UNO
PROPERTY MANAGEMENT SPECIALISTS

TENANT HANDBOOK

A practical guide to renting with UNO

UNO OFFICE

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01 / GETTING STARTED

Your move-in checklist

Prepare before moving in. Check the home on day one and return the entry report within 7 days.

01 Before: Read the agreement

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

02 Before: Set up rent

Use the bank account and reference UNO emailed you. Pay before move-in, then by each later due date.

03 Before: Connect utilities

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

04 Before: Save contacts

Find your manager in the Tenant Portal or move-in email. Save the after-hours number on pages 4 and 7.

05 Day 1: Check condition

Mark corrections, sign the entry report and email it with dated photos to your manager within 7 days of receipt.

06 Day 1: Report faults

Tell your manager promptly about leaks, damage or appliances that do not work. Include photos where useful.

YOUR ONLINE SHORTCUTS

Tenant Portal
Tenancy information

Tapi maintenance
Report a repair

Tenant FAQs
Common questions

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

02 / PAYMENTS

Money made simple

Your agreement has rent and due dates. UNO emails bank details and your payment reference.

$ Rent

Pay your first rent before move-in day, then pay by the due date in your agreement. Use the account and reference UNO emailed you on every payment to us. If you may miss a payment, contact your manager early.

Quick check: Pay by the agreed due date and allow time for your bank to process the payment.

W Water & utilities

You will 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

Tenancy Services holds the bond. Save its lodgement confirmation and bond number; keep your private tenant number safe. At the end, review the proposed refund in Bond Hub before agreeing.

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.

TENANT PORTAL

Open UNO’s Tenant Portal and sign in with your email and password. Use sign-up or password reset if needed. Check the tenancy, rent and documents shown in your account. Ask your manager for access help.

OPEN TENANT PORTAL →

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.

2 Urgent issue? Call your property manager

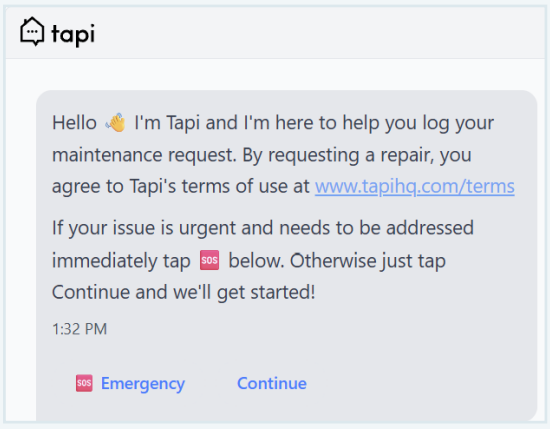
Call your property manager now; outside office hours, call UNO's after-hours number below. Describe any immediate safety risk.

UNO OFFICE: 09 551 6452 **AFTER HOURS: 021 160 4332**

3 Routine maintenance? Use Tapi

Use UNO's Tapi maintenance page; no account is needed.

THE TAPI REQUEST SCREEN



1. Open the maintenance page and select Continue for a routine repair.
2. Describe the fault, location, any safety risk and access. Add clear photos or a short video when prompted.
3. Submit the request. Tapi emails a View Issue Report link; use it to check updates, reply or add photos.
4. Let your property manager know after submitting. If it worsens, update the report and call your property manager or the after-hours number above.

REPORT MAINTENANCE THROUGH TAPI →

unoproperty.co.nz/tenant-maintenance/

Get your property manager's approval before arranging non-emergency work or altering the property. UNO may not reimburse work arranged without approval.

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; clean spills and surface mould promptly. Report recurring mould to your manager.

02 Open windows

Open windows when practical. Use extractor fans and heating; report ongoing damp or leaks.

03 Smoke alarms

Never remove or disconnect an alarm. Inform your property manager promptly about faults; replace a removable battery as needed.

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 your property manager before installing fixtures or making changes to the home.

INSPECTIONS & PETS

Routine inspections: UNO gives 48 hours' to 14 days' notice and inspects no more than once every four weeks. You need not be there; tell your manager what you want checked.

Pets: Ask your manager in writing before bringing a new pet home. The landlord responds within 21 calendar days. Written consent may include reasonable conditions, such as a pet bond.

05 / CHANGES TO AND VACATING YOUR TENANCY

Planning your next move

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

FIXED TERM

Check the end date

For terms over 90 days, give written notice 90 to 21 days before expiry. Leaving early generally needs agreement and may incur costs.

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.

YOUR MOVE-OUT PATH

1. **Give written 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

Haya Li
Trust Account Administrator

NEED MORE HELP?

Your property manager's details are in the Tenant Portal and your move-in email. For help, email info@unoproperty.co.nz or call UNO on 09 551 6452.

YOUR TENANCY CONTACTS

YOUR PROPERTY MANAGER

Find your property manager

Sign in to the Tenant Portal or check the move-in email UNO sent you for their name, phone and email.

OPEN TENANT PORTAL →

UNO office email

info@unoproperty.co.nz

AFTER-HOURS URGENT CONTACT

Call UNO's after-hours number:

021 160 4332

For immediate danger, call 111 first. When safe, call your property manager or the after-hours number.

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Official guidance: Ending a tenancy · Inspections · Pet consent · Water charges