

Tenant FAQ's

A guide to your tenancy journey.





Tenant FAQ's

Everything you need to know before, during and after your tenancy.

Moving In & Tenancy Setup

When can I move in?

Only once:

- We have received all satisfactory references and right to rent checks
- All parties have signed the tenancy agreement
- Paid the 1 month or 5 week's security deposit
- Paid the first month's rent

Why do I need to be referenced?

A reference investigates current financial commitments, credit history, and previous tenancies to get a history / background of a prospective tenant.

What does referencing involve?

Tenants applying will be asked to give details of their employer and income, and their previous addresses dating back three years. These checks will be carried out by our reference company, Rentguard.

What if there are problems with my reference?

We will do all we can should we receive unsatisfactory references. We will try to accommodate and ensure you get to move

in by reverting to guarantors should this be an option for you.

How much is the admin/reference fee?

There is no fee for this.

What happens if I change my mind, or my references fail?

The holding deposit is non-refundable, meaning you will lose your £300.

Will there be any other fee/s before I can move?

No. Just 1 months rent in advance and the security deposit is required.

Do I need to show ID?

Yes. Current legislation requires us to do 'Right to rent checks.' This requires you to show a valid passport, or UK driving license, and a recent (last 3 months) utility bill. This will all be done via Rentguard or Landmark.

How long will my tenancy agreement run for?

You can request a tenancy term to suit you. Anything from 6 months up to 36 months. We will then liaise with the landlord to agree a term agreeable to both parties.



Payments & Deposits

Why am I paying a holding deposit?

This ensures you are committed to the property and enables us to cancel any pending viewings and remove any listings online.

How much is the holding deposit?

£300. This value will be deducted from the security deposit.

NOTE: Holding deposits are nonrefundable.

Why am I paying a security deposit?

This is standard, and it is held as security for any missing rent and any damage that may occur within the property.

How much is my security deposit?

This will be the equivalent of 1 month's rent, or 5 weeks rent.

What happens with my security deposit?

We register all security deposits with:

The Deposit Protection Service
The Pavilions
Bridgwater Road
Bristol
BS99 6AA

www.depositprotection.com
0870 7071 707
enquiries@depositprotection.com

How do I get my security deposit back?

After your check out, Sadhana Property will authorise the DPS to release the security deposit to you in full if no claims/disputes arose.

How long does it take?

The DPS normally have the deposit back in your account within 2 to 3 working days.



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What if Sadhana Property/The landlord wants to make deductions on my security deposit when I vacate and I disagree?

If there is a disagreement regarding the refund of your security deposit between 'The tenant' and 'The Landlord/Sadhana Property', we will notify the DPS who will instruct an independent adjudicator to investigate the case and make final judgement.

Where do I send my holding deposit/rent?

Bank: Metro Bank
Account Name: Sadhana Property Group Limited (Client Account)
Account Number: 49568673
Sort Code: 23 05 80
Reference: Property address
IBAN: GB22MYMB23058049568673
BIC: MYMBGB2L

Inventory, Utilities & Move-in Process

Will the property be furnished / unfurnished?

Typically, properties are offered unfurnished, however, this will be subject to your requests and what has been agreed with the landlord.

Will an inventory be carried out? Who pays for this if so?

Normally yes but not always, as this will be determined by the landlord. If so, Sadhana Property pays for the inventory on the landlords' behalf. You have two weeks within your move in date to request any amendments.

Who carries out the inventory?

We always instruct an external inventory company, and as of March 2025, we use 'First Property Solutions inventories' for all inventories, check in, and check out reports. www.firstps.co.uk

Who takes meter readings?

Readings will be taken by the inventory clerk on check in/move in date or a representative of Sadhana Property. These will be on the inventory; however, we always recommend you take a picture of these yourself also on your move in date for your own records.



How will utilities be notified of a new tenant?

We will notify all the utility companies of the date you moved in, along with the meter readings. Each of the utilities (Council tax, gas 'if any' electric, water) will normally write to you within 6 weeks of moving in. You will have to arrange the installation of your own broadband services.

Living in the Property

Inspections?

We aim to carry out inspections every 12 weeks approx. We give a minimum of 48 hours' notice. If, however, you would prefer to send us an email confirming everything is working/in good condition, along with a video, subject to landlord approval, we are happy to accept this.

What is an inspection?

We want to make sure that the property is being looked after and maintained in a good condition, and we will be looking for any maintenance issues so that they can be addressed straight away.

Can I decorate or make changes to the property?

A tenant can only decorate or make changes to the property with the express permission of Sadhana Property/The landlord. Please email info@sadhanaproperty.com to request permission for any decorating you wish to carry out.

What if I accidentally cause damage to the property?

Accidents happen. Please inform us as soon as possible. You will be expected to cover the cost of putting it right. Please do not try to ignore or hide damage because it could get worse, and it will likely be claimed against your deposit at the end of the tenancy.

Who is responsible for repairs?

Sadhana Property (On behalf of the landlord) is responsible for maintaining the property in a good state of repair. If you do any damage to the property, even accidentally, you are expected to cover the cost of putting this right. Any maintenance issues are the responsibility of Sadhana Property/Landlord to pay for/have fixed.



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What if Sadhana Property is not keeping to their side of the agreement?

If a tenant believes we are not keeping to our side of the agreement, for instance, not maintaining the property in a fit state of repair, then the first thing the tenant should do is email us, so you have evidence of notifying us of any issue. We will of course resolve it, however in the event we do not, or you are not satisfied, independent advice can be found at The Citizens Advice Bureau. www.citizensadvice.org.uk.

When can my landlord enter the property?

A landlord/managing agent must give a tenant 24 hours' notice in writing before entering the property, unless in an emergency, where upon they or their agent can enter under necessity.

Who do I contact in the event of maintenance issues?

Email: info@sadhanaproperty.com

When emailing, please ensure you provide:

- Your full property address
- Your full name
- Your contact number/s
- Your availability for tradesman to attend, or confirm you are happy for Sadhana Property to release keys so they can attend whilst you are out.
- Detailed description of the issue (as much as possible, when it first occurred etc, and pictures/video if possible)

Moving Out & Ending the Tenancy

Who pays for the checkout report? When is this?

Sadhana Property pay for this on behalf of the landlord. This is carried out at the end of the tenancy/your move out day.

How do I hand back the property?

Just as you received it. Professionally cleaned and completely vacant. (Fridge/cupboards as you found them etc. Empty and clean)



What if I want to end the tenancy early?

If you are tied into a fixed term contract, you will be liable for the rent until the fixed term is finished. If you are no longer in a fixed term contract (i.e. a rolling contract or statutory periodic) your tenancy agreement will define the notice you need to give. We are, however, very flexible and will try and help you achieve your objective and re-let the property (subject to suitable references) for you to be released from your agreement.

What if I can't pay my rent?

It is always your responsibility to pay the rent, but we understand circumstances change. What happens if you become unemployed or are unable to work due to sickness? The most important thing is not to let arrears pile up until they are unmanageable. Speak to us and see if you can reschedule your payments, or set up a meeting with the landlord to come to discuss a payment plan.



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