

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

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

7th January 2026

HAPPY NEW YEAR

Thank you for your interest & attending the forum

Housekeeping

No test fire alarm is planned.

Toilets are on the first floor foyer, on the way in.

CPD – 90 minutes awarded. Certificates are at the front desk.

No Council photography today.

One forum today at 10.30am. Over 130 people interested.

Mobile phones – please switch off and take calls outside.

Today's presentations and questions

1. Merton Council and the ASB time were unable to attend
2. Microphones are available to support the presenter.
3. The presentations are given in good faith and the information is correct at the date of the forum.
4. Questions will be taken after the presentation.

Accreditation – London Landlord Acc Scheme

2257 accredited landlord/ property agents as of 30th Sept 2025.
Last training 8th October 2025. Next training in Croydon in 2026 is on Thursday 29 January and then Wednesday 25 March.

Focus on the consultation – proposed designations

10.30am to 11.45am

Agenda

- Welcome Nick Gracie-Langrick - Private Sector Housing Manager,
- Legislative update. Update on the Renters Rights Act, amendments to the Electrical Safety PRS Regulations and Awaabs Law.
- Update on the discretionary licensing consultation. The Council is proposing to introduce discretionary licensing in Croydon

Advice tables

1. Private Sector Housing including HMOs
2. Housing Needs and Homelessness Procurement team
3. Healthy Homes Team
4. Homes for Ukraine Team

› **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.

Please use the feedback forms to leave comments

The last newsletter went out on the 29th Dec 2025

A reminder. **Please use the Croydon WEBSITE for more information:**
<https://www.croydon.gov.uk/housing/landlords>

Presentations.

Legislative update

Nick Gracie-Langrick

Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020

Landlords must ensure:

National standards for electrical safety are met. Set out in the 18th edition of the 'Wiring Regulations', (published as British Standard 7671).

The rental electrical installations are inspected and tested by a qualified and competent person at an interval of at least every 5 years. **[EICR]**

Obtain the report, review the results and note date for the next inspection/ test.

Supply a copy of this report to:

- The existing tenant within 28 days of the inspection and test.
- A new tenant before they occupy the premises.
- Any prospective tenant within 28 days of receiving a request.
- Croydon Council within 7 days of receiving a request.



Electrical Safety Standards (PRS) Regs 2020

Landlords must ensure:

The report is retained to give to the inspector / tester completing next inspection and test.

Act on need for remedial or further investigative work, complete work within 28 days or as specified.

Code 1 (C1): Danger present. Risk of injury. (inspector may make immediately safe) **Act on** exposed live wires, incorrect polarity, inadequate earthing, broken sockets, overheating cables.

Code 2 (C2): Potentially dangerous. Act on

Further Investigation (FI): required without delay.

Code 3 (C3): Improvement recommended. Further remedial work is **not** required for the report to be deemed satisfactory.

Supply electricians written confirmation of completion of remedial works to tenant and LA – 28 days



Electrical Safety Standards in the Private Rented Sector (Amendment) (Extension to the Social Rented Sector) Regulations 2025

Key changes for landlords in the PRS

(EICR) every five years remains, consequences stricter.

Maximum civil penalty rises from £30,000 to £40,000.

New tenant access defense: defence because the tenant has refused them access. Not required to start legal proceedings to secure entry.

Duty on LA to serve remedial notices when property fails safety standards [EICR] and required works have not been completed.

Social Housing: The regulations extended to the social housing sector. New social housing tenancies beginning on or after November 1, 2025, and all existing from May 1, 2026

Renters Rights Act 2025

27th October 2025: Renters' Rights Bill receives Royal Assent

The Renters' Rights Act delivers on the government's Plan for Change manifesto commitment to rebalance the relationship between England's 2.3 million landlords and 11 million tenants. In the coming weeks, ministers will outline how the reforms timetable will phase in.

Part 1 – Tenancy reform

Part 2 – Residential landlords

Part 3 – Decent homes standard

Part 4 - Enforcement



7th January 2026

Renters Rights Act 2025

Part 4 powers come in automatically 2 months after this.

Part 1 (the Tenancy Reform elements) will be first to be implemented, albeit the timetable has yet to be clarified:

- there has previously been talk of starting either 3 months after Royal Assent, or waiting for up to 6 months

Consultation on revision to the decent homes standard

Criterion E (new)

No specific damp & mould requirement

Landlords should ensure their properties are free from damp and mould.

Renters Rights Act 2025

Part/Offence/Power/Civil duty

Part 4 investigatory and enforcement powers. (2 months). 1 January 2026

Ending section 21 'no reason evictions' – Part 1 April/May 2026

Rental bidding – Part 1 April/May 2026

Rent in advance – Part 1 April/May 2026

Rental discrimination – Part 1 April/May 2026

RRO's – new format & 24 month period – Part 1 April/May 2026

Property Database – Part 2 May 2027

Landlord redress schemes – Part 2 May 2027

Awaab's Law in the PRS 2028

Decent Homes Standard for the PRS 2035

Renters Rights Act breaches or offences

Non-compliance by landlords where the local authority may impose:

Breach - a civil penalty of up to £7,000 and there is not an option to prosecute.

Offence - either prosecute or impose a civil penalty of up to £40,000.

The following offences and breaches are covered by this guidance:

- **unlawful eviction and harassment of occupier as defined under the Protection from Eviction Act 1977**
- **failure to give a written statement of terms under section 16D of the Housing Act 1988**
- **failure to give an existing tenant information about changes made by the RRA under pgh 7(2) of schedule 6 to the RRA 2025**
- **attempting to let a property for a fixed term under section 16E of the Housing Act 1988**
- **attempting to end a tenancy orally or by service of a notice to quit under section 16E of the Housing Act 1988**
- **serving an eviction notice that attempts to end a tenancy outside the prescribed s8 process- section 16E of the Housing Act 1988**
- **relying on a ground where the person does not reasonably believe that the landlord is/will be able to obtain possession under section 16E of the Housing Act 1988**
- **relying on a ground knowing the landlord would not be able to obtain possession or being reckless as to whether they would under section 16J of the Housing Act 1988**
- **failing to provide a tenant with prior notice that a ground which requires it may be used under s16E of the Housing Act 1988**
- **reletting or remarketing a property before expiry of the 12 month no-let period after using the moving and selling grounds under sections 16E and 16J of the Housing Act 1988**

Renters Rights Act breaches or offences

The following offences and breaches are covered by this guidance (ctd)

- **failure to comply with an Improvement Notice under section 30 of the Housing Act 2004**
- **offences in relation to licensing of HMOs under section 72 of the Housing Act 2004**
- **offences in relation to licensing of other houses under section 95 of the Housing Act 2004**
- **contravention of an overcrowding notice under section 139 of the Housing Act 2004**
- **failure to comply with HMO management regulations under section 234 of the Housing Act 2004**
- **breach of a banning order under section 21 of the Housing and Planning Act 2016**

Other landlord breaches

- **discriminating against prospective tenants during the letting process on the grounds that those tenants are in receipt of benefits or have children under sections 33 and 34 of the RRA 2025**
- **marketing a letting without stating the proposed rent under section 56 of the RRA 2025**
- **inviting or encouraging any person to offer to pay an amount of rent under the proposed letting that exceeds the stated rent under section 56 of the RRA 2025**
- **accepting an offer from any person to pay an amount of rent under the proposed letting that exceeds the stated rent under section 56 of the RRA 2025**

Housing Act 2004 offences – starting point

Failure to comply with an improvement notice (s.30(1))	£25,000
Mandatory or Additional HMO unlicensed (s.72(1))	£17,000
Knowingly permitting over-occupation of an HMO (s.72(2))	£20,000
Property subject to selective licensing unlicensed (s.95(1))	£12,000
Failure to comply with an overcrowding notice (s.139(7))	£20,000

Breach of HMO management regulations

Failure to provide information to the occupier (regulation 3)	£3,000
Failure to take safety measures (regulation 4)	£20,000
Failure to maintain water supply and drainage (regulation 5)	£10,000
Failure to supply & maintain gas and electricity or supply certificate (regulation 6)	£12,000
Failure to maintain common parts (regulation 7)	£7,000
Failure to maintain living accommodation (regulation 8)	£7,000
Failure to provide adequate waste disposal facilities (regulation 9)	£7,000

Millions of tenants safe from black mould through Awaab's Law [BBC]

Monday 27th October 2025.

New laws are now in force protecting social housing tenants from emergency hazards and damp and mould. The changes are a lasting legacy to Awaab Ishak.

Awaab's Law is a lasting legacy to two-year-old Awaab Ishak, who tragically died after being exposed to mould at his Rochdale home in December 2020.

Link: <https://www.gov.uk/government/news/millions-of-tenants-safe-from-black-mould-through-awaabs-law>

Awaab's Law applies to HHSRS hazards

New legal duties will put tenants' safety first

It does not require a full HHSRS assessment.

It does not require an HHSRS hazard at category 1

It includes instances; vulnerable tenant and HHSRS category 2

Person-centred approach.

Tenant vulnerabilities/ circumstances considered.

Could increase risk; young children, disabilities or health conditions.

Alternative accommodation must be offered if homes cannot be made safe .

PHYSIOLOGICAL REQUIREMENTS

1. Damp and mould growth
2. Excess cold
3. Excess heat
4. Asbestos (and MMF)
5. Biocides
6. Carbon monoxide
7. Lead
8. Radiation (Radon)
9. Un-combusted fuel gas
10. Volatile organic compounds

PSYCHOLOGICAL REQUIREMENTS

11. Crowding and space
12. Entry by intruders
13. Lighting
14. Noise

PROTECTION AGAINST INFECTION

15. Domestic hygiene, pests and refuse
16. Food safety
17. Personal hygiene, sanitation and drainage
18. Water supply for domestic purpose

PROTECTION AGAINST ACCIDENTS

19. Falls associated with baths etc.
20. Falls on the level
21. Falls associated with stairs and steps
22. Falls between levels
23. Electrical hazards
24. Fire
25. Flames, & Hot surfaces
26. Collision and entrapment
27. Explosions (landfill gas)
28. Position & operability of amenities
29. Structural collapse and failing elements



Awaabs Law – significant risk?



Awaabs Law – significant risk?

Awaabs Law - Proposed timescales

- **Emergency** - investigate and complete works **within 24 hours**.
- **Significant** – investigate within **10 working days**
- **Written report** – complete and provide to tenant within **3 working days**
- **Commence repairs** for significant hazard within **5 working days of the written investigation being issued. (further 5 working days offered)**
- Hazards severity considered alongside the age and vulnerability of the tenants. (not require a doctor's note).
- Satisfactorily complete repair works within a "**reasonable time period**" and as "**soon as practicable**" and within **12 weeks**.
- **Alternative accommodation** to be sourced if repairs to remove significant hazard cannot be completed within required timescales

Awaabs Law came Into force 27 October 2025.

- RSP Address all emergency hazards and all damp and mould hazards that present a significant risk of in fixed timeframes.
- In 2026, regulations to be extended (significant risk of harm)
- excess cold / excess heat / falls associated with baths, on level surfaces, on stairs and between levels / structural collapse / explosions / fire / electrical hazards / domestic and personal hygiene and food safety
- In 2027, to be all remaining HHSRS hazards (significant risk of harm)
- Inserts (or in legal terms 'implies') into social housing tenancies a term that requires RSP to comply with the Regulation requirements.

What will Awaab's Law require for private landlords (view)?

- specified timeframes for investigating hazards such as damp, mould, and excess cold. If aligned with the social housing regulations, emergency issues (24 h), strict deadlines for non-emergency hazards
- enforceable deadlines for completing remedial works
- mandatory compliance with guidance and standards to be set out in future regulations

Failure to comply *may* result in:

- enforcement action by local authorities
- civil claims for breach of contract or statutory duty, likely in the form of claims to force landlords to undertake necessary works
- rent repayment orders

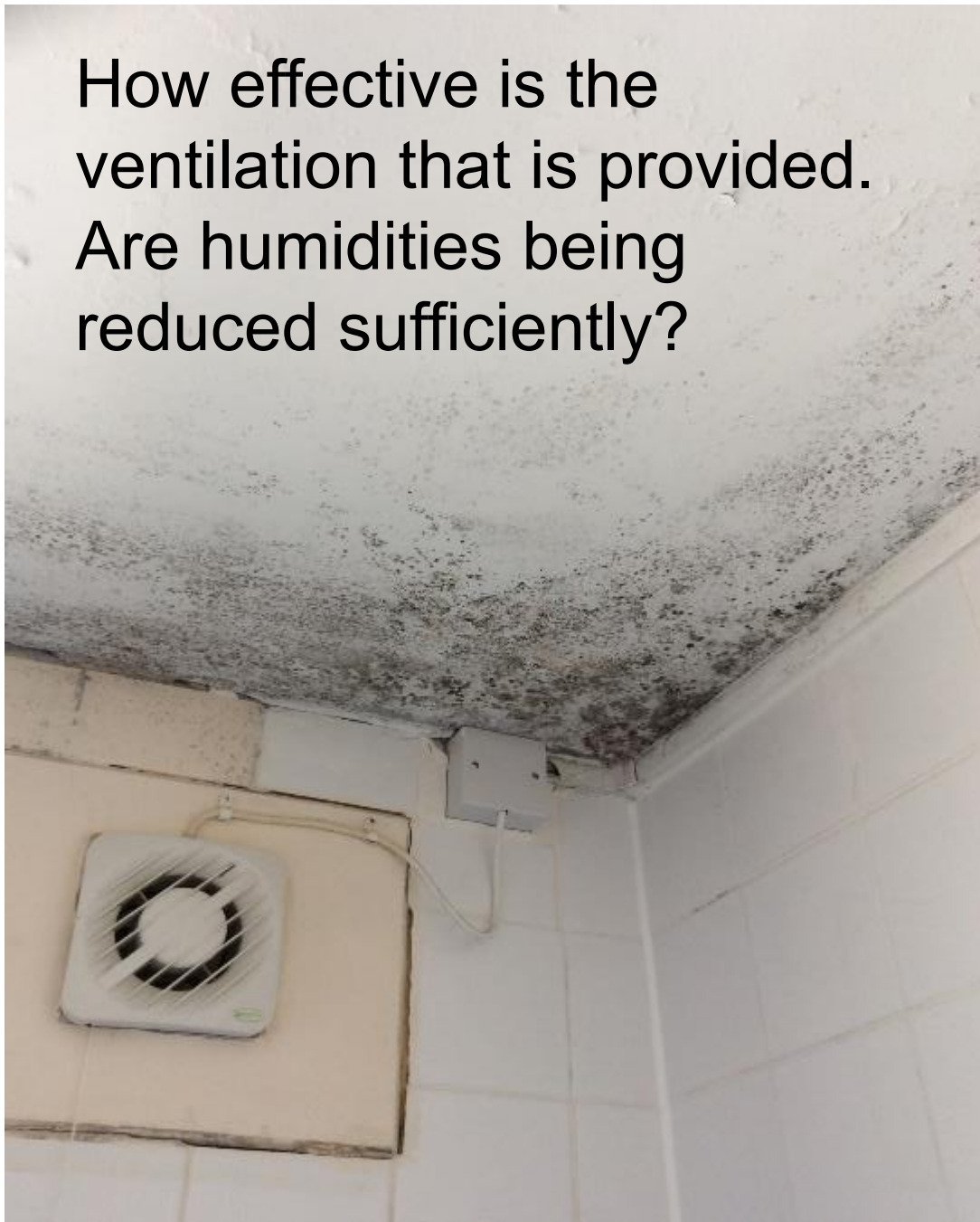


What is causing this high level of mould at two ends of the bathroom?
How quickly should we remedy mould growth? Health impact.



Always consider the location of the damp and mould as part of your assessment.

How effective is the ventilation that is provided. Are humidities being reduced sufficiently?



Too often we don't look for the different sources of dampness that maybe causing what appears a surface problem.



Legislative update

Any comments or questions?



Consultation on property licensing

Croydon Council

Nick Gracie-Langrick

7th January 2026

Discretionary licensing timeline

12 February 2025 – Letter from Cllr Hale to landlords and Mayors' Statement of Intent - Selective Licensing paper was presented at the evening Cabinet meeting.

August 2025 – Opinion Research Services conclude a stock modelling report reporting on the size and condition of the PRS in Croydon.

September 2025 – Transform UK undertake a feasibility study that assesses whether discretionary licensing can be introduced in Croydon.

21 October 2025 to 12 January 2026 – 12-week consultation

Consultation exercise

Croydon currently administers the mandatory homes of multiple occupation (HMO) licensing scheme for large HMOs. It is proposing to extend the licensing across the wider PRS with;

- A selective licensing scheme in 14 wards to improve poor property conditions.
- And / or boroughwide additional scheme for smaller HMOs (3 or 4 occupants). This extends HMO licensing, focusing on tackling poor property conditions and property management.
- Landlords would need to hold a Croydon property licence and then to meet the licensing conditions

Participating in the consultation

MEL Research have been undertaking the consultation. It includes:

- Promoting the consultation to residents of the borough and outside
- Face to face surveys and promotional stands
- Four forums, two face to face and two on-line
- Approximately 1,000 respondees to date.

For further information on the consultation please contact:

- Email: CroydonPRS@melresearch.co.uk
- Telephone number: Freephone 0800 073 0348

<https://melresearch.co.uk/client-pages/croydon-prs-licensing-consultation/>

Croydon Private Rented Property Licensing – CPRPL 2015

Selective Licensing whole borough of Croydon from 2015-2020

During scheme:

38,956 licenses were issued [initial target 30,000]

13,908 (36%) of licensed properties were inspected.

3,654 (26%) of properties inspected in breach (hazard condition)

1,587 improvement notices issued, [61% houses 39% HMOs]

92 financial penalties / prosecutions

86 prohibition orders issued.

Last 3 years

7720 service requests in 3 years from Jan 2018

Proposed licensing schemes objectives

1. Improve housing conditions in the PRS by eliminating poor property standards
2. Improve management standards in PRS properties
3. Increased awareness for tenants of the minimum standards to be expected in rented accommodation and what their other rights are when renting in the PRS
4. Reduction in ASB and repeat ASB incidents in PRS properties

Selective Licensing Proposal

The Council is proposing to introduce selective licensing in an area of 14 adjacent wards in one designation in the NW of the borough.

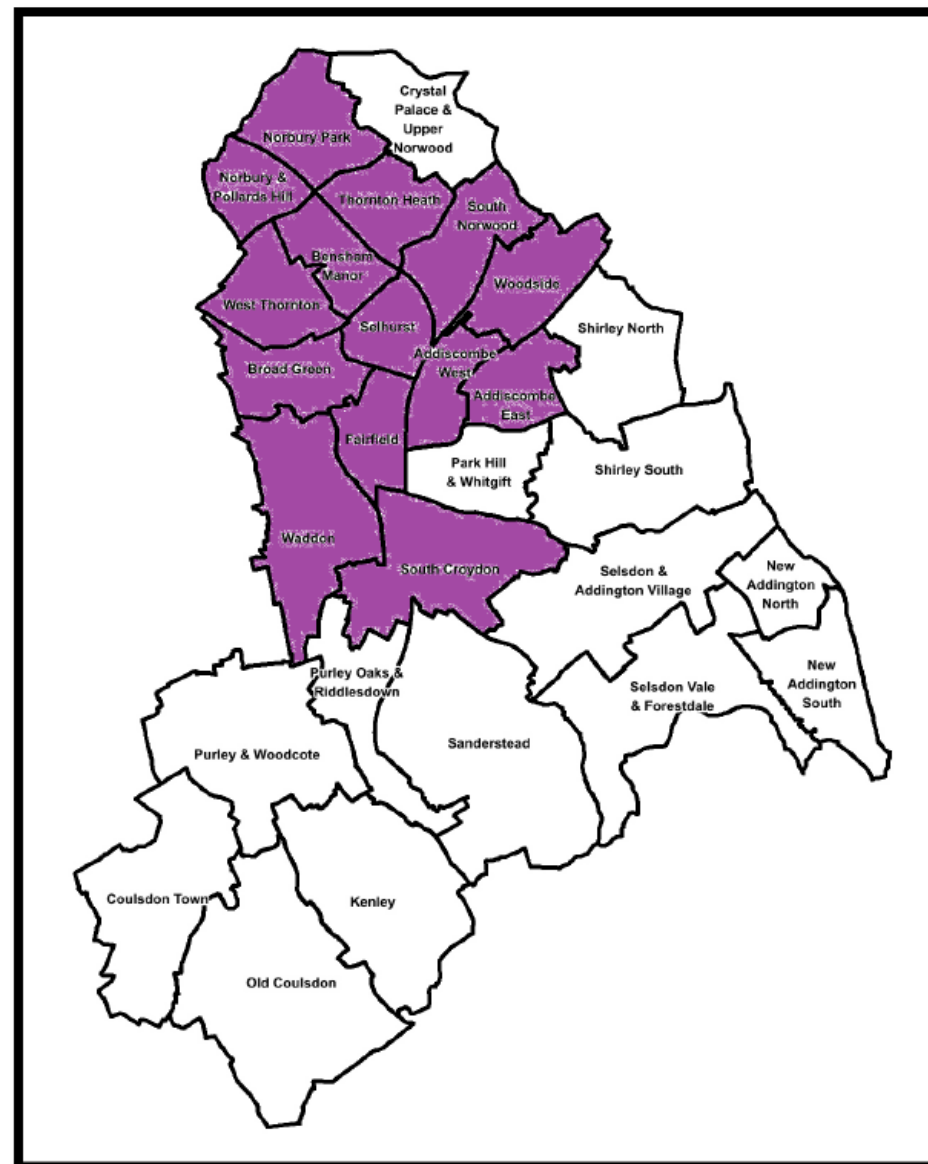
Scheme would apply to 32,043 dwellings (72.5% of borough's PRS) PRS dwellings (excluding HMOs).

3,820 licensable PRS properties predicted to have 1+ cat 1 hazard.

From late 2024 councils may now approve the introduction of selective licensing schemes of any size – locally. Still must satisfy all legal requirements in regard to evidencing the need for a scheme.

Proposed area for Selective Licensing

- Addiscombe East
- Addiscombe West
- Bensham Manor
- Broad Green
- Fairfield
- Norbury & Pollards Hill
- Norbury Park
- Selhurst
- South Croydon
- South Norwood
- Thornton Heath
- Waddon
- West Thornton
- Woodside



- Coulsdon Town
- Crystal Palace & Upper Norwood
- Kenley
- New Addington North
- New Addington South
- Old Coulsdon
- Park Hill & Whitgift
- Purley & Woodcote
- Purley Oaks & Riddlesdown
- Sanderstead
- Selsdon & Addington Village
- Selsdon Vale & Forestdale
- Shirley North
- Shirley South

Selective Licensing

The fourteen wards here are not currently included in the selective licensing scheme proposal:

Proposed area for Additional HMO Licensing

Poor housing conditions are prevalent in Croydon's HMOs.

1,328 HMOs (14,3%) in Croydon are predicted to have category 1 hazards.

About 50% higher than the national average of 10%.

To apply to HMOs termed section 254 and section 257



Proposed fees

Type of licence	Part A fee	Part B fee	Total fee
Selective	£480	£320	£800
Additional HMO	£750	£500	£1,250

Nature of discount	Amount (Selective)	Amount (Additional)
EPC B and above	£50 off Part B	£50 off Part B
Accredited landlord	£100 off Part B	£100 off Part B
Multi-dwelling	£100 off Part A	N/A

Benefits for landlords from a licensing scheme

Enforcement

Licensing allows the enforcing against rogue landlords who impact negatively on the sector. It levels the playing field with all properties meeting the minimum standard. Improves safety in PRS, removing hazards and less absent landlords. Conditions place daily responsibilities.

Partnership working

Clearer lines of communication between landlords, property agents and the Council. Information sharing - website, e-newsletters, engagement events and forums. Increased awareness of the wider legislation at a period of change – log book and education. Advice & support to improve property management and resolve tenant issues - shorter voids/ stable tenancies. Safe habitable properties are less likely to result in claims under the Fitness for Human Habitation Act.

One Council; private housing working closer with the;

ASB team, Trading Standards Team, Pollution Team, London Fire Brigade, Planning Enforcement, Empty Property Team, Homelessness Interventions Team

Information sharing - Update on some responses

Some issues raised;

- Requirement to upload of tenancy agreements
- Duplication with Renters Rights Act.
- There is a lot of change in the sector; hard to follow.
- Clarify why selective licensing has left 14 wards out.
- What's in the scheme for me?
- What will be different about this scheme?
- Can landlords be supported to improve – training / education
- Some Councils have a voluntary standard; can Croydon

Information sharing - Update on some responses

Some issues raised;

- The data is in a modeling report.
- How will landlords get references from new tenants?
- Will management orders still be an enforcement tool?
- The EPC discount should be widen to include EPC C
- Is the scheme being introduced to tackle ASB?
- An alternative to licensing is to employ a Landlord Liaison and Tenancy Relations Officer.

Proposals for Private rented sector licensing

21 October 2025 – 12 January 2026

Consultation

M·E·L Research is independently managing the consultation

- They want to hear from landlords, agents, tenants, residents and others to share views on the proposal

Focus is to gather views about:

- Likely impact of schemes
- Fees and Conditions
- Alternatives
- Experiences/feedback from existing schemes

7th January 2025

CROYDON
www.croydon.gov.uk

Croydon Private Rented Sector Licensing consultation

Croydon Council is committed to creating a fairer private rented housing sector by improving the condition and quality of properties in the rental market and developing a fair environment for both tenants and responsible landlords, targeting rogue operators and those letting unsuitable properties, driving up standards to the benefit of all.

Proposal

The Council are consulting on new licensing proposals for the private rented sector (PRS) in the borough. Property licensing is a way of ensuring safer and better standards in private rented homes.

In order to build on the achievements of the current mandatory Houses in Multiple Occupation (HMO) scheme, the Council is proposing to implement new property licensing schemes in Croydon, which would include:

- a borough-wide HMO additional licensing scheme – this would apply to all HMOs that are not covered by a mandatory HMO licence.
- a selective licensing scheme for all privately rented homes (excluding HMOs) within fourteen wards to address the prevalence of poor housing conditions.

The Council believes that the proposed scheme would have a number of benefits to residents, tenants, landlords and the wider community. For more information about the proposal, including the supporting evidence pack, the proposed licence conditions and fees and discounts, please read the documents included in the **Key documents** section (see below).

A decision on the proposal will be made by Cabinet in Spring 2026.

Who can share their views

We would specifically like to hear from private tenants, landlords, letting and managing agents, residents, businesses and organisations operating both within the borough and from those living in surrounding areas.

How to respond

You can share your views by completing our online questionnaire: <https://survey.euro.confirmat.com/wix/p750253660884.aspx>.

For formal/organisation responses or to email feedback: CroydonPRS@melresearch.co.uk
For any questions or to request a paper copy or to provide feedback over the phone: contact Ruth Gosling (M·E·L Research) on freephone 0800 073 0348 or [CroydonPRS](#)

To contact the Council directly, please email: CPRPLconsultation@croydon.gov.uk

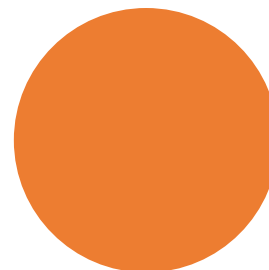
Consultation meetings

We will also be holding a minimum of three consultation meetings to go through the proposal and collect views on the proposed schemes.

Date	Time	Venue
Tuesday 18 November 2025	3.00 pm – 4.30 pm	Stanley Arts, 12 South Norwood Hill South Norwood, SE25 6AB www.stanleyarts.org
Thursday 11 December 2025	10.30 am – 12.00 pm	Online session
Monday 8 December 2025	1.30 pm – 3.00 pm	Bralthwaite Hall, Town Hall, Katharine St, Croydon, CR9 1NX
Thursday 8 January 2026	6.00 pm – 7.30pm	Online session

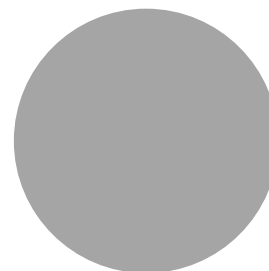
Ways to have your say

Views will feed into our independent report on the consultation, which will be used by the Council in Spring 2026 to make a decision.



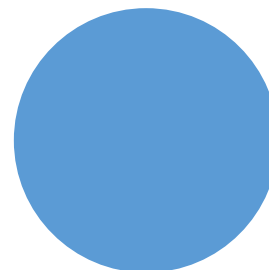
Online

<https://melresearch.co.uk/client-pages/croydon-prs-licensing-consultation/>



By email

croydonprs@melresearch.co.uk



Freephone

0800 0730 348

Key Consultation documents

Consultation document/evidence pack

Proposed Selective licence conditions

Proposed Additional licence conditions

Proposed Schedule of Fees, Charges and Discounts

Croydon Private Sector Stock Condition Report

Equalities Analysis

Map of proposed Selective Licensing wards

Frequently Asked Questions

Participating in the consultation

Any questions?



Croydon Council Partnership working

The next meeting will be in June 2026

We will confirm this in the next newsletter

Please take part in the consultation

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

CROYDON
www.croydon.gov.uk



ADVICE TABLES

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

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

For queries on HMOs New Direct Dial Line 0208 604 7474 hmo@croydon.gov.uk