

Croydon Landlord and Property Agents Forum

Braithwaite Hall (Croydon Central Library)
Thursday 12 June 2025

Booking Essential

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

Our last forum was in January 2025 and was well received.

The single forum starts at 1.30pm. Please note that prior to the start of the forum the Carbon Neutral Team will be holding a workshop, details as below.

Carbon Neutral Team workshop

The Carbon Neutral Team in the Council is interested to enable the trialling of community led energy efficiency improvements to reduce energy bills, improve indoor comfort and also ensure adaptation of property to climate risks.

As part of this Landlord Forum, The Carbon Neutral Team is holding a 45-minute **Home Energy Efficiency Workshop**. The workshop will run from 12:00-12:45 pm in The Braithwaite Hall. We invite 30 landlords to attend the workshop to share their views and help the Council shape energy efficiency initiatives in the borough.

The team have also created guidance on household retrofit which can be found on the Council website link below. We hope you find the guidance useful.

[Household retrofit guidance for private properties | Croydon Council](#).

Forum format and presentations

The workshop by the carbon neutral team will start at **12.00 pm** with registration at **11.45 am** for 30 landlords.

The forum presentations will start at **1.30 pm** with the doors opening 30 minutes before for arrival and registration at **1.00 pm**. Forums may not run if there are insufficient numbers of interested landlords or letting agents.

Spaces are limited (capacity increased).

Sessions	Doors open for arrival & registration	Presentation starts	Advice Tables from	Forum ends at
Workshop - Carbon neutral team	11.45 am	12.00 – 12.45pm	--	--
Forum	1.00 pm	1.30 pm	2.45 pm	3.15 pm

To register your interest on the workshop and forum please contact the Private Sector Housing Team using the email propertylicensing@croydon.gov.uk by **Tuesday 3 June 2025**. Please indicate if you are also interested in attending the workshop at 12.00 pm – spaces are limited for 30 landlords. You will also need to indicate names and email addresses of attendees for registration purposes.

Location: Braithwaite Hall, Croydon Town Hall, Katharine Street, 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.

Timings: Please note the timings so that we operate the forum in a timely manner.

Presentations subject to change:

Agenda

Session 1 – 1.30 pm

- Welcome from Nick Gracie-Langrick – Private Sector Housing Manager, Croydon Council
- Nick Gracie-Langrick – Private Sector Housing Manager, Croydon Council – update on the Private Sector Housing Team
- National Residential Landlords Association (NRLA) - Osai Joseph –update on legislation on Renter Rights' Bill
- Croydon Healthy Homes – Malcolm Bell – Croydon Healthy Homes will talk about the Council's energy advice service for tenants and the government's Warm Homes: Local Grant scheme

- Carbon Neutral Programme – Vivina Vincent - Carbon Neutral Team, Croydon Council on Have your say on energy efficiency

Advice Stalls

Private Sector Housing including HMOs
National Residential Landlords Association (NRLA)
Croydon Healthy Homes
Homes for Ukraine
Housing Needs and Homelessness Procurement team
Carbon Neutral team

Minutes from the meeting

Whilst the forums are not recorded a copy of the presenter's slides if permitted will be available on the Croydon website soon after on this [LINK](#). Alternatively you can access via the Croydon website

<https://www.croydon.gov.uk/housing/landlords/landlord-newsletters-and-landlord-forum>.

Renters Rights Bill 2025

The Renters Rights Bill 2025 continues to pass through parliament with a suggested passing in the autumn of 2025. A summary is available on the Government's website and to access it please use this link:

<https://www.gov.uk/government/publications/guide-to-the-renters-rights-bill/guide-to-the-renters-rights-bill> [\[LINK\]](#) The information on the key changes in Renters' Rights Bill is summarised here:

Abolish section 21 evictions and move to a simpler tenancy structure where all assured tenancies are periodic.

Ensure possession grounds are fair to both parties, giving tenants more security, while ensuring landlords can recover their property when reasonable.

Provide stronger protections against backdoor eviction by ensuring tenants are able to appeal excessive above-market rents which are purely designed to force them out.

Introduce a new Private Rented Sector Landlord Ombudsman that will provide quick, fair, impartial and binding resolution for tenants' complaints about their landlord.

Create a Private Rented Sector Database to help landlords understand their legal obligations and demonstrate compliance.

Give tenants strengthened rights to request a pet in the property, which the landlord must consider and cannot unreasonably refuse.

Apply the Decent Homes Standard to the private rented sector to give renters safer, better value homes and remove the blight of poor-quality homes in local communities.

Apply 'Awaab's Law' to the sector, setting clear legal expectations about the timeframes within which PRS landlords must take action to make homes safe where they contain serious hazards.

Make it illegal to discriminate against prospective tenants in receipt of benefits or with children – helping to ensure everyone is treated fairly when looking for a place to live.

End the practice of rental bidding by prohibiting landlords and agents from asking for or accepting offers above the advertised rent.

Strengthen local authority enforcement by expanding civil penalties, introducing a package of investigatory powers and bringing in a new requirement for local authorities to report on enforcement activity.

Strengthen rent repayment orders by extending them to superior landlords, doubling the maximum penalty and ensuring repeat offenders have to repay the maximum amount.

If you feel that the Croydon Private Landlord and Property Agent forum can assist Croydon's landlords and property agents with understanding the proposed and impending changes please can you contact us on the email: CPRPLconsultation@croydon.gov.uk or speak to an officer at the Private Sector Housing advice desk.

This information will help the Council decide what can be included on the agenda for the Autumn forum which we may dedicate to the Renters Rights Bill.

Revised Streets and Environment enforcement policy

At Cabinet on the 26th March 2025 the revised Streets and Environment enforcement policy was presented to Croydon Cabinet.

The Streets and Environment Enforcement Policy is now subject to a short period of engagement where the Council can take on some feedback. Whilst the commencement date for some elements says the 1st May 2025 but this will be changed until after the engagement.

Here is a [\[LINK\]](#) to this Cabinet paper: <https://democracy.croydon.gov.uk/mgCommitteeDetails.aspx?ID=183>

There are four appendices in addition to the report.
Mandatory House in Multiple Occupation licence conditions.
Policy on the issuing of a House in Multiple Occupation licence.

Smoke and Carbon Monoxide Statement of Principles (revised).
Financial Penalty Policy – Determining the Penalty and Banding the Offence.

National Residential Landlords Association

The **Renters' Rights Bill** marks a significant change in the private rental sector, focusing on protecting tenants' rights and enforcing stricter landlord responsibilities. The Bill introduces critical changes, including stronger eviction protections, rent regulation measures, and higher standards for rental property maintenance. For landlords, non-compliance with these new rules can result in legal fines, reputational damage, and loss of rental income.

This **NRLA Training Academy** course will help you understand the Renters' Rights Bill in detail, ensuring you remain compliant and equipped to handle your landlord obligations under the new law.

If you're interested in booking, please click the link below.

<https://www.nrla.org.uk/training-academy/compliance/renters-rights-training>

Osai Joseph, NRLA will be available to offer advice at the June Forum

Improving the energy performance of privately rented homes: 2025 update

The Government's consultation on the energy efficiency of private sector houses closed on the 2nd May 2025.

When the responses have been reviewed they will be shown on this website: [\[LINK\]](#)

Or here is the full link. <https://www.gov.uk/government/consultations/improving-the-energy-performance-of-privately-rented-homes-2025-update>

Homes for Ukraine

Croydon Council Homes for Ukraine team continues to require your assistance in securing further private rented sector properties. You will receive a 'Thank you' payment for renting your property directly to guests.

Benefits include:

- The council will support tenants with their rent deposit and first month's rent payment.
- The council will pay every landlord who offers a property for a 24-month period, a one-off payment to house our clients. This payment will depend on the size of the property.

- In addition to this, the council will help the tenant to submit an application for housing support and ask that benefits are paid directly into the landlord's bank account.

If you would like to find out more about the scheme, please email:

homes.ukraine@croydon.gov.uk

Jackson Osayande, Homes for Ukraine and Resettlement Officer, Croydon Council will be available to offer advice at the June Forum.

Housing Needs and Homelessness New Procurement Team

Housing Needs has set up a new procurement team with the aim of procuring further accommodation to meet the demand from our homeless residents. (Accommodation includes B&B's, longer-term temporary accommodation, and private rented sector units).

The service would like to develop a strong relationship with private sector landlords, local managing and lettings agents and owners of empty properties to secure use of privately rented properties for households in housing. The service will help:

- Negotiate, prepare, sign off lease/management agreements with various providers for different schemes
- To agree all property rates and prices
- To ensure all properties acquired meet housing standards including the requirements of the housing health and safety rating system.
- To conduct regular inspections with accommodation providers (as and when required)

Jackie Walsh, Croydon Council will be available to offer advice at the June Forum.

London Landlord Accreditation Courses

Over 2000 Croydon landlords and property agents are currently accredited through the London Landlord Accreditation scheme. If you are interested in becoming accredited, you need to attend a full day's training course. There are some online and face to face training courses available.

Face to Face Course dates at Croydon:

Tuesday 16 July 2025

Wednesday 8 October 2025

The face to face training sessions are at Croydon Town Hall. They start at 9am and run to 4.30pm. Further information can be found [here](#).

For information about further training sessions, the benefits of being accredited, booking or the scheme please use this link: [LINK](#), alternatively you can access the information on this link: <https://>

<https://www.croydon.gov.uk/housing/landlords/london-landlords-accreditation-scheme-llas>

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Newsletter

This newsletter was produced by the Private Sector Housing Team of Croydon Council on the 22 May 2025. Information was correct at the time of going to print.