

## Croydon Landlord Forum

### Braithwaite Hall (Croydon Central Library) Monday 14 November 2022

### Booking Essential (spaces per forum – 45)

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

The last forum was in March 2022. It will be good to have the opportunity to meet up again before the start of the winter.

### Presentations

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

The forums will start at 10.30am and 1.30pm with the doors opening 30 minutes before. The second forum will repeat the first forum. Please see table below.

Spaces are limited to 45 people.

	<b>Doors open to forum from</b>	<b>Presentation starts at</b>	<b>Forum ends at</b>
Forum 1	10.00 am	10.30 am	12.00 pm
Forum 2	1.00 pm	1.30 pm	3.00 pm

To register your interest for one of the forums please contact the Property Licensing Team at [propertylicensing@croydon.gov.uk](mailto:propertylicensing@croydon.gov.uk) by **5pm on Friday 28 October 2022**.

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

**Location:** 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 from (final agenda subject to change):

- Welcome from Nick Gracie-Langrick - Croydon Council
- Healthy Homes - Malcolm Bell
- National Residential Landlords Association - Karen Gregory
- Capital Letters - Sally Sharif
- Croydon Council partnership working and managing tenancies - Susan O'Neill
- Valuation Office Agency – Annette Lewis

**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 [\[LINK\]](#).

## Croydon Healthy Homes

Croydon Healthy Homes (CHH) team will be at the landlord forum to advise on heating homes and how to reduce fuel bills, including grants available to landlords for domestic energy upgrades, including insulation. Further information can be found: [www.croydon.gov.uk/healthyhomes](http://www.croydon.gov.uk/healthyhomes)

## 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: [\[LINK\]](#).

From the 1<sup>st</sup> 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

# London Landlord? Try our free tenant finder service

Our offer to London agents

Capital Letters works with two-thirds of the London boroughs to find tenants for your property across the city.

- Free tenant finder service
- No fees
- Generous cash incentives
- Fast payment
- Free tenant and landlord support

Our tenants

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.

Our tenant and agent 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 agents

- 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 3906 7460**

## Data from Selective Licensing scheme.

The Private Sector Housing team has drafted a data protection impact assessment outlining how it proposes to keep some of the data collected during the Croydon Private Rented Property Licensing Scheme. The scheme ended on the 30<sup>th</sup> September 2020 and the data minimisation exercise reduces data to three lists:

**List 1:** [data retained as collected and has not been updated]

1. Licensed premises address.
2. Licensed premises applicant and licence holder name and email address.
3. Licence holder address and emergency number.
4. Date of application, licence granted and status of licence at scheme end.
5. Date of inspection (if one) and outcome. Some inspection records retained.
6. Details about the property at point of application, including; was it connected to gas, fire precautions, age, three or more storeys and property type.

7. Details about the property occupation at point of application, including; three or more occupants, for HMO permitted numbers, number of kitchens and number of living rooms.

**List 2:** [a live landlord and agent contact list to enable ongoing communication].

1. The landlord and agent's name and email address.
2. And where the preferred means for communication is not an email either or both of the address of landlord or phone number of landlord

**Prosecution folder.** [electronic folder with case information].

This is data in relation to approximately 100 cases where further enforcement action was taken by the Council against the landlord or letting/ property agent. Action included issuing a simple caution, financial penalty or taking a prosecution.

If you have any views on this we would like to hear from you. Please email [CPRPLconsultation@croydon.gov.uk](mailto:CPRPLconsultation@croydon.gov.uk) . Alternatively speak to a member of the team at the Forum.

## London Landlord Accreditation Courses

1208 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. Two are soon to be in Croydon.

For information about booking or the scheme: [\[LINK\]](#).

### Face to Face Course dates:

- 27th October @ Hillingdon Council, Council Chambers, Civic Centre, High Street, Uxbridge, Middlesex, UB8 1UW
- 16th November @ Greenwich Council, The Woolwich Centre, 35 Wellington Street, Woolwich, London, SE18 6HQ
- 08 December @ London Borough of Camden, 5PS, N1C 4AG
- 16th January 2023 and 21st February 2023 in Croydon

### Virtual Training Dates

- Monday 31 October 2022
- Tuesday 15 November 2022
- Wednesday 30 November 2022
- Tuesday 13 December 2022



## Call to action!

If you are a landlord that is willing to help Ukrainians who may not be able to provide all of the references that are normally standard in the UK such as, employment history, 5 years previous accommodation and credit check, please contact [homes.ukraine@croydon.gov.uk](mailto:homes.ukraine@croydon.gov.uk) for an initial conversation. We are looking forward to hearing from you.

# Compliance Checks on Croydon Agents

For some years Croydon Trading Standards have been carrying out compliance checks on local property agents, to ensure that they meet the mandatory requirements to operate legally.

The requirements are for the property agent to:

- Belong to an approved redress scheme and display the scheme they belong to
- Belong to an approved client money protection scheme
- Display their client money protection scheme membership certificate
- Display a list of the permitted tenant fees
- Display a list of landlord fees, inclusive of VAT, and setting out what is provided for the different levels of service offered

This information must be displayed in the property agent's office where they meet members of the public, in a place where it can easily be seen. If the agent has their own website, it must also be shown on there.

The legislation is there to protect tenants and landlords when dealing with property agents, and Croydon Trading Standards issued financial penalties to agents who failed to comply.

Given the high percentage of rental properties in Croydon, the potential detriment to communities that non-compliance could cause is significant. As such, Croydon Trading Standards will continue to carry out compliance checks on Croydon property agents.

## Early Warning!

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](mailto:chevon.jones@croydon.gov.uk)

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

### **Unsubscribe**

If you no longer want to subscribe to the newsletter (remain on List 2) please email [propertylicensing@croydon.gov.uk](mailto: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 5<sup>th</sup> October 2022. Information was correct at the time of going to print.