

Detailed below is a list of some common questions that have been frequently asked by landlords about our schemes, including financial incentives, repairs, inspections, rent guarantee schemes etc.

1. How much rent will I receive?

- Cromwood currently pays £850 pcm for studio flats and £875 pcm for 1 bed flats

2. Are there any financial incentives in place?

- Yes
- At the current time, an incentive of £2500.00 can be offered for Studio flats, and £3000.00 for 1 bed properties

3. Does my property need to be furnished?

- No
- Fridge freezer and cooker should be provided as well as curtains or blinds. No further furniture is required

4. Does Cromwood charge any fees?

- No
- Cromwood does not charge any fees. We do ask for a “grace period” of 2 weeks at the beginning of the tenancy however, which allows us time to make any final preparations and get the tenant in place. Using an example of a lease starting on 1st January, the rent liability date would be 15th January

5. Is rent paid in advance?

- No.
- Rent is paid a month in arrears. This is due to Cromwood receiving payment in arrears.

6. Is the rent guaranteed?

- Yes.
- Cromwood is the tenant. This means that Cromwood is under contract to pay your rent on time every month, regardless of whether the property is empty or occupied

7. Does Cromwood pay a deposit?

- No.
- Cromwood will return the property to you in the same condition as it was provided, subject to fair wear and tear. This is written into the lease, and photographic evidence is kept on file of the property's condition, which is done to protect all parties

8. What type of tenant does Cromwood provide?

- Cromwood's occupants come from all walks of life but are generally Council tenants transitioning into the private sector. Cromwood has a support network with a wealth of experience which is in place to help our tenants make this transition successfully

9. Does my property need a license?

- No
- As Cromwood is a registered Social Housing Provider, a license is not required. This could save you hundreds of pounds, depending on the property location

10. Will my property be inspected?

- Yes
- Cromwood inspects all properties on a monthly basis, meaning that any issues arising can be dealt with quickly

11. Who will be responsible for repairs?

- This depends on the nature of the repair. In general terms, liability for repairs is the same as for a standard "Assured Shorthold Tenancy". For general "wear and tear" type issues (i.e. a boiler breakdown), the liability is on the landlord, but in cases of neglect or abuse, Cromwood takes liability for the repair. Cromwood also takes care of the property during void periods

12. What additional certificates and documents does Cromwood require?

- Cromwood's requirements are almost identical to any tenancy. An "Energy Performance Certificate" with a minimum grade of D, a satisfactory and current "Gas Safety Certificate" and "Electrical Safety Certificate", as well as a current Buildings insurance policy

13. Are there any additional requirements?

- There are some requirements relating to room sizes, fire safety, light, and ventilation. Further details can be discussed at the property if applicable

14. How long is the lease for?

- Cromwood leases vary in length but are generally between 3 and 5 years.

15. Can I provide my own tenancy agreement?

- No
- Due to the specialist nature of the service that Cromwood provides, the Cromwood lease needs to be used. A draft lease can be provided on request

16. Does Cromwood take other types of property?

- Yes.
- Cromwood works with numerous organisations and Councils, and often requires 2,3 and 4 bed properties for different housing schemes.

17. What accreditation and approval does Cromwood hold?

- Cromwood is an accredited member of the London Landlord Accreditation Scheme
- Cromwood is an approved member of the National Residential Landlords Association (*previously* National Landlords Association)
- Cromwood is a registered member of The Property Ombudsman
- Cromwood is an approved member of the Chartered Trading Standards Institute (CTSI)

18. What certification does Cromwood hold?

Cromwood hold the British Standards Institution (BSI) certification on the following areas of business:

- Quality Management System
- Environmental Management
- Occupational Health and Safety Management

19. What regulation does Cromwood follow?

- Cromwood Housing Ltd is a registered social housing provider, regulated by Homes England (*previously* Homes and Communities Agency)
- Cromwood is regulated by the Information Commissioner's Office (ico.) with respect to data protection

Further details, please visit us at www.cromwood.co.uk or call us on **020 8826 2800**