

## 7. Repairs and Improvements

### Many different kinds of work take place in an apartment complex.

Since various members and facilities gradually deteriorate through repeated use over years, to use a house safely and comfortably, repair of such members and facilities is indispensable.

Improvement or refurbishment of the house is important in line with your mode of use or standard of living.

During these repair, improvement or refurbishment, noise, vibration and air-born dust may occur. Please be preliminarily informed of the works.

Some of such repair will be done at your expense, while the other will be done at UR's expense.

#### (1) Repairs paid by you

Servicing and repairs to the tatami facing and other items within the residence stated on page 25 shall be conducted at your own responsibility (the items stated on page 25 are examples based on the standard specifications of the Urban Renaissance Agency), and may vary depending on the apartment or residence.

You are required to use materials and do any construction works for repair or replacement in consistence with the standards and specifications as provided by UR. For details, contact the Administration Service Office or the nearest Residence Center or other management facilities.

#### (2) Repairs paid by UR

For other repair works other than those done at your expense (repair works for leaking of rain, water leaks from bathrooms and cracks on the external walls), UR will identify causes of problems and repair such problems.

On an as-needed or a regular basis, UR checks and inspects various members of common use spaces, including external walls, leak proof roofs, supply/drainage pipes, roads and play facilities, to grasp a development of degradation of houses and to repair the degradation depending on the development. We will repair any other degradation whenever we find during repair work, if necessary.

In addition, when you request repair of the degradation in your apartment, UR will repair degradation inside your apartment except repair items at your expense as per your request after identify causes and development of the degradation.

UR calls the repair as per individual request as "Keijo Shuzen (running repair)." If you need running repair, you shall report where to repair and the conditions of the degradation to the administrator, and submit the "Repair Request Form" at the Administration Service Office after you fill out required items.

If it is no longer possible to use facilities or equipment at a residence due to a breakdown, please promptly contact the administration service office or responsible residence center.

UR specifies criteria for an interval between repair works, and provide necessary repair in a systematic manner to prolong the life of the apartment building beside the running repair.

UR calls such repair as the "Systematic Repair," of which main items are listed in the tables on Pages 27 and 28.

### **(3) Improvement of bathroom equipment (Life Up)**

UR conducts improvement works of bathroom equipment as per the request of tenants to contribute to improving the standards for rental housing which UR began to manage mostly between 1965 and 1980. The improvement includes installation of a bath boiler with shower equipment or large bath tub (with shower equipment).

LIFE-UP is not a part of the usual repairs conducted by UR. For this reason, there will be an increase in rent, as specified by UR. The increase will be applied from the month after the new bathroom equipment is installed. The amount of increase varies according to the equipment that was installed. For more information on how to apply for improvements, contact the Administration Service Office or Residence Center or other management facilities. Please note that certain types of housing are not eligible for improvements due to their building structure.

### **(4) Renewal of Rental Housing and Quality Rental Housing for the Elderly**

These projects are carried out in rental housing that has been under UR's management since 1965. UR has been converting apartments into LDK-type units and removing steps in order to reduce barriers in the home, to create "Renewal Housing," and to improve facilities to meet a greater range of resident needs. Additionally, it has been receiving financial support from the government in order to provide improved housing at a reduced rent burden to residents, and so that it can carry out improvements to "Quality Rental Housing for the Elderly."

\* As to Quality Rental Housing for the Elderly, UR provides preferential services with the tenants of our rental housing. For details, see the leaflet to be provided during the application period.

### **(5) Installation of Handrails within the Apartment (Restroom/Bathroom)**

Handrails can be installed in apartment units (toilet and bathroom) as per individual request from a resident (Please be forewarned that the handrails can not be installed in some apartments depending on models of apartment buildings). For details, please contact the Administration Service Office.

### **(6) Apartment Complex Environment Improvement**

UR has provided car parking lots, bicycle stands, pathways, parks and recreational areas for the convenience of residents.

These facilities comprise the external environment of the apartment complexes, and UR needs to carry out periodic improvements to these in accordance with changes in living standards, lifestyles and living environments. These improvements are undertaken on a regular basis according to the apartment complex's requirements.

### **(7) UR's Housing Complex Rejuvenation**

UR implements the maintenance work in accordance with the individual work plan set for each apartment complex. When necessary, UR may conduct rejuvenation or building consolidation.

### **(8) Request for Residents' Cooperation for Repairs**

When repair work is conducted by UR, there are times the staff may have to enter the house or go out to the balcony to complete the necessary repairs.

### The following items are to be repaired or replaced at the tenant's expense.

If repairs are necessary while living at UR rental housing, the repair responsibility classification determines who is responsible for payment for such repairs. The resident will be responsible for servicing, repairs, and replacements for the items below, and UR will be responsible for repairs for items other than these (please also refer to the illustration for each type of room and equipment on page 26 to 32).

	Item type/Description	Content/Details
Screen/door paper	Sliding screen paper (Shoji)	Repapering
	Sliding door paper (Fusuma)	Repapering
Tatami (straw floor mats)	Tatami surface	Replacement or reversal of exterior layer
	Tatami edge cover	Replacement
Fixtures	Fixtures (Towel hanger, Toilet paper holder, Hat hook, Curtain runner)	Replacement (excluding curtain rail)
Plumbing equipment	Faucet packing and cartridges	Replacement(excluding packing for single handle disk faucets (cartridge type))
	Rubber stopper, chain for bathtub and others	Replacement
	Rubber stopper, drain grate, and strainer basket for kitchen sink	Replacement (including drain grate for bath/shower drain)
Kitchen equipment	Grill plate and grill net	Replacement
Electrical equipment	Light bulbs, fluorescent lamp	Replacement (including LED bulbs, glow switch starters and others, and excluding lighting fixtures installed by UR)
Others	Other minor repairs	Replacement of batteries, screen door net, air filters, switch strings and others

\*1 In addition to the items above, the resident will be responsible for costs required for servicing, replacement, or adjustments in response to damage caused intentionally or due to the gross negligence of a resident or a violation of the duty of care of a prudent management by a resident, and for routine maintenance (including maintenance, tightening of screws and nuts, oiling, and cleaning).

\*2 Repairs, etc. other than the above will be conducted based on requests by residents after UR has conducted an investigation on the causes and circumstances and identified which party is responsible for the repairs, etc. and the details of the repairs, etc. Furniture or household possessions will not be moved by UR when conducting repairs, etc.. Please also understand that it may take some time for repairs, etc. to be conducted.

\*3 For repairs related to significant wear damage to tatami floors, sliding door frames (grids/frames) or wallpapering for residents who entered a contract up until Thursday, January 31, 2019, individual guidance will gradually be provided starting from people with an ongoing residence period of 50 years, and support will be provided based on applications starting from the people guidance is provided to.

\*4 In the case of a house with a yard, tenants will be responsible for the daily maintenance of the yard (weed removal, pest control, removal and pruning of naturally growing plants).

## Repair responsibility classification within residences (entrance)

### ① Entrance doors (overall)

- Door cannot be opened, door doesn't close well **UR**
- Door is deformed **UR**
- Frame is decayed or deformed due to rust, etc. **UR**

### ② Door closer

- Defects in the speed of door opening or closing, oil leakage **UR**
- Broken arm **UR**

### ③ Door peephole

- Blinder lid has fallen off **UR**
- Door peephole is broken **UR**

### ④ Door guard (door chain)

- Broken, rusted **UR**

### ⑤ Entrance door latch

- Entrance door latch itself (including handle, knob, and other hardware) is broken **UR**
- Key will not go in or is broken off **UR**

### ⑥ Newspaper box

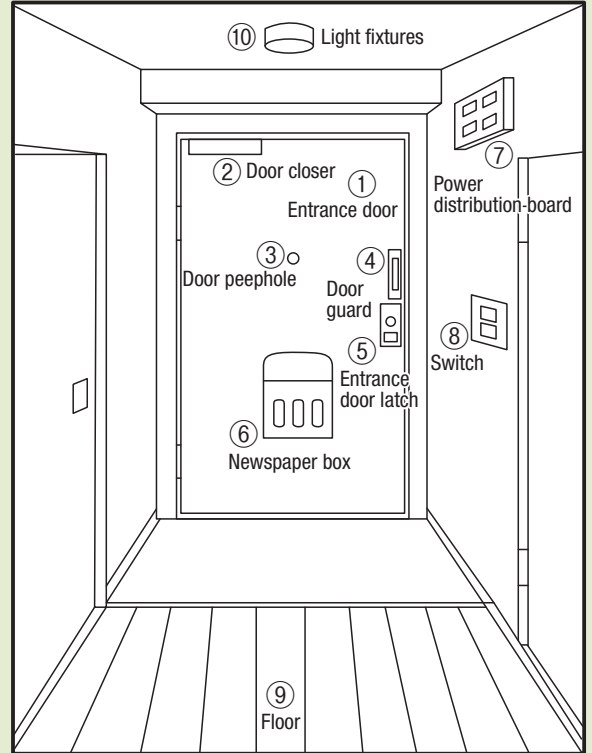
- Box has come off **UR**
- Damage to the entrance slot lid, lid does not open or close well **UR**

### ⑦ Power distribution board

- Damaged, coming off, poor insulation **UR**

### ⑧ Switch

- Switch does not function well **UR**



### ⑨ Floor (hallway)

- Floor has decayed or parts of the floor have come off **UR**
- Floor is squeaking **UR**

### ⑩ Light fixtures (installed by UR)

- Damage to lighting cover **UR**
- Does not turn on (equipment or wiring defect) **UR**
- Does not turn on (light bulb has burned out)

Responsibility of the resident

### ⑪ Storage door/shoe cupboard

- Broken **UR**

### ⑫ Intercom or chime

- Intercom or chime defect **UR**

※ Please note that even for items that Urban Renaissance Agency covers the costs for, UR cannot conduct repairs etc. for damage caused intentionally or due to the gross negligence of a resident, on items that can typically withstand regular use, or for damage etc. to anything installed by a resident.  
Examples: Discoloration (incl. switches etc.) due to aging, or flooring becoming waxy etc.

## Repair responsibility classification within residences (living room)

### ① Sliding door and upper storage cupboard

- Torn (paper replacement)
- Doesn't open or close well, handle fixtures are broken

Responsibility of the resident

UR

### ② Floor

- Tatami facing replacement, grid replacement
- Cushion floor has come off
- Frame around tatami is decayed or warped
- Flooring is warped, squeaking, coming off; tatami floor has decayed

Responsibility of the resident

UR

UR

UR

### ③ Ceiling ④ Wall

- Ceiling insulation material has come off
- Significant peeling of wallpapering or paint

UR

UR

### ⑤ Threshold ⑥ Lintel

- Has become warped, fallen down, or become worn down

UR

### ⑦ Hanger board

- Has become rickety or come off

UR

### ⑧ Sash (including rails or rollers)

- Does not open or close smoothly
- The sash itself has become deformed
- The lock (crescent) is broken, hard to close, or rickety
- Glass is broken

UR

UR

UR

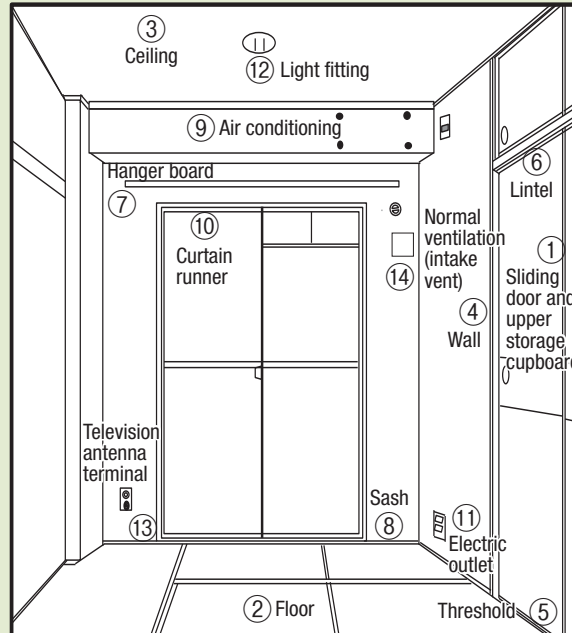
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### ⑨ Air conditioning/heater (installed by UR)

- Replacement of air conditioning filter
- Defective operations, water leaks

Responsibility of the resident

UR



### ⑩ Curtain runner, etc.

- Curtain runner is broken
- Curtain rail is broken

Responsibility of the resident

UR

### ⑪ Electric outlet, light switch, and gas valve

- Electric outlet is broken
- Light switch is broken
- Gas valve does not open or close well, knob is broken, embedded box is broken

UR

UR

UR

### ⑫ Light fitting

- Light fitting is rickety

UR

### ⑬ Television antenna terminal

- Television antenna terminal is broken

UR

### ⑭ Normal ventilation (intake vent)

- Replacement of air conditioning filter

Responsibility of the resident

UR

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Examples: Wear damage due to mites or mold, discoloration of sliding doors, walls, or installed equipment due to aging, partial peeling of wallpapering or paint

## Repair responsibility classification within residences (kitchen)

### ① Sink

- Corrosion of sink itself **UR**
- Drawers and doors don't open or close well, have become corroded **UR**

### ② Gas/IH stove (installed by UR)

- Replacement of grill plate, grill cage, battery, etc. Responsibility of the resident
- Stove does not turn on or operate well **UR**
- Gas valve (gas tap) does not open or close well **UR**

### ③ Sink drain (trap)

- Drain pipe or trap damage or water leaks **UR**
- Rubber cover, drain trap, or waste receptacle grime or damage Responsibility of the resident

### ④ Hanging cabinet

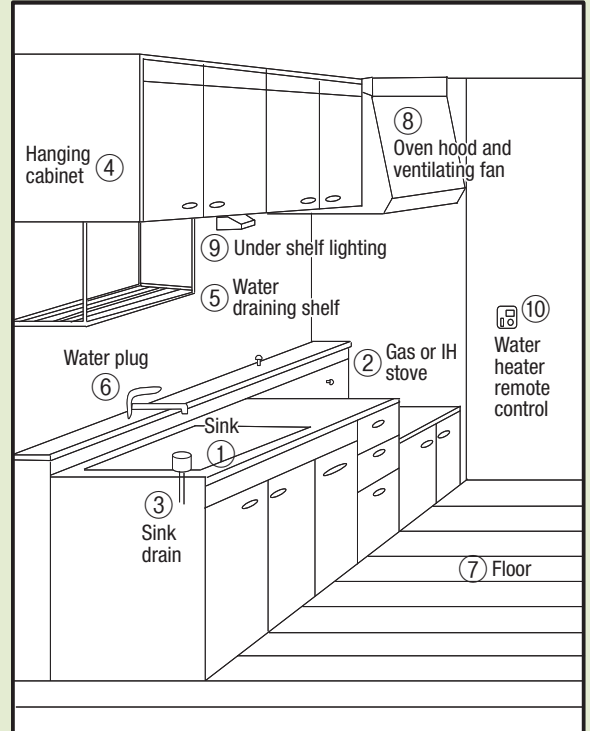
- Installation defects, cabinet is falling off, damage **UR**
- Door doesn't open or close well **UR**

### ⑤ Water draining shelf

- Shelf is falling off, damaged, rickety **UR**

### ⑥ Water plug

- Water not stopped well or water leaks (handle-type water plug) due to rubber or packing defects Responsibility of the resident
- Water leaks from water plug mounting area or water supply pipe **UR**
- Single lever water plug does not open or close well, water is not stopped well **UR**



### ⑦ Floor

- Floor has decayed, warped, or parts of the floor have come off **UR**

### ⑧ Oven hood and ventilating fan (installed by UR)

- Damage to grease filter (metal) **UR**
- Doesn't operate well, switch is broken **UR**

### ⑨ Under shelf lighting

- Does not turn on (light bulb has burned out) Responsibility of the resident
- Damage to switch string Responsibility of the resident
- Does not turn on due to operation defect **UR**

### ⑩ Water heater remote control

- Operation defect or display error **UR**
- Operating parts are broken **UR**

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Examples: Damage to sink or oven as a result of neglecting day-to-day cleaning, defect oven range

**Repair responsibility classification within residences (sink and washing machine location)**

**① Washstand or bathroom vanity stand**

- is rickety or damaged due to poor installation **UR**
- Corrosion to cabinet storage area **UR**
- Wear damage to rubber plug, damage to chain **Responsibility of the resident**

**② Drain pipe or drain trap**

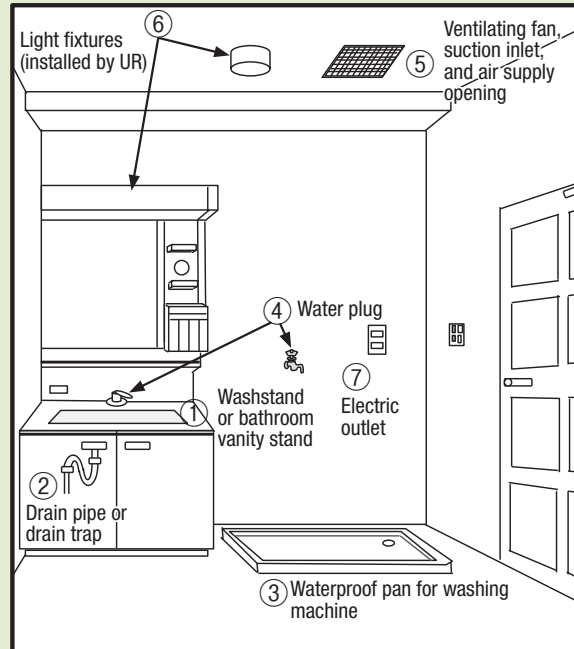
- Poor drainage or water leak due to corrosion **UR**

**③ Waterproof pan for washing machine**

- Cracking, water leaks **UR**
- Damage to hose inlet **UR**

**④ Water plug**

- Water not stopped well or water leaks (handle-type water plug) due to rubber or packing defects **Responsibility of the resident**
- Water leaks from water plug mounting area or water supply pipe **UR**
- Single lever water plug does not open or close well, water is not stopped well **UR**



**⑤ Ventilating fan, suction intake, and air supply opening**

- Doesn't operate well, switch is broken **UR**
- Replacement of air conditioning filter **Responsibility of the resident**

**⑥ Light fixtures (installed by UR)**

- Does not turn on (light bulb has burned out) **Responsibility of the resident**
- Does not turn on due to operation defect **UR**

**⑦ Electric outlet**

- Doesn't work well **UR**

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Example: Clogging of drain pipe due to foreign object getting in, wear damage, corrosion, or discoloration to installed equipment or ceramic ware, etc. as a result of aging or neglecting day-to-day cleaning

## Repair responsibility classification within residences (toilet)

### ① Toilet bowl or tank

- is rickety, leaking water, or cracked **UR**
- Damage to internal hardware or lever handle, water is not stopped well **UR**

### ② Washlet toilet seat (installed by UR)

- Doesn't operate well, operating parts are broken **UR**
- Toilet seat mounting fittings are damaged **UR**

### ③ Water supply pipe, washing pipe, and defecation pipe

- Water leak, corrosion **UR**

### ④ Toilet paper holder

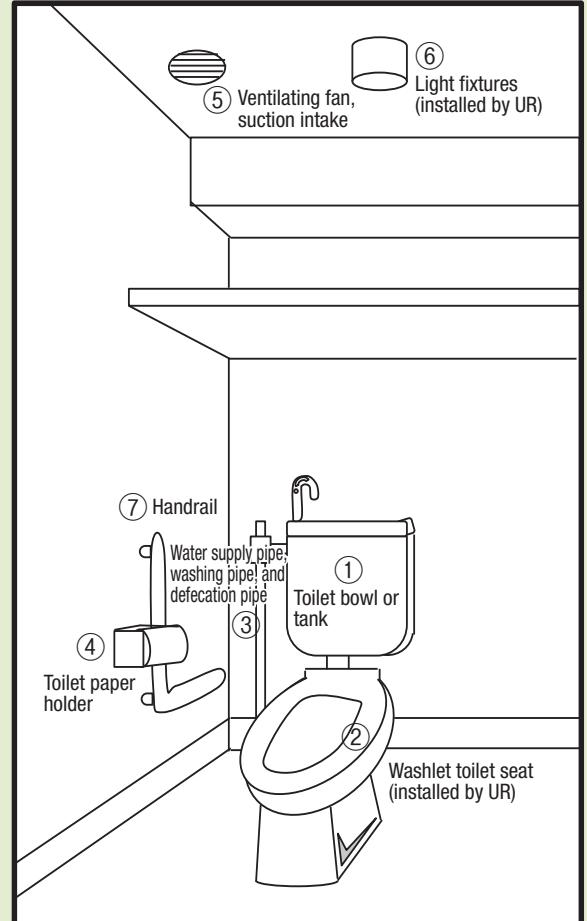
- Damaged Responsibility of the resident

### ⑤ Ventilating fan, suction intake

- Replacement of air conditioning filter Responsibility of the resident
- Doesn't work well **UR**

### ⑥ Light fixtures (installed by UR)

- Does not turn on (light bulb has burned out) Responsibility of the resident
- Does not turn on due to operation defect **UR**



### ⑦ Handrail

- Damaged **UR**

### ⑧ Toilet door

- Damaged **UR**

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Examples: Toilet bowl damage or clogging, damage due to foreign object getting in, discoloration of ceramic wear, etc. as a result of aging



## Repair responsibility classification within residences (Bathroom 1)

### ① Handrail (installed by UR)

- Handrail falling off or wobbling

UR

### ② Bath rubber plug or chain

- Rubber plug replacement, damage to chain

Responsibility of the resident

### ③ Bathroom water plug

- Replacement of handle-type water plug rubber or packing
- Lever water plug does not open or close well, water is not stopped well

Responsibility of the resident

UR

### ④ Shower set

- Replacement of hose connector packing
- Head or hose damage or water leak

Responsibility of the resident

UR

### ⑤ Light fixtures (installed by UR)

- Light bulb has burned out
- Corrosion, cover damage, doesn't work well

Responsibility of the resident

UR

### ⑥ Drain fittings and sink drain

- Damage due to corrosion of bowl or inner tube in the drain tap
- Replacement of drain trap for sink drain

Responsibility of the resident

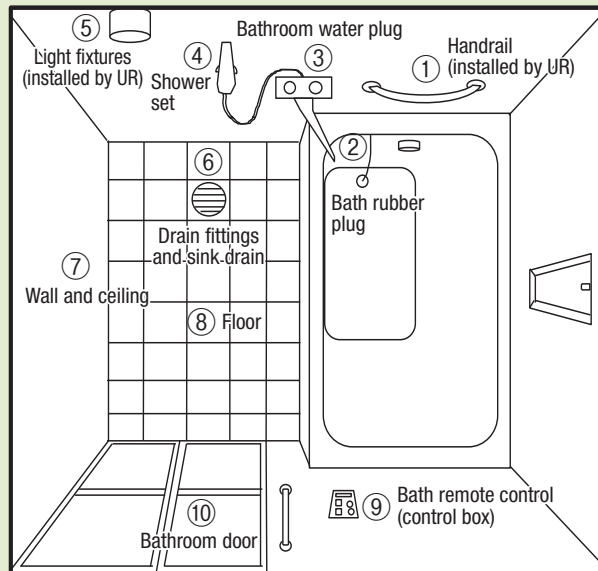
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### ⑦ Wall and ceiling

- Repairs for mortar, etc. that is falling out
- Loose and peeling tiles

UR

UR



### ⑧ Floor

- Major cracks or damaged
- Peeling tiles

UR

UR

### ⑨ Bath remote control (control box)

- Control part is broken
- Operation defect, display error

UR

UR

### ⑩ Bathroom door

- Repair to corrosion of door or frame

UR

- Damage to accessories such as the knob

UR

### ⑪ Other fixtures

- Damage to ventilating fan
- Damage to window or glass

UR

UR

※ Please note that even for items that Urban Renaissance Agency covers the costs for, UR cannot conduct repairs etc. for damage caused intentionally or due to the gross negligence of a resident, on items that can typically withstand regular use, or for damage etc. to anything installed by a resident.

Examples: Molding from condensation, discoloration of bathroom floor, facilities, or equipment due to aging

## Repair responsibility classification within residences (Bathroom 2)

### ① Gas pipe and gas valve (gas tap)

- Gas pipe is corroded or rickety **UR**
- Gas valve does not open or close well or is damaged **UR**

### ② Water supply pipe and defecation pipe

- Corroded, leak, or rickety **UR**
- Damage to pipe cover or anti-condensation materials **UR**

### ③ Bath boiler and water heater

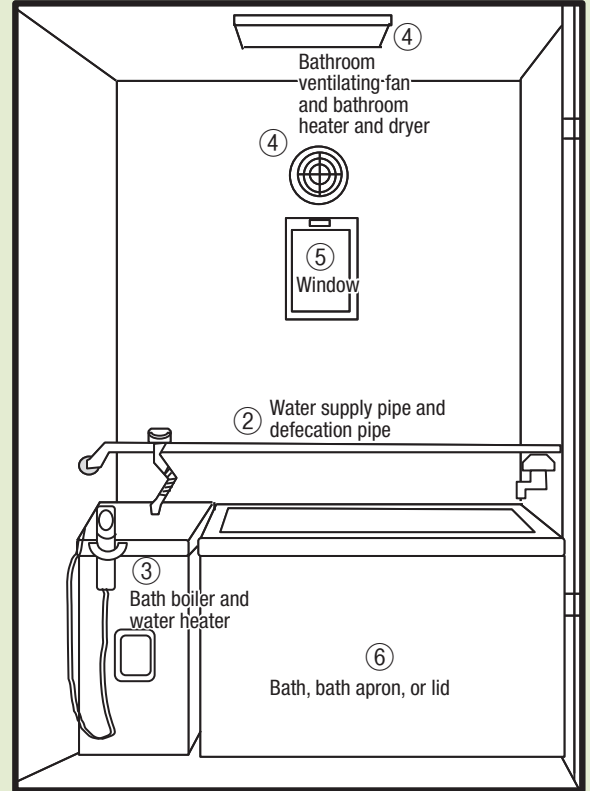
- Defective operations, water leaks **UR**
- Battery replacement Responsibility of the resident
- Operating parts or remote control are broken **UR**

### ④ Bathroom ventilating fan and bathroom heater and dryer

- Replacement of air conditioning filter Responsibility of the resident
- Doesn't operate well, switch is broken **UR**

### ⑤ Window

- Closing handle is broken **UR**
- Doesn't open or close well **UR**



### ⑥ Bath, bath apron, or lid

- is rickety, damaged, or cracked **UR**

※ Please note that even for items that Urban Renaissance Agency covers the costs for, UR cannot conduct repairs etc. for damage caused intentionally or due to the gross negligence of a resident, on items that can typically withstand regular use, or for damage etc. to anything installed by a resident.

Examples: Grime and mold on the shower hose, stain in or discoloration of bathroom ventilating fan, the bath, and bath lid due to aging

## UR Scheduled Maintenance

	Item for Repair	Details of Repair
Common Areas	Painting of the outer wall	In general, for buildings over 18 years old, repairing loose mortar, serious cracks in exterior walls and common areas (corridors, stairways, etc.), and painting the roof.
	Roof thermal insulation and waterproofing	Re-waterproofing and insulating roofs where leakage is likely.
	Waterproofing of stairways	In general, for buildings over 18 years old, re-waterproofing and painting those which have cracks and where leakage is likely.
	Stair handrails	Installing safety stair handrails that meet the basic width as stipulated in the Building Standards Law.
	Waterproofing of balcony floors	In general, for buildings over 18 years old, re-waterproofing and painting those which have cracks and where leakage is likely.
	Painting of metal stair handrails	In general, painting of steel handrails over 3 years old, and of exterior handrails with paint over 6 years old that are showing signs of rusting throughout the entire complex or building.
	Replacement of water pipes	Replacement of pipes that display interior rusting (exterior pipes - over 18 years old, interior pipes - over 25 years old) throughout the entire complex or building.
	Replacement of drains	In general, for buildings over 18 years old, replacement of kitchen waste piping that is showing signs of leaking due to corrosion.
	Replacement of Common TV Facilities	We will replace antennas and amplifiers which have been in service for ten (10) years or longer and have suffered a decline in receiving capacity due to deteriorating functionality.
	Upgrading of electric lines (support for 40 Amperes)	Upgrading of electric lines in apartments to make it possible to increase the maximum volume of the electric utility contract to 40 amperes. Note that this upgrade will be implemented according to demand from residents in apartment buildings where all repairs for common-use items in the apartment have been completed.
	Replacement of light fixtures (to LED lights)	In general, for buildings over 10 years old, replacement of light fixtures in common areas (hallways, stairwells) that have degraded throughout the entire Complex or building.
	Repair of roads	In general, for buildings over 20 years old, where there are serious cracks in the paving, repairs of roads, passages, and gutters will be conducted.
	Replacement of exterior gas piping	In general, for buildings over 22 years old, replacement of exterior gas piping that due to corrosion, may leak gas.
	Repair of sewerage treatment facilities	① Modification of facilities that do not meet the standards specified in the Water Pollution Control Law. ② In areas that sludge disposal is not possible, the upgrading or enlarging of holding tanks.
	Repair of water supply facilities	In line with the Building Standards Law, the upgrading of facilities that require significant repair to a standard where they will pass the six point inspection.
	Repair of the interior of the community room	Where a community room is damaged or showing heavy use, the repair and reapplication of interior paint work.
	Upgrading of elevator facilities (emergency stop system, earthquake resistance)	Improvement of Elevator Facilities (Seismic Upgrade) We will implement the mandated seismic upgrade and install seismic control equipment and emergency stop systems.
	Repair of elevator facilities (trays and jambs)	In general, for buildings over 20 years old, replacing or painting of trays and jambs, which have deteriorated due to corrosion.
	Replacement of housing complex notice board	In general, for buildings over 20 years old replacement of notice boards that have deteriorated due to corrosion.
Replacement of Collective Mailboxes with A4-size Ones	We will replace collective mailboxes which are significantly damaged, broken or the like to A4-size ones.	

	Type	Details
Interior Items	Replacement of steel window fittings with aluminum ones	In general, for buildings over 30 years old, replacement of steel window fittings that have deteriorated with aluminum fittings.
	Repair of plasterboard ceiling	In general, for buildings over 25 years old, repair of the plasterboard ceiling in the kitchen, and living room (one room) that adjoins the kitchen.
	Replacement of bathroom doors	In general, for buildings over 20 years old, replacement of steel doors that have deteriorated due to corrosion, with aluminum doors.
	Replacement of metal clothes drying fixtures	In general, for buildings over 18 years old, replacement of overhead metal fixtures on the balcony that have deteriorated due to corrosion, with aluminum fixtures.
	Installation of washing machine drains	Where possible, installation of direct or indirect washing machine drains in apartments that do not have such facilities.
	Replacement of door buzzers, etc., with intercom phones	As a convenience for visitors, replacement of chimes or buzzers with intercom phones in apartments.
	Upgrading of electrical outlets in western-style toilets	Installation of electrical outlets in western-style toilets that do not have one.
	Care of bath tubs	The responsibility for repair of the bath tub or bath heater rests with the resident, and repair of other parts lies with the UR.
	Replacement of Antitheft Chain of the Front Door with Stronger Door Guard Equipment	We will replace the current antitheft door chain of the front door with stronger door guard equipment.
	Replacement of residential fire alarms	We will replace residential fire alarms that were installed 10 or more years ago.
	Support for 40 amperes in housing unit (Upgrading of distribution board)	We will upgrade the electrical capacity in housing units to 40 amperes upon request of the residents if their current electrical capacity is 30 amperes or below, provided that the housing units are in apartment complexes where upgrading of electric line in common areas to the capacity of 40 amperes is completed. At the same time, we will provide the kitchens of housing units with outlets for large-sized electrical appliances if such outlets have not been provided yet.

- ※ Note that some apartment buildings will be excluded from the repair/improvement, because house conditions, members, etc., vary with the year when the apartment building was built or with the apartment complexes.
- ※ The interval between repair works is determined by UR as a guide through our experiences in managing apartment complexes until today. Before we begins actual repair, we will check and determine portions to repair. Then, we will conduct repair works depending on urgency in consideration of the conditions of your apartment such as wear damage.