LANDLORD GUIDE

From Sign-Up to Your First Listing

A complete walkthrough of creating your account, getting verified, and listing your first property on Hao Hunter.

ON THIS GUIDE

1 Create your account

2 Confirm your email

3 Complete your profile

4 Upload your documents

5 Submit for review

6 Get verified

7 Understand your dashboard

8 Add your first property

9 Manage your listings

10 Troubleshooting

1 Create your account

Go to **haohunter.co.ke** and click **Sign Up**. Choose **Landlord** as your account type — this matters, since a tenant account can't list properties.

Fill in your name, email address, phone number, and a password (at least 8 characters), then submit. You'll be signed in right away.

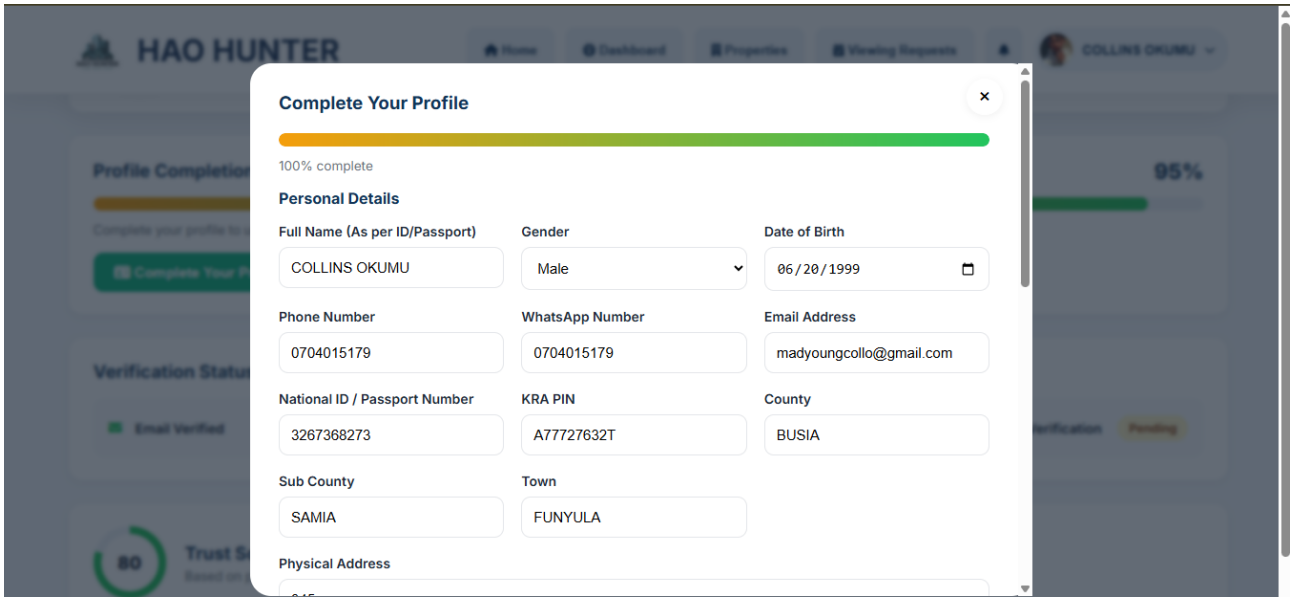
2 Confirm your email

Check the inbox for the email address you signed up with — you'll get a link to confirm it's really yours.

> **Didn't get it?**
> Check your Spam or Promotions folder. If it's genuinely not there after a few minutes, contact support and we'll resend it.

3 Complete your profile

From your dashboard, click **Complete Your Profile**. Fill in every field — full name (exactly as on your ID), gender, date of birth, phone, WhatsApp number, email, National ID or Passport number, KRA PIN, county, sub-county, town, and physical address.



The progress bar at the top fills in as you go. You need **100%** before you can submit for review.

4 Upload your documents

Still inside your profile, upload the following. Accepted formats: JPG, PNG, WebP or PDF, up to 2MB each.

Profile Photo	Passport Photo	National ID (Front)	National ID (Back)
KRA PIN Certificate	Business Certificate*	Title Deed*	Ownership Documents*
Utility Bill*	Agreement Documents*		

*Only required if it applies to how you own or manage the property.

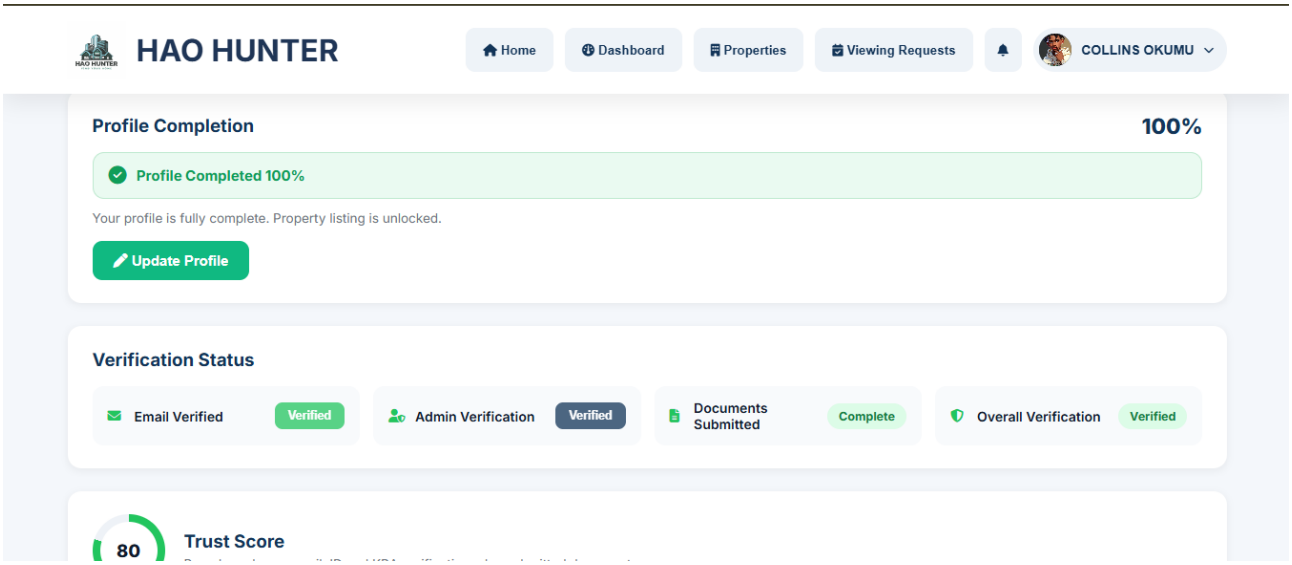
5 Submit for review

Once your profile shows 100% and your documents are uploaded, click **Submit for Review**. Your status changes to **Under Review**, and an admin will check your details and documents.

How long does this take?
Reviews are done manually, so it isn't instant — but you don't need to do anything else while you wait. We'll notify you either way.

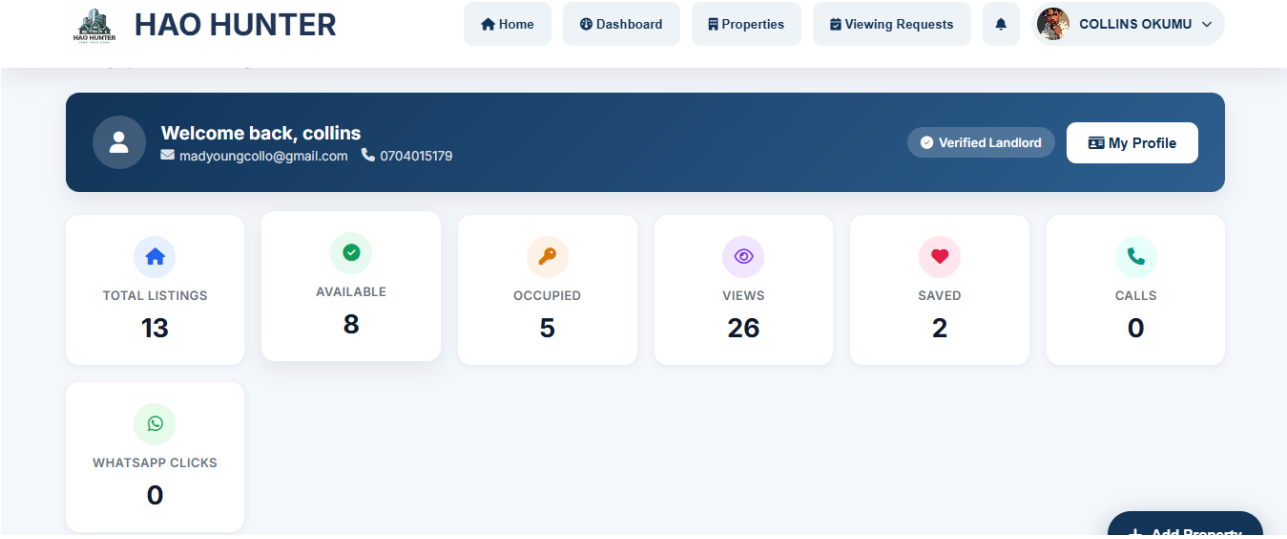
6 Get verified

Once approved, all four checks on your Verification Status card turn green, and you'll see a message confirming property listing is unlocked.



If you're rejected instead
You'll see the reason why directly on this same card. Fix whatever's flagged and hit Submit for Review again — no need to start over.

7 Understand your dashboard



Total Listings — Every property you've posted

Available / Occupied — How your listings are split right now

Views — How many times tenants have opened your listings

Saved — How many tenants have saved your properties to their list

Calls & WhatsApp Clicks — How tenants are reaching out to you directly

8 Add your first property

Click **+ Add Property** from your dashboard. Fill in the property's details — title, description, price, location, and type — then upload clear photos. The more complete and accurate your listing, the more views and enquiries it tends to get.

Once saved, it appears on your dashboard and becomes visible to tenants searching on Hao Hunter.

9 Manage your listings

From **Properties** in the top menu, you can edit any listing's details, update its photos, or change its status between Available and Occupied so tenants always see accurate information.

Check **Viewing Requests** regularly — that's where tenant requests to view a property land, and where you respond to confirm or decline a time.

10 Troubleshooting

My profile won't reach 100%
Double check every field in Complete Your Profile is filled, and that all required documents are uploaded. You do not need to verify your phone number to reach 100% — that's not required.

I never got the confirmation or verification email
Check Spam and Promotions folders first. If it's still missing after a few minutes, contact support — this can usually be resolved same-day.

My status has been "Under Review" for a while
This is reviewed manually, so it isn't instant. If it's been an unusually long time, reach out to support and we'll check on it.

I was rejected — what now?
The reason is shown directly on your Verification Status card. Fix the specific issue mentioned and submit again — you don't need to redo your whole profile.

Still stuck?
Reach out through the Help page or WhatsApp us directly — include your registered email so we can look you up quickly.