

## 2. Apartment Complex Administration Organization

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Every apartment complex has an Administrator at Housing Estate, an Inquiries Clerk, and an Administration Contact.

### (1) "Administration Service Office" and "Administration Office"

The Residence Center or other management facilities dispatches an Administrator at Housing Estate to both the Administration Service Office and Administration Office in order to consult with the residents.

In addition to the Administrator at Housing Estate, an Inquiries Clerk may also be appointed as an assistant to assist with resident inquiries where it is thought necessary because of the number of households.

"Times and days for consultation and office hours of the Administration Service Office"

As the designated times and days for consultation and office hours vary between apartment complexes, please check the schedule displayed at the entrance to the Administration Service Office.

#### ● The main duties of the Administrator at Housing Estate are as follows.

- ① Receipt of submissions, applications, and requests for repair that are submitted to UR.
- ② Collecting forms and answering questions from tenants taking up residence in, or vacating apartments.
- ③ Rent Collection Service.
- ④ Listening to and handling complaints.
- ⑤ Verifying and handling claims regarding violations of the rental contract.
- ⑥ Patrol and inspection of the UR's property, buildings, and facilities within the apartment complex.
- ⑦ Other tasks regarding maintenance of a pleasant favorable living environment in the apartment complex.



#### ● What to do when the Administration Service Office is closed.

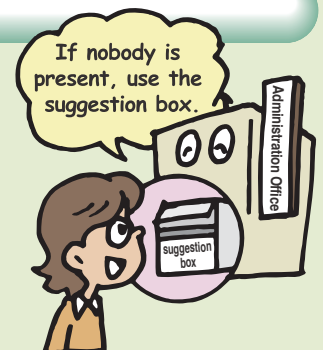
The date and time of visits by the Administrator differs between apartment complexes. When the Administration Service Office is closed, please use the suggestion box in front of the office.

### (2) "Administration Contact"

For apartment complexes that are not assigned an Inquiries Clerk, there is an Administration Contact for when residents wish to contact UR.

The main duties of the Administration Contact are as follows.

- ① Acting as an agent for various requests and applications.
- ② Handling the transfer of keys when residents move in or out of their apartment.
- ③ Conveying information and alerts from the UR.
- ④ Contacting UR or other organizations in the event of disaster or emergencies.



The following duties may be carried out by the administration contact if directed by UR.

- a. Accepting applications for use of the community room.
  - b. Custody and lending of the community room's key.
  - c. Administration and supervision of the community room and its attached facilities, and their usage.
- The role of the administration contact is to be a point of contact between residents and UR. They are unable to address the resident's individual problems directly, and accordingly are unable to pass on messages, act as agents, or accept deliveries for residents. The Administration Contact's consultation times are decided in each apartment complex, so please refer to the notice board at the entrance of the administration office.

### (3) "Emergency Contact"

Apartment complexes that have an Inquiries Clerk also have an Emergency Contact who lives in the apartment complex for dealing with urgent matters outside of reception hours.

The main duties of the emergency contact are as follows.

- ① Passing on information in the case of emergencies, and assisting with firefighting.
- ② Accepting urgent applications for the use of the community room.
- ③ Custody and lending out of keys needed for ① and ②.

For occasions where there is an urgent need to use the community room for funeral services when the reception desk is closed, please apply to the emergency contact.

Please refer to the notice board at the entrance of the

Administration Service Office concerning information about the emergency contact who lives in the apartment complex.



### (4) "Residence Center or other management facilities"

If you have urgent business outside the hours of the administration service office or the administration contact, please contact the appropriate Residence Center or other management facilities.

(For addresses and telephone numbers, please see pages 89 to 92.)

#### The opening hours for Residence Centers, etc. are as follows.

**9:30 to 17:30**

(The business hours for the Hokkaido Residence Center are 9:15 to 17:15)

(Closed on Sundays, national holidays, and from December 29 to January 3 of the next year)

For contacts during night and holidays, please see Pages 96 to 97.