

Croydon Council Housing Questionnaire – LB Croydon

1. How many homes do you currently operate?

Croydon currently owns and/or manages a variety of different properties types. These are:

- **Housing Revenue Account (HRA)** – social housing properties owned and managed by the Council. Rental income is ring-fenced to be spent on tenancy management and maintaining these properties. Subject to Right To Buy legislation.
- **Croydon Affordable Homes** – properties purchased and owned through the LLP to provide additional affordable homes. Not subject to Right To Buy legislation.
- **Croylease** – homes leased to the Council by private landlords for use as social housing. Not subject to Right To Buy legislation.
- **Extended Temporary Accommodation** – properties owned by the General Fund for use as short term tenancies. Not subject to Right To Buy legislation.
- **Leased and Managed Properties** – three blocks acquired on a long term lease for the use as extended temporary accommodation. Not subject to Right To Buy legislation.
- **Leaseholders** – homes within HRA blocks that have been purchased under the Right To Buy scheme. A proportion of maintenance and improvement costs are borne by the leaseholder.
- **Relocatables** – temporary houses within the HRA, currently earmarked for demolition and re-development.
- **Service Tenancies** – homes linked to other Council assets that are owned by the General Fund, caretakers' lodges in parks. Not subject to Right To Buy legislation.

MANAGEMENT TYPE	NO OF HOMES
CROYDON AFFORDABLE HOMES	96
CROYLEASE	203
EXTENDED TEMPORARY ACCOMODATION	144
HOUSING REVENUE ACCOUNT	13504
LEASED AND MANAGED PROPERTIES	339
LEASEHOLDER	2389
RELOCATABLES	16
SERVICE TENANCIES	16
Grand Total	16707

2. What are the different types of tenure that you have within your stock?

There are a number of different tenure types managed by LB Croydon. These are:

- **HRA General Rent** – standard allocation of a lifetime or fixed period tenancy agreement within the HRA.
- **HRA Sheltered** – age restricted allocation of a lifetime tenancy agreement within the HRA.
- **HRA Special Sheltered** – restricted allocation of a lifetime tenancy agreement based upon age or vulnerability.
- **Croylease** – temporary tenancy agreement.
- **Extended Temporary Accommodation** – temporary tenancy agreement.

- **Service Tenancies** – standard allocation of a lifetime tenancy agreement within the General Fund.

3. How much do you spend on maintenance on average per property?

4. Can you summarise your housing stock maintenance programme/expenditure

The annual responsive repairs budget within the HRA is £11.658m.

An additional budget of £750k, excluding support costs, is available for non-HRA properties.

5. Can you summarise your housing stock investment (major works) programs.

LB Croydon currently has an annual investment and maintenance programme within the HRA of £26.771m. This is split across six main contractor partners:

- General building works
- Electrical
- Mechanical
- Lifts
- Windows
- External decorations

In addition, there is an annual cyclical servicing programme of £1.2m to ensure compliance with legislative requirements, i.e. gas servicing.

6. How many new homes have you built over the past ten years in Croydon?

To date, Brick by Brick has planning approval for 1,036 new homes of which 156 will be affordable rent and will be sold to the council's LLP. This figure excludes the properties as part of the Fairfield development.

The Suburban Housing Capacity Study is reviewing HRA properties for intensification and development opportunities.

7. How many homes have you planned to build over the next ten years in Croydon?

See 6 above.

8. What are the average net rents on your new build homes in Croydon?

The Brick by Brick developments are currently in progress so no net rent or service charge information is available.

9. What are the average service charges on your new build homes in Croydon?

See 8 above.

10. How many homes have you sold under Right to Buy?

In the last full financial year, 2017/18, 88 properties were sold under the Right To Buy scheme.
In total the council has sold 10,016 properties under the right to buy.

11. Regarding your properties in Croydon, how has your organisation responded to the events of Grenfell Tower?

<https://wp.croydon.gov.uk/newsroom/croydon-and-birmingham-join-forces-over-fire-sprinkler-funding-call/>

12. What types of tenancies do you offer your tenants?

Tenancies offered are set out in the Council's Tenancy Strategy

<https://www.croydon.gov.uk/sites/default/files/articles/downloads/Tenancy-Strategy.pdf>

The default tenancy offered to new tenants is a five year fixed term tenancy.

Secure (lifetime) tenancies are granted in certain circumstances as set out in the strategy.

13. What is your response to London and Quadrant's recent actions to phase out fixed-term tenancies?

14. What are the average rents for your relet properties?

The average Rent is £108.57

15. What are the average service charges for your relet properties?

The average Service Charge is £10.18

16. How many tenants have you evicted from your properties over the past ten years, and why?

No. evictions and reasons :

April 17/18 = 45 total

(tenancy 7; income 27; ASB 5; Fraud 2; ETAs 2; Disrepair 2)

17. What support do you offer to residents who are experiencing financial difficulties?

Financial support – Council funds 3 welfare benefit advisors and 18 Income officers across the borough providing range of financial support, ensuring maximisation of income, support vulnerable clients who struggle with capacity to cope, make recommendations to Gateway for Discretionary Housing Payment and CDS schemes, provide tailored budgeting advice, refer to support agencies, help residents to claim UC and HB, targeted referrals to Gateway Employment and Support teams,

18. What support do you offer to vulnerable residents?

19. What support do you offer to residents who are experiencing domestic violence?

20. Can you share with us your resident satisfaction information for your tenants, shared owners, and leaseholders please?

Tenant overall satisfaction with housing services 72% (STAR survey 2016)
This is the combined figure for sheltered and gen needs tenants.

21. Which parts of your services get the most complaints?

The responsive repairs service receives the most complaints.