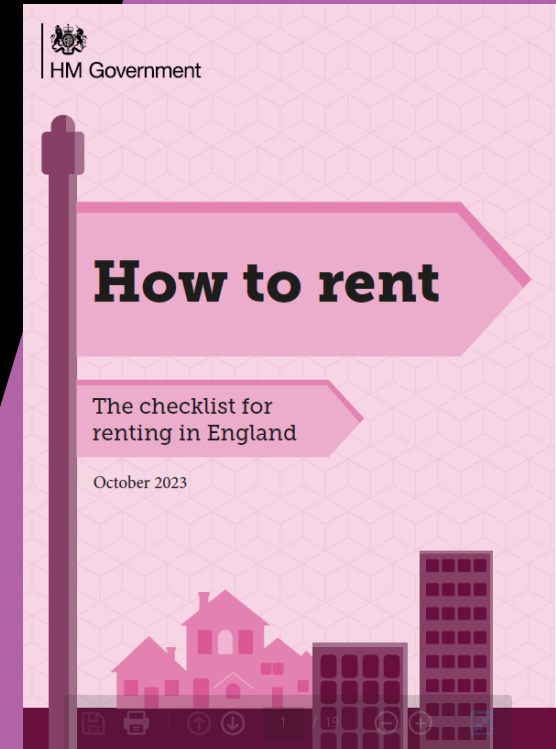
Updated How to Rent Guidance

Reminder

- The updated version (October 2023) **must** be served at the start of any new tenancy or on renewal, for tenancies in England.

What's been added?

- Information on the new Housing Loss Prevention Advice Service, which offers tenants legal advice on housing and possessions.



Right to Rent

- As of 1 October 2022, landlords can no longer perform a Covid-adjusted right to rent check.
 - Landlords can no longer verify a tenant over video call by looking at scanned copies of their identification.
- Instead, landlords must perform checks by either:
 - Meeting the prospective tenant in person and checking an original version of their document(s)
 - Inputting the prospective tenants share code and date of birth into the online right to rent check
 - Using a certified provider of Identity Document Validation Technology (IDVT) to perform a digital check.



Consultations

- Government recently consulted on its Home Energy Model.
- New Home Energy model is due to replace the EPC next year and will include a new Future Homes Standard assessment.
- Homes will need to undergo a series of additional checks.
- NRLA supports efforts to decarbonise heating and supports the introduction of a more accurate system.
- We have concerns that additional assessment will mean additional costs for landlords.
- The consultation closed in March 2024 and government yet to publish a response.
- Watch this space!

Joining Options

Landlord membership

From **£99** a year

Share the benefits of an NRLA membership
with 1 associate

Business membership

From **£199** a year

Share the benefits of an NRLA membership
with 4 associates

1 MAIN ACCOUNT
1 ASSOCIATE



**Discount
code:
136**

1 MAIN ACCOUNT
4 ASSOCIATES



**(£15 off
when
paying
DD.)**



Making life easier: Safe2

- The NRLA has purchased Safe2, a provider of all forms of property safety certification
- NRLA members will receive **discounted services** when using Safe2, making compliance as easy as possible.
- Our platform makes your life easy - give Safe2 your tenant's details and we will agree a date and time between tenant and tradesperson, getting your certificate sorted as soon as possible.











NRLA

PORTFOLIO

Are you ready for hassle free property management?

Manage properties, admin, tenants, and compliance all in one place

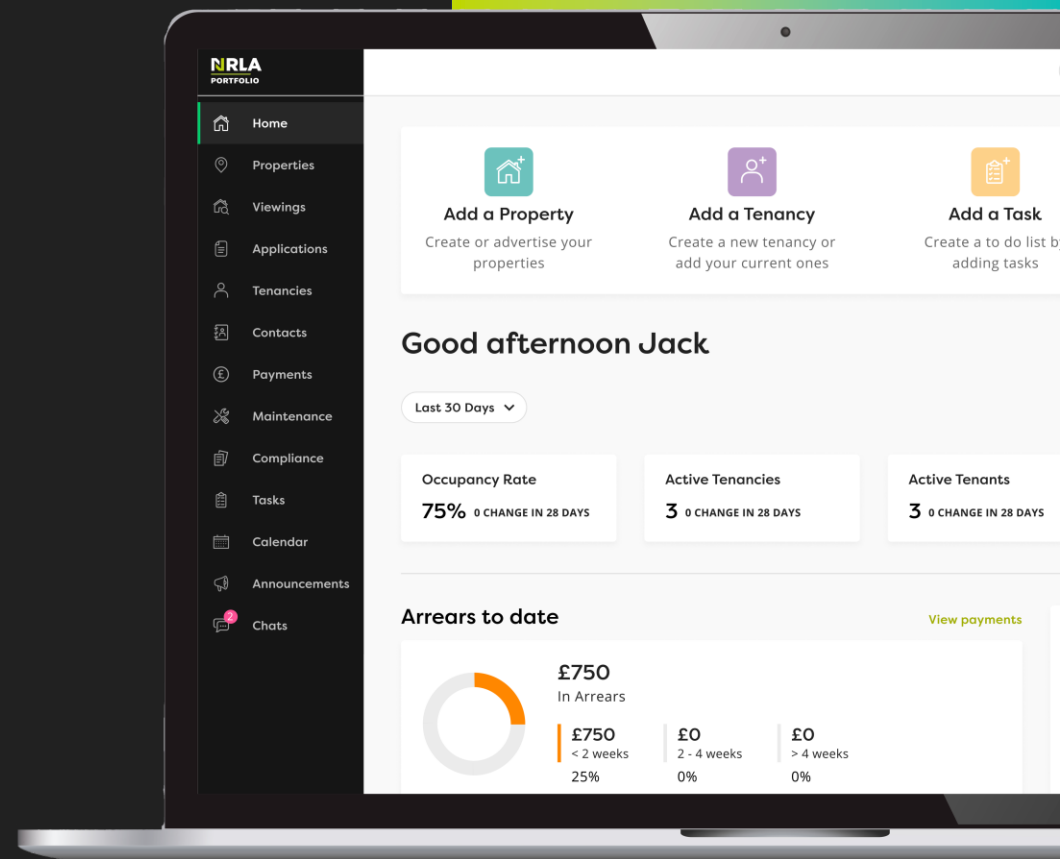
-  Viewing and enquiry service
-  Add and manage existing tenancies
-  Digitally generate and sign compliant ASTs
-  Property compliance, guiding you through all the regulation

-  Manage all tenant communication in one place
-  Key date reminder service for documents and certificates
-  Track deposit/rent payments as well as expenses
-  Reports and analytics

FREE and exclusive to members

Start for free!

Try it now at nrla.org.uk/portfolio



Member Benefits

- ✓ FREE landlord advice - online & telephone support
- ✓ FREE webinars, podcasts, & networking events
- ✓ FREE unlimited resources, including documents, guides, tenancy agreements, & templates
- ✓ FREE comprehensive licensing support
- ✓ FREE award-winning property magazine
- ✓ Network of regional representatives

NRLA
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LANDLORDS ASSOCIATION



Exclusive Member Discounts

- ✓ FREE Tax Investigation Insurance worth over £100!!
- ✓ 15% off at Carpetright
- ✓ 10% B&Q TradePoint discount card
- ✓ 10% discount at LOFT Interiors
- ✓ 5% discount on compliance checks
- ✓ 1 month FREE boiler & home emergency cover
- ✓ Exclusive discounts on mortgages, tenant referencing, and more

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LANDLORDS ASSOCIATION

carpetright



**TRADE
POINT** 



Join today by visiting:
www.nrla.org.uk/join

DISCOUNT CODE: 136
karen.gregory@nrla.org.uk



Thank you and any Questions?

LANDLORD ACCREDITATION SCHEME



“Helping you get it right”

WHAT IS ACCREDITATION?

- Voluntary scheme for landlords and agents
- Make attendees aware of:
 - Standards
 - Good practice
 - legislation
- Opportunity for networking/discussions



MAIN ELEMENTS OF ACCREDITATION

- Knowledge based not property based
- Fit & Proper Person
- Code of Conduct
- Accreditation Training
 - One day
 - Independent professional trainers
 - Validation exercise
- Continuous Professional Development



AIMS OF ACCREDITATION

- Enables members to operate successful businesses
- Members to provide their tenants with safe and high-quality accommodation
- Reduce the need for intervention from local authorities



OVERVIEW OF ACCREDITATION TRAINING

- Landlord/agent will attend an initial, whole day Accreditation Training
- Then need to acquire CPD points to maintain accreditation:
 - Attend LLAS CPD training
 - Attend approved forums/seminars
 - Membership of approved professional body



OVERVIEW OF ACCREDITATION TRAINING

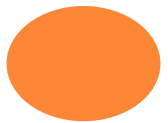
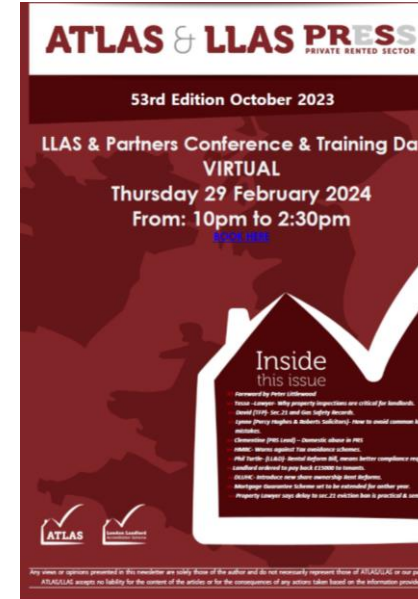
- All matters that should be in place before the property can be let. This includes an in depth look at HHSRS; HMO legislation & licensing; EPC/MEES
- How to set up a correct lease, including Right to Rent checks; Tenants Fees; Deposit regulations
- Help to ensure the tenant will be appropriate
- The responsibilities, and liabilities of the landlord, and of the tenant
- How to manage the tenancy during its duration, including inspections and maintenance; managing:
 - rent arrears
 - Tenant complaints
 - ASB
- The legal way to end a tenancy, including Retaliatory Eviction (2015)



BENEFITS FOR LANDLORDS & AGENTS

Other than Recognition & Knowledge:-

- Landlords Reference Manual
- Quarterly Newsletter called The “**PRESS**”
- Discounted Licensing Schemes
- Recognised as good Landlord/Agent
- Access to the latest, up-to-date information via our website, newsletters and email updates etc.
- Networking events etc.
- Business advantages as tenants seek out accredited landlords and agents etc.



BENEFITS TO TENANTS

- Confidence that the landlord/Agent is professional & reputable
- Assurance that the LLAS/ATLAS Code of Conduct will be adhered to
- Allows tenants to make informed choices when renting
- Provision of clear information on Tenant's rights and responsibilities and Landlords rights and responsibilities



BENEFITS TO LOCAL AUTHORITY

- Confidence that the landlord/Agent is aware of rules & regulations, and their responsibilities
- Use LLAS as a conduit to communicating with the sector and raise awareness of other related local authorities' services
- Provides consultation base
- Lower risk of landlord/agent errors
- Higher standard of management
- Reduce ASB in tenants
- Improve community safety
- Advertising opportunities for local authorities services directly to landlords & agents
- Provide speakers at landlords forums and conferences etc.



HISTORY

- Launched 2004
- Largest & most successful Scheme in country
- Continuing to attract members regularly
- Have Accredited **over 63000** landlords and agents in London & partner authorities
- Model adopted in many areas: Kent, Sussex, Thames Gateway, Surrey, Hampshire, Midlands, Wales, Oxford.



LLAS CONTACT

www.londonlandlords.org.uk

Email: LLAS@camden.gov.uk

Phone **020 7974 6975 / 020 7974 2834**



Croydon Council

Homelessness and Rough Sleeping Strategy

2024-29

The Homelessness and Rough Sleeping Strategy:

- Statutory requirement to produce a Strategy every five years-Housing Act 2002
- Involves carrying out a review of Homelessness and Rough Sleeping
- Benchmarking other Local Authorities.
- Analysis of DLUHC statistics
- Test out initial findings of review through a Consultation process
- Online Survey and meetings with residents and the Voluntary/Statutory Sector
- Production of final strategy and a Delivery Plan.

Themes identified from the Homelessness and Rough Sleeping Review

Key Themes.

- **Prevent homelessness and provide relief efficiently where it occurs.** *We know that often residents with additional vulnerabilities are at a higher risk of homelessness and we need to work effectively with partners to assist vulnerable residents so as to prevent homelessness.*
- **Move towards a strategic rather than reactive use of temporary accommodation.** *Projections suggest homelessness is on the rise. The cost of temporary accommodation and bed and breakfast is high, and residents are often housed here for extended periods of time. We need to concentrate on reducing those housed in temporary accommodation/bed and breakfast to ensure residents are provided with stable homes.*
- **Providing services to rough sleepers.** *Approximately 15% of the rough sleepers assessed in the borough choose to remain living on the streets, and it is key that we continue to provide them with support services. We will also work with partners such as Safer Streets to deter those who refuse an offer of accommodation and cause anti-social behaviour.*
- **Managing our stock and encouraging new affordable and social housing.** *Croydon has the highest number of households in London and the need for housing is rising. We need to manage our own stock effectively to ensure properties are re-let swiftly as well as intervene to maintain tenancies in the social and private sectors. In addition, we will work with our housing association partners to increase the supply of new affordable and social housing in the borough*
- **Partnership working.** *We know that often residents with additional vulnerabilities are at a higher risk of homelessness and we need to work effectively with partners to assist vulnerable residents so as to prevent homelessness*

Consultation Report-response

Questions.

- Online survey- 188 responses-20% of respondents had experienced homelessness or threat of homelessness
- Online consultation-meeting with Croydon Communities Consortium-30 attendees
- Housing Strategy-160 comments were received about issues of homelessness or rough sleeping
- Voluntary Sector-meetings with Family Justice Centre, St Mungo's, Evolve Housing , Thamesreach, St Mungo's, Nightwatch, Crisis Skylight ,South-West London Legal Centre,
- Statutory Sector-SLAM (South London and Maudsley Hospital Trust), Croydon University Hospital ,Adult/Children Services, Community Safety, *Police (to be arranged)*
- Ongoing meetings with Housing Associations relating to housing supply.

Consultation Report-Changes made as a result of feedback.

- Many representations from residents were received with regards to a lack of customer care and responsiveness in the Homelessness service. Given the commitment to Service Excellence in the Mayor's Business Plan and the Housing Strategy a specific target with regards to embedding these principles will be contained in the final agreed objectives
- Rises in homelessness and the multiple pressures reported by Voluntary Partners reinforced the point that goals around reducing homelessness and rough sleeping had to be smart and realistic
- The wording around ASB and Homelessness was modified- people may reject accommodation but that does not necessarily link them to nuisance. However, working with Safer Streets to reduce ASB amongst some rough sleepers will remain a priority
- The need to relink with the Voluntary Sector and set up a regular homelessness forum was again highlighted

Priority one — Listen to our residents and provide good and responsive services

Proposed Actions

- *Extend the principles of the Residents Charter to all service users.*
- *Staff training-Develop and deliver a comprehensive training programme to cover customer service, legal, technical, personal effectiveness, interpersonal and system.*
- *Complete and embed the Housing Needs Service structure including appointment to key posts.*

Priority two - We will act at the earliest possible stage to prevent homelessness from occurring

Proposed actions

- *Develop plans for focused activity to address the most prevalent causes of homelessness-private sector evictions, friends and family evictions and domestic abuse*
- *Review and enhance working arrangements concerned with preventing homelessness amongst vulnerable groups*
- *Streamline internal processes to resolve potential homelessness as early as possible ie review online form*

Priority three – Reduce the reliance on the use of temporary accommodation.

Proposed action

- *Deliver the benefits of the dynamic purchasing system for procuring nightly paid temporary housing .*
- *Challenge the acquisition of accommodation in Croydon used as temporary or settled accommodation by other boroughs.*
- *Complete review of supported housing accommodation as part of the re-commissioning process.*
- *Agree a Placements Policy which sets out the Council's policy towards locating those in need of temporary accommodation*

Priority four– Reduce the numbers of people who are Rough Sleeping in Croydon.

Proposed action

- *Develop strategies to prevent a cycle of homelessness amongst the 15% of Rough Sleepers who refuse accommodation*
- *Work with Safer Street Partnership in reducing anti-social behaviour among some Rough Sleepers*
- *Provide support to assist rough sleepers -Maintain performance on 'No second night out' – currently at 80%*
- *Enhance subregional partnership services -Develop joint funding bids and initiatives to improve services to people sleeping rough*

Priority five - Manage our stock and encourage new affordable, private rented and social housing

Proposed action

- *Supplying new homes. -Achieve London Mayoral targets 2019 to 2028*
- *Carry out tenancy audits of Social and Temporary Housing and increase recovery action against fraud – 10% of council and 100% of temporary tenancies*
- *Prepare a Regeneration and New Homes Policy*
- *Complete the regeneration of Regina Road*

Priority six- Re-instate partnerships with the Voluntary and Statutory Sector and deliver a more integrated approach to tackling homelessness

Proposed action

- *Devise mechanisms for increased joint working with Voluntary sector*
- *Deliver the Joint Protocol for Care Experienced Young people*
- *Compile and keep up to date information regarding the organisations and services relating to homelessness in Croydon, including contact details and referral routes*
- *Set up a Housing Association Group liaison group*

Thank you

For further information, please contact:

Simon James

Simon.James@croydon.gov.uk

Mark Billings

Mark.Billings@croydon.gov.uk

Croydon Council Waste Collection Services

Information about waste collection and recycling

Andrew Dickinson / Ellie O'Malley / Kate O'Brien

Waste and Recycling Operational Officer

SREETTS AND ENVIRONMENT TEAM

Waste Collections Services

6th June 2024

Refuse and Recycling Services

- ▶ Refuse Collections
- ▶ Recycling and Food Waste Collection Services



Kerbside Collections

Property Types

- ▶ Houses
- ▶ Flats - 4 units or less
- ▶ HMOs

Typically 240l Recycling

180l refuse

(340l bins can be hired)



Collection Frequency

- ▶ Fortnightly Refuse
- ▶ Fortnightly Recycling
- ▶ Weekly food waste (23l)



House conversion of four flats with well presented bins

Communal Collections

- ▶ 5 OR MORE UNITS with Wheelie Bins (340l)

Recycling	Weekly
Refuse	Weekly
Food	Weekly



- ▶ Large Developments - 4 Wheeled Bins (660l, 1100l)

Recycling	Weekly
Refuse	Weekly
Food	Weekly





House conversion of six flats with well presented hire bins



Purpose built block of flats with well kept purpose built bin store

Additional Services



- ▶ BULKY waste collections
- ▶ There's a whole page on council website on how to book
- ▶ www.croydon.gov.uk/rubbish-and-recycling/bulky-waste-collection
- ▶ Garden waste (Single dwelling households only)





Example of fly tipping of bulky waste left by bin store in the hope that bin crews will remove. Eventually the mattress could block the bin store and prevent collections taking place. If the bulky waste collection service had been used then there would be no problem

What bins should my tenants be provided?

	Flats with 5 or more units within building					Houses or buildings containing 2 flats (per unit)	Per unit within building			
	Studio	Flat with 1 bed, 2 person	Flat with 2 bed, 3 person	Flat with 3 bed, 4 person	Flat with 3 bed, 5 person or higher		HMOs		Blocks with 3-4 units – new build	Blocks with 3-4 units – conversion
	Flat with 1 bed, 1 person						With shared kitchen facilities	No shared kitchen facilities		
General Waste						General Waste				
120ltr	x							x		
130ltr		x								
140ltr			x							x
150ltr				x						
160ltr					x					
180ltr						x	x		x	
Please ensure the total volume is rounded up to the available bin sizes: 180, 240, 340, 660, 1100.										
Dry Recycling						Dry Recycling				
120ltr paper & card										x
120ltr comingled										x
128ltr (fully comingled)	x	x	x	x	x			x		
240ltr paper & card						x	x		x	
240ltr comingled						x	x		x	
Please ensure the total volume is rounded up to the available bin sizes: Only 360 and 1280 for flats recycling.										
Food Recycling						Food Recycling				
7ltr internal	x	x	x	x	x	x	x	x	x	x
12ltr external	x	x	x	x	x			x		
23ltr external						x	x		x	x
Please ensure the total volume is rounded up to the available bin sizes: 140 and 240 flats food recycling.										

Service Issues

- ▶ Missed Collections - Causes and prevention
 - ▶ Contamination
 - ▶ Flytipping
 - ▶ Ensure recycling containers are locked.
 - ▶ Blocked Access to Bin store - Keys/Fobs/Codes
 - ▶ Blocked Access - Parked Vehicles
- ▶ Damaged / Stolen Bins Replacement
 - ▶ Contact the council if the bin is supplied by us



New Builds

Planning Guidance Notes

- ▶ Recommended Bin Sizes and Quantity
- ▶ Building Design - Bin Chamber/Store Sizes
- ▶ Where to get bins from - Options



Reporting Service Issues

Encouraging your tenants to report

- ▶ Missed Collections
- ▶ 2 days to report missed collection.
- ▶ Report online via council website
 - ▶ Sends an instantaneous report directly to the contractor to collect within 24 hours.
- ▶ Damaged and Missing Bins- report to hirebins@croydon.gov.uk



Thank you and any Questions?

Croydon Council Partnership working

Working with landlords and property agents –

Stock condition and stock modeling survey

Inspect HMOs to review property, safety and amenity standards and give guidance on required improvements.

Project runs from April to September

>100 inspected.

hmo@croydon.gov.uk

Part 1

Housing strategy commitment. Decent homes survey until Sept 2024 to inspect PRS properties.

Stock modelling assessment to understand the risks and stressors in the borough's PRS - HMOs

Improve knowledge base to allow the better targeting of resources. A responsibility under s3 Housing Act 2004

Help needed with properties to survey. 45 minutes.

LBCpropertyinspection@croydon.gov.uk.

John Rowan partnership.

Appointment and door knocking

Webpage:

<https://www.croydon.gov.uk/housing/landlords/private-rented-housing-survey-2024>

Part 2

Thank you and any Questions?

Croydon Council Partnership working

The next meeting will be on Tuesday 29th
October 2024.

THANKYOU.
To you, the speakers
& the organising team.
NOW TIME FOR THE
ADVICE TABLES



CROYDON
www.croydon.gov.uk

Contact us: hsg-privatesector@croydon.gov.uk

Public telephone: 020 8760 5476 (direct dial with answerphone)