

Frequently Asked Questions

Cromwood is a registered provider (RP) of social housing with long established partnerships with many a London and Greater Manchester councils. Cromwood also is a key provider of accommodation for those seeking asylum through long term sub-contractor partnerships with The Home Office.

Key Benefits (of renting your property through us)

- We provide landlords with the benefits of guaranteed rent from a reputable company, our longer leases result in no void periods or renewal fees.
- We will pay rent until vacant possession is given, meaning that you will never need to pay any legal or eviction costs.
- Cromwood is approved by the National Landlords Association, The Property Ombudsman and Homes and Communities Agency (now Homes England), so you can be assured that your biggest asset is in safe hands.

Frequently Asked Questions

1. What type(s) of property will Cromwood consider?

We will consider at each property presented in accordance with potential use in our day-to-

day activities as well as any specific schemes running at the time.

Generally, properties do not have to be furnished, however we do expect a fridge freezer, cooker and curtains or blinds to be provided.

We will consider:

- Studios and 1 bed
- 2, 3, 4 and even 5 beds
- HMOs
- B&Bs and Hotels (subject to terms)

2. What rent do we pay landlords?

The amount we pay will be dependent on the type of property and the scheme(s) it is contracted under.

- Rent we pay is guaranteed.
- Rent is paid in arrears.
- Get in contact to find out our current rent rates.



3. Does Cromwood charge any fees?

We do not charge our landlords any fees.

4. What type of lease(s) is used?

Our leases vary in length based on specific schemes, projects, and the specialist nature of our housing services.

- We generally provide leases that range from 6 to 12 months (short leases) to leases that can range from 3 to 5 years.
- We will not use leases/tenancy agreements from landlords or agents.
- Copies of our leases can be made available upon request.

5. Who will be responsible for repairs?

This depends on the nature of the repair.

- For general “wear and tear” (e.g., a boiler breakdown) the liability is on the landlord.
- In cases of neglect or abuse, Cromwood takes liability for the repair. Cromwood also takes care of the property during void periods.

We inspect all properties on a regular basis, meaning that any issues arising can be dealt with quickly.

6. What are Cromwood’s Accreditation and Certification?

We are accredited member(S) of:

- London Landlord Accreditation Scheme (LLAS)
- National Residential Landlords Association (NRLA)
- Chartered Trading Standards Institute (CTSI)

We are a registered member of:

- The Property Ombudsman (TPO)

We hold the British Standards Institution (BSI) certification for:

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

