

Renaissance at city streets



**Urban Renaissance
Agency**

March 2025

A Guide for Residents



AIG

AIG 損保

家財の

火災保険、 もう入りましたか？

—— UR賃貸の場合、保険加入をご自身で判断する必要があります ——

「UR賃貸 暮らしの保険」※1ならこんな事故もカバー！

子どもが遊んでいて
自宅の窓ガラスを割った…火の不始末が原因で
自宅から出火…

原状回復に

6.5万円！

貸主に対し賠償金

1,000万円！

その他の自然災害や賠償事故なども幅広く補償します！

地震保険をセットして

保険料
月額換算**約670円**から加入できます※2

※1:「UR賃貸 暮らしの保険」は、AIG損保の「リビングパートナー保険」を指します。※2:保険期間2年の保険料例です。保険料はご契約プランにより異なります。

詳しい情報、お申込みはこちら



UR賃貸暮らしの保険

検索

今ならお得なキャンペーン!!期間 2025年4月1日～
2025年9月30日

新規に保険期間2年でご契約いただいた方全員にハーゲンダッツアイスクリームをプレゼント！



いずれか1点と引換できるクーポン券

※画像はイメージです
※商品は一例です
※本チラシでは商品と引換できません

※UR賃貸にお住まいの方で、お申込み手続き専用サイトを通じて新規に保険期間2年で「UR賃貸 暮らしの保険（リビングパートナー保険）」をご契約いただいた個人のお客さま全員が対象となります。デジタルクーポンはご契約日の翌月15日頃お送りします。詳細は左記の二次元コードからご確認ください。なお、本キャンペーンの内容は予告なく変更する場合がありますので、あらかじめご了承ください。

AIG損害保険株式会社

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<https://www.aig.co.jp/sonpo>お問い合わせ…AIG損保 UR賃貸 暮らしの保険 専用ダイヤル：0120-956-387
[通話料無料 平日・土・日・祝日：午前9時から午後5時(年末年始を除く)]

S052908(B-240549)25-01 (DG)

2025.1版

2024年10月1日以降保険始期契約用

To Our Residents

Thank you very much for moving into UR rental housing.

This publication explains details of your contract, general rules for living in the apartment complex, and explanations about various facilities in order to make your life in this apartment complex more pleasurable.

UR rental housing is constructed as a part of the government's housing policy, and there is a need for "residence guidelines" in maintaining the living environment of these communities.

We ask for your cooperation in our efforts to ensure the pleasant living environment for everyone living in UR rental housing. We hope that while showing respect for others, and living in accordance with apartment regulations, you will grant the housing administrators your full cooperation.

If there should be any points that are unclear, please do not hesitate to contact your local Residence Center or other management facilities.

Urban Renaissance Agency



How to Use This Guide

Enjoying Life in an Apartment complex

This booklet was put together from "Part One - A Housing Guide" and "Part Two - A Guide to Housing and Facilities"

"Part One - A Housing Guide" covers the UR Housing Management Organization, access procedures, contract details, management policies, crime and disaster prevention, and explains various rules regarding living in an apartment complex.

"Part Two - A Guide to Housing and Facilities" explains general notes about the facilities, specifications, and daily maintenance of UR rental housing to ensure a more comfortable lifestyle. UR rental apartment complexes have a range of layouts and facilities, and the quality of building techniques and amenities are constantly improving. Resident needs change on a daily basis, and to meet these needs, the details of apartment complexes will also change.

Therefore, we are not able to cover all details here, but we do provide an explanation of general rules for living in UR rental housing. Therefore, we would like you to read this booklet in order to ensure you have a more pleasant and comfortable life in your apartment.

Furthermore, in spite of warnings and guidelines, accidents may happen. Please read the section entitled "Safety Guidelines."

We recommend that you store this booklet in an easy to access place along with both the user manuals for the various facilities in your apartment, and your contract agreement.

Note that if there are any violations of the terms stipulated in the Rental Housing Agreement or other agreements that result in damage to UR management or assets, or that cause water leaks or water damage to others, you will be required to pay for compensation equivalent to the amount of damage caused.

Safety Guidelines

You should feel safe in your home, but without due care and attention, accidents leading to injuries and even death may occur. This booklet explains accident prevention measures, and safety points warranting special attention will be marked with a "⚠️"

Additionally, please take into consideration the fact that we have as residents people who are elderly or handicapped, as well as young children, and that local climates and environments may vary.

* This booklet places emphasis upon maintenance of the facilities. Please be aware that this booklet omits points regarding dangers that are avoidable through the exercise of common sense, and details that should be outlined in appliance user manuals.

Explanation of Warning Marks

The following marks and their explanations are as follows. Please refer to the chart below, which lists the events to which these warnings apply.



Danger

If used incorrectly, there is an imminent danger of injury or death of the user.



Warning

If used incorrectly, there is a serious possibility of injury or death of the user.



Caution

If used incorrectly, there is only the possibility of minor injuries or property damage.

Important Warnings

Seriousness	Item	Reference Pages
⚠️ Danger	○ Do not enter the mechanical parking facility except when entering or exiting a vehicle.	22
	○ Do not enter the apartment complex facilities. Additionally, do not enter construction or repair sites.	44
	○ Use caution when operating appliances that use gas.	80
	○ Do not place large objects or heavy objects on balconies that are used as evacuation routes in emergencies.	91
⚠️ Warning	○ Do not leave or place objects near high windowsills, near balcony handrails, on stairs, or in corridors.	66 • 91 • 93
	○ Do not place washing machines in bathrooms.	71
	○ Do not step on or sit on the top lid (edge) of the bathtub.	73
	○ Ensure that dust does not accumulate on outlets and do not use too many plugs with one outlet as doing so is a fire hazard.	85
	○ Do not leave your hand on the elevator door. It may get drawn into the recess. Additionally in the event of disaster or earthquake, do not use the elevator.	94
⚠️ Caution	○ Be careful of air infiltration and ventilation on a windy day.	59
	○ Be careful when using detergents and cleaning agents.	60
	○ Be careful of faulty door-closers.	65
	○ Use care when operating electrical appliances.	84
	○ Do not place objects on the balcony railing	91



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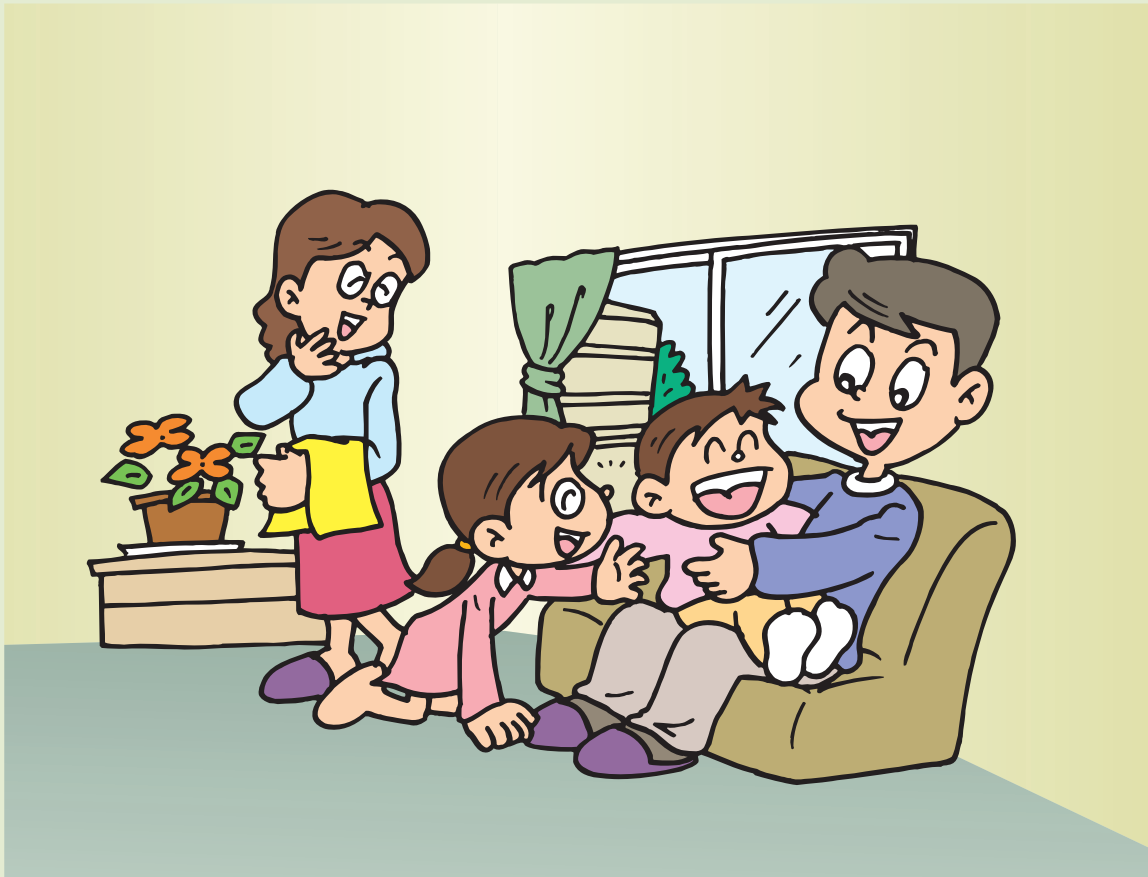
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Part One

A Housing Guide

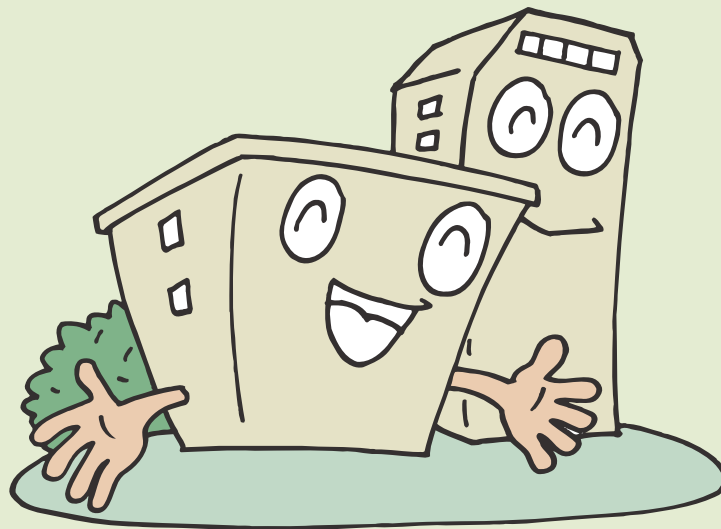


1. Organization of the Apartment Complex Administration

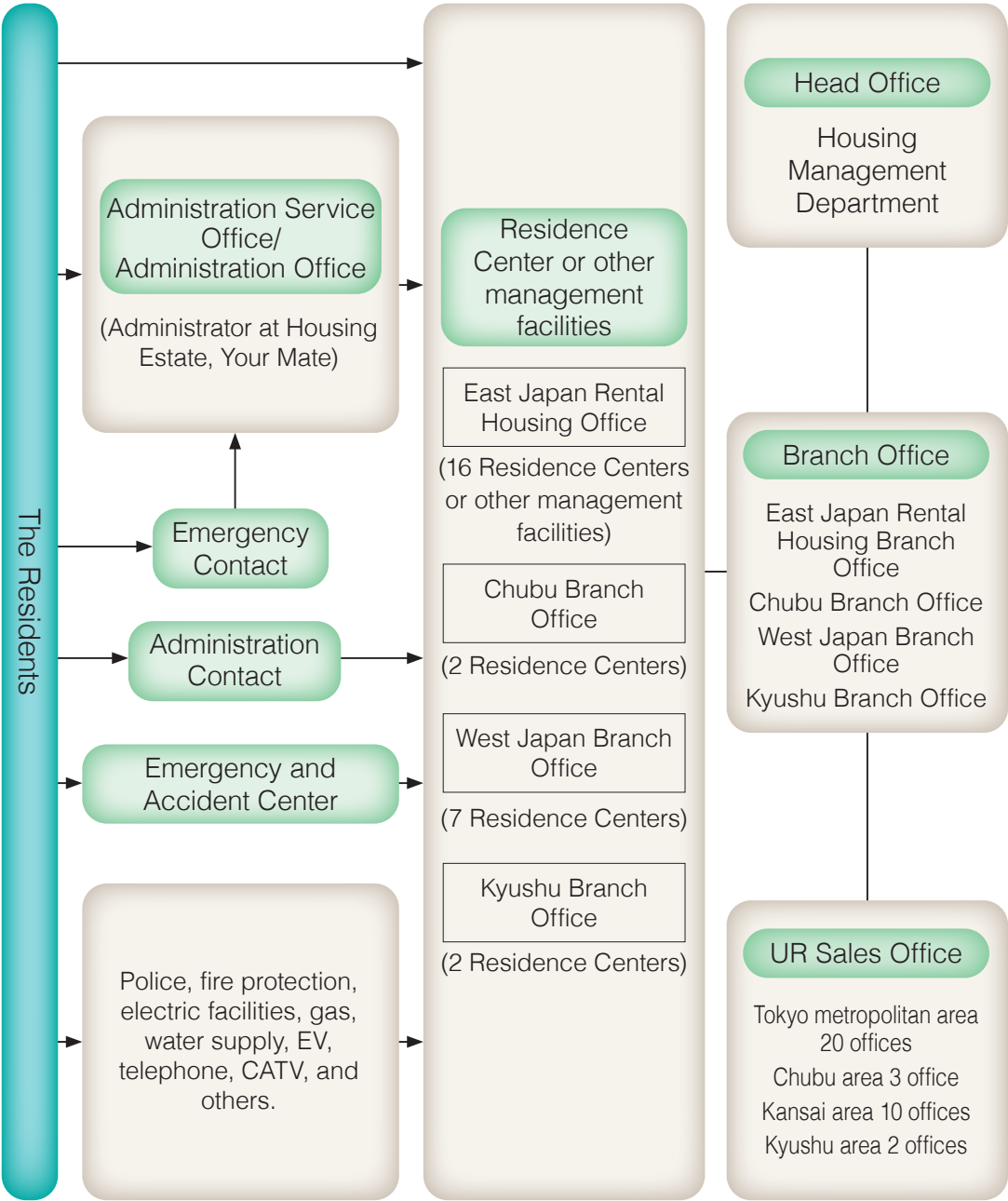
A Guide to the Organization of the apartment complex Administration

UR rental apartment complex administration comprises administration offices in the main, branch, and regional offices, and Residence Center or other management facilities. These manage the apartment complexes in a given area as shown on the next page. Most of the direct contact with the public regarding housing takes place at Residence Center or other management facilities.

With the exception of a few cases, there is an Administration Service Office in every apartment complex with an Administrator at Housing Estate or Inquiries Clerk who can directly answer your questions. Inquiries about apartment complexes should initially be directed to the administration service office or Residence Center or other management facilities.



UR's Housing Management Organization (As of September 2024)



A list of Urban Renaissance Agency offices and offices conducting apartment complex administration is stated on page 98 to 101.

*UR Community Inc. has been contracted with apartment complex management services at Residence Centers (As of September 2024).

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.

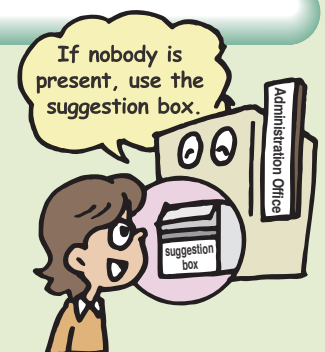
The date and time of visits by the Administrator differs between apartment complexes. When the Administration Service Office is closed, please use the suggestion box in front of the office.

(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 98 to 101.)

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 102 to 103.

3. Procedures When Moving In

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When taking up residence, you need to carry out the following procedures. Please make sure that you complete each one of these.

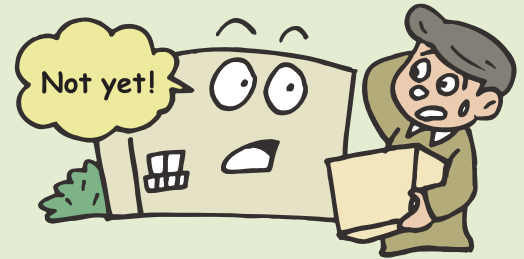
(1) Permitted Occupancy Date

The date mentioned in your rental agreement when you are allowed to move in is called the permitted occupancy date.

You are to take up residence within one month of this date. However, if you are unable to do so due to exceptional circumstances, you need to give the reason and the expected date of taking up residence

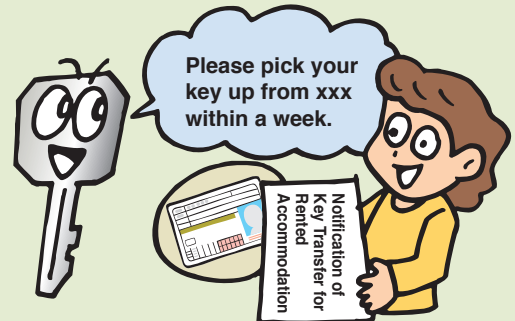
on an "Application for Postponement of Taking up Residence" and submit it to the Administration service office or the administration contact. The period of postponement shall be no more than one month.

Note that you are not allowed to enter the apartment for cleaning or moving belongings before the permitted occupancy date.



(2) Receiving your Key

To receive your key of the apartment, you need to bring the "Notification of Key Transfer for Rented Accommodation" (received on concluding agreement) and your identification, etc. to the separately specified location, and then please take the key within a week from the day when you are permitted to receive it.



◆ Custody of the Key ◆

The apartment complexes do not have a master key, so please guard your key carefully.

If you should lose your key, we recommend that you change the locks in the interests of security. (The cost of changing locks is borne by the resident.)

(3) Inspection of the Apartment

◆ When Applying for a New Apartment ◆

If you are moving into a newly constructed apartment, please check for any defects or problems when you receive the key and submit an inspection confirmation form regardless of whether there are any defects or problems. If there are any defects, please fill in the repair request form and submit it along with the inspection confirmation form.

UR will bear the responsibility of repairing any defects or similar that are present before your moving in, but any damage that appears to have been caused by the moving of your belongings while moving in shall be your responsibility.

- ◎ **Please note that if the inspection confirmation form is not submitted by the deadline (within one month after the Permitted Occupancy Date), it will be assumed that there were no defects.**

◆ **New Application for a Vacant Apartment (including renovated apartments)** ◆

When you move into a vacant apartment, be sure to check for any defects or problems according to the guidelines for filling out the inspection confirmation form, and submit the inspection confirmation form to the administration service office or residence center, regardless of whether there are any defects or problems. In the case of a house with a yard, be sure to check whether there are any misplaced items or problems in the garden.

However, while vacant apartments are all equipped to a specified level for your convenience, they are not new apartments, and there may be cases where the requested repairs for small damages and stains, etc., are not possible.

- ◎ **Please note that if the inspection confirmation form is not submitted by the deadline (within seven days after moving in), it shall be deemed that there were no defects.**

(4) Moving

Please use a moving vehicle with a loading capacity of up to 4 tons. (Some apartment complexes have additional weight restrictions. New apartment complexes are often crowded on Saturday, Sunday and national holidays, so please try to take up residence on a weekday.

Also, please be aware that in high-rise apartments, the use of the elevator may be restricted to certain times, so please restrict your moving to those times of the day.

When moving, please take care not to damage the gutters or external facilities. As you will be held responsible for any damage that should occur, it is your responsibility to warn the moving company to be careful.

Please collapse and stack any cardboard and wooden boxes leftover after moving and dispose of them at the designated waste site for leftover moving materials. Please do not dispose of them with other regular household waste. (Where there is no designated waste site for leftover moving materials, please dispose of the materials yourself.) Before moving in, please properly dispose of any unneeded articles while at your previous residence. Do not dispose of such articles at either the designated removal waste site or with regular household waste.



(5) Application to start using Electricity, Gas, Water, etc.

Please apply to start using electricity, gas, water, Internet, etc. on your own

◆ Application to start using Electricity Service ◆

With the total deregulation of the retail electricity market, you can choose the electricity provider. Please apply to your preferred electricity provider before you start using electricity. When you start to use electricity, please check the electricity distribution board attached to the top of the entrance, corridor, etc. of each residence (see page 83).

◆ Application to start using Gas Service ◆

With the total deregulation of the city gas market, you can choose the gas provider. Please apply to your preferred city gas provider before you start using electricity (except for some apartment complexes using propane gas).

Please note that it usually takes several days from the time of application to the start of use, so please apply in advance before the start of use. It is also necessary for you to be present when the gas is turned on.

Because the type of gas may differ depending on the region, please make sure you get the explanation on the handling of gas appliances from the gas provider when you open the gas valve.

◆ Application to start using Water and Sewerage Service ◆

As water companies, etc., have individual contracts with each household, please submit an application for use upon taking up residence. In some apartment complexes, the UR has entrusted separate companies with meter reading and collection of charges.

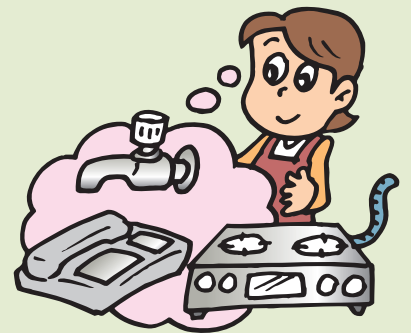
Please apply to your local water provider on your own. Please open the water shutoff valve in the meter box outside the entrance of each residence to start using the water and sewerage service (see page 78).

At some apartment complexes, meter reading and collection services are provided by companies contracted by UR.

◆ Application to start using the Telephone Service ◆

Please apply to the telephone company on your own. You will be responsible for all costs associated with the use of the telephone service.

Please note that it usually takes several days from the time of application to the start of use, so please apply in advance before the start of use (see page 67).



◆ Application to start using the Internet ◆

Please apply to the Internet service provider on your own. You will be responsible for all costs associated with the use of the Internet. Availability will vary by residence.

Please note that it usually takes several days from the time of application to the start of use, so please check with each service provider in advance before starting use (see page 86).

(6) Resident Registration

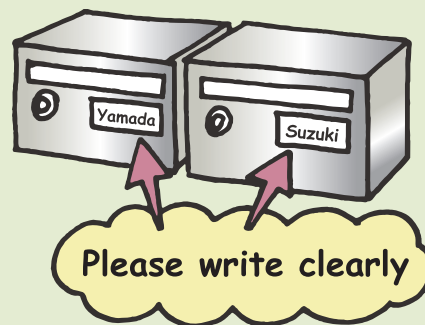
Please register everyone living in your apartment with the local authority within 14 days of moving in.

(A certificate of moving out is required for resident registration, so please complete moving-out notification before moving.)



(7) Apartment complex Addressing

Be sure to state the street address, name of the apartment, and number of the dwelling unit on mail. Also, please write your name on the nameplate or group post box.



(8) Dissolution of Contract without Taking up Residence

If you are unable to take up residence due to unforeseen circumstances and need to dissolve your contract, you should carry out the prescribed dissolution of contract procedure. (Refer to pages 39 to 40.)

In these cases, you will be required to pay the rent owing for the period from the permitted date of occupancy until the date of dissolution of contract (calculated as 14 days from the day after you submit the dissolution of contract form).

4. Commitments in the Contract

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There are a variety of commitments contained in your contract.

UR rental housing contract concluded between you and UR contains a number of commitments. As apartment complexes are constructed with public funds following the government's public housing policy, there is a need to have standardized management of large numbers of apartments. Rules have been drawn up in order to maintain a harmonious living environment in these communities, and so we ask that you abide by these rules to help us maintain this environment.

We also ask that you take care of your rental contract and keep it in a convenient location.

The principal points outlined in the rental agreement are as follows.

- ① Payment of rent and administration fee for common area.
- ② Keeping your apartment in good repair.
- ③ Submission of appropriate forms.
- ④ Prohibition of subletting or ownership of pets.
- ⑤ Cooperation in case of contract infringements.
- ⑥ Carrying out of procedures / formalities when leaving.

© The principal points of the rental agreement are summarized in brief on the following pages.



5. Rent Payment

It is convenient to use automatic payment using direct transfers from banks designated by UR.

Payment of rent and an Administration Fee for Common Areas is a basic part of living in a apartment complex.

Automatic payment using direct transfers from banks designated by UR is convenient. If you fail to make payment by the due date, you may have your rental housing contract canceled, or you may not be able to apply for a "change of apartment" or "transfer of lease" even if you need in the future.

If you have any questions about payment of rent and charges, please inquire at the appropriate Residence Center or other management facilities.

(1) Payment Date

This is indicated on your rental contract. Please ensure that you complete payment by the payment due date.

(2) Payment Method

◆ Applying for Bank Transfer ◆

We ask that you pay the rent and administration fee (including additional rental deposits and other fees if you are using deposit installment payment or rent discount) by direct bank transfer, as outlined in the rental contract. If you have not applied for a direct bank transfer, please do so promptly at a teller window of a nearby UR-designated financial institution. Application methods are as follows.

Applying at Banks or Credit Associations

Please apply by bringing the following 4 items to UR-approved bank.

- ① **Request for Direct Bank Transfer of Rent Payment**
(Please fill out as appropriate.)
- ② **Contract Conclusion Rent Payment Receipt**
(Bank transfer form or receipt for payment of deposit or rent at contract conclusion.)
- ③ **Savings Passbook**
(If you do not have a savings account, you will need to open one.)
- ④ **Your bank registered seal**

Applying at Post Offices (Japan Post Bank)

Please apply by bringing the following 3 items to a local Post Office.

- ① **Application for Automatic Rent Payment**
(Provided at your local Residence Center or other management facilities or Administration Service Office. Please fill out as appropriate. Please take extra care, as the Post Office does not normally check for omissions.)
- ② **Savings Passbook**
- ③ **Your Post Office seal**

As a basic rule, direct payments commence from the month after application. The cut-off point for the month depends on the institution (for banks it is usually near the end of the month: for post offices [Japan post bank] it is usually near the middle of the month) so the application may get carried over into the next month depending on the application date.

(The first month for the bank transfer will be notified with a postcard.)

In addition, if you apply for Ponta with UR through the Ponta with UR website (<https://www.ur-net.go.jp/chintai/ur-ponta/>) for your bank account transfer, you will receive 1 Ponta point for every 500 yen worth of rent, so it is recommended that you take advantage of this bargain. You can collect Ponta points just by paying your monthly rent through this program!



You can collect Ponta points just by paying your monthly rent through this program!



◆ Transferable Dates and Steps to Delinquency ◆

- ① We will withdraw the rent on the date of payment of each month (if the date of payment is a bank holiday, we will withdraw on the next business day. If the date is March 31 and non-business day, we will withdraw on one business day before the date of payment).
- ② If we can not withdraw the rent pursuant to the above paragraph, we will withdraw the rent on the predetermined date by UR.
- ③ In cases where we can not withdraw the rent pursuant to the above paragraph, UR will send you the bill for the rent and others. Please be requested to transfer and pay the charged amount on the bill by your mode of payment within by the due date to the UR-designated bank account. (Please note that money transfers are not available at the tellers of smaller local post offices.)



Note that if rent payment is delayed, you will be subject to interest of 14.56% per annum (per 365 days) on arrears.

Calculation of Interest on Arrears

$\text{Rent} \times 0.1456 \times \text{Days in Arrears} \div 365$ (rounded down to the nearest 10 yen)

※ Calculation of days in arrears is from the day after the payment due date.

◆ Changing Institution for Transfer ◆

Procedures to follow when changing the institution you use to make bank transfer payments are as follows:

- ① Changing from bank A to bank B
No procedures required at Bank A.
Bank B Submit a new "Application for Bank Transfer."
- ② Changing from bank A to a Post Office [Japan post bank]
No procedures required at Bank A.
Post Office Submit a new "Application for Automatic Payment."
- ③ Changing from a Post Office [Japan post bank] to bank B
No Post Office procedures necessary.
Bank B Submit a new "Application for Bank Transfer."

After changing your transfer method, you shall sent a notification that transfer from the newly specified account has started. Until you receive this notification, funds will be withdrawn from the previous account.

Additionally, applications for bank transfer forms are supplied at banks (excluding Post Offices), local Administration Service Offices, and Residence Center or other management facilities.

(3) If Payment is Late

If there is a delay in rent payment for over three months or a continuation of frequent delays that are less than three months, UR will terminate the rent agreement and immediately to vacate the apartment.

However, should you refuse to vacate the apartment, then you will be considered to be occupying the apartment illegally, and will have to pay 1.5 times the rent of the apartment in compensation for the period from which you are required to leave, until you actually vacate the apartment.

In this event, UR shall then take legal action in order to affect your vacation of the apartment, and repayment of arrears.

To ensure that this does not happen, please confirm that your account balance is sufficient to cover rent payment on the due date, and if that amount is insufficient, please deposit sufficient funds to cover it by the day before the payment due date.

(4) Common Area Charges

Every month, you are required to pay a common areas charge with your rent.

As is described in your lease agreement, the common areas charge is used to pay for interior stairway lighting and other electricity supply, sprinkler water supply, garbage disposal, maintenance and administration for water supply and other facilities, cleaning of common use areas (excludes staircases of mid-rise housing as a general rule), lawn and garden upkeep, and other charges necessary to ensure a pleasant common living environment for residents.

The common areas charge is a source of income for UR, and it is required in order to maintain a pleasant living environment for residents. Every year, UR appraises income and expenditures per apartment complex and informs residents in writing of both the previous year's income and expenditures and the expected running costs for the current year.

Additionally, UR is responsible for managing the common areas charge and will review it in the event of changes in the cost of living or similar reasons.

6. Toll Car Park

Most housing units will have toll parking within the complex.

(1) Apply for Toll Parking

If you wish to use the toll parking within the complex, please prepare the application forms and submit it to the Administration Service Office or Residence Center or other management facilities, you will then be offered to sign a contract.

① Eligibility for Application

You are eligible if you are renting a UR residence (in case of a corporate rental contract, residents who have a contract with such a corporation are also eligible).

* Residents or cohabitants are not eligible to apply if they are held responsible for unpaid liabilities, such as delinquent UR rent payments, by the Urban Renaissance Agency (including those who have received the credit).

② Permitted Vehicles

The following three requirements will have to be fulfilled

- (1) Vehicle with a registration certificate that has not expired (Vehicle Inspection Certificate or Proof of Light Vehicle Registration)
- (2) The measurements of the vehicle are within the restriction of the parking lot
- (3) The vehicle must be owned and used by a resident
(If the vehicle is registered under a company then you will have to submit Extra papers.)

③ Number of cars permitted

1 vehicle to one housing or tenant unit

Some apartment complexes may allow over 2 cars per household but if the capacity of the toll parking is near full, you may be revoked a second contract.

④ Documents to submit

- (1) Application form for toll parking
 - (2) Copy of a valid vehicle inspection certificate log of recorded matters (if you have not yet been granted an electronic vehicle inspection certificate, a copy of the vehicle inspection certificate (vehicle inspection certificate or light vehicle inspection certificate))
- We may ask you to submit other documents depending on circumstances.

(2) Process of contract

After we receive your application forms, we will check the submitted papers and notify you whether we can accept your application or not, and following contract process will be advised.

You will have to pay a deposit and a daily rate for the first month, and a security deposit (if the parking lot is gated or a tower parking) by the time of concluding the contract. All payment slips will be provided by UR and have to be paid at a bank.

○ Documents submitted upon a contract

- (1) Seal of expected person of toll car park contractor (Seal used on the Rental Housing Contract)
- (2) Receipts of deposit, daily rate for the first month, and security deposits.

(3) Identification documents (Driver's License etc.)

We may ask you to submit other documents depending on circumstance.

(3) Priority Use

Residents who meet certain requirements (including relatives living with individuals who meet the requirements) may be eligible for reduced usage fees and preferred parking locations. Contact your local Residence Center or other location for more information.

- (1) A person with a physical disability certificate from 1st to 4th degree. (Or if the disability certificate is 5th degree but in the lower limb or trunk, and if the head of Residence Center or other management facilities approves for the special treatment)
- (2) A person with a 1st or 2nd degree certificate of mental disability and needs nursing care at all times.
- (3) A person with a rehabilitation certificate who has severe disabilities and needs nursing care at all times.
- (4) A person who has been certified mentally severely disabled by a mental instate or child consultation center, and the mental handicapped rehabilitation center or psychiatrist needs nursing care at all times.
- (5) A person with primary nursing care requirement authorization levels 1 to 5.

If you wish to apply for discount of parking charges, you will have to meet either of above 1-5. Additionally the entire income of the household must be under 158,000yen per month.

(4) Mechanical parking facility

Notice to All Users of Mechanical Parking Facility

When you use the mechanical parking facility, please abide by the usage instruction and pay attention to the following points:

- Please keep away from the mechanical parking facility except for a driver when entering or exiting a vehicle.
- There is a possibility that there is still someone in a vehicle. Please make sure if no one stays in the mechanical parking facility before operating a parking device.
- Please be careful not to move away from the parking device and to keep your children away from the mechanical parking facility during the operation of the parking device.
- Please do not fix any equipment on an operation button of the parking device to hold down the button.



Do not enter the mechanical parking facility except when you enter or exit your vehicle.



(5) Other notice

- You can use the parking lot starting from the date you can move into the housing. (You cannot use the parking lot before the date you can move into the housing.)
- Garage Certificate, which is necessary to buy a car, is issued at Residence Center from the date you can use the parking lot.
- The monthly fee from the next month of the contract must be paid by bank transfer to a designated financial institution. For the bank account transfer, please apply at the designated financial institution, in the same manner as the rent payment.
- Due to constructions and other maintenance, we may ask you to move your parking spot.

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 33 and 34.

(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 January 31, 2019, guidance will gradually be provided starting from people who have resided for a long period of time, and support will be provided based on applications.

*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

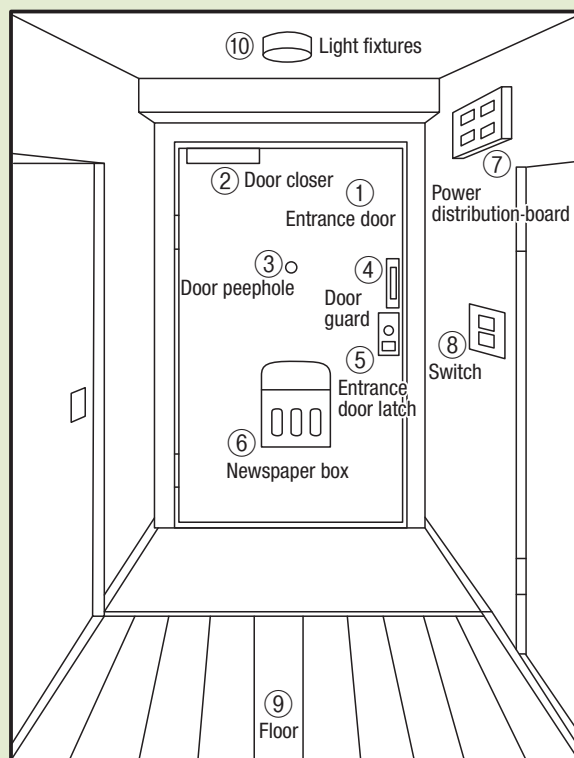
- Box has come off **UR**
- Damage to the entrance slot lid, lid does not open or close well **UR**

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

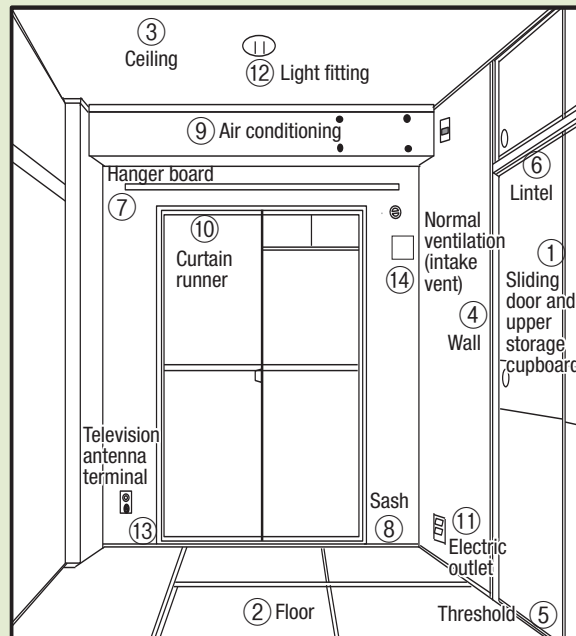
UR

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

※ 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: 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

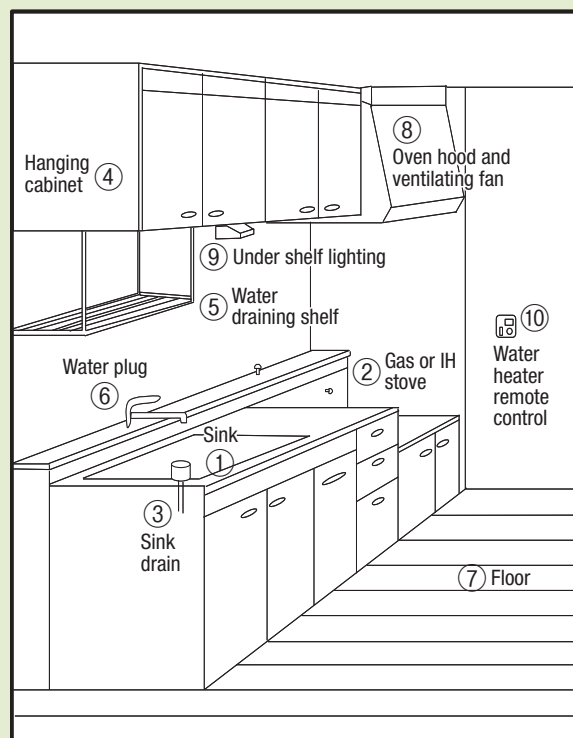
- Installation defects, cabinet is falling off, damage **UR**
- Door doesn't open or close well **UR**

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**

※ 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: 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

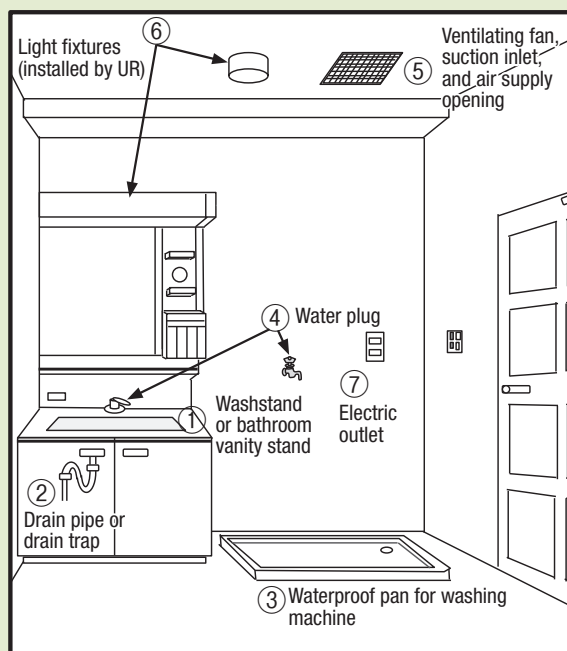
- Poor drainage or water leak due to corrosion **UR**

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**

※ 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.

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
- Doesn't work well

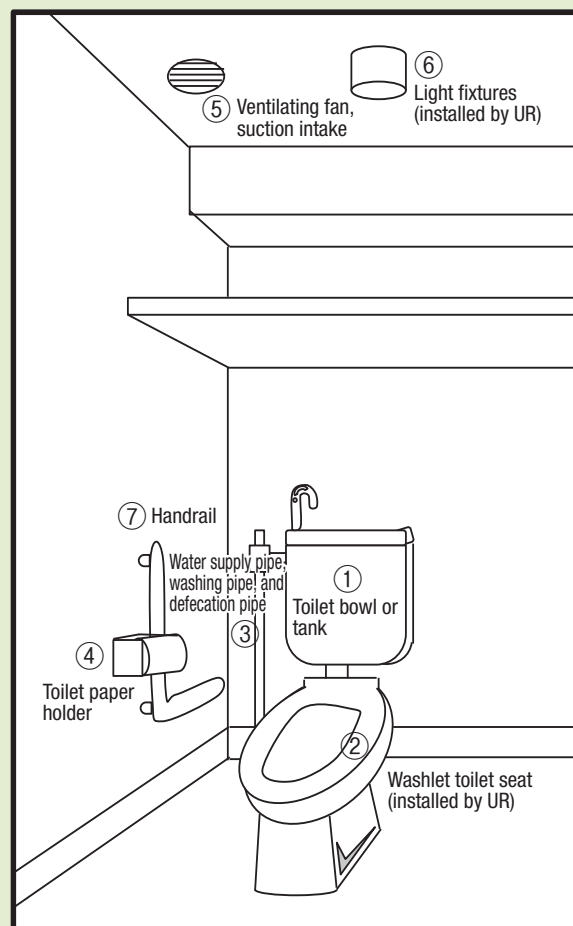
Responsibility of the resident

⑥ Light fixtures (installed by UR)

- Does not turn on (light bulb has burned out)
- Does not turn on due to operation defect

Responsibility of the resident

UR



⑦ Handrail

- Damaged

UR

⑧ Toilet door

- Damaged

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: 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

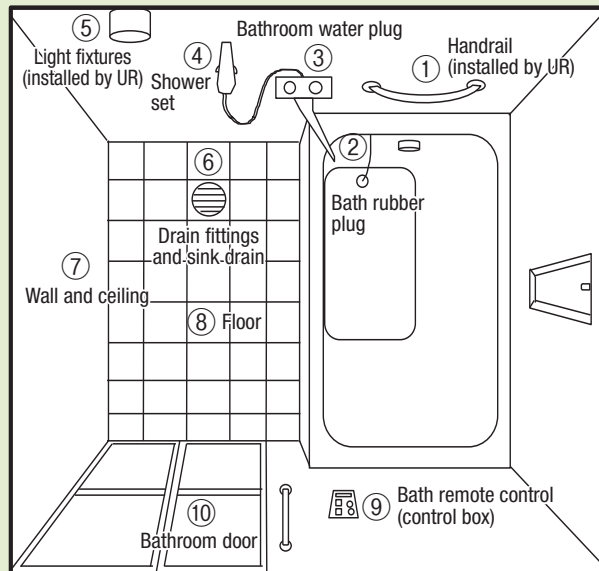
Responsibility of the resident

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
- Damage to accessories such as the knob

UR

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

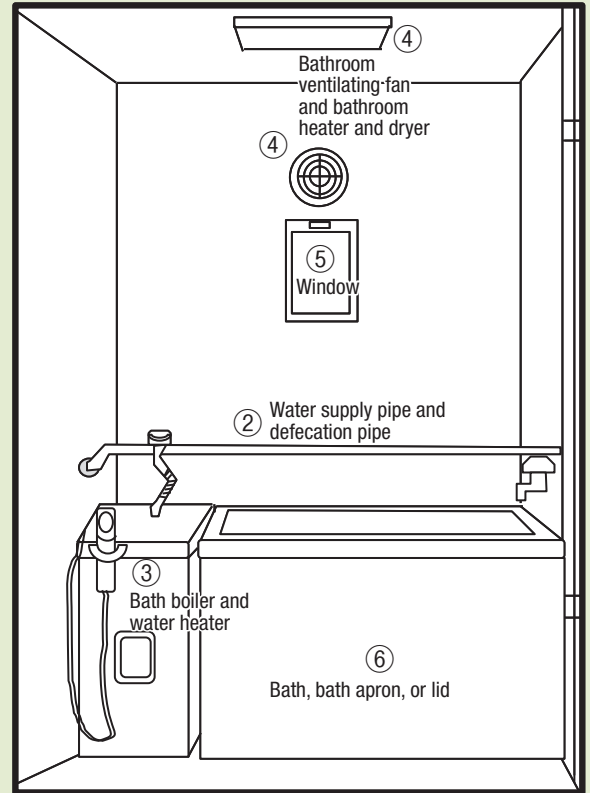
- Defective operations, water leaks **UR**
- Battery replacement Responsibility of the resident
- Operating parts or remote control are broken **UR**

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 waterproofing	Re-waterproofing 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 (for kitchen sinks)	In general, for buildings over 18 years old, replacement of kitchen waste piping that is showing signs of leaking due to corrosion.
	Replacement of drains (for bathrooms)	In general, for buildings, plumbing systems or residences over 50 years old, replacement of bathroom 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 jams)	In general, for buildings over 20 years old, replacing or painting of trays and jams, 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.

8. Notification and Applications to UR

So that you can fully enjoy living in the apartment complex, and to ensure its smooth running, there is a system for notification and applications.



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Main Items for Applications

(1) Applying for Postponement of Residency

When you are unable to move in within one month from the permitted date of occupancy specified by UR, please submit a notification for postponement of occupancy to the administration service office, the Residence Center or other management facilities in advance.

- ◎ Please be aware that if you fail to do this, UR will consider that you no longer wish to take up residency, and will cancel your contract.

(2) Application for Remodeling of Your Apartment

There is the regulation for remodeling in order to preserve your apartment and the fine views of the apartment complex.

Rearranging furniture and connecting a television is not considered remodeling. However, prior approval is required for any renovation or construction work, such as opening a sleeve in the wall to install an air conditioner.

◆ Remodeling Procedure ◆

Before remodeling, the following procedures are required. To see if the type of remodeling applies to any item in the following table, please check “Remodeling Item” (refer to page 36 and 37) as examples of remodeling. For other remodeling items, please contact a management service office or the Residence Center.

Remodeling	First, you are required to submit the “Application for approval of Remodel, and necessary documents (drawings, pamphlets, etc. that show the details of the remodeling). These are examined by the Residence Center based on the regulation set by UR, and if there are no problems, we will give approval.
Simple Remodeling	First, you are required to submit the “Notice for Simple Remodeling” and necessary documents (drawings, pamphlets, etc. that show the details of the remodeling). We check the content and accept.

◆ Remodeling Criteria ◆

UR has defined the work specifications (materials, specifications, construction methods, etc.) that can be approved or accepted. Please contact a management service office or the Residence Center.

◆ Obligation to Restore the Apartment to Original Condition ◆

In principle, you are required to pay any fees for restoring the apartment to its original condition when you move out, if UR has approved or accepted remodeling.

However, with regards to the items from which UR has exempted you the obligation to restore the original condition as stipulated in “Remodeling Item” (refer to page 36 and 37), if the materials used, specifications, and construction methods conform to the specifications set by UR, the obligation of restoration is waived.

Even if the obligation of restoration is exempted, if there is staining or damage to a remodeled part when you move out, you will be responsible for the cost of compensatory damages. In the case of a house with a yard, restoration also applies to the yard. In addition to remodeled parts for which you received approval, if there are naturally growing trees and other items remaining that were not part of the remodeling (including flowers and vegetables, etc.) or there is dirt or damage, you will be responsible for costs associated with removal or restoration.

Remodeling Item

- With regards to exemptions for the obligation to restore to original conditions as stipulated in the following table, if the materials used, specifications, and construction methods conform to the specifications set by UR, these obligations are waived.

	Item		Obligation to restore to original condition	Procedures		
				Remodeling	Simple remodeling	Unnecessary
Construction	1. Use of nails	1) Woodworks	Exempt *1			○
		2) Concrete portions (limited to base plywood to prevent falling furniture)	Exempt	○		
	2. Boring multipurpose sleeve holes		Exempt	○		
	3. Finishing carpentry works and the like		Yes	○		
	4. Finishing floors	1) Replacing Tatami mats	Exempt			○
		2) Replacing tatami mats with wooden flooring	Exempt	○		
		3) Installation of flooring over existing floor	Exempt	○		
		4) Laying a floor sheet on the front door space	Exempt		○	
		5) Installation of vinyl flooring to bath/shower	Exempt	○		
		6) Eliminating difference in level on the bathroom floor (raising the floor level)	Exempt	○		
		7) Eliminating difference in level on the restroom (raising the floor level)	Exempt	○		
	5. Finishing walls	1) Repapering the walls	Exempt		○	
		2) Painting the walls	Exempt		○	
		3) Paneling for kitchen wall	Exempt	○		
	6. Finishing ceilings	1) Changing the specifications of vermiculite ceilings	Exempt		○	
		2) Changing the specification of non-vermiculite ceilings	Exempt		○	
	7. Fittings	1) Replacing the lock of the front door with a cylinder-lock	Exempt *2	○		
		2) Adding an auxiliary lock to the front door	Exempt	○		
		3) Replacing the current front door knob to a lever type door knob	Exempt	○		
		4) Installing a folding door in the bathroom	Exempt	○		
		5) Repapering the Fusuma sliding doors	Exempt		○	
		6) Changing the Fusuma materials	Exempt		○	
		7) Putting screens in the windows	Yes		○	
	8. Others	1) Installing safety handrails inside the apartment	Exempt		○	
		2) Integrating the kitchen, dining and a Japanese room	Exempt	○		
		3) Changing the Japanese traditional closet to a Nishi-style closet	Exempt *3	○		
		4) Installation/replacement of wall cupboard	Exempt *4	○		
		5) Replacement of sink	Exempt	○		
		6) Installation of indoor clothes rack	Exempt		○	
		7) Installation of stone block with resin cover in the bath/shower sink	Exempt			○
Equipment	1. Replacing water cocks and the like	(1) Changing a faucet with separate hot and cold handles to a single-lever faucet	Exempt *5	○		
		(2) Installing a branched (two-outlet tap) faucet for a washing machine and a dish washer-dryer	Exempt	○		
		(3) Others	Yes	○		
	2. Replacing the toilet bowl (if you want to install different model toilet bowl from the originally installed one)		Yes	○		

- *1 A length to embed nails shall not exceed two third (2/3) of the thickness of the material nor exceed 30 mm.
- *2 Locks to be replaced shall be limited to those which do not need extra cut or boring on the front door fixtures including the door frame. Of them, if you use a lock considered compatible with the front door by UR, you will not be charged for such replacement.
- *3 This change will be done only for a Nishi style room with such Japanese style closet, or for a Japanese style living room of which Tatami mat floor will be simultaneously changed to a wooden floor (to a Nishi style room) as set forth in Paragraph 4 (2).
- *4 Exemptions will only be made for installations in the washroom/undressing room, toilet, kitchen.
- *5 To replace a handle type faucet to a single lever one, you will be exempted from charges for replacement with a faucet with water hammer protection and a check valve function.

	Item		Obligation to restore to original condition	Procedures			
				Remodeling	Simple remodeling	Unnecessary	
Equipment	3. Installing a multifunctional toilet seat (warm water cleaning toilet seat/heater toilet seat) *6	Heater toilet seat if there is an outlet	Exempt		○		
		Multifunctional toilet seat other than the above *7	Exempt	○			
	4. Replacing the wash stand to a bathroom vanity (a shampoo basin type is also acceptable unless the washing machine's water faucet is branched from a wash basin.)		Exempt	○			
	5. Installing a water boiler		Yes		○		
	6. Installing a water-cleaner	which is attachable to the end of a faucet and does not need any other additional	Yes			○	
		Others	Yes	○			
	7. Installing a dishwasher-dryer	which is attachable to the end of a faucet and does not need any other additional	Yes			○	
		Others	Yes	○			
	8. Installing drop-in range (including replacing range base) *6		Exempt	○			
9. Installing a range-hood type hot water heater		Exempt	○				
Electricity	1. Installing an amateur radio antenna (excluding high-rise apartments)		Yes	○			
	2. Installing a BS/CS parabola antenna for BS and CS (excluding high-rise apartments)		Yes	○			
	3. Installing or replacing an intercom with a TV monitor *8	(1) Without a TV monitor	Exempt		○		
		(2) With a TV monitor including an emergency push button	Exempt		○		
		(3) With a TV monitor other than above	Yes		○		
	4. Changing capacitance		Exempt		○		
	5. Installing a room air conditioner *6	If there is a dedicated circuit outlet, sleeve or metal fixtures *9	Air conditioning unit (installed internal unit, external fan and piping)	Yes			○
		If there is no dedicated circuit outlet, sleeve or metal fixtures	Air conditioning unit (installed internal unit, external fan and piping)	Yes			○
			Installation of a dedicated circuit outlet, sleeve and metal fixtures if there is space to install an external fan unit (for separate type air-conditioners). *10	Exempt	○		
			Installation of a dedicated circuit outlet if there is no space to install an external fan unit (for window type air-conditioners).	Exempt	○		
	6. Change to 200V dedicated circuit outlet		Yes	○			
	7. Increasing outlet(s)	100V	Exempt	○			
		200V (dedicated circuit)	Yes	○			
	8. Replacing switches (larger switches)	Wider switch / delay timer-equipped	Exempt *11		○		
		Other	Yes	○			
	9. Increasing TV terminals and telephone outlets (plug-in phone jack type)		Exempt	○			
10. Installing an emergency report system	If items such as a dedicated wire are installed	Yes		○			
	If items such as a dedicated wire are not installed	Yes	○				
11. Replacing lighting fixtures with motion sensor lighting fixtures	Entrance light	Exempt		○			
	Other	Yes	○				

*6 If AC, drop-in range, and warm water washing toilet seats are found to be different than designated specifications, reinstall them to match designated specifications.

*7 If there is no outlet in the restroom, UR will install an outlet at its expense after you approve the improvements (Note that this improvement is limited to restrooms having a Nishi style toilet bowl. Also note that there are some apartment buildings which we can not install such outlet).

*8 If there is automatic fire alarm equipment or it is connected to common area equipment, a remodeling application cannot be made.

*9 Only in the case of an air conditioner outlet (15A 100V) that is not a dedicated circuit installed in the room, UR will cover replacement a dedicated circuit for an air conditioner outlet (15/20A 100V) in response to requests for air conditioner installation.

*10 Air conditioner sleeves apply for rooms where an external fan unit can be installed (the expense for some of the equipment sleeve (for FF heater) is covered by UR).

*11 When replacing with delay timer-equipped switches, you will not be charged for the switches for exhaust fans in the toilet and the bathroom.

◆ Points to note when conducting remodeling ◆

Please note that work such as extensions, remodeling of common areas, and modifications to partitions is not permitted.

However, if you wish to make large scale alterations, will need to submit a plan for inspection, so please consult at Residence Center or other management facilities as soon as possible.

(3) Transfer of Lease Application

If it is necessary to change the leaseholder due to one of the following reasons, you will need to seek the UR's approval by submitting a "Transfer of Lease Application."

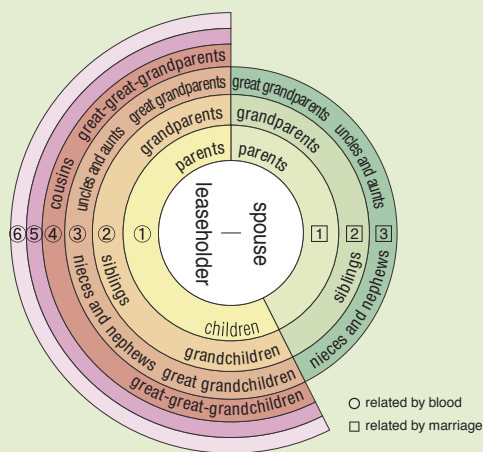
- ① The death of the Leaseholder
- ② The departure of the leaseholder due to divorce
- ③ The departure of the leaseholder due to reasons excepting death or divorce (marriage, transfer)
- ④ Reduced income (for example, upon reaching retirement age, the leaseholder departing due to insufficient income)

People who wish to take over a currently held lease need to have one of the following relationships:

- ① spouse ② within 6 degrees of blood relationship ③

within 3 degrees of marriage relationship. Restrictions apply as to who can take over the lease, and these may vary according to certain criteria, such as the reason for application, period of residence of the applicant, and date of taking up residence of the applicant in relation to when the lease was signed. For further details, please inquire at the administration service office or Residence Center or other management facilities.

However, please be aware that if the apartment is inhabited while the leaseholder is absent, this may be considered unauthorized subletting, and the UR may dissolve the lease.



Main Items for Notification

(1) Change of Name Notification

If the leaseholder should change their name because of marriage, adoption, etc., they should immediately submit notification to that effect to either the administration service office or the administration contact. Failure to do so can lead to confusion in contacting the leaseholder and in accepting rent payments.

(2) Notification of Absence

Should all members of your family be absent for more than one month (for example overseas travel or business), then please ensure you notify the administration service office or the administration contact in advance.

Please be aware that failure to give such notification may lead to UR considering the apartment vacant and dissolving the contract.

In addition, depending on the content of your notification, you may be asked to arrange a caretaker for your apartment.

(3) Notification of Caretaker

When all members of the family are going to be absent for more than one year, thereby leaving the apartment vacant (for example, on a short-term transfer), you can assign somebody to be a caretaker. To do this, you need to notify the administration service office or the administration contact.

A caretaker may stay for up to one year, and in unavoidable circumstances, this can be extended another 6 months. This extension is limited to one time only. However, this system is not intended to be an alternative to either subletting, or changing or transference of the lease, and the rent still has to be paid by the leaseholder.

(4) Notification of Cohabitation

When you wish to have a family member move in, who was not listed as cohabiting when you first took up residence, you need to submit notification in advance to the administration service office or the administration contact.

Permitted cohabitants are limited to relations, (spouse, within 6 degrees of blood relationship, within 3 degrees of marriage relationship). In no instance shall cohabitation by friends or acquaintances be allowed.

Also, when your cohabitant vacates the apartment, please submit a "Notification of Change of Family."

(5) Notification of Change of Details on the Resident's Register

In general, we ask that every 5 years you update the resident's registration that you completed upon moving in. However, if there is a change in emergency contact details, etc., please be sure to notify the administration service office or the administration contact promptly. For your emergency contact details, please describe the names of people we can easily contact or the names of those who live close to you.

- © In households which are empty a lot of the time, such as where both people work, please ensure that the administration service office or administration contact have up-to-date emergency or work contact details. Without this information, it may be difficult to contact you in the case of fires, floods or accidents.

(6) Eligibility Confirmation (for elderly residents eligible for Quality Rental Housings for the Elderly)

For residents living in Quality Rental Housing for the Elderly, Healthy Life Support Housing, High-Quality Regional Rental Housing for Household Raising Children, or rental housing offered under the Program to Promote Close Living of Family Members, UR shall in principle confirm residents' eligibility for reduced rent every year once they have moved in. Based on notification from UR, we ask that all residents submit documents showing their income for the previous year, as well as a copy of their certificate of residence. Once their eligibility has been confirmed, residents will pay reduced rent. Any resident found ineligible will have to pay the rent specified in his or her rental housing contract starting the following year.

All notifications and applications are to be submitted to the Administration Service Office or the Residence Center or other management facilities which have the appropriate forms.

9. Restrictions and Important Points

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Rules are in place to ensure that all residents can live in ease and comfort.

Let's obey these rules for a more comfortable life.

UR places their trust in people who have signed a rental agreement to take up residence. There are a lot of people living in the community, so there are restrictions written into the rental agreement to help maintain harmony in the apartment complex.

(1) Prohibition against Keeping Pets (including feeding stray animals)

In ordinary apartment complexes, while there are no problems with keeping small birds and fish in a manner that does not disturb other residents, **the ownership of other animals such as dogs, cats, pigeons, and chickens (including feeding such stray animals) is prohibited.**

Sounds and smells from these animals may not bother the owner, but they may disturb other people. Please ensure these rules are adhered to, for everyone's convenience.

Owners of animals that are prohibited within the apartment complex will be asked to rectify the situation, and in the event that no such action is taken, the owners will be asked to leave in order to maintain a pleasant living environment of the apartment complex.

However, in accordance with the Assistance Dog Law, the usage of guide dogs, hearing dogs, medical assistance dogs, and other assistance dogs within the apartment complex is permitted, after submission of an application to UR. For details, please contact the Residence Center or other management facilities.

In a number of designated houses in some apartment complexes, the cohabitation with pets is allowed.

There are certain rules and regulations set for this purpose. For ensuring the comfortable life among residents including those who do not have pets, you are kindly requested to observe the rules and maintain the decent manners.

(2) Prohibition of Subletting or Unauthorized Use

Subletting or renting out all or part of your apartment is absolutely prohibited.

Additionally, you are not allowed to use your apartment for taking lodgers or purposes other than those stipulated in the rental agreement. (However, with the consent of UR, residents may use part of their apartment where it will help them in their work, i.e. in the case of child care support services, masseurs, or acupuncturists.)

If UR becomes aware of infringements of the regulations, they will terminate your contract immediately and demand that you vacate the apartment as well as pay compensatory damages.



(3) Illegal Parking

With the exception of police vehicles, ambulances, fire engines, garbage trucks, moving vans and other vehicles in the apartment complex on UR business, you are absolutely prohibited to park outside the designated areas.

Illegally parked cars can be dangerous, because of the risk of small children running out from in between them. They can also block garbage collection, ambulances, and fire engines carrying out their work.

Please do not park illegally.

Some apartment complexes have automatic gates at the entrance. This means that automobiles other than resident vehicles, moving company vehicles and emergency vehicles may not be brought into the grounds of the apartment complex.

(4) Fire Prevention and Ensuring Safety

Please take note of the following in order to prevent fires and to ensure your safety.

- Do not place flammable or combustible materials near gas appliances and air intake/exhaust devices.
- Do not hang clothes to dry near gas intakes or exhausts, or block or cover these with plastic, etc.
- Do not use or store items that may be flammable near either devices that use gas or gas intakes and exhausts.
- Do not place items (potted plants, etc.) that are affected by exhaust gases near gas intakes and exhausts.
- Do not leave the apartment or go on holiday with gas-burning appliances operating.



(5) Use of the Yard Space

In some terraced, mid-, and high-rise apartments, there is a yard on the first floor for the resident to use, and tenants will be responsible for routine maintenance (removal of weeds, pest control, removal and thinning of naturally growing plants). Please make it a habit to use the yard carefully, so as not to inconvenience other neighbors.

There are limitations to how the yard may be used. If you wish to construct sand pits, ponds or storage sheds, contact the Administration Service Office or Residence Center.

You are forbidden to enlarge the yard, use it for car parking, or affix any advertising materials.

(6) Outdoor Advertising

In order to preserve the living environment and to maintain the aesthetic appearance of the apartment complex, you are not allowed to affix any advertising.

If you wish to put up any advertising, please ask for approval from the Administration Service Office or Residence Center or other management facilities by submitting an "Advertising Request" after consultation with the Administrator at Housing Estate.

Additionally, there are certain limitations to the content of posters and advertising.

(7) Cooperation with Inspections

UR rental housing is provided as a part of the national housing policy. As such, there may be a need to carry out inspections of the conditions and usage of the apartments, and to check for violations of contract. At these times, we ask for your cooperation.

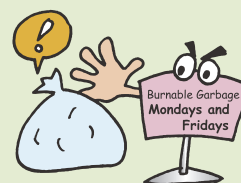
(8) Garbage Disposal

Disposal of Garbage is a fact of life. If it is not handled correctly, it pollutes the environment and can be a source of friction leading to trouble in the apartment complex. We ask that you cooperate with other residents in your efforts to keep the garbage disposal area clean.

◆ Disposal Methods ◆

We ask you bring all your garbage to the designated disposal site. Disposal methods vary depending on the municipality, so please make sure you follow the guidelines posted by your municipality's sanitation department.

Please dispose of your garbage only on your garbage collection day in order to prevent the occurrence of malodor and scattering of garbage by birds.



◆ Fixed Waste-collection Place ◆

You must bring any household refuse to the designated waste collection place within the apartment complex. When you discard the household refuse, you must follow the posted instructions at the waste-collection place. In any district, where household refuse are separately collected, you must strictly observe the instruction for separation of household refuse and the waste-collection place, in particular.

◆ Home Appliance Recycling Law ◆

If you discard electric appliance used in general household appliance, including air conditioners, tube televisions, refrigerators, freezers and laundry machines, you must have home appliance retailers collect any of them pursuant to Home Appliance Recycling Law..

(9) Smoking within residences

Recently, there has been an increase in trouble with neighbors caused by smoking on balconies and in other areas.

When smoking, please try to do so at an area without any people in the surroundings out of consideration for neighboring residences.

(10) Bicycle Parking

In general, each apartment is allocated one bicycle space to park bicycles and tricycles.

- If you use the bicycle space, please ensure you line your bicycle up correctly, taking care to not damage other bicycles.
- To prevent theft, please lock your bicycle securely.
- Please take responsibility for disposal of unwanted bicycles.
- You may not park bicycles anywhere except in the bicycle park.



(11) Community Room

Many apartment complexes are furnished with a community room for your convenience. These are to be used for meetings, festivities, funerals and cultural activities (e.g., classes for cooking, handicrafts, and flower arranging, as well as chess and poetry clubs). However, they are not to be used for political meetings, religious activities or anything of a similar nature.

- If you wish to use the community room, you need to seek approval in advance by submitting a "Community Room Use Application" to the Administration Service Office or the Administration Contact.
- When using the community room please follow the "Community Room Usage Guidelines" and avoid disturbing other residents with loud noises.
- When you have finished using the community room, please tidy up and clean the room, and confirm that all fires have been extinguished, and that all windows and doors have been closed.
- You will have a benefit of a usage fee reduction if certain requirements are met. For details, please contact the Administration Service Office or Residence Center etc.



(12) Open Areas, Play Lots, and Playground Equipment

Apartment complexes have an open space, a sand pit and other children's playing facilities. Use them for each intended use. Children may be injured unexpectedly due to wrong use. Parents and other guardians of children must be very cautious. In particular, parents must take extra caution for infants. Some apartment complexes have a baseball field, tennis court and the like. Have good time there by observing manners.

- If there are rules for use, use such space, sand pit, facilities etc., by observing the rules.
- To let children play joyfully and actively, we make efforts to prevent any accident from happening by periodic safety inspections and maintenance of the play facilities. If you should find breakage, rough surface, loosened screws, extrusion or drop of parts of the facilities, you report any of them to the nearest Administration Service Office or the Residence Center or other management facilities.

(13) Grass, etc.

Green, luxuriant grass is visually refreshing and heals our tiredness from a day. It is strictly forbidden to practice golf, baseball or any other sport in the grass because it is extremely dangerous. UR apartment residents are prohibited from using any of the premises of grass or bare areas, with some exceptions such as common flowerbeds, to grow flowers and vegetables.



(14) Water, Sewage, and Electrical Facilities



Danger

Do not enter water supply and drainage facilities reservoirs, transformer rooms, gas governors, or elevator control rooms. Doing so can lead to unexpected utility stoppages and accidents.



Facilities are provided to residents for supply of clean water, disposal of sewage, and for electricity supply. Entry into these facilities may result in damage or even injury; therefore this is expressly forbidden.

(15) Management report

The management report from UR is delivered to your individual mailbox six times a year at the end of every even-numbered month. This report contains your local regional information, other useful information and guidance from UR. As well as some requests and considerations regarding living in the apartment complex, such as how to use facilities, social rules, and manners.

10. Procedures When Vacating the Apartment

When you leave, please ensure you carry out all of the following procedures. Please make sure to follow all of these procedures.

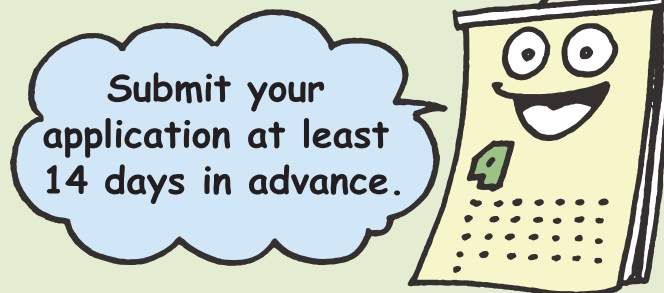
(1) Notification of Vacating the Apartment and Rent Calculation

When you wish to terminate your lease and vacate your apartment, please submit a “Dissolution of Rental Housing Contract Notification Form” to either the Administration Service Office or the Administration Contact at least 14 days before your date of departure.

The date of dissolution of rental housing contract shall be 14 days after the submission of the above notification. Even if you move out earlier than the dissolution date, you will be responsible for payment of rent up until the dissolution date.

Please note that you cannot retract your notification to terminate the contract after it has been submitted, as the next tenant's application will already be underway. Accordingly, please give yourself sufficient time when deciding when you will move out.

When you vacate the apartment in the middle of the month, your rent payment for the part of that month shall be calculated on a prorated daily basis.



(2) Repair Cost Assessment

After submitting a written intent to vacate, UR representative will call you to check for damages and wear. They will conduct an inspection to confirm damage and marking that has occurred during your period of residence, and based on this, will decide repair costs to be borne by you.

For details, see pages 46 and 47.

(3) Returning Keys

The keys to your residence given to you upon renting are lent to you along with the housing. When you vacate the apartment, please return all these keys to either the Administration Service Office or the Administration Contact. If you have lost any of these keys, then you will be required to change the cylinder on the lock at your expense.



Restoration of a Housing Unit to Its Original Condition before Moving Out

Illustrated example of which party is responsible for the cost of restoration when a housing unit is vacated.

1. UR bears the costs of repairing wear, tear, etc. connected with normal everyday use; tenants are not charged.
2. Tenants are charged for the costs of repairing wear, tear, etc. arising from actions attributable to the tenants, such as intentional, negligent, or other use that runs counter to the normal ways a housing unit is occupied and used.

Tatami mats

Costs charged to tenants

- Cigarette burn marks
- Conspicuous deformation to flooring from heavy loads or the like
- Scratches due to the inadvertent pulling of furniture

Costs paid by UR

- Tatami mat surface wear caused by everyday use
- Discoloration from exposure to the sun

Sliding doors

Costs charged to tenants

- Excessive stains on the paper covering sliding doors (except for fingerprint stains around door handles)
- Torn sliding door paper

Walls (wallpapered)

Costs charged to tenants

- Scratches or tears
- Crayon, magic marker, or other types of graffiti
- Yellowing or odors from tar (such as from cigarettes)

Costs paid by UR

- Marks from heat emitted by the television (electrical burn marks)
- Marks where posters had been hung caused by exposure to the sun

Flooring

Costs charged to tenants

- Cigarette burn marks or stains from ink or other substances

Air-conditioner sleeves

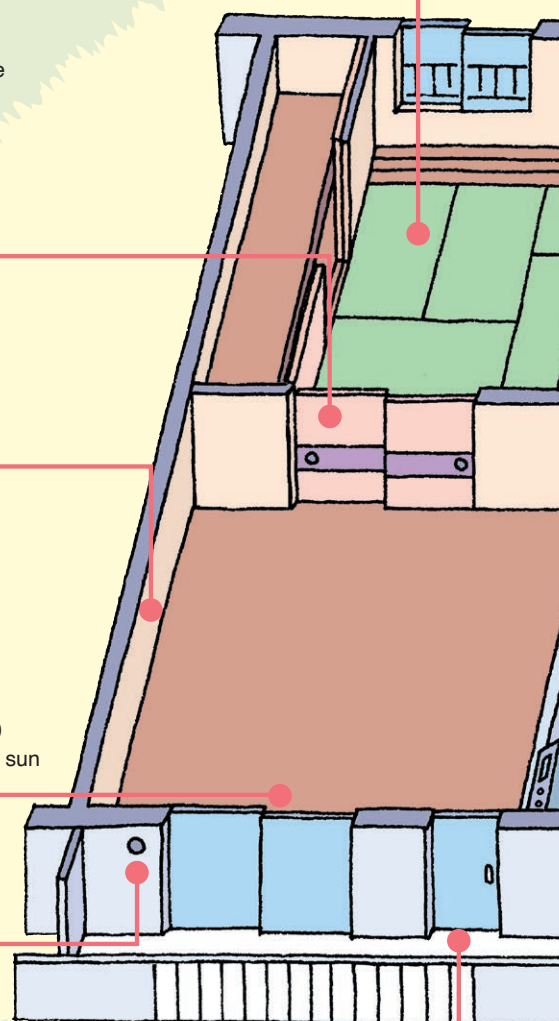
Costs charged to tenants

- Loss of air-conditioner sleeve covers
- Loss of the remote control of the air conditioner / heater (UR installation)

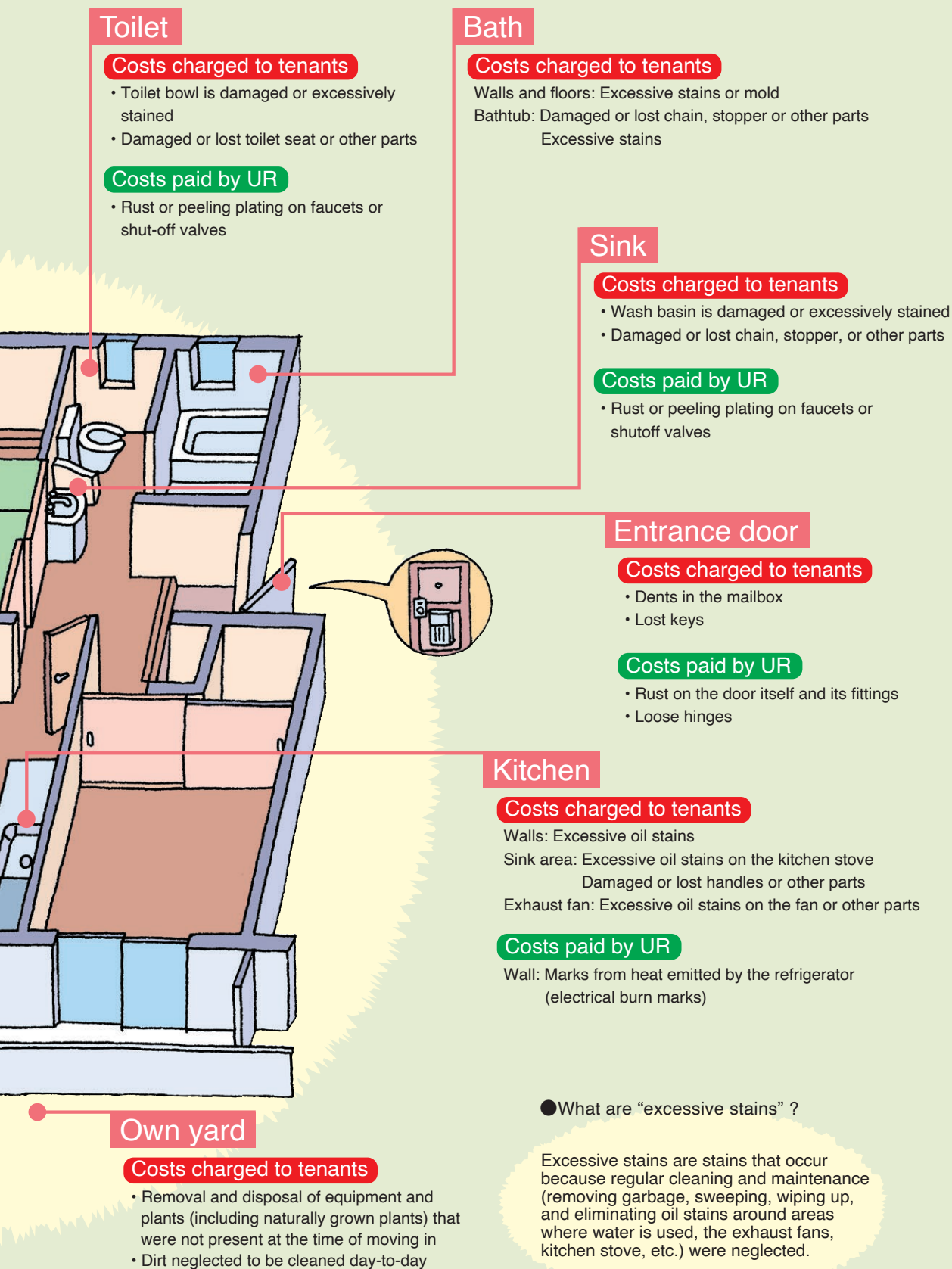
Balcony

Costs charged to tenants

- Excessive stains



- The above shows types of charges paid at the time a housing unit is vacated, and differ from costs paid by tenants during their tenancy
- For costs paid by tenants during their tenancy, see page 23.



(4) Removing Your Belongings

When you vacate the apartment, please remember to remove water purifiers, post box locks and other belongings. In addition, in the case of a house with a yard, please do not forget to remove items you installed, flowers and plants you planted, plants that grow naturally before moving in, anything not there when you moved in.

(5) Reimbursement of Your Deposit

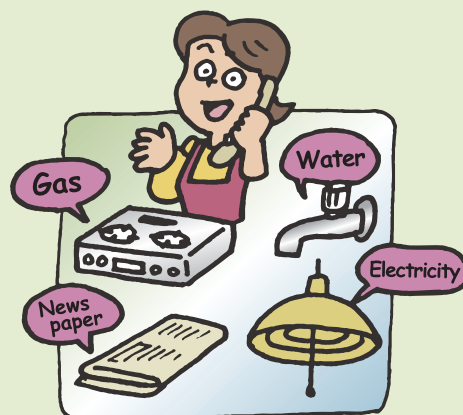
Your deposit will be returned to you minus the last month's prorated rent, maintenance fees, and administration fee for return of deposit (including payment of any rent in arrears).

If the calculated amount of your costs exceeds your deposit, you will be required to pay the difference.

(6) Calculation of Electricity, Gas, and Water Charges

Please inform to all suppliers of public utilities, including electricity, telephone, gas, water, and Internet (limited to services for UR rental housing) of your vacating the apartment several days before you leave, and calculate the amount due up to the date you leave.

Also, please be sure to settle any delivery costs for newspapers, etc.



(7) Garbage Disposal when Leaving

On departure, people produce a lot of over-sized garbage. **Please dispose of this yourself, and do not include it with other household garbage.**

(8) Other

- Please make sure you submit notification of moving and other necessary documentation to the municipal authorities. The municipal authorities at your next residence will require proof of this for resident registration.
- Submit a change of address form at your local post office (forms available there). This enables the post office to forward your mail to you at your new address. However, the post office will only do this for a period of one year from your moving.
- For residents that have apartment-house insurance, consult your insurance company or agent, and then follow the specified procedures to change apartments or cancel your contract.

11. Arrangements for the Elderly



Please take advantage of the facilities provided.

UR provides a range of facilities for households that have elderly members.

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11. Arrangements for the Elderly

(1) Preferential treatment in Advertising for UR Rental Housing Tenants

- ① When we advertise leasing of newly built rental housing, we provide the following preferential treatments:
 - a. We give elderly family units a (aged 60 years or over) **preferential treatment** of a twenty times **higher chance to win** a lottery than ordinary applicants; or
 - b. If elderly family units and its supporting family units wish to live in a same or adjacent city, ward, town and village (Ward means 23 wards in Tokyo), we will give such family units a **preferential treatment** of a twenty times **higher chance to win** the lottery than ordinary applicants.
- ② When we advertise leasing of conforming rental housing for the elderly (see Paragraph (3) below), we provide the following preferential treatments:
We give tenants of UR rental housing a **preferential treatment** of a two times **higher chance to win the lottery** than other applicants.

(2) Relocation (relocation of the elderly or the like to downstairs)

If residents of UR rental housing wish to relocate downstairs because they have difficulties to go up and down the stairs due to age, handicap, or sickness, or necessity for nursing care, we will help such residents find a new apartment on the ground-floor level, first floor, second floor or on floors where the elevator stops within the same apartment complex.

Note that you are required to terminate the current tenancy contract and to sign a new tenancy contract for the apartment where you will relocate (In such case, the current rent will be shifted to that for the new rental housing).

(3) Quality Rental Housing for the Elderly

Subsidized by the Government pursuant to "Act on Securement of Stable Supply of Elderly Persons' Housing (Law No. 26 effective in 2001)," we have promoted improvements of ground-level apartments which have a reformable structure and reduced the rent for the elderly.

Note that the payment amount by residents is determined based on the standard amount set according to income, after making adjustments for the location, size, and age of the residence. Accordingly, the payment amount by residents will also vary depending on changes in income and other factors.

- ① A The applicant must meet all of the following requirements:
 - a. The applicant is single and 60 years old or over.
 - b. The applicant is 60 years old or over and lives with his/her spouse, or with his/her relative that is at least 60 years old, or with his/her relative UR considers it necessary to live with the applicant due to special circumstances.
- B The applicant has a household income of no more than 487,000 yen per month (This applies only to certain Quality Rental Housing for the Elderly).
- C The applicant is eligible to apply for general UR rental housing units.
- ② Requirement for a rent reduction
Monthly income for the household is no more than 158,000 yen
- ③ Major Improvements (For summary, see page 89)
 - a. Eliminating a difference in level on the floor

b. Replacing the current door knob to a lever type door knob

c. Installing handrails

d. Improving facilities, equipment, etc.

※ Note that some differences in level on the floor will remain as they are, in spite of our efforts to eliminate such difference. Also note that there may be a difference in level on the pavement and the hall from the entrance of the apartment complex site to hallway.

④ Emergency Service

Emergency service is a system to address emergencies for 24 hours with emergency call units installed in your apartment (fee-based service).

In the event of accidents, sudden sickness or the like, you press the button of the emergency call unit body and other buttons of the unit, which are installed in the restroom, bathroom and bedroom (only one room). Your emergency will be reported to a private security firm which UR ties up with, and staff members of the firm will rush to your place or take other necessary actions.

For your information, you may also use the safety confirmation service to automatically report any abnormalities detected by the infrared sensors installed in your apartment (if this is the case, you will additionally pay the fee for installation of the sensors and the services).

※ **Signing the contract with respect to the emergency services is one of conditions for elderly tenants to rent any UR conforming rental housing. These tenants shall contract with the UR's private sector partners.**

(4) Healthy Life Support Housing

Healthy Life Support Housing provides renovated housing units in response to the various environmental needs of elderly and other people so that they can continue living there safely, taking into prevent from falling accompanied by their movement. These housing units are intended to prevent elderly and other people's injury as much as possible by delaying the transition of their stages of physical condition changes, such as the stages of independence (stage 1), fragile/needed support (stage 2), and required care (stage 3).

This program supports households meeting certain requirements by reducing the rent by 20% (for a maximum of 25,000 yen, provided that the amount to be borne by them shall not be less than the standard amount borne by those who live in Quality Rental Housing for the Elderly).

*Depending on the housing unit, the reduction rate could be less than 20% or may not be applied.

① Occupancy requirements (All requirements from A to C must be satisfied).

A. The applicant must meet one of the following requirements (regular checks are to be made after the applicant moves in).

- (a) The applicant is single and 60 years old or over.
- (b) The applicant is 60 years old or over and lives with his/her spouse, or with his/her relative who is at least 60 years old, or with his/her relative UR considers it necessary to live with the applicant due to special circumstances.
- (c) The applicant or persons residing with them are disabled, etc.
- B. The applicant's household income is no more than 487,000 yen per month.
- C. The applicant is also eligible to apply for general UR rental housing units.

② Rent reduction requirements

The applicant's household income is not more than 158,000 yen per month.

③ Major Improvements

- A. Elimination of steps
- B. Installation of handrails
- C. Adoption of bathroom flooring considering heat shocks
- D. Installation of bathroom heating
- E. Installation of heating toilet seat
- F. Installation of human sensor lighting
- G. Installation of intercom with monitor

* Note that equipment is not installed at the house, or is reused, may differ some specifications such as function, quantity, type, and shape.

(5) Child raising discount (regional preferential rent housing for households raising children)

This housing is regional preferential rent housing for child-rearing households. For households at child-rearing discount housing that meet the following resident requirements, the rent is reduced by a maximum 20% based on income (up to 25,000 yen).

① Occupancy requirements

You must meet all of the following requirements to move into the housing unit:

- A. You are newly married*1 or have child*2.
- B. Monthly income for household is no more than 487,000 yen
- C. You are eligible to apply for UR housing .

② Rent reduction requirements

You are eligible to pay reduced rent if you meet all of the following requirements. UR will continue to verify your eligibility on an annual basis, even after you move in. If you cease to meet the requirements for rent reduction after moving in, you will lose the reduction.

- A. You are newly married*1 or have child*2
- B. Monthly income for household is no more than 259,000 yen

*1 Newly married applicants

You are newly married if you were married within the last five years. (In this context, the term married includes individuals who are a party to a common-law marriage or who are engaged to be married.)

*2 Applicants raising children (must meet either of the following)

- A. You have one or more dependent family members under the age of 18 (excluding your spouse).
- B. You are a member of a household that includes a pregnant woman.

③ Duration of rent reduction

- A. Newly married applicants: Up to 3 years from the date of permitted occupancy
- B. Applicants raising children: Up to 6 years from the date of permitted occupancy
- C. Newly married applicants who subsequently have children: Up to 9 years

*In addition to the rent reduction period above, UR set the program applicable period to each individual housing unit. When the program applicable period expires, rent reduction is terminated regardless the length of occupancy.

For more information about this program, please contact the information desk for applicants.

(6) Rental Housing Offered under the Program to Promote Close Living of Family Members

In this program, if both aged or child-rearing households and supporting family households move into the same or nearby apartment complexes, or apartment complexes within approximately 2 km, or apartments designated by UR in the area including UR rental housing, the rent for the household newly moving into UR rental housing is reduced up to 5% for five years or up to 20% for five years (up to 40,000 yen).

① Occupancy requirement

You must meet either of the following requirements to move into the housing unit:

- A. You are a member of a household with elderly persons*1, a household with children*2, or a household with disabled persons*3.
- B. You are a family member supporting one of the types of households listed in (A) above (i.e., you are (a) a member of a household that includes a parent or a child supporting a household with elderly persons or children, or (b) a third-degree relative who has an actual responsibility to support the other household with elderly persons or children).

*1 Households with elderly persons

Households that include at least one member who is 60 years of age or older

*2 Households with children (households that satisfy either of the following requirements)

- A. Households with a member who is under the age of 18 (other than a spouse)
- B. Households with a member who is pregnant

*3 Households with disabled persons

Households with a member who has a physical disability of Class 4 or higher, or a severe intellectual disability, etc.

② Rent reduction requirements

You are eligible for: 5% reduced rent if you meet all requirements in A and B; 20% reduced rent if you meet all the requirements in A to C. UR will continue to verify your eligibility on an annual basis, even after you move in. If you cease to meet the requirements for rent reduction after moving in, you will lose the reduction.

- A. You meet the occupancy requirements for the Program to Promote Close Living of Family Members.
- B. Rent payments of the close living household on which your eligibility is predicated must not be behind.
- C. Moving in as a child-rearing household after January 27, 2022^{*2}, with a monthly household income of 259,000 yen or less.

③ Duration of rent reduction

5 years from the date of permitted occupancy

^{*A child-rearing household under the neighborhood promotion project after January 27, 2022^{*2}.}

If there is any change in your eligibility under the occupancy requirements or the changing of residence of the close living household on which your eligibility is predicated, you must report this fact immediately to the nearest management service office or Residence Center.

Please note that if it is discovered that you have received a rent reduction despite not having fulfilled the requirements for a rent reduction, you may be required to pay the rent shortage that is the difference between the actual rent and the reduced rent that has been paid by the deadline set by UR.

For more information about this program, please contact the information desk for applicants.

(7) Special Equipment Improved Housing for the Elderly

This is a rental housing with the following improvements for households that include an elderly person (age 60 years old or older) among the applicant or their relatives living together.

Improving facilities of unoccupied apartments on the ground level (For outline of the facilities, see Page 90)

- a. Kitchen (adjusting the height of the stove table)
- b. Bathroom (decreasing a difference between the bath tub and the body wash space, installing handrails, etc.)
- c. Restroom (Installing an outlet for the multifunctional toilet seat, a handrail, etc.)
- d. Installing the reporting systems (installation of an intercom and emergency call units)

(8) Installation of Handrails within the Apartment (Restroom/Bathroom)

We will install handrails inside an apartment (restroom/bathroom) as per individual requests from the resident (Please note that handrails may not be able to be installed depending on the building type and the results of the field survey, or may not be possible to install them in the desired location.). For details, please contact the Administration Service Office.

(9) Available Support Services for the Elderly

UR provides the following services that support the safety of the elderly in daily life.

◆ “Consultants for the Elderly” and “Livelihood Support Advisor” at Residence Centers ◆

“Consultants for the Elderly” are available at Residence Centers for the following services. These consultants also periodically patrol apartments to provide consultations at some apartment complexes (“Patrolling and Consultation Services for the Elderly and Others”).

“Livelihood Support Advisors” are available at some apartment management service offices for similar services and consultations.

Common Consultation Topics

- Introduction and consultation about systems and services that support families with elderly people living in UR rental housing
- Introduction to public housing contacts
- Introduction to administrative offices for welfare (including public welfare offices and public assistance offices)
- Provision of information on the Monitoring Service and other livelihood-related information

Support Desk

Your local Residence Center and other locations (for contact information, please refer to pages 98 to 101)

(10) Monitoring Service

UR offers a privately-operated monitoring service for elderly residents residing in UR rental housing nationwide (excludes some regions) to ensure residents peace of mind.

If the sensor installed in the housing unit is not activated within certain period of time, this service calls an emergency contact number or arranges a visit to the housing unit.

(This service is not provided by UR. Note that service details may differ depending on the operator of the service.)

12. Disaster Prevention

Complete preparation measures can keep damage to a minimum.

UR's mid and high-rise apartment buildings have reinforced concrete structures with earthquake-proof and fireproof features. However, earthquakes, fires, typhoons, and other disasters may make you unable to use your electricity, gas, water, toilet, elevator, mobile telephone, etc.

Therefore, you should have all the knowledge you need to be prepared for such disasters.

To prepare for a large-scale disaster, regularly understand possible disasters by checking the disaster prevention plan, the hazard map, etc. of your local municipality, and be familiar with the designated evacuation centers or sites. Please keep a stockpile of emergency food.

Also, when your local municipality has issued evacuation information, take all necessary evacuation actions immediately.

(1) Earthquakes

During earthquakes, rushing along hallways and down stairs in a panic can in turn be very dangerous. If a large earthquake should occur, extinguish any flames, place a futon, etc., over your head and body. Remember that acting calmly is very important.

Please be aware that during earthquakes, furniture and other items can fall over, causing unforeseen injuries.

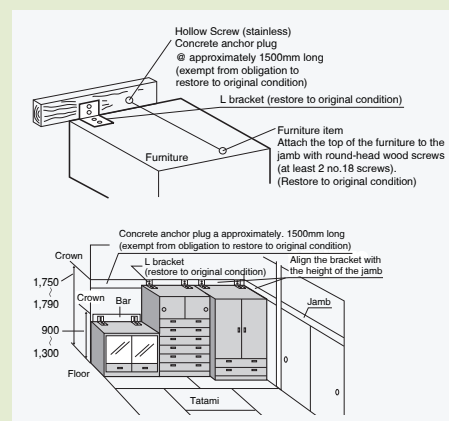
◆ Preventing Furniture from Falling Over ◆

① Fixing furniture to the wall

In UR apartment complexes, there are standards for remodeling to strengthen the jamb and other items in order to prevent furniture from falling over. An outline of these standards is as follows. For further inquiries, please ask at the Administration Service Office or Residence Center or other management facilities. (refer to the right diagram.)

◎ Construction details - either strengthening the jamb, or attaching a wooden jamb.

- 1) Choose from amongst the following wood types: hemlock spruce, yellow cedar, spruce, lawson cypress, golden threadleaf sawara cyprus, hemlock fir, fir, Japanese cypress.
- 2) Measurements are to be 75mm width and 25mm depth, or 40mm width and 30mm depth.



② Using ceiling supports to stabilize furniture from ceilings

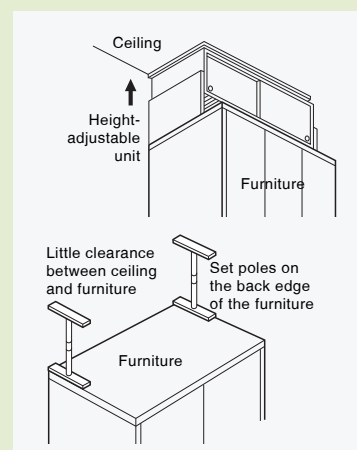
Use commercially available tools to secure the furniture as described below:

◎ Furniture-top quake - proof storage unit

Height-adjustable storage unit that can be inserted between an item of furniture and the ceiling to prevent the furniture from falling down.

◎ Adjustable tension pole

If you want to use an Adjustable tension pole, you must check whether the ceiling is strong enough to support the furniture. Even if the ceiling is strong enough, the furniture must be sufficiently large and tall enough to leave little clearance between the furniture and ceiling.

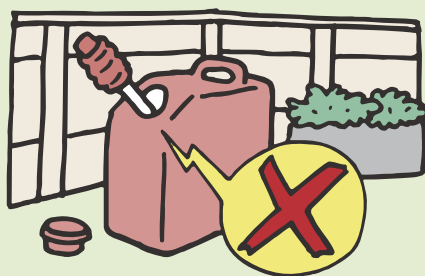


(2) Fires

- If a fire breaks out nearby, bring all flammable items inside from the balcony, and close all doors and windows to ensure fire and smoke do not enter your apartment.

If you are unlucky enough to have a fire break out in your apartment, calmly try to extinguish it while it is still small. Please try to ensure that it does not develop into a larger fire, as yours and your neighbors' belongings may be destroyed.

- If an oil fire should break out, smother it with a futon or mat. Extinguish electrical fires by removing the plug from the wall or tripping the breaker at the distribution box, and then use water. Fires in gas appliances should be extinguished by first closing the gas tap, then acting as necessary according to the situation. When you buy electrical cooking appliances or heating units, please make sure you read the enclosed operating instructions.



- Please do not store more highly flammable items such as heating oil (kerosene) than absolutely necessary, and do not store these on the balcony. In case of a fire, they can block escape routes, and ignite from the heat generated by fires in adjoining apartments.

- Balconies can be used as escape routes in emergencies such as fire.

Especially, the partition barrier on boundary with the neighbor of same floor is made so that it can be broken down and used as evacuation door in emergencies to escape to adjoining unit. So regularly never place things that will block it.

- There have been instances where door to door salesmen have sold household-use fire extinguishers that they claim to be authorized by the UR. Please be aware that UR does not endorse or recommend any particular brand of fire extinguisher.
- High-rise apartment complexes are equipped with fire doors in the hallways and stairwells. Please do not place bicycles or other objects in front of them, as this may interfere with their operation. Also, other objects may block escape routes, so please ensure these routes are kept clear.
Furthermore, please do not open and close fire doors except in case of fire.
- If a fire should break out, regardless of its size, please report it to the fire department as well as the Administration Service Office or Residence Center or other management facilities.

(3) Typhoons and Flooding

To prepare for typhoons, heavy rain, etc., collect information from radio, television, internet, or other sources and take all possible precaution following directions.

To prepare for a large-scale disaster, regularly understand the assumed disasters by checking the disaster prevention plan, hazard map, etc. of your local municipality, and be familiar with the designated evacuation centers or sites. When your local municipality has issued evacuation information, take all necessary evacuation actions immediately.

- Before the typhoon intensifies, please remove potted plants and empty boxes from the balcony, and tie clothes poles to their hooks or to the balcony frame.
- Make sure you close doors and windows securely, and block drafts and leaks with plastic tape, towels, or rags.

In these cases, it may help to attach plastic tape (e.g. packing tape) around the bottom of windows on the outside, and to lay towels around the door sills.

- When you need to open windows in strong winds, please be careful not to get injured unexpectedly because doors may be flapping and objects may be dropping or falling down in such strong winds.
- When you have to go out during a typhoon, please ensure you have securely closed windows and doors, and have removed the aforementioned items from balcony. In strong typhoons, water can force its way under windows, soaking your tatami. This can then drip through to the floor below, causing trouble to your neighbors.
- Please ensure that the balcony drain is not blocked.
- ◎ Make sure that you have adequate water and a flashlight to deal with potential stoppages in water and electricity service.

(4) Applying for household insurance for residents of rental housing

Apartment complexes are a community, with many people living together, and it is very important that you abide by the established rules and norms so that everyone can continue to enjoy their living time here. Events such as fires and flooding can contribute to a breakdown in the pleasant living environment of the apartment complex. If, through your own negligence, you have a flood in your apartment that seeps through to lower levels, this will not only cause trouble for the people living below you, but you will be held responsible for repairs to ceilings and tatami mats, and compensation for damaged furniture, bedding, and floor coverings. Depending on the condition of damage, you may be charged upwards of several million yen in damages.

Thus, it is strongly recommended that you take out home insurance for rental housing residents that covers your household goods and third-party damage resulting from accidents. There are no requirements for a designated insurance company, so you can use any insurance company of your own choice.

Part Two

A Guide to Housing and Facilities



1. Living in Concrete Housing - Features

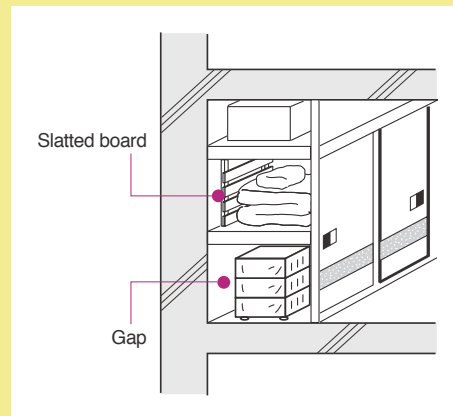
(1) Condensation, Mold, Mites, and Volatile Organic Compounds

◆ Ventilation and Fresh Air ◆

Apartments have in recent years become more airtight, increasing the efficiency of air conditioning and heating. This has however increased problems such as condensation, mold, mites, and volatile organic compounds, so there is a greater need for good ventilation.

◎ General Notes about Ventilation.

- When windows are sealed or closed for a long time, periodically use the ventilation fan to keep the room well ventilated.
- When storing items in closets or ceiling spaces, first lay matting, and leave a 10cm space around and underneath the item to ensure airflow. Also, periodically open the sliding doors (about 3cm).
- Situate items such as furniture, stereos, and pianos away from walls in order to ensure adequate airflow behind them.
- When ventilating a room, please open not only the windows but also internal wooden doors for a period of 30-60 minutes 2-3 times a day, in order to ensure full air exchange. Additionally, using internal ventilation fans (toilets, bathrooms, etc.) for as long a period as possible increases their effectiveness. Please note that some apartments use a low flow, constant ventilation system, which uses constant ventilation to ensure effective air exchange.

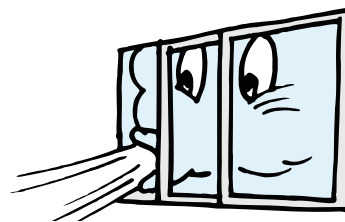


Please refer to the user manual for details

- Please note that if you use a ventilation fan near an open window, air circulation may be limited to a small area of the room, resulting in insufficient ventilation to the room as a whole.

⚠ Caution

If you leave windows or sliding doors to the balcony open on windy days, strong winds might blow into the rooms and bang the doors open or close (this is especially true in high-level housing). This can lead to accidents or damages to the doors. Please be extra-cautious when you do the ventilation.



◆ Heating Equipment ◆

Open-type heaters (oil, gas, and fan heaters without an external exhaust duct) give off moisture and harmful levels of carbon monoxide. **Please ventilate following the instructions when using these items.**

◆ Condensation ◆

When warm, moist air comes into contact with cold walls or window glass, the moisture in the air forms water droplets, or condensation.

Water vapor is given off not only when cooking and using the bath, but also from oil and gas heaters, as well as from people's bodies.

Condensation does not only occur near these moisture sources, but can spread throughout the whole apartment to areas without moisture sources. For example, north-facing rooms and inside closets can develop surprisingly large amounts of condensation.

◎ Areas Prone to Condensation

Areas that are prone to condensation include windowpanes, walls in north facing rooms, closet walls, and bathroom and toilet walls. In particular, closets on north-facing walls are prone to condensation if they have reduced air circulation through having futons stored in them.

◎ If you Ignore Condensation

Ignoring condensation can lead to growth of mold, peeling of paint and wallpaper, rotting of tatami and wooden fixtures, and corrosion of metal parts. These make the apartment a less pleasant place in which to live, and can shorten the life of the apartment itself.

◎ Preventing Condensation

- A large amount of moisture is given off both when preparing food and eating, so ensure good ventilation at these times.
- When there is still hot water in the bathtub after bathing, make sure to cover the bathtub with the lid or turn on the ventilation fan to make sure moisture does not spread to rooms of the apartment.
- Water droplets can accumulate at the bottom of windows, so if you notice these forming, please wipe them off with a dry cloth.
- To minimize the difference between internal and external temperatures, use heating in moderation.
- (To use heating effectively) Refrain from heating to reduce the difference in temperature between inside and outside.



◆Mold◆

Mold will grow anywhere that the temperature and humidity conditions are suitable.

◎ Places where mold grows easily

Anywhere there is a buildup of condensation or moisture.

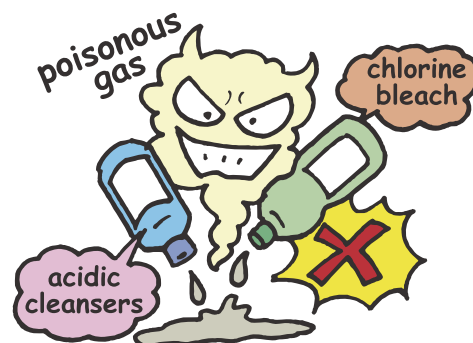
◎ If mold starts to form

If mold starts to form, use a commercial mold remover or mold prevention agent to remove it as soon as possible.



Caution

Do not mix or use chlorine bleaches together with acid cleansers or detergents. Doing so will release poisonous gas, which is very dangerous. When using bleaches, cleansers or detergents, carefully read the instructions for use printed on the container.



◎ Mold Prevention

- Mold buildup can be prevented in the same way as condensation, by ensuring adequate ventilation.

◆ Mites ◆

Mites generally live and are active in summer, and are inactive in winter. However, recent lifestyle changes such as the increasing spread of heating and humidifiers have meant that mites are becoming active throughout the year, including in winter.

◎ The Four Conditions Necessary for Mites

- ① A temperature of 25-30°C
- ② Humidity of 70-85%
- ③ Food, such as dust, crumbs, and skin cells
- ④ A concealed place to live

◎ If You Have an Outbreak of Mites

Mites are a cause of a range of health problems, such as itching, inflammation, pimples, and asthma.

◎ How to Prevent Mites

- Please do not cover tatami with carpets and floor coverings. These restrict the airflow in the tatami, creating an ideal living environment for mites. In order to ensure enough airflow in tatami, please minimize the covering of tatami mats for protection from indentation by furniture.
- Be sure to thoroughly clean up dust by vacuuming. As well as removing mites, this promotes air circulation and drying of the tatami.
- Please be mindful of the ventilation inside and the airflow. Using a dehumidifier starting from May or June will limit the outbreak of mites.

◆ Volatile Organic Compounds ◆

Formaldehyde and other volatile organic compounds are used in construction materials. For example, formaldehyde is widely used in adhesives for construction and furniture, and to increase wrinkle resistance in fabric. If it is released into the air, it can influence the living environment and people's health, leading to itchy eyes and noses. In particular, if you move into a new apartment or have new furniture, you may find your eyes and nose become irritated after the apartment has been closed for a long time.

◎ Managing Volatile Organic Compounds

Good ventilation is effective against the buildup of volatile organic compounds.

- When you move in, open the windows to ensure thorough ventilation. (Please refer to page 59 for details regarding ventilation.)
- Periodically air out the apartment once you have moved in, especially in summer, on hot and humid days, or when you have been absent for several days.
- Upon buying new furniture, if you should notice a strong smell, itchy eyes, or a dry throat, immediately open the windows and ventilate the area thoroughly.

If symptoms should continue in spite of taking these precautions, please consult a physician.

(2) Floors - Waterproofing and Leaks

◆ Beware of Leaks through the Floor ◆

In apartments, only the bathroom has a waterproof floor. On concrete floors, even a small spill can leak through to the apartment below.

Common Causes Include:

- The washing machine drain hose becoming detached.
- Toilets or bathrooms overflowing.
- Washing the floor of the entranceway or toilet.
- Washing the floor of the balcony or hallway, or watering plants.

If water leaks through to apartments below, as a result of your own negligence, in addition to seriously inconveniencing the person living below you, you will be required to pay for repair of ceilings, tatami mats, and fittings, as well as compensation for damaged items such as floor coverings and furniture.

◆ Preventing Leakage ◆

- ◎ Ensure that the washing machine drainage hose is securely attached to the drain on the washing machine stand. Please check the water supply hose and the drainage hose daily.
If the apartment does not have a waterproof pan for washing machine, please make sure that water drains properly from the drainage hose. For example, stretch the washing machine hose to the bathroom drain, or move the washing machine to bathroom side.
- ◎ Also, please note that flushing a large amount of toilet paper at once can clog the drainpipes and cause overflowing water.
- ◎ Avoid placing deodorizers in the flush tank as this may prevent the moving metal parts from operating properly, thus hindering flushing.
- ◎ Periodically check for clogging in the air-conditioner drain pipe. If the drain pipe is clogged, water might drip from the air-conditioner indoor unit.
- ◎ Limit your cleaning of the entranceway and toilet floors to wiping with a damp cloth.
- ◎ Do not wash the corridors or stairs with water.
- ◎ Do not do laundry or play with water on the balcony.
- ◎ Keep your balcony drain and bathroom drain clean at all times.

(3) Noise Pollution

Concrete transmits noise and vibration surprisingly easily. UR rental housing are constructed in consideration of minimizing the sounds of doors closing, and baths and toilets draining. However, apartment complexes have many people living closely together, so some noise is unavoidable. Please be aware of this, and try to avoid bothering other people with loud noises.

- ◎ If you have small children, please tell them not to jump in the apartment.

Additionally, wooden floors transmit sound easier than tatami, so try to limit sound by covering them with carpet or a floor covering.

- ◎ Please keep stereos, televisions and musical instruments at a volume that will not cause annoyance to neighbors.
- ◎ Please open and shut doors and windows quietly early in the morning and late at night.



2. Entranceway

(1) Nameplate

When you move in, write your name on the nameplate.

If you have a mailbox at the entranceway, write your name there as well. Failure to do so can result in mail being incorrectly delivered.



(2) Steel Doors

Doors are made out of steel for security and protection against fire (some terraced houses excepted).

Forcing the door may damage its joints, preventing the door from closing.

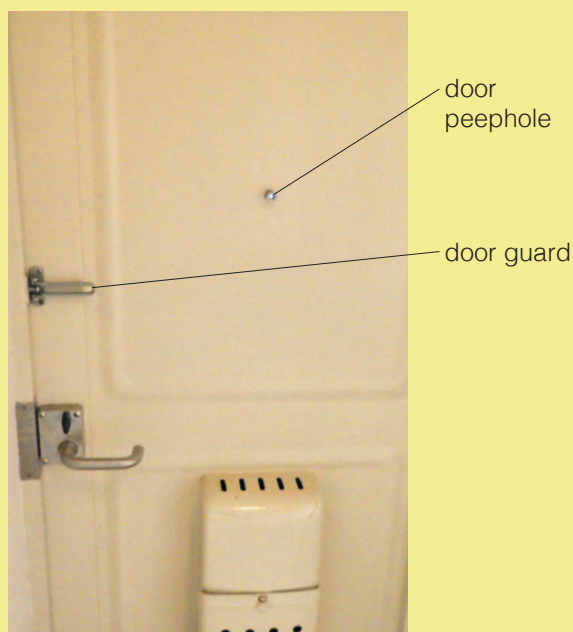
Beware of children's fingers being caught in doors.

(3) Door Peephole and Door Guard

Doors are fitted with peepholes and door guards for your security.

If someone knocks or rings the bell, you should check their identity before opening by looking through the peephole.

While using door guards may seem annoying, you should make it a habit to keep them affixed at all times.



(4) Intercoms and housing information panels

UR rental housing apartments have one of the following installed.

◆ Intercom/intercom with monitor ◆

When the intercom button at the entrance is pushed, the interior unit rings and the person at the entrance and the person inside can talk to each other. The ring volume is adjustable to your preferred volume level. If the intercom has an emergency button, an external alarm sounds when the emergency button is pushed during an emergency.

◆ Housing information panel/housing information panel with monitor ◆

In addition to intercom functions (with an adjustable volume/ emergency button), it provides emergency/fire warnings and various information with alarm sounds.

- Visitors can be confirmed in the monitor if it is equipped with a monitor.
- It comes with a release button if there is an automatic door locking system.

* If there is automatic fire alarm or it is connected to common area equipment, a remodeling application cannot be made.



Door interphone unit



Master interphone unit

(5) Cylinder Locks

Steel doors are fitted with cylinder locks. To use, insert the key fully, and turn to the right or left.

Please do not use force, as it may break the key or damage the lock mechanism.

If inserting the key becomes difficult, lubricating the parts of the key that cause friction by rubbing with pencil lead will make it easier to use. Do not apply oil to the lock as this attracts dust and can damage the lock.

If you should break the lock, please do not attempt to fix the lock yourself. Get a qualified repairperson to repair it for you.

(6) Key

The housing key is lent to customers together with the housing.

This key is important, as it guards your safety and your belongings, and protects your privacy.

If your key is lost or stolen, there is no master key kept by UR that will open your apartment. If this should happen, contact the Administration Service Office or Housing Management office as soon as possible.

Do not write your name or address on your key, as it may become a security risk if lost.

If you should lose your key, you will be responsible for paying for replacement of the cylinder as a safety precaution.

Don't write your name on the key!



(7) Door Closer

The door closer fitted to doors (except in some terraced apartments) is designed to regulate the speed at which the door opens and closes.

- ① It prevents the door from slamming shut, thus preventing loud noises.
- ② If you should rush out of your apartment in a fire, it will automatically close your door, thus preventing the spread of the fire.

These functions are important, so please do not remove the door closer.

Additionally, do not use door wedges or other objects to keep the door open, as this can damage the mechanism.



Caution

A faulty door closer can be very dangerous, so read their instructions for use. For adjustment, please contact your Administration Service Office, the Residence Center or other management facilities, or a specialist.

(8) Mail Boxes

In mid-and high-rise apartment complexes, there are mailboxes provided on the first floor near the elevators. Please put your name on your box upon moving in.

Only standard letters shall be put in these boxes. Registered mail and packages will be delivered to your apartment. Fitting the mailbox with a padlock is your responsibility.



3. Living Rooms

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Infants or small children can climb up onto any boxes or other items that are placed near windowsills. Do not place items where this could happen, as there is a serious danger of accidents from children falling out of windows.

In households where there are older children, and where there may not be full-time adult supervision, you are allowed to install wooden fencing if you feel the railing would be unsafe.

To do this, you need to submit an application to remodel your apartment (page 35).



Warning

In households with small children, do not place furniture or boxes beside handrails or windowsills, as there is a risk of children climbing onto them and falling off.

(1) Tatami Mats

Make sure that newly constructed apartments are well ventilated, as new tatami mats may be damp, and the concrete itself may still hold some moisture.

Some UR apartments have insecticide agents in place beneath the tatami mats; however, you may still have outbreaks of insects in the tatami mats. Please take note of the following preventative measures (there are mites and other insects present in every home to some extent).

◎ Make sure that tatami rooms are kept well ventilated and clean (for details, see pages 59 to 61).

(2) Wooden Flooring

- ◎ Placing heated carpets or infra-red kotatsu heaters directly over the floor may lead to cracking, gaps, or discoloration. Please place a mat on the floor and place heated carpets and kotatsu heaters upon this.
- ◎ Directing hot air or heat from heaters directly onto the floor may lead to cracking, gaps, or discoloration. Please put down a mat, etc. so that the floor is not subjected to hot air or heat.
- ◎ If only a part of the floor is subjected to heat, or if the whole room dries out excessively, this may lead to cracking or gaps. When using air conditioners, please ensure that the room is not excessively dried out.
- ◎ Please hang curtains in windows through which direct sunlight enters the room for long periods of time. Failure to do so may lead to cracking or discoloration.
- ◎ If you use furniture with wheels directly on the floor, it may cause peeling or cracking. Always use floor protectors when you use such furniture.

(3) Window Fittings

If dust or grime accumulates on aluminum or steel window frames, it will become increasingly difficult to remove. This dirt can also lead to deterioration of the fittings themselves.

Periodically use a sponge to wash the window fittings with a mild detergent and warm water.

(4) Attaching Items to Walls

In some cases, you may wish to attach hanging hardware to the wall to decorate the room with interior decorations such as pictures or hanging scrolls, or to attach hangers.

This kind of hanging hardware should be used if the wall has an attached lintel. Please do not install it directly on the concrete wall, as it may damage the pipes embedded in the concrete.

(5) Curtains

In apartment buildings that are more than 31 meters in height (approximately 11 floors or more), you are required to use curtains and carpets that are marked as being "fire retardant." (Section 1, chapter 3, clause 8 of the Fire Prevention Law)

(6) Telephone

◎ If you want to use a telephone line, please apply to a carrier for yourself.

◎ You have to pay for all costs related to the use of a telephone lines.

◎ In apartments that are fitted with a telephone line, there is a telephone socket (modular jack) in the living room. You can plug your own telephones into the sockets, but even if your apartment has three or more sockets, please do not attach more than two telephones at one time. Doing so can damage the telephone lines.

◎ If you do not have a telephone line in the apartment, then you will need to have one installed yourself. Please contact your local telephone company.

With certain exceptions, one phone line is fitted for each apartment.

◎ In apartments fitted with an intercom equipped telephone, when using a tone dialing line, switch the intercom to "push-button type" using the switch on the side of the body, and when using a pulse line, switch the intercom to "dial type." For further details, **please refer to the instruction booklet.**

(Emergency contact telephones work in a similar way. Please refer to page 90.)



Modular jack
(in apartments where two lines
can be used)

(7) Air Intake Vents for the Constant Low-Air Flow Ventilation System

Some residences are equipped with the constant low-air flow ventilation system, and the air intake vents for ventilation are installed on the exterior walls. Please keep the air intake vents open during normal operation. Please temporarily close the air intake vents if there is a typhoon or other severe air flow.

In addition, the air intake vents should be cleaned periodically. If they are equipped with an air filter, you will be responsible for the cost of replacing the air filter. **Please refer to the instruction manual for details.**

Air intake vents



(8) Loft or Ceiling Storage

Some houses are equipped with loft or ceiling storage. If used incorrectly, it may lead to injury, so please read the instruction manual and use it with caution.



Loft



Ceiling storage

4. Kitchen

(1) Sink and Cooking Stove Stand

Using abrasive cleansers on kitchen sink and cooking stove stand can cause scratching. For everyday cleaning, please wash with a neutral detergent and rinse well. Failure to clean away dirt can lead to corrosion of the counters, despite their being made of stainless steel.

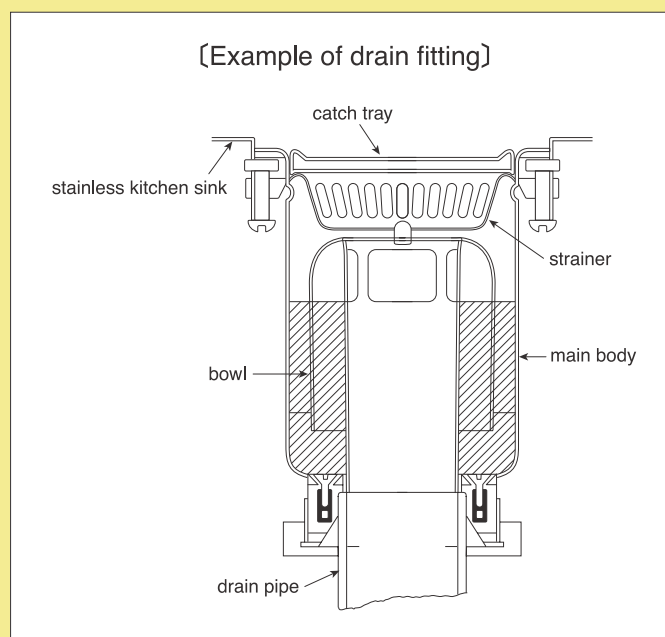
Grease stains, in particular, stick to not only the cooking stove but also to the kitchen walls, hanging cupboard, and drainer rack. Please wipe the stains every day to make sure it stays keep clean.



(2) Kitchen Sink Drain Fittings

The catch tray is to prevent kitchen waste from entering the drain. The "bowl" is one part of the fitting and is usually full of water (shaded part of diagram at right). Its purpose is to prevent odors coming up from the drains. Please note the following points to ensure that your kitchen remains pleasant to use.

- ◎ Make sure that rice, tea leaves, and other waste does not get washed into the drain.
- ◎ You can easily remove the catch tray (rubber cover), strainer (catch), and bowl to clean out the waste. However, do not remove the catch tray or bowl other than for cleaning.



◆ If Your Sink should become blocked ◆

Kitchen sink drains are prone to scale buildup. Please take extra care not to wash waste oil from frying down the drain.

If water does not drain easily from your sink, ask for advice at the Administration Service Office or Residence Center or other management facilities.

Any fees that must be paid in relation to cleaning or repairing the drains will be your responsibility.



(3) Ventilation Fans

◆ Wall-mounted ventilation fans ◆

When you cook, always use the kitchen fans to quickly remove all exhaust and odors emitted from the cooking range.

In addition, clean the propellers of wall-mounted fans and the grease filters on range hood fans once a month using warm water and neutral detergent.

Stains are easily removed if you clean the fans regularly. **For more information, see the manual for your kitchen fan.**



5. Around the Washbasin

(1) Washbasin and Vanity Cabinet

Bathrooms are fitted with a washbasin or a washstand unit, a vanity stand. Please be careful not to damage the sink. (For example, don't drop things into it.)

The pipes underneath the washbasin are exposed, so please use this area with caution and take care not to bump them. (Open the door under the washbasin and check the pipes from time to time for any leaks.)

If your washbasin should overflow, please consult page 78.



(2) Washing Machine Stand and Use of the Washing Machine

- With some exceptions, apartments are fitted with a reinforced plastic washing machine stand.

Please make sure that the drain hose is securely attached with string to the washing machine wastewater trap and catch tray.

- ◎ Please keep an eye on the drainage system, and remove any thread or lint from the catch tray.

To clean the washing machine stand, use a soft sponge or equivalent. **For more information, see the manuals or instruction stickers that come with the washing machine.**

- If your apartment has not a water-proof pan for a laundry machine but drainage facilities (a hole at the fixtures of the door for the bathroom or the lower part of the wall), you insert the discharge hose for the laundry machine in the hole until the hose reaches the drain outlet for the bathroom. When installing a washing machine, you may need to have an additional stand to place the washing machine in order to give the discharge hose the necessary incline.
- Make sure that the earth wire of the washing machine is attached to the earth terminal.



Warning

Do not place your washing machine in the bathroom, as there is a danger of electrocution through short circuiting.



Waterproof Pan



Drainage Facilities (For fittings)

◆ Use of the Waterproof Pan ◆

Please do not drop heavy items on the waterproof pan, as this can reduce its waterproofing capabilities.

◆ Use of the Laundry Facilities ◆

- ◎ Use of a fully automatic washing machine can lead to the "water hammer effect," where (hot/cold) water supply pipes emit noise, but this is not a cause for concern.
- ◎ Connections to water supply taps may come loose due to vibration, so check these periodically.
- ◎ Keep the water faucet shut off except when using a washing machine.
If not, there is a risk of water leakage.
- ◎ If you use a clothes dryer, we recommend that you do not use one that vents to inside the apartment, due to condensation concerns.

◆ Laundry Detergent ◆

Please be aware that use of large amounts of detergent can lead to excess foam, which can block drainage. This can adversely affect other residents, so please be careful to use an appropriate amount.

(3) Floor Repairs

A lot of water is spilled around washbasins, washing machines, and kitchen sinks. Bathroom and kitchen floors are not waterproofed, so please wipe up any spills. Spills on wooden floors can lead to rotting, so please apply wax or an equivalent coating periodically.



6. Bathroom

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6. Bathroom

(1) Bath Heaters (Including Bath Heaters for Large Bathtubs)

There are BF type natural draft direct vent type and FF type forced flue type bath heaters. As these are operated in different ways, **make sure to carefully read the manuals or instruction stickers that come with the bath heater before using the equipment.** Some apartments have other types of bath heaters. For operating instructions, please ask at the Administration Service Office or Residence Center or other management facilities.



BF type
(natural draft direct vent type) bath heater



FF type
(forced flue type) bath heater



Bath heater- for large-scale bathtub

◎ Emergency Measures

In cases where the gas bath boiler goes wrong (odor of gas, abnormal noise, or you can not get any hot water, etc.), you stop using immediately and report it to the Administration Service Office or the nearest Residence Center or other management facilities. In the event of any emergency, call the gas company or the emergency contact on the sticker pasted on the equipment or the like.

(2) Bathtub

Bathtubs are made of either reinforced plastic or enamel.

Read the instructions carefully for usage, care and other details. In cases where the bathtub is cracked, rickety or has other abnormal conditions, stop using it and report it to the Administration Service Office or the nearest Residence Center or other management facilities.

Warning

Never step on or sit on the top lid (edge) of the bathtub. Doing so may cause the bathtub to tilt and fall, or result in injury.

(3) Bathroom Floors

Bathroom floors are constructed of concrete covered with asphalt waterproofing, and with a protective layer of waterproof mortar. Additionally, modern apartments may be fitted with an all-in-one reinforced plastic bathroom unit. Please do not drop heavy items onto either of these, as this may cause their waterproofing to deteriorate. This could lead to water seeping through to apartments below.

Please clean your bathroom units with a soft sponge or equivalent.

◆ Cleaning Drain Outlets ◆

Make sure that you are familiar with the drains, and remove any hair or lint from the catch tray. Additionally, periodically remove the bowl and wash well.

The procedure may be different depending on the model. Please read the owner's manual or descriptions on the device itself carefully.

(4) Bathroom Door

Bathroom Doors are fitted with interior locks.

You can lock the door by either turning the locking knob or pressing the button.

If by mistake the door should close while the button is pushed, it may become locked from the inside. In these cases, you can open it by slotting a 10 yen piece or equivalent into the emergency opening slot on the outside, and turning it to the left or right. (In some apartments, instead of using a coin or equivalent to open the door, there is a small hole. Insert a key, and then push to unlock.) (Please refer to page 76.)

- In households that have small children who are often left unattended, please take extra care with interior locking doors.

(5) Bathroom Dry Heater

Some new apartments are fitted with bathroom dry heaters.

For usage instructions, please read the instruction manual or the instructions printed on the device.

7. Toilet

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7. Toilet

(1) Toilets

- ◎ Make sure to use toilet paper only, and be careful not to flush a large amount of toilet paper at once. (It may clog the drainpipes.)
- ◎ Please do not flush other paper, newspapers, facial tissues, absorbent cotton, rubber products, cloth, disposable diapers, sanitary items or other products down the toilet. (It will be a cause of clogged drain.)
- ◎ Do not dispose of wastewater, washing machine water, detergents, insecticides, or chemicals in the toilet.

Please be careful not to flush scrubbing brushes or dusters down the toilet, as this can result in blockage of the sewerage pipes.

- ◎ Please be aware that the use of deodorizers in the flush tank can interfere with the operation of moving parts, resulting in the tank failing to flush.

◆ When your Toilet becomes Blocked ◆

If your toilet should become blocked and overflow, please contact the people living above you and kindly ask them not to flush their toilets before the repair work has been conducted or repair service personnel has been in place.

If you should require repair by UR-approved repair company, please contact the Administration Service Office or Residence Center or other management facilities.

◆ If the Toilet Floor around the Toilet Bowl or Flush Tank is Wet ◆

It may be because the drainage is clogged or the water pipe is leaking. Or it may be because condensation has spread from the toilet bowl or flush tank to the floor. If the floor is not severely damp, please wipe the water on the floor and around the toilet bowl or flush tank, and then check if there are any leaks.

◆ Cleaning ◆

- ◎ As the toilet floor is not waterproofed, any overflows can seep through to floors below you. Please wipe up any spills.

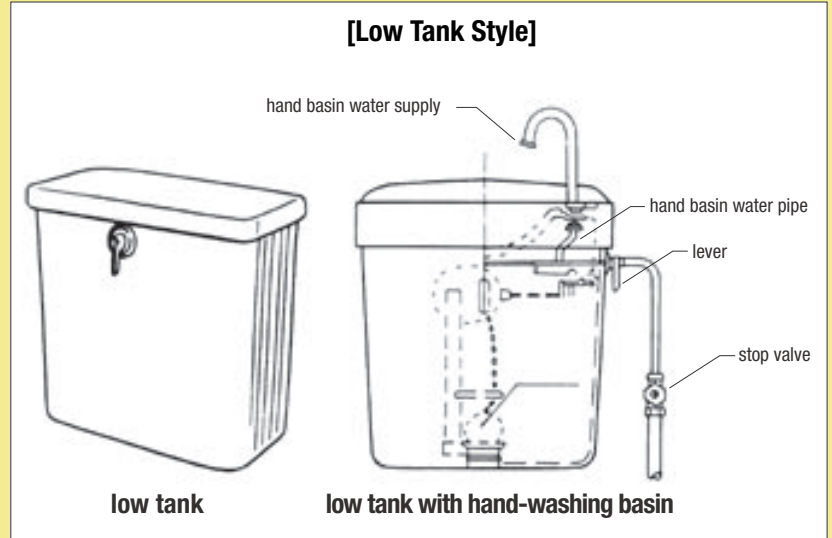
- ◎ When washing the inside of the toilet bowl or the hand basin, wipe using a mild detergent or a toilet cleanser on a sponge. Do not use chlorine bleaches or equivalent.
- ◎ Wipe the outside of the toilet bowl and the floor with a well wrung-out cloth.
- ◎ Toilets and toilet seats are made out of a range of materials, so the cleansing agents that should be used on them will differ. Please use cleansing agents after having read the toilet's instructions for use.
- ◎ Clean metal parts with a dry cloth.
- ◎ Please be mindful of the ventilation and airflow inside the restroom. The area around the base of toilet is particularly damp, in the case of wooden floor, it causes a corrosion.



◆ In the Event of Trouble (water does not stop flowing) ◆

Low Tank Style

Turn off the water by turning the water shut-off valve clockwise (using either the handle or a screwdriver). If the water still does not stop, turn the handle of the water shut-off valve in the meter box clockwise. This will turn off water to the whole apartment. (Please refer to page 78.)



(2) Toilet Door

Toilet doors are fitted with interior locks.

For details on how to use these, please refer to "Bathroom Doors" on page 74.

interior locking door (push button type)



toilet door - interior



toilet door - exterior

(3) Washlet toilet seat

Some residences are equipped with a washlet toilet seat.

Read the instructions carefully for usage, care, inspections, and other details.

If cases where there is abnormal heat in the toilet set, or the power cord or plug is deformed, discolored, damaged, or has other abnormal conditions, immediately unplug the power cord or plug, stop using it and report it to the Administration Service Office or the nearest Residence Center or other management facilities.

8. Toilet and Bathroom Ventilation Fans (Ventilation Fans / Piped Fans)

There are some apartments fitted with ventilation fans where the bathrooms, toilets or washing areas are not on an outside wall. As these use an exhaust duct to vent to the outside, they are called ventilation fans. Additionally, some low capacity ventilation fans are called piped fans. Ventilation fans are designed to remove moisture and odors to the outside, and to ensure circulation of the inside air. Ventilation fans help prevent the buildup of mold and prevent moisture from circulating to other rooms, so after using the bathroom, please run the ventilation fan for a period of time.

These ventilation fans do not need cleaning as often as kitchen ventilation fans, but airborne dust will gather on the intake and on the fan blades after extended use, which may lead to a decrease in efficiency as well as unhealthy mold growth. Periodically remove and wash the cover, and check the fan blades.

For details, please refer to the instruction manual.



(1) Water Valves and Meter

In the meter box outside your entranceway, there is a water valve and a water meter.

To commence water use, please turn the valve (counterclockwise to open, clockwise to close).

If water overflows, or when you are going to be out of your apartment for a long time, please close the valve.



valve

water meter

(2) Water Supply Stoppage

If you should have a stoppage in water supply, please close the valve and all other taps.

If you should fail to do this, when the water supply is restored, appliances may overflow and water may leak through to apartments below you.

If you have the end of a drainage hose in the bathtub or other container that has water in it, please remove it in the event of a cut in water supply. Failure to do so can mean that when the water supply is restored, dirty water may get sucked up into the water supply piping.

After a cut in water supply, when opening the valve, you may hear some strange noises. These noises are the result of air having entered the water supply piping, so open all your taps and wait for it to clear.

(3) Accidents with Overflowing Water

In reinforced concrete apartment complexes, the bathroom is the only room that is waterproofed. Please take care to prevent overflows from washing machines, and be careful of water overflowing if you did not close the valve after water a supply stoppage.

Many water leakage troubles have occurred due to carelessness on the resident's side, such as the discharge hose dropping off from the drain outlet, for example. If the water leakage causes any damage to household goods in apartments directly below, the compensation for the damage may be unexpectedly expensive. We recommend you get insurance that supports such water leakage resulting from fault on the resident's side, such as fire insurance for collective housing.

If water should overflow, then close the valve, wipe up the spilled water, and inform the people living below you.

If a broken water supply pipe in your apartment should result in flooding, close the stop valve in the meter box, and contact the Administration Service Office or Residence Center or other management facilities.



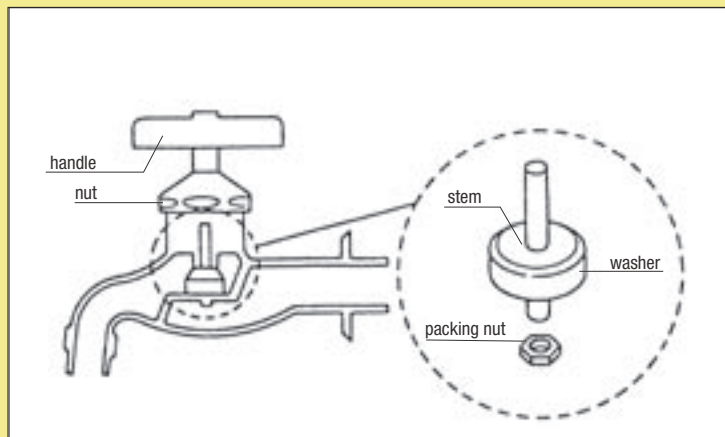
(4) Dripping Faucets or Irregular Noise

If a faucet still drips after it is closed tightly, or if it makes strange noises when you turn it on, you have a deteriorated washer.

Please replace the washer quickly, as ignoring this problem will lead to the damage of faucet or water pipes, and will waste water.

To replace the washer, first turn off the valve at the meter box, undo the nut on the top of the faucet, and replace the washer

(see the diagram below). (Please refer to page 78.)



(5) Using Water First Thing in the Morning - Not for Drinking

When running water first thing in the morning, or when you have not run water for a long period of time, such as during holidays, we recommend that as a precautionary measure you use the first bucketful of water for purposes other than drinking.



(1) Ventilation to Prevent Buildup of Carbon Monoxide



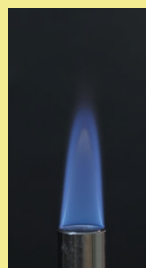
Danger

As concrete dwellings are more airtight than wooden ones, their natural ventilation is not as effective.

Using gas appliances in an inadequately ventilated room can lead to a deficiency of oxygen and a dangerous buildup of poisonous carbon monoxide.

To prevent carbon monoxide buildup, please ensure adequate ventilation.

gas combustion examples



excess air



optimum



insufficient air

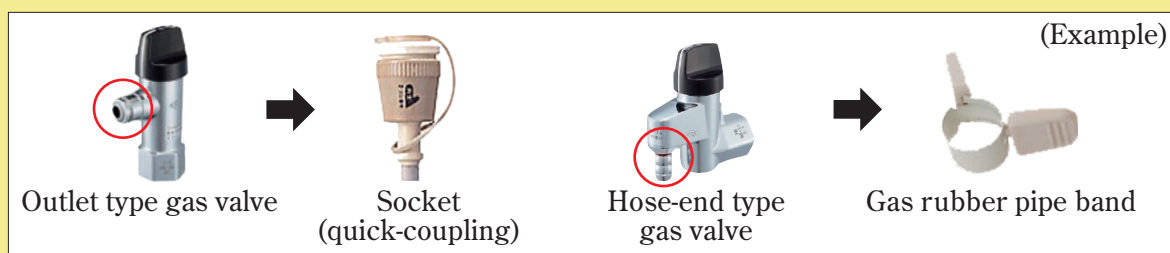
Buildup of rust and soot on gas appliances is a cause of incomplete combustion. Please ensure that your appliances are in good working order.

(2) Points For Safe Gas Appliance Use

Please read the instructions before using the gas appliance and use them accordingly.

In addition, the shape of the gas valve installed at each residence differs. When using gas appliances, please note that you will need to prepare your own connection devices (gas soft cord, socket, rubber pipe stopper, etc.) according to the shape of the gas valve.

Be sure to close the gas valve when not using the gas. However, if the gas valve does not have a knob, there is no need to open or close it.



◆ Ventilation ◆

When you use any combustion appliance, you must ventilate to prevent carbon dioxide from permeating the room. To do this, you open the windows occasionally. For your information, using the ventilation fan or the range hood fan in the kitchen gives the most effective ventilation (if your apartment has an air inlet opening for ventilation of the kitchen, do not close the air inlet opening).

Please be informed that for installing an instantaneous gas water heater or a stove burner, installation of a ventilation fan is mandated by Building Standard Law (Article 28.3). Also be informed that there are limitations for the installation in accordance with Fire Prevention Ordinance and the like. For more information, contact the shop where you purchased the equipment.

You can install the instantaneous gas water heater only if you submit the request for improvement of your apartment. Before doing so, be sure to review the specifications required by UR. (refer to page 37)

◆ Gas Leak Detectors ◆

There is a gas detector built into the intercom (or the intercom with telephone function). If there is a gas leak in the kitchen, an alarm will sound both inside and outside the apartment to alert you of the problem.

The installation of a gas detector (or the lease of a gas detector from a gas company) is your responsibility.

◆ If you notice a gas leak ◆

- ◎ If you know the source of the leak, turn off the gas tap and open all the windows immediately.
- ◎ If you do not know the source of the leak, open all the windows immediately and turn off the main gas valve in the meter box.




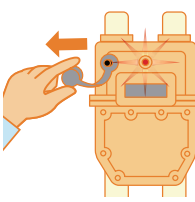
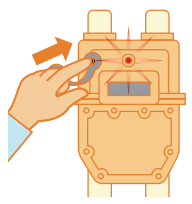
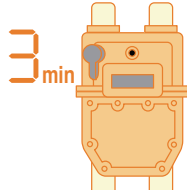
- If you notice a leak at night, do not panic or turn on a light or a ventilation fan! A spark from the switch could ignite any gas present.

◆ How to reset the micro-computer-controlled gas meter ◆

In the event of an earthquake with an intensity of 5 or greater, or any other emergency, the safety system is activated and the micro-computer-controlled meter automatically cuts off the flow of gas. If you cannot resume the gas supply, follow the procedure below for inspection and restoration.

- * In case of gas smell, do not attempt to restore the flow of gas. Open all the windows and doors of your apartment and contact a gas company.

Procedure for resetting micro-computer-controlled gas meter (ordinary type)

- 1**
Turn off all the indoor and outdoor gas equipment.
* Do not close the gas meter cock.

- 2**
Remove the cap of the reset button.
* Note that some meters do not have caps.

- 3**
Firmly press the reset button until it stops, and then release it.
 Next, put the cap back on the button.
 
- 4**
Wait for about 3 minutes. When the red light stops flashing, it is safe to use the gas.


During the 3 minutes of red-light-flashing, the meter checks whether it is safe to use the gas. If there are no problems, the light stops flashing and the gas is restored.

If the light continues flashing for more than 3 minutes, make sure no equipment is turned-on and try again.

11. Water Heaters

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The heat source equipment for the hot water apparatus consists of the hot water supply system and hot water heater. This equipment supplies hot water to the following three areas: the kitchen, the wash basin, and the shower.

Read the instructions carefully and use the heat source equipment properly. If you find any abnormal condition such as “abnormal noise,” “odor of gas,” or “you can not obtain hot water,” you stop using immediately and report it to the Administration Service Office or the nearest Residence Center or other management facilities. In the event of any emergency, call the gas company or the emergency contact on the sticker pasted on the equipment or the like.



12. Electricity

(1) Distribution Board

There is a distribution board in the entranceway or hallway outside every apartment. This safety device, which is made up of a current limiter and a circuit breaker, is designed to prevent the excessive use of electricity. Some apartments may not have current limiters, depending on your electrical electric power company.

◆ When the power in your apartments goes off ◆

- ◎ If you have a current limiter is fixed in your unit, when you use more than your permitted amount of electricity on contract, the current limiter shall automatically turn off your electricity. Reduce the amount of electricity in your unit and turn on the current limiter by lifting its switch.
- ◎ If your electricity meter has been changed to a smart meter and a current limiter is not fixed, the smart meter may switch off the electricity automatically when you use more than your contracted amount. If that does happen the electricity will be recovered after a while so please reduce the amount of electricity being used in your unit and wait. For detail, please Contact your Contracted electric company.

- ◎ If you have a short due to a malfunction with your equipment, your circuit breaker will automatically cut your electricity off. This is a warning sign that there is a problem with an appliance, so unplug the respective appliance and have it serviced at an electrical service store.

- ◎ If your apartment is fitted with an earth leakage breaker on the distribution board, the breaker will automatically turn off the electricity when there is a short in the wiring or in an appliance. If this should happen, turn off all the circuit breakers, turn on the earth leakage breaker, and then turn on the circuit breakers one by one to establish which circuit is at fault. Once the faulty circuit has been found, turn off that circuit breaker and contact the Administration Service Office, Residence Center, or other location.



current limiter

circuit breaker

earth leakage breaker

The contacted maximum amount of electricity the apartment can sign up to use

(2) Increasing Electrical Capacity

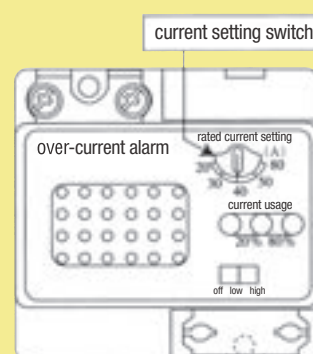
There is a limit to electrical capacity in apartments. As the details of contracts differ among electric power companies, and also power capacity varies among buildings, please take notice of it.

Generally, you can increase your electrical capacitance up to 30 amperes. (40 amperes for apartments that have completed an upgrade.) In some areas you may be able to increase up to 60 amperes.

◆ Change of amperes ◆

If you wish to change your electrical capacitance, please contact the Administration Service Office or Residence Center or other management facilities to report a simple remodel and get permission from UR Urban Renaissance Agency.

If you are going to set up large equipments or any special machinery, please contact the Administration Service Office or Residence Center or other management facilities to apply for remodelling and be sure to get permission from UR Urban Renaissance Agency. Please note that the maximum electrical capacitance should be noted on the distribution boards. If it is not, please contact the Administration Service Office or Residence Center or other management facilities.



◆ Apartments fitted with over-current alarm distribution boards (sounds an alarm upon overuse of electricity) ◆

The device sounds an alarm when current in excess of specified limit is used. When changing amperes, turn the current setting switch on the distribution board over to the new contracted ampere value so that both values matches. (This setting should be worked by the resident.)

(3) Attaching Light Fittings



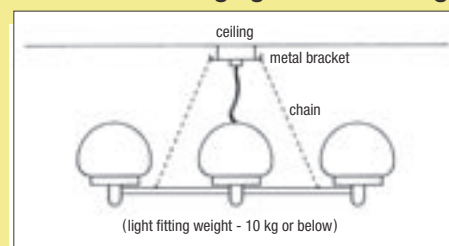
Caution

Please use light bulbs that have the correct rating for the light fitting. If the light sources are incompatible with the light fittings, they may not light up properly. The use of bulbs that are above the rated wattage as marked with a “W” is dangerous, as they may generate heat that can deform or burn the cover or mount, causing it to fall.

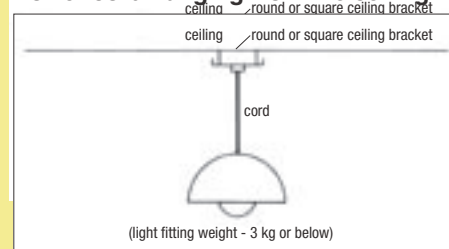
Please install lights in the living room yourself, but refer to the diagram at right regarding the permissible weights of lighting fixtures.

- Be careful touching incandescent bulbs immediately after they are turned off, as they can get very hot, and there is a danger of burns.

Metal bracket hanging from the ceiling



Power cord hanging from the ceiling



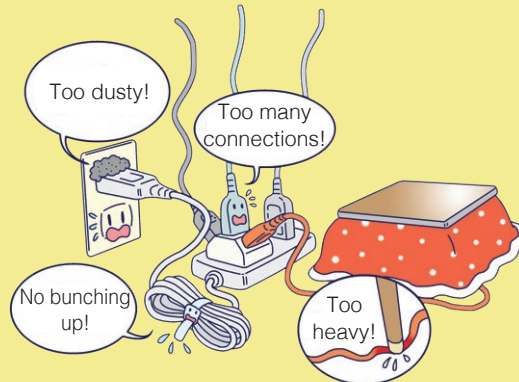
(4) Power Outlets

Please take care when using electrical outlet. Connecting many appliances from one electrical outlet, wrapping round electrical cords, or putting heavy things on electrical cords may lead to overheating and fire. You also need special care for your child's careless behavior.



Warning

Dust buildup between the plug and the outlet is a cause of fire (tracking burns). Please ensure that dust does not accumulate.



(5) Electrical Outlet for Air Conditioner

There are the following types of air conditioning electrical outlets installed in housing.

◆ Dedicated circuit air conditioning electrical outlet (dedicated line circuit installed from distribution board at each housing unit, “air conditioning electrical outlet” is stated on plate surface) ◆

Electricity consumption for the air conditioner is limited to 20 amperes by the circuit breaker. This normally uses a 100V (single phase) supply, so 100V coolers can be used without modification. However, machines which run on 200V may or may not be able to be installed depending on the apartment complex, so please consult the Administration Service Office or Residence Center or other management facilities in advance.

Additionally, plug types may vary depending on the air conditioner, so it may be necessary to change the plugs. This type of specialized electrical work should only be carried out by properly qualified personnel, so please inquire at an electrical service store.

◆ Air conditioning electrical outlet that is not a dedicated circuit (installed in same circuit as wall lighting and electrical outlets from distribution board, “air conditioning electrical outlet” is not stated on plate surface) ◆

For electrical outlets that are not dedicated circuits installed in apartments, replacement to a dedicated circuits air conditioning electrical outlet is conducted if an application is made by resident installing or purchasing air conditioner. Please contact your Resident Center if you want to request dedicated circuit replacement work for an air conditioning electrical outlet.

Please understand that the replacement work is not available if there is no installation space (or sleeves or mounting brackets nearby) for an outdoor unit or if there is no electrical outlet that is not a dedicated circuit in the apartment.

Please understand that it could take some time to conduct the replacement work depending on factors such as the number of applications made.

* There is a few apartment complexes where this type of air conditioning electrical outlets have been installed.

UR's apartment buildings receive TV signals via the collective antenna systems installed on the roofs (in some apartment complexes, signals are received through cables). To watch TV, all you need to do is simply connect your television unit to the TV terminal in your house (You are required to sign up the broadcast reception fee agreement with NHK separately). For more information on connecting TV terminals, television sets, and other peripheral devices such as TV recorders, please refer to the respective manual for each device.

◆ Satellite Broadcasting Television ◆

In order to watch satellite broadcasting, you need a TV with an internal tuner or an external satellite tuner. To receive such broadcasts, you should subscribe to broadcasting (fee-based) with a broadcaster.

In certain apartment complexes it is possible to receive satellite broadcasting signals without a BS tuner or subscription to a CATV service. For more information, contact your CATV provider, Administration Service Office, or Residence Center or other management facilities.

In apartment complexes with no facilities to view communication satellite broadcasting, you need to install a CS antenna on the balcony of your house (In certain apartment complexes this is not necessary. For more information, please contact your CATV provider, Administration Service Office or Residence Center. Also, you might not be able to watch some programs on expanded channels which have been broadcasting since October 2011.). 110-degree communication satellite broadcasting can be viewed in certain apartment complexes. For details about the availability of this service, contact your Administration Service Office or Residence Center or other management facilities. For installation of a CS antenna, the prior approval of UR must be sought through the specific arrangements. (see page 37) Please note that depending on the direction of the building and the condition of the neighboring buildings, these television services might not be available.

It may not be possible to watch new 4K8K satellite broadcasting that started in December, 2018. Please check with your Residence Center.

* A parabola antenna cannot be installed in high-rise apartments.

◆ Internet ◆

UR is promoting the development of Internet infrastructure in its apartment complexes to provide Internet services through in-building LAN, optical wiring, VDSL, and CATV systems.

Regardless of the internet service system you select, you are requested to contact the corresponding service provider directly to discuss the terms and conditions of its use and apply for a subscription.

For more information, see the UR website or contact your Residence Center or other management facilities.

14. Fire Alarms

(1) Housing fire alarm

Some houses are equipped with fire alarms.

A proper maintenance is important for ensuring that fire alarms work correctly. Painting, bumping, disassembling or attaching stickers on fire alarms are all prohibited.

◆ Stained fire alarm ◆

The fire alarm installed in the kitchen might be dirtied by oil or smoke. Soak a cloth in neutral detergent and squeeze it firmly. Apply the detergent-wet cloth for wiping off the stain. Never use organic solvents such as benzine or thinner. Never wash the fire alarm with water since it might cause malfunction.

◆ Regular operational check-up is necessary ◆

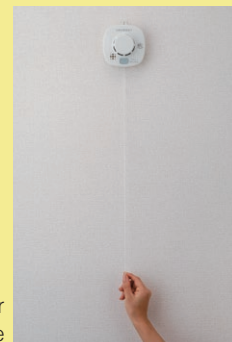
You are advised to check the alarm by pulling the cord hanging down from the alarm unit or by pressing the button. We recommend the regular check-up, say once per month. It is also important to check the alarm after you have been away for an extended period of time. For more information, see the manual for the alarm unit.

* If the alarm does not work when you check it, or if the alarm accidentally goes off, contact your Administration Service Office or Residence Center or other management facilities.

◆ Non-fire related instances in which the alarm might go off ◆

In addition to fires, the fire alarm might go off in the following conditions. In these cases, ventilate the room or stop the alarm temporarily by pushing the stop button or pulling the cord. For more information, see the manual for the alarm unit.

- Smoke or steam emitted while cooking is blown to the unit
- Insecticide or hair conditioner is sprayed directly to the unit
- Cigarette smoke is blown directly to the unit
- Fumigant insecticide is activated
- Dirt or insects enter the sensing device



Example of procedures for checking and stopping the alarm

(2) Automatic fire alarm system

UR has installed automatic fire alarm systems in some residences under the Fire Service Act. When a fire occurs, the fire detector will sense the heat and smoke, and an alarm sounds when the receiver gets this fire signal to provide notice on the fire.

- Because the details of the automatic fire alarm system can differ depending on the apartment complex or housing, please check the details of system for your own residence in the user manual, etc.
- If a fire signal is received, please don't stop the alarm until you confirm whether there is a fire or not. (The alarm will stop if you press the stop button. In addition, if the alarm is stopped from the housing information panel, the alarm from the intercom device at the entrance will also be stopped.) There is a risk for you to inactivate the audio/bell function even if you feel that a false alarm would be bothersome.

15. Air Conditioning and Heating

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(1) Use of the Sleeve (Hole)

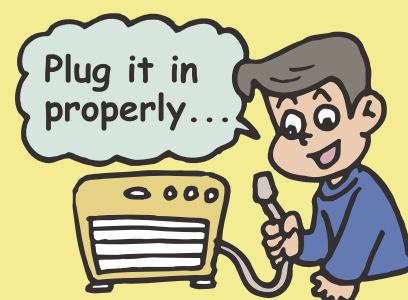
Depending on the apartment, there may be sleeves set in the wall to use for air conditioner piping and vented heater exhausts. The location of the sleeves vary depending on the apartment, but they are usually either situated high or low on exterior walls of the living room or the living/dining room. Sleeves in the upper part of the wall are for air-conditioners, whereas sleeves in the lower part of the wall are for vented heater exhausts.

Please save the sleeve cover so as not lose it. In case of loss, it must be replaced at your own cost.



(2) Installing Air Conditioning Units

- ◎ Depending on the apartment, each room may have a hot water heating system (radiator style), or gas outlets for using gas heaters (vented heaters).
- ◎ If you wish to attach an air conditioner in an apartment that already has air conditioner brackets, power outlets and sleeves, you are free to use them without having to obtain prior approval from UR.
- ◎ When you wish to install air conditioner brackets, power outlets and sleeves in apartments that do not have these items fitted, you will need to obtain prior approval of UR to carry out the remodeling work. Please refer to page 37 regarding the necessary procedures.
- ◎ In some apartments, there may be a designated position for the outside air conditioner unit. Please inquire at the Administration Service Office or Residence Center or other management facilities. When installing large air conditioners, please take into account the electricity usage. Please ask the advice of the retailer or the manufacturer regarding electrical connections in your apartment.



16. Improvements for Elderly Residents

(1) A Summary of Quality Rental Housing for the Elderly

A summary of facilities in Quality Rental Housing for the Elderly is as follows.

For details as regarding moving into an improved housing unit, please refer to page 49.

◆ Elimination of Steps ◆

Steps will be eliminated between bedrooms and toilets, and the size of the step into the bathroom will be made lower for the safety of the elderly.

◆ Replacement of door knobs with lever-type handles ◆

Out of consideration for ease of use by the elderly, doorknobs will be replaced with lever-types.

◆ Installing handrails ◆

Out of consideration for ease of use by the elderly, handrails will be installed in the entranceway, toilet and bathroom.

◆ Improvements in facilities ◆

Improved kitchen facilities, larger bathtubs, and washbasin facilities will be installed, and washing machine stands, multi-functional toilet seat and air conditioning outlets newly installed.

(2) A Summary of facilities in Healthy Life Support Housing

A summary of facilities in Healthy Life Support Housing is as follows. For information on moving in, please refer to page 50.

◆ Elimination of Steps and Other Considerations ◆

With consideration of safe living of elderly and other people, special flooring materials are adopted for ease of identification and with consideration of eliminating heat shocks while improvements are made to disallow any floor level difference to the toilet and keep the height of the bathtub as low as possible.

◆ Replacement of door knobs with lever-type handles ◆

With consideration of elderly and other people's ease of use, doorknobs are replaced with lever-type handles.

◆ Installation of handrails ◆

With consideration of elderly and other people's ease of use, handrails are installed in the entranceway, toilet, and bathroom.

◆ Improvements in facilities ◆

Bathroom heating, a heating toilet seat, human sensor lighting, and an intercom with a monitor are installed.

* Note that each apartment complex or housing unit may partly vary in specification, or may not be installed.

(3) Overview of special equipment improved housing for the elderly

An overview of special equipment in improved housing for the elderly is as follows.

◆ Kitchen ◆

The height of the gas cooker stand will be reduced to make it more comfortable to use for the elderly.

◆ Bathroom ◆

Compared with older styles, baths are larger but not as deep (some apartments still have old-style baths). Handrails will be installed in bathrooms so that it is easier for the elderly to get in and out of baths.

◆ Toilets ◆

Power outlets are provided to enable the installation of multi-functional toilet seats and other heating equipment. Handrails and handles are also installed to assist the elderly in the use of the toilet.

◆ Emergency Buzzers (and telephones fitted with emergency calling functions) ◆

This is a function to program a telephone with a pre-registered number so that in an emergency situation, an emergency contact number can be dialed by pressing one button. This function is a part of the telephone company's service, and you need to make an application to them directly for this service. The necessary usage fee will be the resident's responsibility.

(Please refer to page 67 for details on using the telephone line.)

17. Balcony

Warning

Do not place items such as boxes near balcony railings. Small children may climb on them and hurt themselves by falling off the balcony.

Caution

Because of the possible danger to people below, do not place plants or other items on the ledge of the balcony, as there is a risk of them being knocked off or blown off by a strong wind.

For the same reason, please make sure you fasten clothes poles securely to their hooks.

Danger

Balconies can be used as escape routes in emergencies such as fire.

Especially, the partition barrier on boundary with the neighbor of same floor is made so that it can be broken down and used as evacuation door in emergencies to escape to adjoining unit. Do not place large objects or heavy objects on balconies that are used as evacuation routes in emergencies.



Use the deck properly by reading the following cautions:

- ◎When you dry out your laundry beyond the handrail of the deck, it will defile the apartment complex, and also will very much annoy the neighbors downstairs. Look out for each other.
- ◎For high-rise housing, drying out your Futon, mat, comfort or the like on the handrail of the deck is prohibited.
- ◎Do not leave or place objects on balconies that may obstruct evacuation routes during a fire or other emergency. In addition, if there is an escape ladder connected to the balcony of the upper apartment floor above your house, do not place any objects immediately below the ladder. The object might obstruct the evacuation route of residents that live on the upper floors.
- ◎The deck is not water-proofed. When you water on the deck, water may leak down.
- ◎Please note that running water on the balcony may cause leakage.
- ◎The use of barbecue stoves, burners, charcoal stoves, and other open flames is prohibited, as they may cause fires and disturb the neighbors.

- In houses where adults are often absent and in which there are small children, you are free to install wooden fencing, etc. if you feel currently installed handrails pose a danger to your child.

Doing so will require submission of an application for remodeling (Refer to page 35).



18. Shared Areas of the Building

(1) Stairways and Hallways

Warning

Stairways and hallways are used by everyone, and are evacuation routes in time of emergencies. Storing or placing items such as bicycles, baby carriages and boxes in these areas is not only a nuisance, but can prevent smooth evacuation of the building if needed. Additionally, placing these items in the hallway is dangerous, as small children may climb on them and hurt themselves if they fall off. Please avoid placing these items in stairways and hallways.

Additionally, some apartments have handrails fitted to assist the elderly and disabled. Hanging umbrellas and other items on the handrails, as well as climbing and playing on the handrails, may not only inconvenience those who require their use, but may result in tripping, falling, or other accidents. Therefore, please avoid using handrails in such ways.



- ◎ Do not flush water on stairs or hallway floors, as it may cause leakage.
- ◎ In apartment complexes constructed of concrete, sound carries a long way. Please take your neighbors into consideration when walking down hallways in footwear that makes a loud noise.

(2) Rooftops

Aside from certain exceptions in some municipalities, you are not allowed to go onto the roof.

(3) Elevator



Warning

If you become trapped inside a stopped elevator, push the "call" button on the control panel intercom to summon help.

In addition, the elevator may stop in the case of natural disasters or earthquakes. Do not under any circumstance use elevators at these times. Please evacuate via the stairs.

High-rise housing has elevators. The elevators are important means of transportation. If you wrongly use or vandalize the elevator, it may cause unexpected failures or accidents. As the result, you will cause many people a lot of inconvenience. If the worst happens, elevator passengers will be injured. UR tenant parents are requested to tell your children, in particular, on a routine basis not to vandalize the elevator.

◆ Cautions for Use of Elevators ◆

- ◎ Leaning on or touching the elevator door creates a risk of your hand being drawn into the recess when the door opens. Keep off the elevator doors.
- ◎ If you act up or jump in the elevator, the elevator will suddenly stop and you will be trapped in the elevator. Do not act up or jump in the elevator.
- ◎ Children are required to be accompanied by their parents or other adults.
- ◎ If dust accumulates or small objects get stuck in the door grooves, the door may not close or the elevator may stop moving. Please keep the grooves clear of any obstruction.
- ◎ When an elevator has passengers over its rated loading capacity, an alarm will buzz and it will come to a stop. If this is the case, the passengers near the elevator door are requested to get off the elevator one by one until the alarm stops.
- ◎ If you press the floor buttons more than you need, you will cause other elevator passengers a lot of inconvenience, and also it will cause machine failures.



(4) Automatic Door Lock System

Some apartment complexes have an automatic door lock system to prevent visitors from entering the building without permission.

Wrong use or rough operation will cause many people a lot of inconvenience. Use it carefully.

Tips for Green Living – Environmentally Friendly and Economically Sensible Lifestyle

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1. Promoting green living

Reducing the amount of CO₂ emissions plays a crucial role in checking the tide of global warming. Households that save energy not only help to reduce CO₂ emissions, but also spend less on utility bills. We can do our part to fight global warming and preserve the environment by promoting a green lifestyle that is economically practical.

2. Where is CO₂ emitted from?

Many people are unaware of what parts of their home produce CO₂. The average household in Japan is estimated to emit 3,971 kg of CO₂ per year. The figure on the right provides a breakdown of household CO₂ emissions.

3. Tips for green living

You can reduce the amount of energy you use by putting a little thought and effort into your everyday life.

(1) Lighting/electrical appliance

- ① Choose energy-saving products. Recent household electrical appliances are becoming increasingly energy-efficient.
- ② Turn off the lights and appliances when they are not in use.
- ③ Disconnect power plugs to cut down on stand-by power consumption.

(2) Automobile

- ① Practice eco-friendly driving by avoiding sudden bursts of speed and reducing the amount of time your vehicle spends idling.
- ② Walk or use a bicycle when travelling short distances.
- ③ Use public transportation.

(3) Air-conditioning

- ① Choose energy-saving products.
- ② Avoid overusing the cooling or heating.
- ③ Keep the curtains closed during the winter time to reduce the heating load.

(4) Water heating

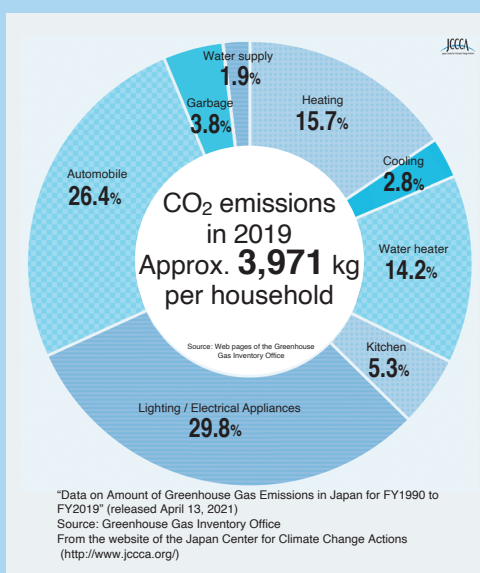
- ① Restrain the use of using hot water in the kitchen and lavatory from spring to autumn.

(5) Garbage

- ① Choose reusable or recyclable goods. Separate your garbage before disposal.
- ② Use your own shopping bag to cut down on plastic bag consumption.

(6) Water supply (CO₂ is emitted to produce clean water and supply it to houses)

- ① Reduce the amount of water you use. Stop running the water when you shower or brush your teeth.



[UR is also working to restrain global warming.]

For information about UR's commitment to preserving the environment, visit <https://www.ur-net.go.jp/aboutus/action/kankyo/index.html>.

Revision of Continuation Rent

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The rent on your housing is assessed by Independent Administrative Agency Urban Renaissance Agency Law, to match a market rate in comparison to neighboring rent rates. Your continuation rent will be revised after a committee has been held to discuss new rules of continuation rent. The committee will include representatives of the residents and other academic experts.

Revision of Continuation Rent

1 Rent re-evaluation method

- (1) The re-evaluation of the rent will be based on Japanese Real Estate Appraisal Standard and will be calculated at a partition difference and the slide method.
- (2) The fluctuation rate of the slide method will be set at an average rent sum in the neighboring area at the most recent time of revision. (If it has never been revised then the rate at the time of first contract)

2 Calculation method

- (1) The distribution difference rate is set at $1/2$, and the distribution difference allocation method and slide method combined is $2:1$.
- (2) When the revalued amount assessed by the slide method is higher than the revalued amount assessed by the distribution difference allocation method, the slide method will not be assessed together.

【Calculation method of continuation rent after revision】

- distribution difference of balance(X):
 $\text{rent before revision} + (\text{rent on rental homes in the neighboring area} - \text{rent before revision}) \times 1/2$
- Slide method rent(Y):
 $\text{continuation rent before revision} \times \text{fluctuation rate (fluctuation rent or rent in neighboring area)}$
 - (A) When $X > Y$ continuation rent after revision = $X \times 2/3 + Y \times 1/3$
 - (B) When $X \leq Y$ continuation rent after revision = X

3 The subject of housing for revision

- (1) The subject of housing for revision will be selected and determined when there is a price divergence compared with the rental prices in the neighboring area. The rental price will be compared in accordance with the Urban renaissance agency Law No.25-1. Rent will not be revised when the rent has been revised within the last 2 years.
- (2) The revision date for continuation rent will be set at the date of contract.

※ Urban Renaissance Agency Law No.25-1

The Agency may revise the rent on rental housing units (except for units that are sublet to council housing organizations) when taking on a new contract with a tenant. The rent should not lose its balance with rental homes within the neighborhood.

4 Management of deposits

Deposits will be set at a fee of no more than 3 month's rent, after revision.

5 Other notice

All rent income including increased rent will be spent on maintenance of residential lease projects.

“Special measures for the low income and elderly households upon rent revision ”

To ensure stability of residence for the low income and elderly households, we will take special measures for those who fulfill our requirements.

1 Household requirements

(1) Households who are in the lower 25% of the Income quantile (households with income lower than No.6-2 Act on public housing law)on the day of rent revision, and households who meet the following (We will note below as low income and elderly households).

* However, the special measures for the “Revision of Continuation of Rent” as of 2020 are households at a specific income in the lower 50% of the income quantile.

① Household with elderly

- The main income earner is over 65 years of age.

② Child rearing household

- The main income earner is single and are rearing children under the age of 18.
- For households who have dependents under 18. (Or has an expectant mother)

③ Household with disabilities

- Household including someone with a physical disability certificate degree of 1 to 4.
- Household including someone with a mental disability certificate degree of 1 or 2.
- Household including members with other mental disorders or instability of any kind in the same criteria as above.

(2) household receiving public welfare

2 Content of special measures

(1) Low income-elderly households

We will amend the rent fee to the prior rent before the revision.

(2) Household receiving public welfare

Rent after revision may be cut down to an amount no more than the maximum amount of housing assistance in the public welfare law, however it will not be any lower than rent before revision.

3 Period of special measures

Until the day of move after the revision of rent, we will check for qualifications every year and determine whether process is fair or not.

List of UR Housing Management Department

Head Office

Yokohama i-land Tower, 6-50-1 Hon-cho, Naka-Ku, Yokohama-shi, Kanagawa, 231-8351

Phone: 045(650)0111

East Japan Rental Housing Branch Office

Shinjuku i-land Tower, 6-5-1 Nishi Shinjuku, Shinjuku-Ku, Tokyo, 163-1382

Phone: 03(5323)2990

Chubu Branch Office

18F Chunichi Building, 4-1-1 Sakae, Naka-Ku, Nagoya-Shi, Aichi, 460-0008

Phone: 052(238)9922

West Japan Branch Office

Osaka Umeda Twin Towers South, 1-13-1 Umeda, Kita-Ku, Osaka-Shi, Osaka, 530-0001

Phone: 06(4799)1000

Kyushu Branch Office

2-2-4 Nagahama, Chuo-Ku, Fukuoka-Shi, Fukuoka, 810-8610

Phone: 092(771)4111

List of UR Residence Center or other management facilities

Business hours: Monday to Saturday (9:30 to 17:30)

Closed Sunday, Public Holidays December 29th-January 3rd

Note:1 The business hours for the Hokkaido Residence Center is 9:15 to 17:15

Note:2 Business hours in all outlets except for residence Center and West Saitama management center will depend on the management company.

● East Japan Rental Housing Office

Apartment Complex Regional Divisions	Firm Name and Phone Number	Location
Sumida-ku, Koto-ku, and Edogawa-ku	Tokyo East Residence Center 03-5600-0811	7th Floor, Tokyo Traffic Kinshicho Building, Main Building, 4-26-5 Kotobashi, Sumida-Ku, Tokyo, 130-0022
Tachikawa-shi, Musashino-shi, Mitaka-shi, Fuchu-shi, Akishima-shi, Chofu-shi, Koganei-shi, Kodaira-shi, Higashimurayama-shi, Kokubunji-shi, Kunitachi-shi, Fussa-shi, Komae-shi, Kiyose-shi, Higashikurume-shi, Musashimurayama-shi, Hamura-shi, and Nishitokyo-shi	North Tama Residence Center 042-521-1341	10th Floor, Faret East Building, 2-34-7 Akebono-Cho, Tachikawa-Shi, Tokyo, 190-0012
Bunkyo-ku, Toshima-ku, Kita-ku, Itabashi-ku, and Nerima-ku	Tokyo North Residence Center 03-5954-4611	7th Floor, Sumitomo Ikebukuro Ekimae Building, 1-10-1 Higashi Ikebukuro, Toshima-Ku, Tokyo, 170-0013
Hachioji-shi, Machida-shi, Hino-shi, Tama-shi, and Inagi-shi	South Tama Residence Center 042-373-1711	6th Floor, Belve Nagayama, 1-5 Nagayama, Tama-Shi, Tokyo, 206-0025
Chiyoda-ku, Chuo-ku, Minato-ku, Shinjuku-ku, Shinagawa-ku, Meguro-ku, Setagaya-ku, Shibuya-ku, Nakano-ku, Suginami-ku, and Ota-ku	Tokyo South Residence Center 03-5427-5960	1st Floor, Sumitomo Fudosan Shiba Building-3rd Building, 1-7-17 Shiba, Minato-Ku, Tokyo, 105-0014
Taito-ku, Arakawa-ku, Adachi-ku, and Katsushika-ku	Johoku Residence Center 03-3842-4611	4th Floor, Shitaya Building, 5-2-5 Higashi Ueno, Taito-Ku, Tokyo, 110-0015

● East Japan Rental Housing Office

Apartment Complex Regional Divisions		Firm Name and Phone Number	Location
Chiba	Chiba-shi, Ichihara-shi, Yotsukaido-shi, Sakura-shi, and Narita-shi	Chiba Residence Center 043-311-1212	10th Floor, Marive East, World Business Garden, 2-6-1 Nakase, Mihama-Ku, Chiba-Shi, Chiba, 261-7110
	Ichikawa-shi, Narashino-shi, Yachiyo-shi, Urayasu-shi, and Funabashi-shi (excl. Chiba New Town Komuro High-Land)	Chiba West Residence Center 047-474-1191	3rd Floor, Tsudanuma Dai-ichi Seimei Building, 2-12-7 Maebara-Nishi, Funabashi-Shi, Chiba, 274-0825
	Funabashi-shi (only Chiba New Town Komuro High Land), Matsudo-shi, Abiko-shi, Nagareyama-shi, Noda-shi, Kamagaya-shi, Inzai-shi, Kashiwa-shi, and Shiroy-shi	Chiba North Residence Center 04-7197-5700	5th Floor, Kashiwa-higashiguchi Kaneko Building, 4-8-1 Kashiwa, Kashiwa-shi, Chiba, 277-0005
Ibaraki			
Kanagawa	Yokohama-shi (Tsurumi-ku, Kanagawa-ku, Nishi-ku, Naka-ku, Minami-ku, Hodogaya-ku, and Kohoku-ku, Asahi-ku, Midori-ku, Seya-ku, Tsuzuki, Aoba-ku - only Aoba-dai), and Kawasaki-shi (Kawasaki-ku, Saiwai-ku, Nakahara-ku, and Takatsu-ku)	Yokohama Residence Center 045-872-1131	8th Floor, Yokohama East Square, 1-4 Kinko-cho, Kanagawa-ku, Yokohama-shi, Kanagawa, 221-0056
	Atsugi-shi, Yamato-shi, Hiratsuka-shi, Kamakura-shi, Fujisawa-shi, Chigasaki-shi, Hadano-shi, Yokohama-shi (Aoba-ku - excl. Aoba-dai), Kawasaki-shi (Miyamae-ku, Tama-ku, and Aso-ku), Sagami-hara-shi, Ebina-shi, and Zama-shi	Kanagawa West Residence Center 0466-26-3110	9th Floor, Nihon Seimei Fujisawa Ekimae Building, 462 Fujisawa, Fujisawa-Shi, Kanagawa, 251-0052
	Yokohama-shi (Isogo-ku, Kanazawa-ku, Totsuka-ku, Konan-ku, and Sakae-ku) and Yokosuka-shi	Yokohama South Residence Center 045-835-0061	5th Floor, Konandai 214 Building, 3-3-1 Konandai, Konan-ku, Yokohama-Shi, Kanagawa, 234-0054
Saitama	Soka-shi, Misato-shi, Yoshikawa-shi, Yashio-shi, Koshigaya-shi, Satte-shi, and Kasukabe-shi	East Saitama Residence Center 048-941-5311	3rd Floor, Harmonious Tower Matsubara Tower A, 1-1-6 Matsubara, Soka-Shi, Saitama, 340-0041
	Kawaguchi-shi, Saitama-shi, Kounosu-shi, Ageo-shi, Toda-shi, Warabi-shi, Okegawa-shi, Kuki-shi, and Kitamoto-shi	Urawa Residence Center 048-711-7150	5th Floor, Lamza Tower A, 1-10-1 Numakage, Minami-Ku, Saitama-Shi, Saitama, 336-0027
	Kawagoe-shi, Tokorozawa-shi, Sayama-shi, Iruma-shi, Asaka-shi, Wako-shi, Niiza-shi, Fujimino-shi, Fujimi-shi, Sakado-shi, Tsurugashima-shi, and Hidaka-shi	West Saitama Housing Management Center 049-263-2111	3rd Floor, Cocone Kamifukuoka Second Building, 1-2-27-301 Kasumigaoka, Fujimino-Shi, Saitama, 356-0006
Hokkaido	Sapporo-shi, Ebetsu-shi, Ishikari-shi, and Kitahiroshima-shi	Hokkaido Residence Center 011-261-9277	2nd Floor, Sapporo Kita-Sanjo Building, 3-1 Kita-Sanjo Nishi, Chuo-ku, Sapporo-Shi, Hokkaido, 060-0003
Miyagi		Miyagi Housing Supply Public Corporation 022-261-6164	Furusato Building, 1-1-20 Kamisugi Aoba-Ku, Sendai-Shi, Miyagi, 980-0011

● Chubu Branch Office

Apartment Complex	Regional Divisions	Firm Name and Phone Number	Location
Aichi	Nagoya-shi (Nakamura-ku, Naka-ku, Showa-ku, Mizuho-ku, Atsuta-ku, Nakagawa-ku, Minato-ku, Midori-ku, and Tempaku-ku), Ichinomiya-shi, Tsushima-shi, Toyota-shi, Konan-shi, Inazawa-shi, Chita-shi, Chiryu-shi, Iwakura-shi, Toyoake-shi, Kiyosu-shi, Yatomi-shi, Miyoshi-shi, Aichi District, and Ama District	Nagoya Residence Center 052-332-6711	6th Floor, Kanayama Sogo Building, 1-12-14 Kanayama, Naka-Ku, Nagoya-Shi, Aichi, 460-0022
	Gifu		
	Mie		
Aichi	Nagoya-shi (Chikusa-ku, Higashi-ku, Kita-ku, Nishi-ku, Moriyama-ku, Meito-ku), Kasugai-shi, Komaki-shi, and Nisshin-shi	Osone Residence Center 052-723-1711	4th Floor, Nagoya Osone Daiichi Seimei Building, 1-3-33, Yada, Higashi-Ku, Nagoya-Shi, Aichi, 461-0040
Shizuoka	Shizuoka-shi	Shizuoka Jutaku Kyokyu Kosha 054-255-4824	9th Floor, Shizuoka Chuo Building, 9-18 Ote-Machi, Aoi-Ku, Shizuoka-Shi, Shizuoka, 420-0853

● West Japan Branch Office

Apartment Complex	Regional Divisions	Firm Name and Phone Number	Location
Osaka	Osaka-shi (Yodogawa-ku and Higashiyodogawa-ku), Toyonaka-shi, Ikeda-shi, Suita-shi, Takatsuki-shi, Ibaraki-shi, Minoh-shi, Settsu-shi, and Mishima District	Senri Residence Center 06-6871-0515	19th Floor, Senri Life Science Center Building, 1-4-2 Shin Senri Higashi-Machi, Toyonaka-Shi, Osaka, 560-0082
	Osaka-shi (Abeno-ku, Asahi-ku, Minato-ku, Sumiyoshi-ku, Suminoe-ku, Joto-ku, Ikuno-ku, Nishi-ku, Taisho-ku, Chuo-ku, Tennoji-ku, Miyakojima-ku, Higashisumiyoshi-ku, Higashinari-ku, Hirano-ku, Kita-ku, and Naniwa-ku), Hirakata-shi, Neyagawa-shi, Kadoma-shi, Moriguchi-shi, Daito-shi, Higashiosaka-shi, and Yao-shi	Osaka Residence Center 06-6968-4455	2-9-204 Morinomiya, Joto-Ku, Osaka-Shi, Osaka, 536-8522
	Sakai-shi, Kishiwada-shi, Izumiotsu-shi, Kaizuka-shi, Tondabayashi-shi, Kawachinagano-shi, Matsubara-shi, Izumi-shi, Habikino-shi, Takaishi-shi, Fujiidera-shi, Sennan-shi, and Hannan-shi	Senboku Residence Center 072-276-7123	3257 Fukaisawamachi, Naka-Ku, Sakai-Shi, Osaka, 599-8236
	Osaka-shi (Nishiyodogawa-shi, Konohana-ku, and Fukushima-ku)	Hanshin Residence Center 06-6419-4522	8th Floor, AMAX Building, 3-95 Showadori, Amagasaki-Shi, Hyogo, 660-0881
	Amagasaki-shi, Nishinomiya-shi, Ashiya-shi, Itami-shi, Takarazuka-shi, and Sanda-shi		
Hyogo	Kobe-shi, Akashi-shi, and Miki-shi	Hyogo Residence Center 078-242-2791	4th Floor, Sannomiya Building, Minami-kan, 7-1-15 Gokodori, Chuo-Ku, Kobe-Shi, Hyogo, 651-0087

Apartment Complex Regional Divisions		Firm Name and Phone Number	Location
Shiga		Kyoto Residence Center 075-256-3663	4th Floor, Imon Meiji-Yasuda Seimei Building, 566-1 Toraya-Cho Karasuma-Oike Sagaru, Nakagyo-Ku, Kyoto-Shi, Kyoto, 604-8171
	Kyoto		
	Kyoto-shi, Uji-shi, Kameoka-shi, Kuse District, and Yawata-shi	Nara Residence Center 0742-71-2401	2nd Floor, Sun Town Plaza Himawari-Kan, 1-4 Ukyo, Nara-Shi, Nara, 631-0805
	Kizugawa-shi and Soraku District		
	Nara		
	Mie	Daiichi Building Service Co., Ltd 082-568-8177	4th Floor, Ozaki Building, 4-5 Inari-Cho, Minami-ku, Hiroshima-shi, Hiroshima, 732-0827
	Nabari-shi		
	Hiroshima	Senboku Residence Center 072-276-7123	3257 Fukaisawamachi, Naka-Ku, Sakai-Shi, Osaka, 599-8236
	Wakayama	Daiichi Building Service Co., Ltd 086-241-0757	8th Floor, Oomotoima Building, 4-9-23 ima, Kita-ku, Okayama-Shi, Okayama, 700-0975
	Okayama		

● Kyushu Branch Office

Apartment Complex Regional Divisions		Firm Name and Phone Number	Location
Fukuoka	Fukuoka-shi, Koga-shi, Munakata-shi, Kasuga-shi, and Onojo-shi	Fukuoka Residence Center 092-433-8123	3rd Floor, KDX Hakata Minami Building, 1-3-11 Hakataekiminami, Hakata-Ku, Fukuoka-Shi, Fukuoka, 812-0016
	Kitakyushu-shi and Onga District	Kita-Kyushu Residence Center 093-383-9533	1st Floor, AIM Building, 3-8-1 Asano, Kokurakita-Ku, Kitakyushu-Shi, Fukuoka, 802-0001
Yamaguchi	Shimonoseki-shi and Shunan-shi		

Emergency Contact Details

(Weekday daytime hours)

The Administration Service Office or Residence Center or other management facilities

..... Please refer to pages 98 to 101 for contact details for the Residence Center or other management facilities.

(Night and holidays) Contact in an emergency

(1) Supply and Drain Water

If you have a spill, a blockage in a drain or waste water pipe, or wastewater backing up, please contact the following:

(2) Electricity

Power outages and failure contact the electric power company.

..... Please refer to the "resident's guide" for each apartment complex.

For shorts, please contact the following.

(3) Gas

In the case of gas leaks or faulty gas equipment, contact the gas company.

..... Please refer to the "resident's guide" for each apartment complex.

Gas

Gas appliances

(4) Elevators

Please contact the maintenance company. The contact details are on the notice board in the 1st floor elevator hall.

(5) Fire or Medical Emergency

Summon a fire engine or an ambulance by dialing 119 and supplying the correct address.

(6) Crime or Traffic Accident

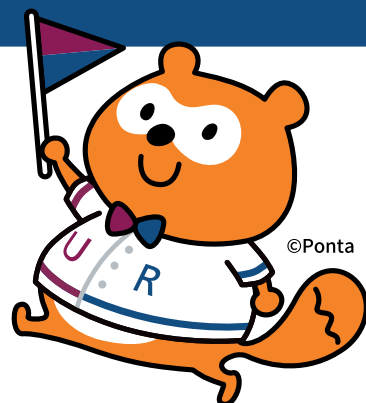
Summon the police by dialing 110 and supplying the correct address.

Contact Numbers

[illegible]

URでPontaのご案内

毎月の家賃のお支払いで



家賃 **500円**ごとに

Pontaポイント

たまる! ※1

たとえば

家賃
70,000円/月
の方なら、**140**
Pontaポイント/月

1年間で **1,680**
Pontaポイント

※2
まだPontaカードをお持ちでない方も、いますぐお申込みできます!



「URでPonta」は
Webサイトから
簡単お手続き

[https://www.ur-net.go.jp/
chintai/ur-ponta/](https://www.ur-net.go.jp/chintai/ur-ponta/)

「URでPonta」に関するお問い合わせ
「URでPonta」受付窓口



0570-000575

(受付時間: 9:00 ~ 17:00 / 土日祝日は除く)

Webからのお問い合わせ

<https://support.ponta.ur-net.go.jp/>

※1 個人名義で住宅をご契約の方が対象で、月々の家賃を口座振替または一時払いの方法でお支払いいただいている場合に限り。なお、共益費や駐車場利用料等の
お支払いに対してはPontaポイントは加算されません。また、UR賃貸住宅内の住み替えや名義承継を実施する際には新たに申し込みが必要です。

※2 カードをお持ちでない方は、「URでPonta」お申込みの際にオンラインでお申込みいただけます。

UR賃貸住宅にお住まいのみなさまへ

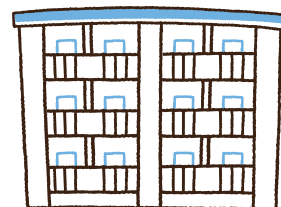


1

大切な家財に 損害!!

家財の補償

大切な家財に生じた、
火災や落雷、盗難などによる損害を補償します。

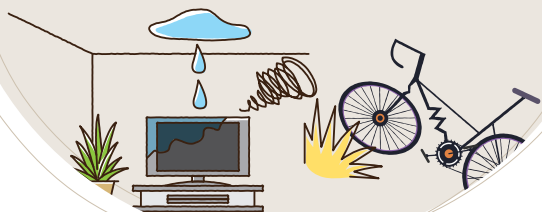


2

ご近所さんとの 賠償トラブル!!

個人賠償責任の補償

日常生活で、他人のモノをこわしたり、
ケガをさせてしまったとき(自転車事故等)などの
法律上の賠償責任費用を補償します。



3

借りている お部屋の損壊!!

借家人賠償責任の補償

火災、その他の不測かつ突発的な事故などにより
借りている部屋を破損したときなどの、
大家さんに対する法律上の賠償費用を補償します。



こんな事態になる前に!

※右のQRコードから、当社ホームページをご覧ください
くと、各損害保険会社の商品案内が掲載されており、
一部の商品については、直接「ネット契約」が可能です!



JSは「万が一」に備えた、保険商品を取り扱っています。

東京海上日動

Total assist
住まいの保険

三井住友海上

リビングFIT

東京海上ミレア
少額短期

お部屋の保険
ワイドⅡ

損害保険ジャパン

THE 家財の保険

※各エリアによって取扱商品が異なりますので、詳しくは下記窓口までお気軽にお問い合わせください。

※ご契約にあたっては、必ず重要事項説明書をお読みください。ご不明な点等がある場合は、代理店までお問い合わせください。

※被保険者(補償を受けられる方)またはそのご家族が、補償内容が同様の保険内容を他に契約されているときには、補償が重複することがあります。

※QRコードは(株)デンソーウェーブの登録商標です。

損害保険に関するご相談、お問い合わせ窓口

損害保険代理店

JS 日本総合住生活株式会社

●東日本エリア(東日本賃貸住宅本部管内) TEL0120-377-086

●西日本エリア(中部、西日本、九州支社管内) TEL0120-377-083

2024年12月作成 24TX-004763

For living in UR rental housing for a long time

Do you know that...

There are advantages to moving from UR rental housing to another UR rental housing!

Advantage 1

Your current security deposit can be carried over! *1 *2

Reduce initial cost!

Advantage 2

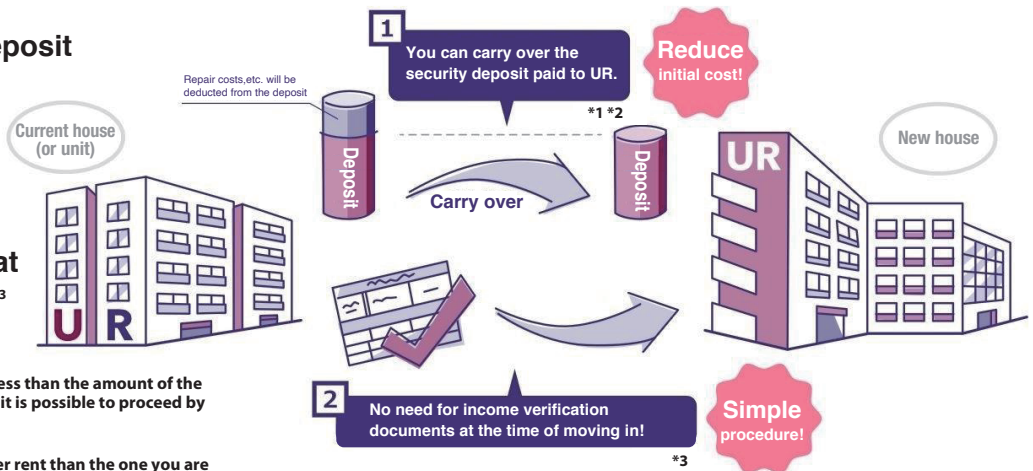
No need for income verification documents at the time of moving in! *3

Simple procedure!

*1 Even if the amount to be carried over is less than the amount of the security deposit of the new house (unit), it is possible to proceed by paying the shortfall.

*2 Parking deposits cannot be carried over.

*3 If you are moving to a house with a higher rent than the one you are currently paying, you will need to submit documentation.



Please consult with the sales office for inquiries about terms and conditions of the system or relocation.

Please find a representative of the sales office here.



UR Rental Housing

Do you know about the monitoring service keeping families in touch?

To ensure peace of mind for elderly residents or residents living alone, UR provides a privately-operated monitoring service (a service that contacts family members in the event that an emergency occurs).

Please refer to pages 98 to 101 for contact details for the Residence Center or other management facilities.

Applies to UR rental housing throughout Japan

Applies to UR rental housing in the Tokyo Metropolitan Region

TATEYAMA



ヤマト運輸



東急セキュリティ

* Please note that these services are not available in some housing units.

**UR Community supports
the livelihood of
UR Rental Housing.**



UR Community is supporting for the livelihood of residents living in UR Rental Housing so that they can lead secure, safe and comfortable life through the business of residence center.



Urban Renaissance Agency

2-5 Kanda Jinbo-cho, Chiyoda-ku, Tokyo
<http://www.ur-cm.co.jp/>

Renaissance at city streets



Urban Renaissance Agency

<https://www.ur-net.go.jp/aboutus/publication/en.html>

The cover page features a work from the "UR Photo & Illustration Contest Exhibition".