



UNO PROPERTY MANAGEMENT

TENANT HANDBOOK

A practical guide to renting with UNO

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01 / GETTING STARTED

Your first week

Six small steps help you settle in and protect your tenancy record.

01 Read the agreement

Check the address, named tenants, rent due day, included chattels and any property-specific rules.

02 Record the condition

Review the entry inspection report. Photograph existing marks and send corrections promptly.

03 Set up rent

Use the account and tenant reference on your agreement. Set an automatic payment ahead of the due date.

04 Connect utilities

Arrange power, internet and other services you need unless the agreement says they are included.

05 Save the right contacts

Keep your property manager's details and the emergency procedure from your tenancy pack.

06 Report any fault

Tell UNO promptly about leaks, damage or appliances that are not working. Include photos where useful.

YOUR ONLINE SHORTCUTS

Tenant portal

Account and tenancy

Maintenance

Report a repair

Tenant FAQs

Common questions

FAQs: unoproperty.co.nz/tenant-faqs/



02 / PAYMENTS

Money made simple

The exact rent, dates, account and any included services are in your tenancy agreement.

\$

Rent

Pay rent in advance by your agreed due day. Put the tenant reference on every payment. If you might miss a payment, contact your property manager early.

Quick check: A payment made after its due day can show as arrears, even if you pay on the same weekday every week.

W

Water & utilities

You may be invoiced for eligible, separately metered water use. Check the invoice and due date. You normally arrange power, gas and internet unless your agreement says otherwise.

B

Bond

The bond is held through Tenancy Services. Keep your contact and bank details current. At the end, review the proposed refund in Bond Hub before agreeing to it.

Keep these records together

Your signed agreement, entry inspection report, rent payment reference, utility invoices, maintenance messages and bond details. Save photos in a dated folder.



03 / REPAIRS

Something needs fixing?

Start with safety, then use the route that matches the urgency.



Immediate danger?

For fire, serious injury, gas danger or immediate risk, call 111 first. Then tell your property manager when safe.



Urgent damage or loss of an essential service?

Call the property manager using the contact or after-hours number provided in your tenancy pack. Describe the issue and any immediate safety risk.



Routine maintenance?

Submit it via UNO's maintenance page or your property manager. Explain what happened, attach clear photos and tell us how to arrange access.

[OPEN THE MAINTENANCE PAGE →](#)

Report damage as soon as you notice it. Do not arrange non-emergency work or alter the property without discussing it with your property manager.



04 / LIVING IN YOUR HOME

Everyday essentials

Simple habits make the property safer, cleaner and easier to maintain.

01 Care & cleaning

Keep the home reasonably clean and tidy; deal with spills promptly.

02 Fresh air

Use extractor fans, heat the home appropriately and report persistent damp or leaks.

03 Smoke alarms

Never disable an alarm. Report faults; replace a user-replaceable battery when required.

04 Outside spaces

Keep lawns and gardens tidy where your agreement makes this your responsibility.

05 Parking & neighbours

Use your allocated spaces and keep shared access clear. Be considerate with noise.

06 Changes to the home

Ask before installing fixtures or making changes. Discuss fibre and extra keys first.

INSPECTIONS & PETS

Routine inspections: UNO must give at least 48 hours' notice, and no more than 14 days' notice. Inspections may be no more frequent than once every four weeks.

Pets: Request consent before bringing a new pet home. The landlord must respond in writing within 21 calendar days; reasonable conditions, including a pet bond, may apply.



05 / CHANGES & LEAVING

Planning your next move

Contact your property manager early if people in the home change or you want to leave.

PERIODIC

At least 21 days

Give written notice with the property address, end date and your signature. A shorter period needs the landlord's agreement.

FIXED TERM

Check the end date

For the term to end on its expiry date, written notice must fall in the effective window: 90 to 21 days before expiry. Early exit generally needs agreement.

YOUR MOVE-OUT PATH

- 1 Give the correct notice**
- 2 Settle rent and bills**
- 3 Remove belongings and rubbish**
- 4 Leave reasonably clean; return all keys**
- 5 Join the final inspection; review bond refund**

Fair wear and tear is expected. Keep photos from the beginning and end of the tenancy. Bond deductions must be agreed or resolved through the usual dispute process.



06 / KEEP HANDY

Meet your UNO team

For tenancy questions, contact your assigned property manager. Save the online links below.

LEADERSHIP & SUPPORT

- Monica Chen**
Managing Director
- David Liu**
Head of Services and Professional Development
- Gratia Gu**
Business Development Manager
- Luqi Zhang**
Property Management Administrator
- Rennie Chen**
Property Management Administrator

PROPERTY MANAGEMENT

- Amber Chen**
Head of Property Management
- Marcus Wong**
Senior Property Management Specialist
- Carina Hsieh**
Senior Property Management Specialist
- Sharon Lu**
Property Management Specialist
- Alan Lau**
Property Management Specialist
- Mike Lee**
Property Management Specialist
- Catherine Li**
Property Management Specialist
- Darren Liu**
Property Management Specialist

YOUR PROPERTY MANAGER

Name

Direct / after-hours

TENANT PORTAL
[Account and tenancy](#)

MAINTENANCE
[Report a repair](#)

TENANT FAQs
[Quick answers](#)

Team list and guidance checked 23 September 2026. For your tenancy, refer to your agreement and assigned property manager.

Official guidance: [Ending a tenancy](#) [Inspections](#) [Pet consent](#) [Water charges](#)