

Kobe Housing & Urban Development Corporation **Move-In Handbook**



Kobe Housing & Urban
Development Corporation

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Kobe Housing & Urban Development Corporation

5-1-32 Futaba-cho, Nagata-ku, Kobe-shi, 653-0042

Phone: 078-647-9802 (Customer Service Office)

078-647-9803 (Management and Repairs Office)

Public Corporation Call Center

*Please contact us if you are experiencing any issues, etc., with your property's facilities.

24-hour, toll-free hotline: 0120-5048-66

Website: <https://chintai.kobe-sumai-machi.or.jp/>

Created in Oct. 2019

Greetings

We are sincerely grateful that you have chosen to move into a Kobe Housing & Urban Development Corporation rental housing unit.

This "Move-In Handbook" provides tenants with the rules and manners we would like them to follow to better enable them to enjoy a comfortable everyday life.

In multi-unit housing, a large number of individuals lead various lifestyles as they take part in everyday life, and it is vital that such tenants follow certain rules and manners to better allow for comfortable living in such multi-unit housing. Toward this end, we ask all of you for your kind understanding and cooperation.

Additionally, this guide also summarizes frequently asked questions that we receive from tenants on a regular basis.

We ask that you store this " Move-In Handbook," in an easily accessible location, and we would like you to refer to it if you ever have any questions.

Here at the Corporation, we look forward to serving you, and we ask for your continued cooperation and support.

Kobe Housing & Urban Development Corporation

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Corporation**

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Upon Moving In

I . Upon Moving In

① Guide for Moving In

Please read the "Guide for Moving In" booklet that was handed to you at the time that you signed your contract.

It contains important information that will be essential during your new residential life.

II . Paying Rent, Etc.

You will be required to sign up to a rent guarantee company.

① How to Pay Rent, Etc.

◇ If you have signed up to a rent guarantee company, this will be determined by the terms of your contract with that rent guarantee company.

◇ The rent for a given month will be deducted using an account transfer from your bank account on the 1st of that month.

(If this falls on a holiday, this will be processed on the following business day.)

If you miss the payment deadline, you will be charged a late payment penalty. Additionally, in the event that you fail to pay rent, please exercise caution as your joint guarantor will be contacted, assistance policies (limited to that for the applicable residence) will be suspended, your rental contract will be cancelled, and other legal measures will be taken to force you to vacate the residence.

② About Common Service Fees

A common service fee will be deducted from your account and transferred together with your monthly rent.

This common service fee is a necessary expense for maintaining and managing the common area of your residential building.

Common service fees will be used to cover the following expenses, etc.

- Common electrical usage fees for lights that are used for bicycle parking areas, front entrance porches, hallways, stairways, elevator halls, and gathering places, etc., and elevators and lifting pumps, etc., found within the premises of the building, as well as expenses required for replacing any light bulbs
- Water supply and sewage fees for water used in common areas, such as for water faucets and gathering places, etc.
- Expenses required to clean drain pipes
- Expenses required to clean common areas, such as hallways, garbage disposal stations, front entrance porches, elevator halls, and common hallways/stairs, etc., found within the premises of the building
- Expenses required to maintain greenery, etc., found within the premises of the building
- Expenses required to replace fire extinguishers in common areas and to refill them with chemical agents, etc.
- Expenses required to perform remote monitoring/initial response for abnormalities found for elevators/lifting pumps, etc., and fires, etc.
- Insurance premiums for personal liability insurance
- Expenses required for maintenance and management of other common areas and common facilities



◇ About Personal Liability Insurance (Some Entrusted Management Properties Are Not Covered)

In multi-unit housing, there are cases where simple carelessness in everyday situations can lead to the occurrence of damage that affects others. To prepare for such seemingly unlikely accidents, our residents are made to sign up to "personal liability insurance" (for entrusted management properties, please check with your landlord). Since a portion of your common service fees are used to cover payment for your insurance premiums, you will not be required to pay any additional fees for this insurance. "Personal liability insurance" refers to insurance that is paid out in the event that a tenant is legally required to provide compensation to cover damages caused to another tenant or a third party resulting from an accident involving the tenant that occurs during everyday life. Moreover, please refer to the "Guide for Moving In" for more details on such "personal liability insurance."

◇ About Fire Insurance

The tenant (lessee) is responsible to sign up for fire insurance/tenant liability insurance on their own.

Contact information for the Corporation – Customer Service Office: 078-647-9802

③ About the Rent Guarantor System

As a basic rule, we require you to sign up to a rent guarantee company.

If you are signing up to a rent guarantee company, please strictly comply with the method of payment for rent, etc., and the contents of the contract that you have entered into with that guarantee company (please refer to the terms of your contract with that guarantee company for more details).

④ The Role of a Joint Guarantor

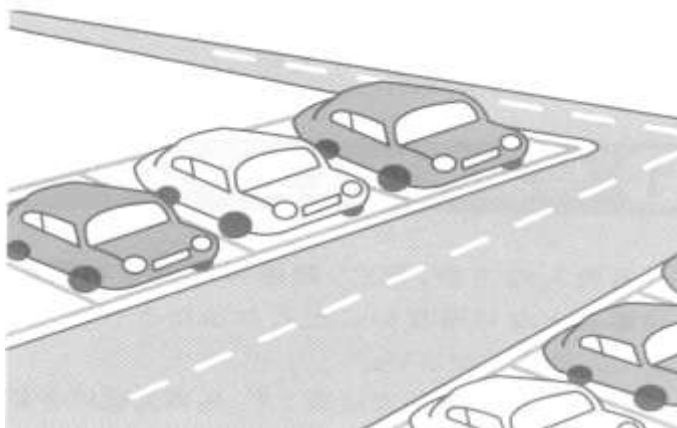
In addition to bearing a joint obligation of payment for rent, etc., in accordance with the terms of the rental contract that has been concluded between the lessee and the Corporation, the joint guarantor is also required to strictly comply with the contents of that contract.

In other words, in the event that the lessee is found to be in default (such cases where they fail to pay rent, common service fees, repair fees, etc.), the guarantor will be required to settle payment for such debts. With that said, however, once the joint guarantor has settled such payments, the joint guarantor will be free to pursue the lessee and charge them for such payments.

⑤ About Parking Lots

In regards to registration and issuing of parking space certificates (certificate of approval for use of automobile storage space), please contact the Corporation in advance.

**Contact information for the Corporation – Customer Service Office:
078-647-9802**



III. Various Procedures, Etc., for Moving

If any of the following changes occur after your contract has been concluded, you will be required to notify the Corporation of such changes.

① Application for Changing the Name on Contract, Etc.

In the event that the person whose name is on the contract changes to someone who is not a party to the contract, as a result of moving out due to death, divorce, etc., or if there are changes to such things as cohabitants, etc., it will be necessary to receive approval from the Corporation in accordance with the terms of the rental contract, and you will need to promptly contact the Corporation by phone. We will send you any paperwork necessary to apply for approval.

② Application for Changing the Joint Guarantor

In the event that your joint guarantor is no longer able to perform their duties, due to death or bankruptcy, etc., in accordance with the terms of the rental contract, we will require you to either select and apply for a new joint guarantor who will act as a replacement or that you sign up to a rent guarantee company.

Additionally, in the event that there are any changes to your joint guarantor's address, you are required to notify the Corporation of their new address.

We will send you any paperwork necessary to apply for approval. Additionally, in accordance with the terms of the rental contract, for cases where a submission request has been sent from the Corporation for the submission of a joint guarantor change or guarantor address change notification, we require you to promptly submit the documents necessary to apply for change/approval in accordance with the instructions given by the Corporation.

③ Repairs During Tenancy

In the event that any of the installed equipment or fixtures, etc., in your home malfunction or become damaged, please contact our **Call Center (0120-5048-66)**.

In regards to repair fees, these shall be paid by either the tenant or the Corporation, based on the expense responsibility standards (in the separately distributed "Expense Responsibility Standards for Repair Fees, Etc., During Tenancy").

④ Remodeling Application

Structural changes to the building are prohibited. If remodeling is required, due to special conditions and unavoidable circumstances, please consult with the **Call Center (0120-5048-66)**. There are case where we may be able to grant permission if you pledge that the property will be restored to its original condition. Moreover, in cases where remodeling is performed without obtaining approval from the Corporation, in addition to cancelling your contract and forcing you to vacate the residence, we will also be forced to charge you for the expenses required to restore the property to its original condition, as well as for compensation for any damages.

IV. About Procedures for Moving Out

① Move-Out Procedures

If you are moving out of your housing unit, **please absolutely make sure to notify the Corporation 30 days prior to the date that you will be moving out.** We will send you the required set of forms ("Move-Out (Cancellation) Form," "Bank Account Deposit Request Form," etc.).

Once you have received them, we ask that you fill out the required items, and promptly send them back.

Moreover, please refer to the rental contract for more details.



**Contact information for the Corporation – Customer Service Office:
078-647-9802**

② About Settling Rent, Etc.

1 month worth of rent will also be withdrawn for the month during which the contract is being cancelled, and after a pro-rated amount for rent and common service fees, etc., up until the date of cancellation has been calculated, this will be deducted from the amount withdrawn, and the remaining amount shall be returned to you on a later date.

③ About Returning Your Key

As a basic rule, we require that you return all keys for your front door by your move-out date. In the event that you are not able to return the proper set of keys that was handed to you at the time of move-in (set of 3 keys, however, this may differ depending on the residence), due to loss, etc., you will be required to pay for the expenses needed to replenish the proper set of keys.

Additionally, in the event that you have replaced the main unit of the front door lock with a different product during your tenancy, you will be required to pay for the expenses to remove the lock and to replace it with one that is specified by the Corporation.

④ Settling Electricity/Water/Gas Bills, Etc.

We require you to contact the individual business operators that you have entered into contracts with for electricity/water/gas/telephone services, etc., and to complete procedures to stop such services, and to settle all usage fee payments, by the date of your move-out.

⑤ Cancelling Internet Subscription/Removing Devices

If you were using the Internet, please absolutely make sure that you complete the procedure to cancel your contract with your service provider.

If you were using a fiber optic connection (reaching up to a modem or connector connection port for an individual housing unit), and if a fiber optic cable has been routed to reach within your housing unit, we require you to arrange for the removal of the fiber optic cable and for

construction to restore the property to its original condition upon cancellation of your contract with your service provider. Additionally, please absolutely make sure to remove any coaxial cables and devices, etc.

If you leave any **remaining objects** behind during your move-out, such as cables and devices, **any expenses for restoring the property to its original condition will be added to the move-out repair fees that you will be charged with.**

⑥ Handling of Mail During Move-Out

Please complete any procedures, such as forwarding requests, etc., for mail.

- **About mail forwarding**

Make sure that a move-out notification and postal forwarding request has been sent to the collection and delivery post office in the location of the residence you are moving to.

- **Forwarding request for mail-order shopping, etc.**

If you use mail-order shopping, etc., make sure to notify retailers of your new address.

- **Forwarding notification for delivery services, etc.**

If you frequently use delivery services (includes mail, etc.), make sure to notify any services you use or delivery service providers, etc., of your new address.

⑦ About Security Deposit Refunds (Settlement)

Your security deposit refund will be settled after any unpaid rent, late payment penalties, and/or repair expenses after move-out, etc., have been deducted. If there is an amount of money to be refunded, we shall deposit it to the account for the financial institution specified in the "Bank Account Deposit Request Form" submitted together with your "Move-Out (Cancellation) Form." If you owe payment, please provide payment to the bank specified by the Corporation by the specified date.

⑧ About Disposing of Garbage During Move-Out

Please dispose of any large-scale waste resulting from your move-out. Do not dispose of it at the garbage disposal station, etc., as the Kobe Municipal Environmental Department will not collect such garbage. More specifically, please exercise caution, as you will be punished for violating waste disposal laws if you throw out devices covered by the Home Appliance Recycling Act, such as air conditioners, televisions, refrigerators, and washing machines, etc.

The same goes for bicycles, mopeds, and motorcycles.

In the event that you throw out such garbage, the expenses required to dispose of the garbage (includes recycling fees) will be added to the move-out repair fees that you will be charged with.



⑨ **Repairs and Joint Inspection After Move-Out**

About the Expense Responsibility Standards After Move-Out

For cases where a tenant is moving out of a housing unit, the tenant moving out will be responsible for paying for repair fees based on the individual items given in the "Expense Responsibility Standards for Repairs, Etc., After Move-Out" that are listed in the "Confirmation Letter" in accordance with the terms of the rental contract. For those items for the expense responsibility standard for which the lessee field is marked by a circle, the tenant shall be responsible for paying those repair fees.

Additionally, for those items for the expense responsibility standard for which the lender field is marked by a circle, the lender shall be responsible for paying those fees.

About Assessment and Joint Inspection

An assessment of the repair fees shall be performed based on the expense responsibility standards for repairs, etc., after move-out. The parties shall consult with each other to determine the date of the joint inspection. Although we recommend that joint inspections be conducted wherever it is possible (in order to better allow for identification of any locations needing repairs), if you choose to leave it entirely to our discretion (cases where you need to move far away, etc.), the Corporation shall perform an assessment on its own, and the tenant moving out shall be notified of the calculated amount that they will be responsible for paying.

**To Enjoy
Comfortable
Living**

I . To Enjoy Comfortable Living

To enjoy comfortable living, we ask that each and every one of you follow the rules for everyday life.

① Be Careful of Door-To-Door Sales, Etc.

Please note that there may be cases where vendors selling various retail goods, etc., may visit individual homes, and upon doing so, they may try to falsely convince residents that they are a vendor that has been specially designated by City Hall, ward offices, the water company, public health centers, fire stations, or the Corporation, etc.

We ask that you exercise sufficient caution when dealing with such unwanted salespeople, etc., and please note that City Hall, ward offices, the water company, public health centers, fire stations, or the Corporation, etc., will never specifically endorse such door-to-door sales vendors despite what they may tell you.



② Prohibited Actions

It is strictly prohibited for you to engage in the following acts/behaviors in your residence.

- Using your residence for non-residential purposes
- Subleasing the entirety or part of your residence or transferring the right of lease
- Parking your automobile or bicycle in a location other than that specified by the Corporation
- Owning or temporarily caring for an animal that could cause an inconvenience to others, such as dogs, cats, pigeons, etc., or dangerous animals, such as wild animals or poisonous snakes, etc., within your private living area or the premises of your building (excludes assistance dogs, such as "guide dogs, service dogs, and hearing dogs")
- In the best interest of safety, the carrying in of objects, etc., that would pose a health hazard or would be dangerous
- Leaving your personal possessions, garbage, or handcrafted items in common areas or the building grounds, etc.
- Drying futons, etc., on balcony handrails
- Carrying in or installing large, heavy-weight objects, etc.
- Taking liquids that could corrode pipes and pouring them down the drain
- Causing a noise disturbance by setting the TV/stereo, etc., to high volumes, playing the piano, etc.
- Any other acts that could disturb order in the community or inconvenience other tenants

In the event that we have found that you have violated any of the individual items, and in cases where you are unable to comply with the instructions/recommendations given by the Corporation, we will cancel your contract and will force you to vacate the residence in accordance with the terms of the rental contract.

③ Noise During Everyday Life

Even in residential buildings made of concrete, since there are neighboring units located in all directions in such multi-unit housing, there are cases where we receive noise complaints for such things as "pounding" noises, people speaking loudly, and watching the TV or playing musical instruments, etc., at high volumes. We ask all of you to exercise caution so as not to cause any unpleasant feelings among your neighbors.

Types of Noises That Frequently Cause Trouble

- Operating a washing machine or taking a bath early in the morning or late at night
- Noise caused by children jumping around or running inside of a room

Please be especially considerate of your neighbors early in the morning and late at night, as sounds more easily reverberate.

- Engine idling noises coming from the parking lot or motorcycle parking
- Watching the TV, etc., at high volumes
- Opening and closing doors

It is necessary for you to be careful about such noises caused during everyday life.



④ Leakage Will Occur If Water Is Spilled Inside the House

Concrete contains a vast number of tiny pores, and it has a characteristic that allows water to pass through. Additionally, the floors within the housing units have not been treated with a waterproof treatment. In cases where even a small amount of water is spilled on an upper floor, this water may leak down to lower floors.

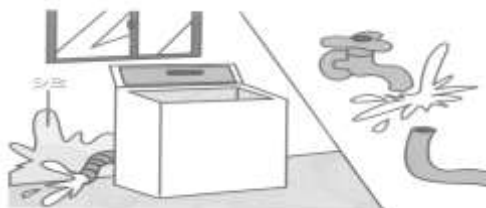
Specifically, we ask you to be careful not to use water when cleaning the floors for the front entrance or toilet for the individual housing units.

Additionally, since there are cases where water leakage may occur due to a washing machine drain hose coming loose from its drain, we ask that you inspect such locations regularly.

In the event that you cause water to leak to the floors below you, this will not only cause an inconvenience for residents living on lower floors, but depending on the circumstances, you may also be required to provide compensation to cover interior repair fees and damages caused to household property and clothing, etc.

In regards to your balcony, we also ask that you exercise caution as there are cases where water leakage to lower floors may occur when large amounts of water are used.

In the event that water leakage occurs: (Call Center 0120-5048-66)



⑤ Garbage Disposal Station (Burnable/non-burnable garbage, etc.)

Regarding garbage disposal stations, sometimes they can be found at a designated location within the grounds of your building, and sometimes they are located at a corner on a nearby road or alongside a road.

In the city of Kobe, residents are required to dispose of household garbage by using bags (designated bags) for each type of garbage, and such bags are sold at supermarkets and convenience stores, etc., within the city. Additionally, in cases where garbage will not fit in such designated bags or where it is heavy (5 kg or more), you will be required to place a request in advance and to pay a fee to have it disposed of.

Contact the Environmental Department Reception Center to make an advance collection request for such over-sized garbage. Since the garbage collection days will differ depending on your ward, please refer to the bulletin board at your residential building for collection location and sorting methods, etc.



⑥ Bicycle Parking Area

Please affix the sticker on the designated location on your bicycle, etc., when you are storing it. If you store it in a haphazard manner, it may act as an obstacle for pedestrians, and it will also be aesthetically unpleasant to others (any bicycles or mopeds that do not have a bicycle sticker affixed to them will be subject to removal).

Since bicycle theft is becoming more and more frequent, we ask that you make use of padlocks and chains, etc., to prevent theft.

Moreover, when you are removing your bicycle, etc., from the parking area, please make sure not to leave such chains, etc., inside of the parking area. Recently, there are more and more households that own multiple bicycles. In order to allow for parking for as many bicycles as possible, we ask that you dispose of any unneeded bicycles, etc.

Additionally, we have also seen cases where children leave their bicycles, etc., in front of the entrance of their housing unit, and we would like you to know that this will not only obstruct traffic, but it may also act as a dangerous obstacle during emergencies. **Please make sure that you do not leave them in such locations.** **Moreover, if you do not move them after receiving a recommendation to do so, we may forcibly remove them.**

About Mopeds and Motorcycles

Regarding mopeds (50 cc or less), some residential buildings will allow them to be stored in their parking area, while others will not. Please contact the Corporation for more details.

Motorcycles (more than 50 cc) cannot be stored in such parking areas. With that said, however, some residential buildings have their own motorcycle parking areas. Please contact the Corporation for more details.

II. Tips on Everyday Living (Private Living Area)

For multi-unit housing, such as condominiums, etc., the area inside of your housing unit in which you spend your daily lives is referred to as your private living area. Generally speaking, this will include such things as the interior finishing, fittings, equipment, and piping, etc.

In order to lead a comfortable life inside of your private living area, it is important that you take care of it on a regular basis.

① Front Entrance

◇ Front Entrance Floor

The front entrance floor has not been treated with a waterproof treatment. Absolutely make sure that you do not pour water on it when cleaning it.

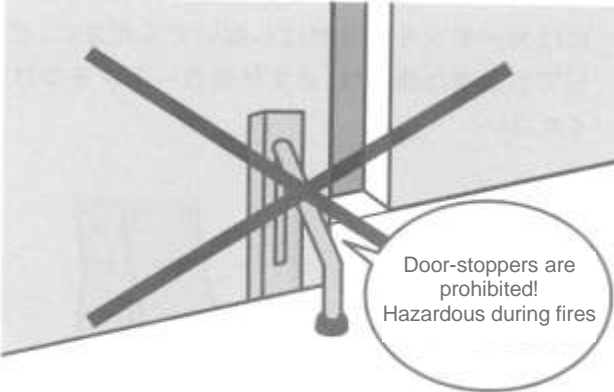
Additionally, please make sure to prepare an umbrella stand to store wet umbrellas, and make sure not to allow water to be spilled on the floor surface.



◇ Front Door Fittings

Front doors that are made of iron can act as a firewall in the event of a fire. In order to prevent the spread of fire, tenants are required to keep such doors closed (closed condition) at all times, as specified by building codes (please do not install screen doors, etc.).

Do not remove the door-closer (fitting on the upper part of the door that automatically causes the door to close), and do not make use of fittings, such as commercial door-stoppers that stop the door from completely closing. As the doors are equipped with a door-scope and door-guard (or door-chain), please make use of these for crime prevention purposes.



◇ Front Door Key

You will be handed a set of 3 keys for the front door (this may differ depending on the property).

In the event that you lose any of these keys, since there will be a risk of burglary, the tenant will be required to replace the cylinder portion of the lock at their own expense (cylinder in which the key is inserted). The tenant will need to

request a nearby locksmith, etc., to replace the cylinder, and if the tenant is unsure of where to ask, the Corporation can introduce them to some businesses that specialize in this if contacted.

Additionally, please be careful when handling your keys, as the Corporation does not possess a "master key" or "spare keys" to open the door for any tenant's home even in cases where the tenant happens to lose their key.



② Kitchen

◇ Precautions When a Window Is Close to Your Gas Stove

Please do not install curtains in such windows as there is a risk of fire. If it is absolutely necessary that you install them, please make sure to use "fireproof curtains."



◇ Ventilating Your Kitchen

If you are using a gas stove, etc., please make sure to turn on the range fan. By frequently ventilating the kitchen, this will help to remove smoke and water vapor containing oil, thereby preventing soiling of its various parts.



◇ Taking Care of Your Sink, Gas Stove, and Ventilation Fan

The sink, the ceiling, walls, and cupboards around the stove, the gas stove itself, and the ventilation fan, etc., are the locations that are most susceptible to becoming soiled due to the adhesion of oil, etc. Since soiling will become harder to remove if you neglect these locations for too long, we ask that you make every effort to wipe them clean using detergent, etc., on a daily basis.



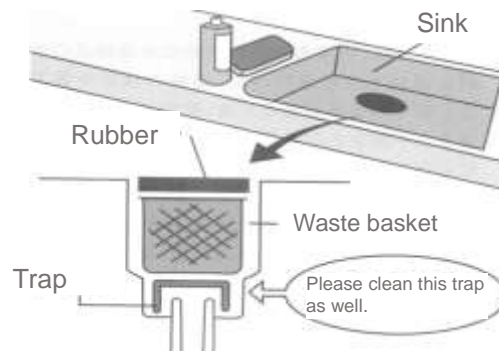
Please exercise caution as you will be required to pay for cleaning expenses if any soiling damage occurs resulting from your negligence in cleaning and taking care of such areas during your tenancy.

◇ Taking Care of Your Sink Drain Pipes

Please remove the hanger found within the drain water trap (fitting to prevent unpleasant smells in the figure below), and periodically remove any filth that has built up in the mesh basket.

Additionally, absolutely make sure you do not pour any type of oil down the drain. If you do so, the oil may solidify in the drain pipes, thereby resulting in clogging.

The tenant will be responsible for any expenses required for repairs, etc., for clogging of sink drain pipes, etc.



③ Toilet

◇ Care

The toilet floor has not been treated with a waterproof treatment. Use a damp rag, etc., when cleaning it, and absolutely make sure not to pour water on it. If it becomes soiled, it is often relatively easy to remove the soiling if it is promptly wiped with water (using a rag that has been firmly wrung out). For soiling that is difficult to remove, such as grime, etc., it can be cleaned by first wiping it with a household cleaning detergent that has been diluted with lukewarm water, and by wiping it with a rag that has been firmly wrung out.

For items made of sanitary porcelain, such as toilet bowls, etc., please clean these on a regular basis using a toilet bowl cleaning detergent (refer to the cleaning detergent instruction manual).

In particular, for households with children, since such children may not stand still while urinating, thereby causing soiling of the floor, wall surfaces, or cloth, we ask that you maintain its cleanliness so it can be used in comfort.



④ Bathroom

◇ Precautions for Use

Since the interior of the bathroom is susceptible to the growth of mold and bacteria, we ask that you thoroughly ventilate it after bathing by keeping the window open for an extended period of time (turn on the ventilation fan if there is no window) and by releasing any steam in order to dry the interior of the room.



Additionally, once you have finished bathing, we ask that you either use a bathtub cover (please purchase this on your own at a hardware store, etc.) to prevent humidity from building up in the room or that you drain the remaining water after use.

If you allow steam to drift into other rooms, the large amounts of water vapor will result in condensation and the occurrence of mold, so we ask that you make every effort to prevent the buildup of steam.

◇ Care

If you use a hard brush or abrasive agent when cleaning a modular "unit-bath" (or bathroom floor panel, etc.), this will result in surface scratching.

Please take care of them by keeping them clean by using a soft brush or sponge, and by cleaning them with a bathroom detergent.



The flow of drain water will become worse if hair and other filth is allowed to clog the drain. Remove the eye-plate and unpleasant-smell trap, and frequently clean them after use.

Moreover, if filth that has been removed is poured down the drain, this may result in clogging of the pipes, so we ask that you be careful.

*Please exercise caution as the tenant will be responsible for any expenses resulting from clogging of the drain pipes caused by the tenant's negligence.

⑤ Wash Basin

If water overflows on to the floor while using the sink or washing machine, this may result in water leakage to the lower floors, so we ask that you be careful.

Please make every effort to wipe away any water particles from splashing caused by the sink or washing machine, and also try to keep the room well-ventilated.

Additionally, make sure to place your washing machine in the designated location, and make sure to use drain fittings and insertion band fittings to fasten the washing machine drain hose.



⑥ Japanese Room/Western Room, Etc.

◇ Tatami Floors

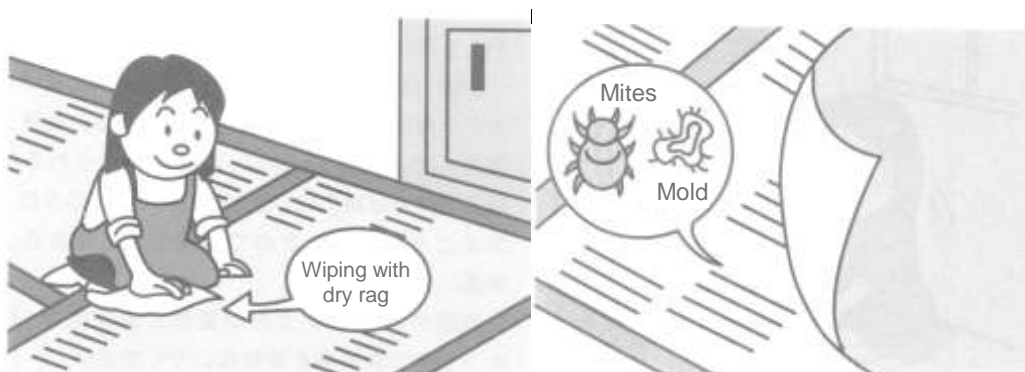
Tatami mats are a flooring material that has long been a commonplace fixture within the traditional way of Japanese life, and while they exhibit strengths, such as their appealing texture and their retention of warmth, etc., they also exhibit such things as discoloration and may become unsanitary if they are not kept clean, and it is necessary to take care of them on a regular basis.

The top surface of a tatami mat is prone to the buildup of dust, and when cleaning them, it is possible to avoid damaging them by wiping them along the direction of their mesh pattern. Additionally, as tatami mats are susceptible to humidity, make sure to keep them well-ventilated during the winter season and rainy season.

There are cases where tenants use coverings, such as carpets, etc., to prevent discoloration of the tatami mat due to exposure to direct sunlight. We do not recommend that you use this method since this can cause humidity to build up, thereby resulting in the occurrence of "mold" and "mites."

If you are placing heavy objects on top of a tatami mat surface, we ask that you first prepare a protective board, etc., to place below it, as irreparable damage could be caused to the tatami floor.

Please exercise caution, as the tenant will be responsible for any expenses to exterminate "mites" or other insect pests, as well as any repair fees for damage to the tatami surface or tatami floor resulting from the tenant neglecting to protect such tatami mats.



◇ Panel Flooring

Since wood is used for their surface, it is important to keep them dry during everyday use. Wipe them with a dry rag after cleaning to take care of them on a daily basis. If they are wiped with a damp rag, this will diminish the protective layer of the wax, thereby making them more susceptible to scratching, etc.

Please wax such panel flooring 1 time per year. Applying wax will help to create a protective layer on the flooring surface, and this will prevent the occurrence of soiling and scratching.



◇ Carpets

It is possible to clean carpets without damaging the carpet pile by using a vacuum cleaner to clean them along the direction of their carpet hairs. If the carpet gets soiled, clean it as soon as possible, by following the instructions given for commercial carpet cleaning detergents. Please be careful, as soiling can spread out even further if the carpet is rubbed haphazardly.



◇ PVC Sheets (Cushion Floors)

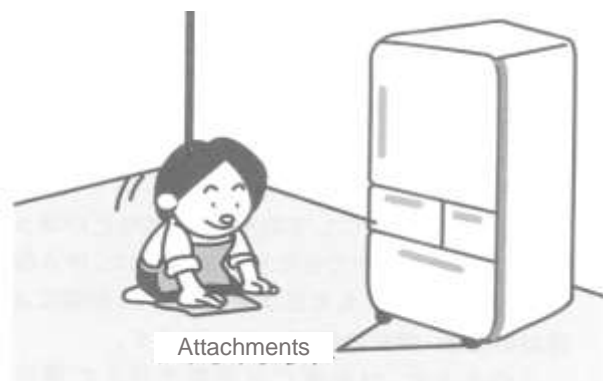
This material is primarily used for kitchens, wash basins, and toilets, etc.

They can be cleaned using a mop, etc., when taking care of them on a daily basis. Use a neutral detergent, etc., to wipe away any heavy soiling.

Moreover, exercise caution, as discoloration of the sheet surface may occur if using a powerful chemical agent, such as those used for toilet bowl cleaning, etc.

If you are placing a heavy object on top of them, such as a refrigerator, etc., make sure to use a protective board for the leg portions, as irreparable damage can occur for the flooring materials.

Please exercise caution, as the tenant will be responsible for any repair fees for damage to the flooring material resulting from the tenant neglecting to protect such flooring.



◇ Walls/Ceiling Cloths

Vinyl cloth can be cleaned relatively easily if it is quickly wiped with water as soon as it becomes soiled (using a firmly wrung out rag). For soiling that is difficult to remove, such as grime, etc., it can be cleaned by first wiping it with a household cleaning detergent that has been diluted with lukewarm water, and wiping it with a damp rag that has been firmly wrung out.

Moreover, when using household detergents, etc., please read their instruction manuals so that you do not use an incorrect method when taking care of walls.

In particular, please be careful when dealing with any discoloration caused by tobacco tar or incense. If you allow such soiling to remain, simple cleaning will be insufficient to remove it. Please exercise caution, as the tenant will be responsible for any expenses resulting from repairs to clean any soiling that cannot be removed through simple cleaning.



⑦ Closet/Storage Room, Etc.

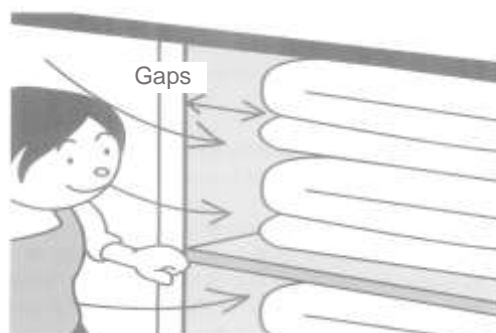
◇ Make Sure They Are Well-Ventilated

Since the doors for closets and storage rooms are often kept shut, and since they are often packed tightly with bedding and clothing, etc., they are highly susceptible to humidity.

It will be necessary to open such fixtures for closets, etc., in order to circulate the air they contain. Additionally, make sure to leave gaps when storing objects inside of them to allow for better air flow.

If condensation is allowed to build up, this can cause such bedding, etc., to become damp, thereby resulting in the development of mold and stains. Additionally, this can also result in the occurrence of mold on the surface of the floor/walls/ceiling of the closet, etc., and it can also cause discoloration or corrosion of the materials due to condensation.

In the event that such materials, etc., are damaged in this way, please be careful as the tenant will be responsible for any repair fees.



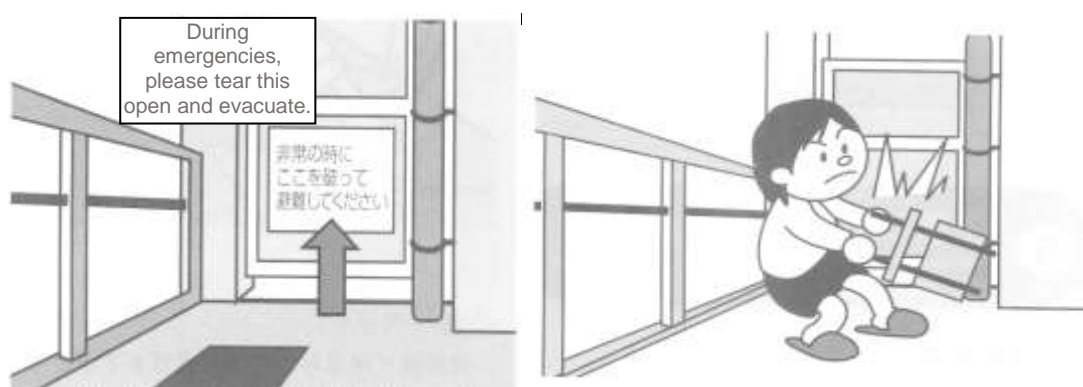
⑧ Balcony

◇ How It Should Be Maintained

The tenant is responsible for maintaining the balcony by cleaning it (bird droppings from pigeons, swallows, etc.), etc., on a regular basis.

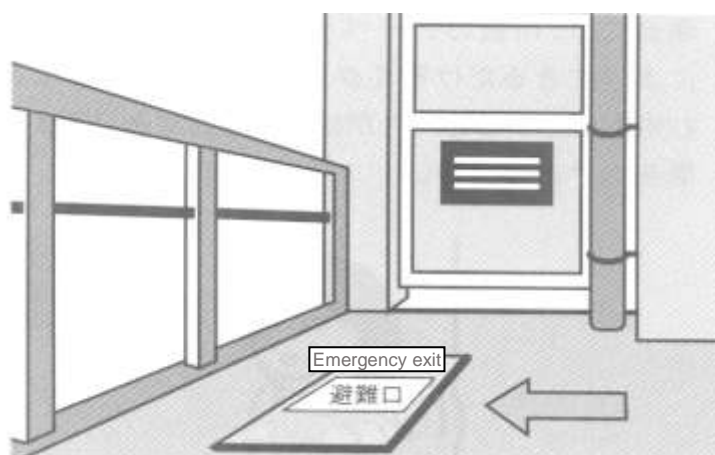
◇ About Emergency Exits

Please keep in mind that the emergency exit (on which an emergency exit sticker is affixed) that acts as a divider with your neighbor's balcony can be kicked and torn open in the event of a fire, etc. In order to secure an escape path, tenants are prohibited from placing any objects in front of this divider as this can act as an obstruction during emergency evacuation.



Depending on the housing unit, some types may be equipped with an emergency hatch in the floor of the balcony or a ladder. Do not place objects on top of such hatches or near such ladders.

Additionally, if there is a lid on the hatch on the ceiling of your balcony, a ladder may descend from the upper floor during emergencies. In the same way, do not place objects below the hatch lid.



Precautions When Using the Balcony

- In particular, for households with small children, do not place objects, such as cardboard boxes or things that can act as a stepping stool on your balcony as this would be dangerous.
- Do not engage in behaviors that could cause an inconvenience for neighboring housing units, such as by creating smells/smoke/noise.



- Do not wash clothes (excludes housing units that have a balcony equipped with water supply/drain fittings for washing machines) or play with water on your balcony. Additionally, frequently clean any drains to prevent clogging of filth, etc.
- It is prohibited to hang futons, etc., on balcony handrails.



- If you are installing an air conditioner outdoor-unit on your balcony, make sure that the length of its drain hose reaches the balcony drain gutter.
- Since flowerpots, etc., can cause harm to third parties if they were to fall (which could result in a most tragic situation), make sure to place flowerpots, etc., in a location where they will not fall even in the event of strong wind gusts or earthquakes, etc. Additionally, frequently clean drain pipes as clogging caused by soil, etc., that flows out when watering plants can result in water leaking to lower floors.

⑨ Crime Prevention Measures for Your Home

It is possible to engage in crime prevention measures by maintaining good relationships with your neighbors on a regular basis, and this can also be an effective method for identifying suspicious individuals, etc.

Additionally, hardware stores, etc., also sell various types of crime prevention products.

(Doors) Vibration sensor alarms, thumb-turn guards, anti-theft buzzers, sensor lights, etc.

(Windows) Crescent guards, auxiliary locks (inside locks), etc.

Moreover, if you have installed any crime prevention products, you must restore the property to its original condition when moving out.

⑩ Precautions When Storing Heavy Objects

If you are storing heavy objects, such as large bookshelves, etc., make sure to first install a protective sheet, etc., below it.

The tenant shall be responsible for any repair fees resulting from damage caused to tatami mats, panel flooring, carpets, etc., due to the tenant neglecting to protect such surfaces.

Moreover, depending on the housing unit, since there are cases where it will be necessary to reinforce the underfloor backing materials, etc., please consult with the Corporation if you are storing such heavy objects.

⑪ About Condensation

◇ What is Condensation?

When the difference in temperature inside and outside of a room is large on cold winter days, etc., or during long periods of rain, for the humid rainy season, etc., the inside of the window may fog up, and in especially severe cases, water particles that look like rain droplets can appear on the window surface. This phenomenon is called condensation. If condensation occurs, walls will become wet (especially on the insides of closets, etc.), and this can result in the occurrence of "mold."

There are cases where condensation is most often found to occur on walls that are facing north, walls adjacent to outer walls in end-units, and walls adjacent to stairways, etc.

Since concrete buildings have fewer gaps when compared to buildings made of wood, etc., while they exhibit high levels of air-tightness and superior insulation, as their room interiors are susceptible to humidity and they are prone to condensation, it is necessary to exercise caution by circulating the air in the individual rooms by periodically opening windows, etc.



As the most effective way to prevent condensation is to frequently circulate the air in the room, we ask that you pay particular attention to the following points.

How to Prevent Condensation

- **Since large amounts of water vapor are generated when the heater is turned too high, this will result in condensation. Make sure to periodically circulate the humid air that has built up inside the room. Additionally, keep any small windows for ventilation open. Do not block any ventilation ports.**
- **Keep a gap between furniture and walls (roughly 10 cm) to allow for good circulation, and open sliding doors for closets, etc., (especially for storage spaces above closets) to ensure good circulation.**
- **Gas stoves and kerosene stoves both generate large amounts of water vapor, which result in condensation. Keep small windows for ventilation open, and make sure not to block any ventilation ports. Periodically open windows, and allow for the circulation of fresh air.**
- **When using gas in the kitchen, make sure to turn on the ventilation fan.**
- **Since steam from the bathroom can also cause condensation, make sure to ventilate the interior of the bathroom while keeping doors closed and be careful not to allow steam to drift into other rooms.**

Damage caused to furniture/clothing, etc., due to condensation can be prevented by taking the above into consideration.

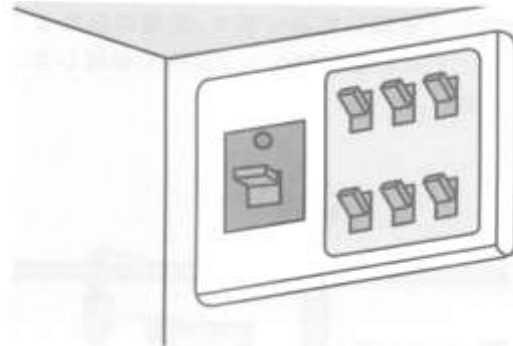
Please exercise caution, as the Corporation cannot be held liable for providing any compensation for damages caused due to such reasons.

III. How to Use Facilities and Equipment (Private Living Area)

① Electrical/Telecommunication Equipment, Etc.

◇ Electrical Distribution Panels (Breaker Boxes)

Electrical distribution panels are installed in overhead areas on the walls of front entrances, hallways, and kitchens, etc. Electrical distribution panels are equipped with switches called safety breakers, and by switching them ON/OFF, it is possible to turn the power for lights, power outlets, etc., on and off.



These panels are equipped with a mechanism where the breakers will switch OFF, thereby automatically cutting off electrical power in the event that electricity is used in excess of the rated capacity for an individual room, or where a faulty electrical device is used.

If electricity is shut off during use, it will first be necessary to either lower the electricity used to the rated capacity or below, or to remove the faulty electrical device before turning ON power to restore the breakers to their original condition.

◇ Installing Air Conditioners, Etc.

Make use of the “cooler dedicated holes” (equipped with cooler sleeves, inner/outer caps) when connecting piping between the in-room air conditioning unit and the outdoor-unit.

If you absolutely must install them in rooms where there are no dedicated holes, make sure to select one that will not cause damage to the building.

Additionally, use wall surface dedicated bolts or an attachment panel (only for the installation location) when mounting an in-room air conditioning unit. In the event that you cause damage to the wall surface due to not having used dedicated bolts or an attachment panel, you will be required to restore the property to its original condition when moving out.

These housing units are equipped with 100 V wiring. If you are installing a 200 V type unit, and are replacing the breakers, power outlets, and wiring, etc., you will be required to obtain approval from the Corporation. Additionally, the tenant will be responsible for restoring the property to its original condition at their own expense when moving out.

In addition, we ask that you store the caps that were attached to the dedicated holes in a safe place. If you happen to lose them, you will be required to restore them to their original condition.

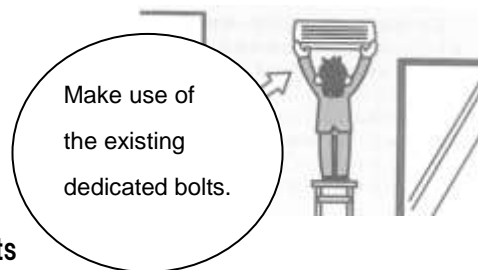
Make sure to install the air conditioner outdoor-unit, etc., on the balcony or the installation location on the side of the hallway (only for units equipped with such a location). In particular, if such units are installed near handrails, etc., it would be dangerous as children could climb on top of them, and tenants are therefore required to carefully check the installation location (without completely relying on the individual performing

installation) to prevent such units from being installed in a location where it could possibly be used as a stepping stool.

Furthermore, it is often the case that concrete blocks, etc., are used to form a base on top of which such outdoor-units are mounted. Make sure to remove and dispose of such blocks when moving out. In the event that you leave them behind during your move-out, any expenses required for disposing of such remaining objects will be added to the move-out repair fees that you will be charged with.

Depending on the residential building, there are cases where none of their rooms are equipped with cooler dedicated holes. As it is prohibited to open new holes in concrete walls for such housing units with no dedicated holes, if you absolutely must install a unit, make sure to select a model and installation method that will not cause any damage to the building.

Additionally, installations that involve the opening of holes in the concrete wall and the embedding of bolts (hole-in anchor) when installing the in-room air conditioning unit are prohibited. If you are installing a unit, make sure to use a method that will not damage the building.



◇ Electrical Outlets

It is extremely dangerous to connect multiple devices to a single power outlet as this will result in overheating. Make sure you do not connect large numbers of devices to a single outlet.

For devices equipped with a ground terminal, such as refrigerators and washing machines, etc., make sure to connect them to the ground terminal on the power outlet.



Additionally, be careful as there is a risk of electrocution if you handle electrical devices while your hands are wet.

Moreover, if you keep a plug inserted into a power outlet or power strip for a long period of time, this will allow dust to gradually collect in the gap between the power outlet and the plug, and this can cause electricity to flow, which can generate heat and eventually lead to the occurrence of fire. This is referred to as the "tracking phenomenon." In order to prevent this, make sure to unplug devices that are constantly powered on, and always make sure to wipe down such plugs with a dry rag, etc., once per month.

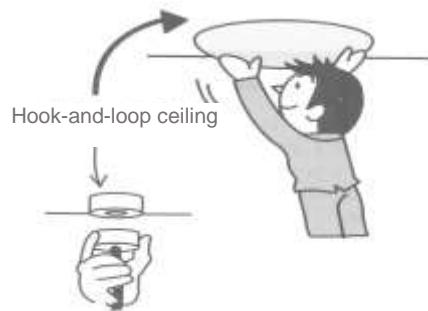
◇ Lighting Fixtures

For rooms that are not equipped with lighting fixtures, you are free to install the type of fixture that you desire. Rooms that are not equipped with lighting fixtures are equipped with "hook-and-loop ceilings" that allow for the mounting of lighting fixtures on the ceiling of the room. Hook-and-loop ceilings allow you to easily

mount such lighting fixtures without the need to use fittings, etc. Absolutely make sure that you securely mount such fixtures by making use of such hook-and-loop ceilings. As such ceilings only support lighting fixtures that weigh up to 5 kg, be careful not to attach any fixtures that exceed this limit.

Moreover, since there are cases where discoloration can occur for the ceiling cloth depending on the packing materials of the lighting fixture, make sure to check the instruction manual, etc., for the fixture. The tenant will be responsible for repair fees for any discoloration that cannot be removed through cleaning.

Additionally, the tenant will be responsible for any expenses and work to replace fluorescent lamps/light bulbs/glow switch starters, etc., for lighting fixtures (also includes originally installed fixtures) that they use during their tenancy.



◇ Telephones

As a basic rule, properties for the Corporation are equipped with NTT phone lines. If you wish to use phone lines for a different telecommunication provider, you will be responsible for any expenses and you must install them without causing any damage to the building.

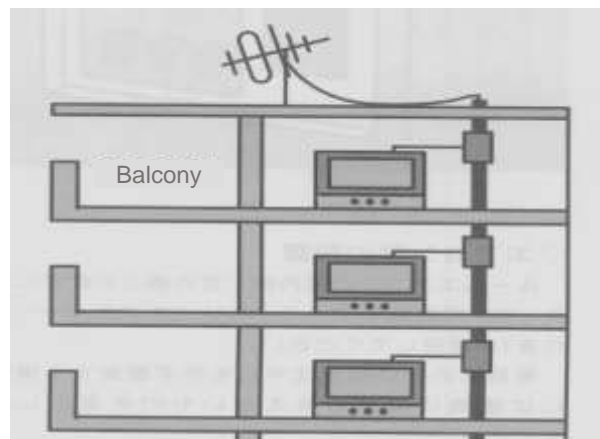
· Precautions When Moving Out

When you are moving out, make sure to cancel any contracts with your telecommunication provider. Additionally, make sure to perform any construction to restore the property to its original condition, such as for removing phone line cables, etc. Please exercise caution, as the tenant will be responsible for any such expenses required to restore the property to its original condition. In the event that you leave behind such cables or devices, etc., during your move-out, any expenses required to remove such objects and to restore the property to its original condition will be added to the move-out repair fees that you will be charged with.

◇ Televisions

(Differs depending on the residential building.)

The TV connection terminal inside of each individual housing unit is connected to the reception antenna on top of the roof, etc. To receive a signal, connect the terminal with your TV using a coaxial cable, etc.



◇ Televisions (When Receiving Cable TV Signals)

(Differs depending on the residential building.)

In addition to the NHK subscription fee, tenants will also be required to pay a cable TV usage fee (in some cases, sign-up fees will be required when signing up for a new contract). Additionally, you will need to sign up to a separate contract (payment required) if you wish to receive premium broadcasting. To receive a signal, connect the terminal with your TV using a coaxial cable, etc.

◇ About the Internet

If you wish to use the Internet, please subscribe with an Internet service provider on your own.

(Some residential buildings come equipped with Internet connectivity for all rooms.)



• Precautions When Moving Out

If you were using a fiber optic connection (that reaches up to a modem or connector connection port in the housing unit), and if a fiber optic cable has been routed to reach within your residence, we require you to arrange for the removal of the fiber optic cable and for construction to restore the property to its original condition upon cancellation of your contract with your service provider. Additionally, please absolutely make sure to remove any Internet cables and devices, etc.

If you leave any remaining objects behind during your move-out, such as cables and devices, any expenses for restoring the property to its original condition will be added to the move-out repair fees that you will be charged with.

◇ About Residential Fire Alarms

In conjunction with the amendment of the Fire Services Act, Japanese and Western style rooms have been equipped with "smoke-detecting residential fire alarms," while kitchens have been equipped with "heat-detecting residential fire alarms." Either type of alarm is battery-powered (battery life of 10 years), and the Corporation will be responsible for expenses that include battery replacement fees.

Moreover, since 100 V power is used for the fire alarms for a portion of the residential buildings, battery replacement will not be required for housing units in such buildings.

• How to Take Care of Them

Make sure to use a rag that has been firmly wrung out to wipe away any soiling on the alarms once a year. When doing so, make sure not to come into contact with the heat-sensing part or smoke inlet of the alarm.

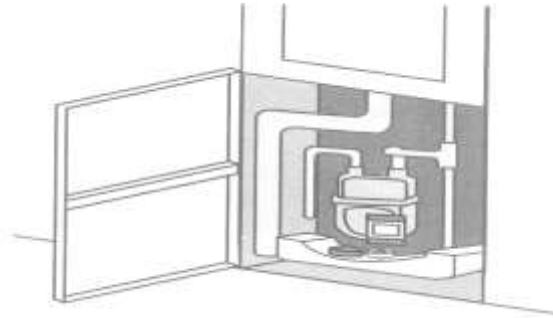
• Precautions When Moving Out

In the event that you intentionally or unintentionally cause damage, deformation, or loss of such alarms, the expenses required to replace the alarm with a new unit will be added to the move-out repair fees that you will be charged with.

② Equipment for Water Supply/Plumbing Sanitation

◇ How to Shut Off the Water Supply Valve (Tap Water)

In the event that malfunctioning, etc., occurs for the water supply pipes, it is possible to stop all flow of water to the housing unit by opening the pipe space on the side of the hallway, and by turning the water stoppage valve located next to the water supply meter (inside of the Styrofoam cover) in a clockwise direction.



If you remove the Styrofoam cover that covers the water supply meter, make sure to return it to its original place. Be careful as water supply pipes, etc., may freeze if the outdoor temperature reaches 0 degrees Celsius or lower.

◇ Water Leakage for Warm/Cold Water Dual-Use Faucets, Etc.

In the event that water constantly leaks from a dual-use faucet in front of the sink, at a washstand, or in the bathroom (equipped to the shower), etc., contact the Call Center (0120-5048-66). We will arrange for a contractor to assist you.



◇ Water Purifiers, Dishwashers, and Warm Water Toilet Seats, Etc.

If you wish to install a water purifier, dishwasher, or warm water toilet seat, etc., after you have moved in, you will need to first obtain approval from the Corporation, after which you can request a specialized contractor to perform construction.

Additionally, you will be required to request a specialized contractor to restore the property to its original condition when moving out. In the event that you leave behind such appliances during your move-out, they will be treated as remaining objects, and any expenses required for restoring the property to its original condition will be added to the move-out repair fees that you will be charged with.

◇ Toilet Bowls and Low-Tanks

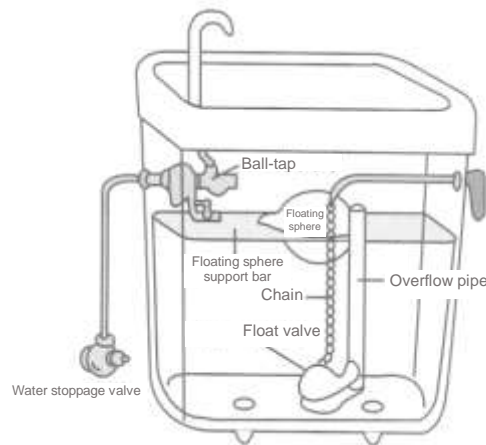
Excluding any initial malfunctions identified during move-in, the tenant will be responsible for any repairs for such things as the replacement of parts, such as for consumables, etc., within the low-tank.

If you are equipped with some simple tools, it will be possible to repair low-tank malfunctioning by making use of the figure shown below. Before requesting for repairs, we ask that you first inspect the toilet on your own.

Moreover, please exercise caution, as placing objects within the low-tank with the aim of conserving water can result in malfunctioning of the ball-tap apparatus, etc., as well as toilet clogging, etc., caused by a shortage of flushing water.

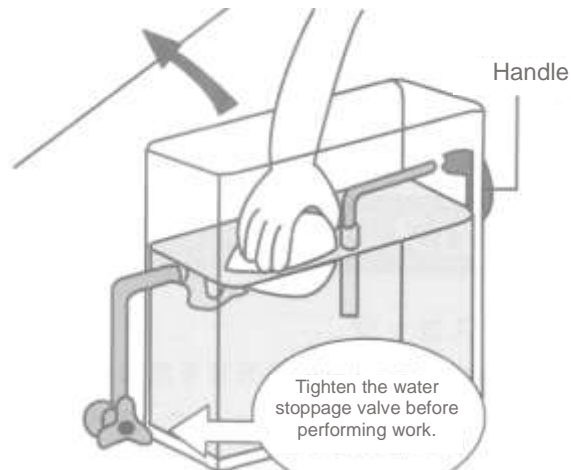
◇ Water for the Toilet Will Not Stop Flowing

- a. If it is equipped with a handle, first manually rotate the water stoppage valve (valve to stop water) shown in the following figure. If it is not equipped with a handle, use a screwdriver, etc., to stop the water by tightening it. To stop the water, tighten it by turning it in a clockwise direction.
- b. Open the low-tank lid, and move the ball-tap up and down to check if the ball-tap (plastic float) "has come loose" or "has become caught on something." Additionally, inspect it for any causes of malfunction, such as the buildup of filth on the "packing materials" of the ball-tap, etc.
- c. Check if the chain that raises and lowers the ball-tap valve (rubber float) has come loose or has become twisted.



◇ **Water Has Stopped Flowing for the Toilet**

- a. Has the low-tank water stoppage valve been tightened?
- b. Has the water supply been cut off?
- c. Is the ball-tap stuck in a raised position?
- d. Has the chain come loose and is the operation lever disengaged?



◇ **The Toilet is Clogged**

Make sure that you do not flush water from the low-tank if clogging has occurred. If you haphazardly flush water, water will overflow from the toilet bowl, and this may lead to water leakage accidents allowing sewage water to reach the floors below you.

If the toilet becomes clogged, use a plunger (sold at a hardware store, etc.) to remove the clogging using suction.



• **Repair Requests and Expense Responsibilities**

The tenant shall be responsible for any repairs, such as for malfunctioning of the ball-tap, etc., within the low-tank or for consumables, such as rubber packing materials, etc.

If you contact the Call Center (0120-5048-66), we can introduce you to a contractor that can assist you.

◇ Clogging of Drain Pipes, Etc.

Drain pipes and sewage pipes for multi-unit housing consist of 1 single shared pipe that connects the housing units from the 1st floor to the top floor. If any kind of pipe clogging occurs for the upper/lower floors, not only will the drain pipes and sewage pipes for the entire system become unusable, but this will also result in the backing-up of sewage water and waste, which will then overflow from toilet bowls, etc., thereby resulting in a massive inconvenience for housing units on lower floors, etc., so we ask that you exercise thorough caution on a daily basis.



• Precautions for Use

Do not use anything other than toilet paper. In particular, never flush such things as disposable diapers, cotton, sanitary pads, etc., down the toilet.

Additionally, do not let oil, fish heads/bones, chopsticks, vegetable peelings, or plastic bags, etc., flow down the drain of any sinks, as this can also result in clogging.



③ How to Prevent Freezing

During the coldest periods of winter, there are cases where water may stop running, or where damage may occur for the water meter or for water supply pipes. Please pay particular attention to the following on days where abnormally low temperature advisories have been issued.

- (1) The main unit of the water heater is equipped with an internal heater that acts as a freezing prevention mechanism to handle such periods of cold weather, and although it operates automatically, make sure that it is constantly powered on to prevent freezing damage during times of severely cold weather.
Please refer to the manufacturer's website, etc., for more details.
- (2) Open the door for the pipe space on the side of the hallway, and check to make sure that the cold weather protection Styrofoam cover is properly attached to the water meter.

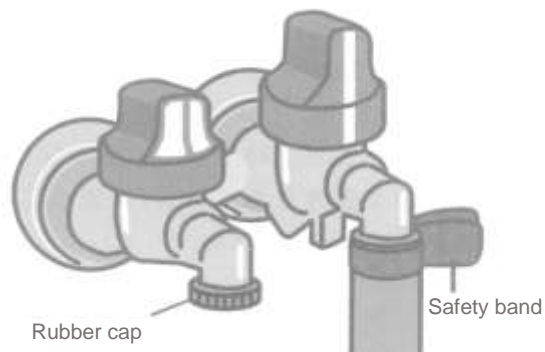
- (3) Turn on the sink faucet so that a "steady trickle" of water is flowing in order to prevent freezing.



④ Gas Equipment

◇ Gas Valves

Absolutely do not forget to close the main gas valve after you are finished using it. Additionally, cover any unused gas valves with a rubber cap. Make sure to use new rubber pipes when connecting gas appliances, and if they feel like they have lost their elasticity when touched, the tenant should replace them at their own expense.



◇ Water Heaters

Follow the instruction manual when using the water heater. The gas water heater is installed within the pipe space on the side of the hallway or on the wall of the balcony. Please note that the area around the water heater exhaust port is dangerous as it can reach high temperatures. Additionally, refer to the manufacturer's website, etc., for details on how to deal with periods of severely cold weather (please also check the manufacturer's website, etc., for housing units that make use of electrical water heaters).

Heated water is supplied to 3 locations, namely, the sink, washstand, and bathroom (although this may differ depending on the type of housing), and if they are used at the same time, although this may result in lower temperatures or decreased amounts of heated water due to the limitations of the water heater's capabilities, this is not a malfunction.

◇ Gas Leakage Alarms

Tenants are free to install such alarms at their own expense. Please contact a gas equipment shop to have them installed.

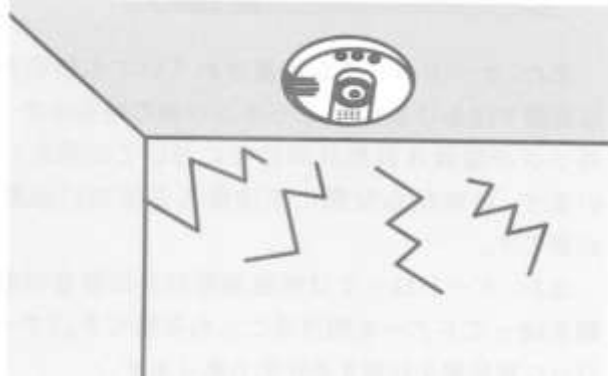
If You Notice a Gas Leak

In the event that you identify a gas leak, immediately close the main valve and promptly open the windows to ventilate the room.

If you cannot identify the location of the gas leakage, close the valve next to the gas meter in the pipe space on the side of the hallway and contact the gas company.

Moreover, if you have installed an alarm (gas leakage alarm/smoke detection alarm/smoke-detecting fire alarm), and you make use of a pest control “bug bomb,” there are cases where this may mistakenly cause the alarm to activate.

In such cases, make sure to “cover the alarm with plastic,” “contact the Call Center in advance,” and tape a sign to your front door indicating that you are currently using a pest control “bug bomb.”



Emergency contact for gas leaks for
OSAKA GAS:
Phone: 0120-71-9424

Corporation Call Center
24-hour, toll-free hotline:
0120-5048-66

IV. How to Use Common Areas, Etc.

The common area refers to all portions of the building's structure (roof/pillars/walls/floors, etc.), as well as the facilities and equipment that the building is equipped with.

The common area includes everything from such things as the finishing/fittings/equipment and devices/facilities and piping/lighting fixtures, etc., of common areas, such as the front entrance hall, stairways, elevators, hallways, assembly rooms, electrical rooms, and pump rooms, etc.

Additionally, the common area also includes such things as outdoor greenery, pavement on walkways, gates and fences for outdoor gutters, bicycle parking areas, residential bulletin boards, and outdoor lighting, etc.

① Cleaning the Common Area

Although custodial staff will visit once or twice a week to clean the hallways/stairways, etc., to clean the garbage disposal station, and to water the greenery, etc., we ask that tenants maintain cleanliness on a regular basis so that everyone can enjoy living in comfort.

Smoking is prohibited in all common areas.



② Front Entrance Hall, Etc.

This is the common entrance for all tenants. Just like your private living area, please always try to keep this area clean so that everyone can enjoy living in comfort.

◇ Automatically Locking System

(Not available for some residential buildings.)

It is equipped with an automatically locking system that prevents illegal entry by visitors.

Please exercise caution, as incorrect usage or abusive operation may cause malfunction.

Please also note, however, that automatically locking systems are not a perfect form of crime prevention. Crimes, such as lock-picking also occur at multi-unit housing where automatically

locking systems have been installed. Tenants must exercise caution on a regular basis to prevent such illegal entry.

Moreover, make sure to use your own front door key when opening the automatically locking system door (there are also residential buildings where a common automatically locking system key is used).



◇ Communal Mailbox

A communal mailbox is installed near the front entrance hall. After you have moved in, please affix a name tag to your box so that you can properly receive mail.

Additionally, there are types of communal mailboxes that can be locked/unlocked by turning a dial (refer to the "Guide for Moving In" for instructions on how to open/close the box and the dial number), as well as those that are not equipped with a lock. For the type that are not equipped with a lock, make sure to attach your own lock to them.

Moreover, make sure that you remove any locks you have personally attached when you are moving out.



③ Stairs/Hallways

Since sounds reverberate easily through hallways and stairways, please make every effort to refrain from running, speaking in a loud voice, or dropping objects, etc. Please exercise particular caution when you are coming home late at night.

Additionally, hallways and stairways act as escape routes during emergencies, such as during fires and earthquakes, etc. Make sure you do not leave motorcycles, bicycles, baby strollers, and flowerpots, etc., or keep umbrellas spread out in such areas. Since these objects can act as an obstruction even during everyday life, we ask that you make every effort not to inconvenience one another.

Smoking is prohibited in all stairways/hallways.

◇ Pipe Space (Meter Box)

Since pipe space contains common equipment and piping, such as electrical, water, and gas meters, etc., make sure that you do not use such spaces for storing objects.

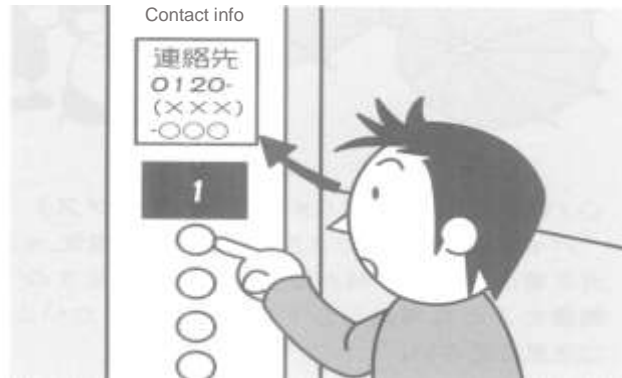


④ Elevators

If the elevator comes to a stop due to a power outage or malfunction, etc., it will be possible to activate an emergency alarm bell by pressing the emergency button equipped within the elevator. Once you receive a response

from the intercom, calmly begin speaking toward the intercom unit. We ask for your understanding as there are also cases where elevators will stop working during typhoons and earthquakes for safety reasons.

Additionally, if you own a mobile phone, etc., you can call the emergency contact number displayed on the upper part of the control panel (this contact number may be displayed in different locations depending on the residential building).

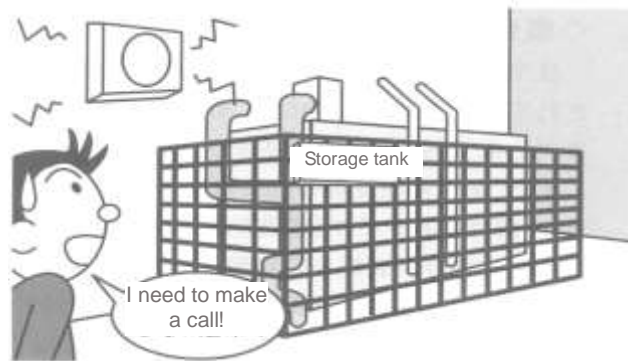


◇ Precautions for Use

- Smoking is prohibited inside the elevator.
- Do not pour water, etc., on the floor inside of the elevator.
- Make sure to warn any children to stop them from playing with or tampering with the elevator.

⑤ Pump Room/Electrical Room/Water Tank, Etc.

Residential buildings equipped with pump rooms and water storage tanks, etc., are also equipped with alarms used to notify when an abnormality, such as a malfunction has occurred. If the alarm activates, please contact the Call Center phone number (0120-5048-66).



⑥ Outdoor Water Taps (Faucets)

Outdoor water taps are provided for cleaning the common area and cleaning up after garbage collection, and for watering greenery, etc.



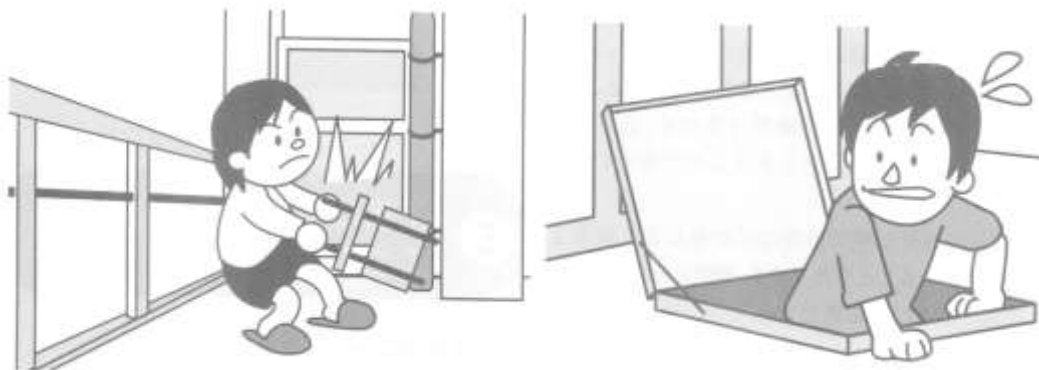
V. About Natural Disasters, Etc.

Make every effort to never forget the lessons that we learned from the Great Hanshin Awaji earthquake. During the Great Hanshin Awaji earthquake, even for cases where residential damages were minimal, it was reported that injuries were caused due to the falling over/scattering of furniture and electrical appliances, and there were cases where evacuation and rescue efforts were delayed due to exits and escape routes being blocked.

We ask you to prepare yourselves for the Nankai/Tonankai earthquakes, which are predicted as being likely to occur in the near future, so that you are able to ensure safety for your family.

① How to Evacuate in an Emergency

When living in multi-unit housing, make sure to check your evacuation routes on a daily basis, and absolutely make sure that you do not place objects near evacuation routes (balconies, etc.).



② Fires

◇ About Fire Insurance

The tenant (lessee) is responsible to sign up for fire insurance/tenant liability insurance on their own.

◇ If a Fire Occurs in Your Own House

In the event that a fire occurs in your own house, while carrying out initial fire extinguishing efforts, use a loud voice to notify other tenants that a fire has occurred to ask for help, and call 119 to report the fire.

Please exercise thorough caution when handling sources of fire, as smoke damage caused by fire and water damage, etc., caused by fire extinguishing activities can result in great damage and cause massive inconvenience for neighboring units, etc.

Regarding damages caused by fire, in the event that it is identified that you had intentionally caused the fire or it was a result of your negligence, you will be required to restore the property to its original condition, provide compensation for damages, and forced to vacate the residence, etc.

◇ Preparing for Fires

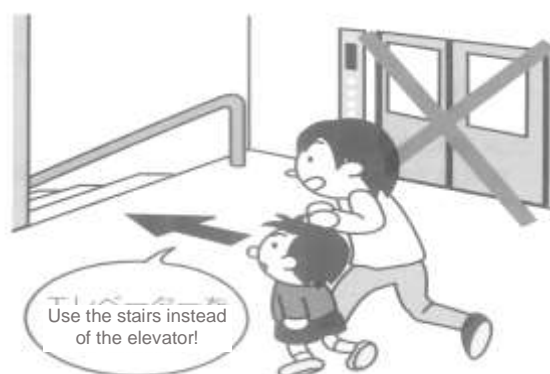
Each household should make sure to prepare fire extinguishers/flash lights, etc., and store them in locations where they are easy to take out. Additionally, since front doors act as firewalls, do not keep such doors open.



③ Earthquakes

Even for reinforced concrete buildings, such buildings will shake considerably during earthquakes. In such cases, you will place yourself in more danger if you rush out to the hallways or stairways.

If an earthquake occurs, make sure to act calmly by shutting off any potential sources of fire, tightening and shutting off the main gas valve, and turning off switches for any electrical appliances, etc.



If the shaking is intense, exercise thorough caution and protect your body from falling lighting fixtures and from furniture, etc., that may fall over.

Additionally, as there are cases where elevators may stop working during an earthquake, absolutely make sure you do not use them, and evacuate using the stairs instead.

④ Typhoons

During typhoons, pay careful attention to weather forecasts, and also pay careful attention to the news on the television/radio/Internet, etc.

As a typhoon approaches, it will be necessary for you to fully prepare yourself in accordance with the severity of the rain and wind expected.

- (1) If the amount of rainfall is high, make sure to check any balcony drain gutters/drains and completely remove even the smallest amount of filth you can find. Caution must be exercised when heavy rain is expected, as this can result in drains being clogged, thereby causing water to overflow and leak down to the lower floors.



- (2) If winds and rain become severe, since there are cases where these may blow in through the gaps in aluminum sashes, make sure that you firmly close the crescent fittings on the windows, and use rags, etc., to thoroughly block any gaps and grooves located on the railing.

Do not use elevators when there is a risk of a power outage, such as during thunderstorms and severe wind and rainstorms, etc.

⑤ About Evacuating

• Evacuation Shelters During Disasters

In a worst-case scenario, there will be no time to prepare. Elementary schools and junior high schools are designated for use as evacuation shelters during disasters. Make sure to keep yourself familiar with the evacuation shelters in your local neighborhood on a regular basis. Additionally, make sure to discuss about evacuation routes with your family and community members, so that you will not panic if you actually have to evacuate.

• Evacuation Advisories

During a disaster, advisories may be issued, if necessary, to encourage residents in the affected regions to evacuate to designated evacuation shelters. Please check the Internet, TV, or radio, etc.

⑥ Tsunamis (Tidal Waves)

When evacuating for a tsunami, please note that if you live in an urban area with many tall buildings, there are cases where it may be safer to evacuate in a "vertical fashion" (climbing stairs, etc., to higher floors or moving to higher ground) rather than evacuating in a "lateral fashion" to "areas outside of the flood zone."

[Contact Information for Fire Stations and Ward Offices, Etc.]

Fire Stations

	Telephone No.
Higashinada Fire Station	078-843-0119
Nada Fire Station	078-882-0119
Chuo Fire Station	078-241-0119
Hyogo Fire Station	078-512-0119
Kita Fire Station	078-591-0119
Nagata Fire Station	078-578-0119
Suma Fire Station	078-735-0119
Tarumi Fire Station	078-786-0119
Nishi Fire Station	078-961-0119

Kobe City General Call Center, Individual Ward Offices

	Telephone No.
Kobe City General Call Center	078-333-3330
Higashinada Ward Office	078-841-4131
Nada Ward Office	078-843-7001
Chuo Ward Office	078-232-4411
Hyogo Ward Office	078-511-2111
Kita Ward Office	078-593-1111
Hokushin Ward Office	078-981-5377
Nagata Ward Office	078-579-2311
Suma Ward Office	078-731-4341
Tarumi Ward Office	078-708-5151
Nishi Ward Office	078-929-0001

⑦ How to Prevent Accidents at Home

◇ Balcony

If you drop objects from high places, such objects will increase in speed as they drop and they may inflict a strong impact even if they are lightweight objects, such as articles of laundry, etc., and they may unexpectedly become as dangerous as a weapon.



If you place flowerpots, etc., on your balcony, be careful of where you place them, as they may not only pose a risk of

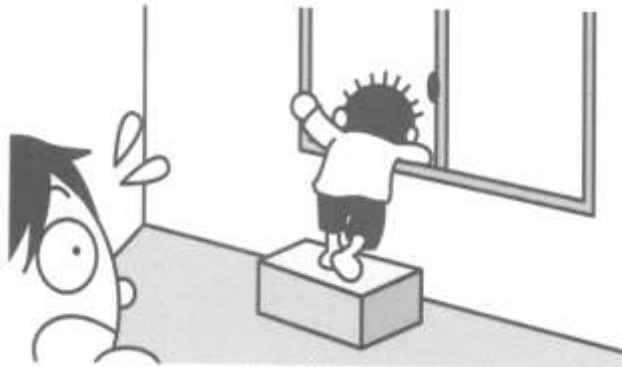
falling, but a child may climb on top of them and fall over, thereby resulting in a most tragic situation.

Additionally, there are cases where wind, etc., may cause laundry poles and futons, etc., to get wrapped up and to fall. It is necessary that you make every effort to keep yourself aware of the various dangers that surround you.

Do not hang futons and other objects, etc., on balcony handrails.

◇ Windows Facing Outside, Etc.

Not only for balconies, but for windows facing outside as well, since there is a possible risk that children may climb up handrails or may use toy boxes, etc., as stepping stools, it is necessary to exercise caution on a regular basis to make sure you do not place objects that could act as stepping stools in all such locations including balconies.



◇ Installing BS Antennas, Etc.

Do not install BS antennas, etc., on balconies, windows facing outside, or on handrails, etc.

In the event that they were to fall, they would become as dangerous as a weapon if they were to strike a person, and this could result in a most tragic situation. It is necessary that you make every effort to keep yourself aware of the various dangers that surround you and to prevent the occurrence of such accidents.

