

Handbook for tenants

Please read carefully



To all the tenants

Thank you for moving in the property which is under our management.

Apartment is a daily living space.

This guide for tenants during the tenancy is aimed to build up a more comfortable living environment.

This booklet contains the following contents:

- Things to do before moving in
- Attentions in daily life (inside your apartment)
- Attentions in daily life(in common places)
- Emergency Response
- Renewal and Termination (moving out) procedure

◇Contact details for each residence area◇

【Customer who can speak Japanese】

Kanto Area: Shinjuku Island Tower 9F, 6-5-1 Nishi-Shinjuku, Shinjuku-ku,
Tokyo 163-1309 Japan

For inquiries after moving in	Maintenance
TEL : 03-5908-2270(Tokyo)	TEL : 03-5908-2244
03-5908-2251(Saitama)	
03-5908-2253(Chiba)	
03-5908-2252(Kanagawa)	FAX : 03-5908-2243

Tokai Area: 1-33-2 2F, Kitahara-cho, Mizuho-ku, Nagoya-shi, Aichi 467-0811 Japan
TEL : 052-859-2650 FAX : 052-859-2665

Kansai Area: 6th floor of Esaka Chuo Building No. 1-21, Toyotsu-cho, Suita-shi,
Osaka 564-0051 Japan

[TEL:06-6310-9199](tel:06-6310-9199) FAX : 06-6310-9181

※In case there is any defect or breakdown of indoor facilities that needs to be repaired, please contact us or the emergency contact that is written on the Information Board of the property.

Please be advised that you may have to bear the cost if you handle it yourself without contacting us.

【Customer who can not speak Japanese】

Global Trust Networks Co.,Ltd.

2nd floor AKIYAMA Building, 1-15-15, Okubo, Shinjuku-ku,Tokyo 169-0072 Japan

TEL : 03-5155-4674 FAX : 03-5155-4679

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Chapter 1 Moving in

■ Opening water supply



Please contact the water bureau to start using water.

(Some properties do not require.)

You can use after the water bureau checks the meter and opens the water supply. (Please contact soon because there may be possibility that the procedure can not be done on Saturdays, Sundays, etc.)

※The contact information is provided in the enclosed paper.

■ Opening electricity supply



Please contact the electricity company to start using electricity.

You can use after the electricity company checks the meter and turns on the breaker of the power distribution panel.

※The contact information is provided in the enclosed paper.

■ Opening gas supply



Contact the gas supplier to start using gas.

You can use after the gas company checks the meter and opens the gas supply.

※The contact information is provided in the enclosed paper.

■ Transferring the residence certificate



Upon moving in, please visit the municipal office of jurisdiction and perform the procedure of transference.

■ Giving moving notice to post office



When you move in, please give the notice to the nearest post office immediately.

Without notification, mail may not arrive.

■ Filling out room checking list (Important)



Complete the room checklist provided at the time of signing contract and make sure to send it back within 2 weeks.

This list serves as a document to prevent problems when tenant leaves the room.

【Chapter 2】Attentions in daily life (inside your apartment)



■Room Ventilation

To prevent condensation and mold, please open the windows of the room frequently to ventilate the air.

Condensation occurs when the moisture contained in the air is cooled suddenly and the surface temperature is lower than the room temperature.

Please wipe off drops of water with a dry towel and do the ventilation regularly.

Molds germinated under conditions such as temperature 20° C to 30° C, humidity of 75% or more, and nutrients, air ventilation can help avoid mold.

Also, please make sure that the air supply port in the room is not blocked.

For buildings that are constructed newly, the odor of moisture, paint, or adhesive is likely to be generated, so please let the fresh air in.

If there is any stains caused by above phenomena, you may be charged the restoration fee at the time of moving out.

■Handling of keys



Please handle the key carefully. **Make sure to lock the door when you leave.**

Please lock the door and bring the key even when you are out of autolock door shortly to dispose of garbage.

If you do not have a key, you will not be able to enter the building.

(If you request an assistant in emergency, you shall be charged the fee)

In case you lose the key, please contact us. We can lend you the key as a temporary solution.

However, we can not deal with the problem late at night so please call

"Key 110" to get help on your own.

In an event of a key loss, you shall be responsible for the unlock and lock change fee.

■Lighting equipment



Lighting equipment is not furnished so please install them yourself.

Please also replace the florescence tubes and bulbs yourself when they are burned out. Tenant shall be responsible for changing the consumable items.

■Use of Veranda

Veranda is common used place but you are granted exclusive rights to use it.

Please pay attention to the following behaviours when using

- Veranda is an evacuation route in an event of emergency. In case of emergency such as a fire, please kick down the panel and use the evacuation hatch and evacuation ladder to evacuate to the lower floor.
- Do not place any blockage such as baggage on the veranda, as this may be obstacle to evacuation.
- Never throw away cigarettes or anything from the veranda. That may cause fire and injury to the passer-by.
- Smoking in veranda may cause trouble, so please be careful.



■ Use of electrical appliances

Please do not draw power for many appliances from one socket. The circuit breaker will drop due to the overload of line.

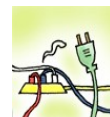
For electric appliances such as refrigerators, washing machines, and microwave ovens, please make sure to **connect the ground wire to the terminal of the outlet.**

In the unlikely event of an electric leakage, electricity will escape and electric shock will be prevented.

Please use electricity within the ampere capacity.

In case you want to change the capacity or there is electricity leakage, please contact the nearest electricity company.

※If you change the capacity, you will be required to set it back to the initial amount at the time of moving out.



■ Use of kitchen

When using kitchen, please do not leave without turning off the water faucet.

Drainer may become clogged with garbage and water may overflow from the sink without draining .

※Please clean the drainage frequently.



■ Use of washing machines

When installing a washing machine, please make sure to connect the water supply hose and the water drain hose carefully.

Besides, please also make sure to connect the water drain hose to the drain port of the washing bread carefully.

Please do not go out while doing a wash.

In case there is stains caused by water leakage which is resulted from inadequate connection, you may be charged the restoration fee.

However, there is possibility that the Fire Insurance company can perform a coverage so please contact us when there is a water leakage.



■ Use of toilet

Do not flush anything other than toilet papers into toilet.

That is the cause of toilet clogging.

When the toilet is clogged, please buy a rubber cup at supermarket for first-aid treatment.

In most cases, the problem can be solved. If it is not, please contact us.

※If the cause of the clogging is tenant's fault, tenant shall be responsible for the repair cost.



■ Furniture Installation

When installing furniture, etc., please place them a little away from the wall.

Ensure that there is a gap between the closet and the wall.

That would make air flow in and prevent mold formation due to condensation.

■ Keeping pets



Pets are not allowed to be kept in non-pet properties.

The pet should be kept in a pet allowed property in compliance with the following requirements.

1. Only tropical fish, small indoor dogs, cats, and other small animals are allowed.
(Please contact us for more details)
2. Please be sure to keep your pet inside the room, not in veranda.
3. Please be sure to dispose of the feces and urine and not pour them into the toilet.
4. Do not brush outside the room.
5. Be careful of pet sounds. If the complaint from your neighbors concerning the pet noise late at night and in early morning comes constantly, we may revoke the permission for keeping pets.
6. If you are raising a new pet, please be sure to contact us.



■ Noise

There is possibility that before you know it, the noise that you are generating is echoing to the apartment downstairs and cause nuisance to other tenants. This is apartment complex so we would highly appreciate your cooperation to build up a comfortable living environment, especially late at night and in early morning when even a little sound can be heard clearly, please refrain from these behaviours below:

1. Listen to television, radio, and stereo at a high volume.
※When a TV or speaker is installed far away from the wall, the sound will be difficult to be transmitted.
2. Loud talking voices and singing oaths.
3. Do not bring in or play musical instruments. (Prohibitions)
4. Please be careful when using cell phone at night.
5. Do not use vacuum cleaner or washing machine after 10:00 p.m.
6. When you close the door, please release your hand slowly.
7. Special attention should be paid to footsteps late at night and in early morning.
(Place carpets, etc., on the floor as much as possible.)



■ Theft

Do not forget to check the locks not only on the door but also on the veranda, toilets, and bathroom windows.

In the event of a theft or other incidents, please **contact the police immediately**. Please **inform us after contacting the police**.



【Chapter 3】Attentions in daily life(in common places)

■Leaving personal belongings in common places

Placing garbage, bicycles, and personal belongings in common areas such as corridors, stairways, and entrances is prohibited according to the Fire Act. This may be obstacles in escape way in an emergency case and affect the aesthetic appearance which is nuisance to other tenants. If the problem gets worse, we will get rid of them after giving warning notice (Tenant shall be responsible for the disposal fee)



■Use of car parking lot

Please park your car within the area specified in the contract. To prevent from noise, please run the engine idle before parking.

While parking, please run the engine idle in a short time before switch it off.

Please refrain from warm-up operation.

Besides, since the parking lot only provides you a space to stop cars, we will not be responsible for any problems such as theft or damage happen in the parking lot, please understand.



■Use of bicycle parking space

Please park your bike at the specified place.

(Please make mutual concessions and park your bike.)

Also, please dispose of the unused bicycles without leaving them unattended.

When you leave the room, do not leave it behind but dispose of it or bring it to your new apartment. If the bicycle left unattended badly, **we will dispose of it after giving notification periodically**.



■Use of the Internet

●For those who are going to live in the property at where BBM – NET is already installed (Free Internet Service)

For tenant who wants to use Internet, please call Media Supply International Co.,Ltd.

Please contact TEL0120-276-210

※※BBM-NET supports 24 hours a day, 365 days a year.

●For those who are living in other buildings

If you wish to use Internet in a building with another Internet line, please contact us.

■Use of MailBox

Please refer to the password for mailbox from the enclosed paper.



■ Use of delivery box→Not available for non-installed properties.

The delivery box has dial or card style.

In case of dial style, the security code is written in the arrival notice, so please use the number to unlock it .

In case of using card, there is manual with the unlock method attached to the delivery box. Please follow the instructions in the manual to unlock.

In case of dial style, when the courier puts the parcel in the delivery box, they will also post the arrival notice into your mailbox. The arrival notice may be get mixed among flyers, etc., so please organize flyers, etc. carefully.

Please refrain from storing personal belongings in the delivery box.

The security code may be set individually in advance.

Please contact us if you find anything unclear.



■ Garbage disposal

《Regular garbage》

Please sort the garbage into the burnable, the unburnable, the recyclable, empty cans, empty bins, follow the designated rules and take the garbage out in the morning of the collection date. For further details, please refer to the pamphlets issued by the city or city's homepage and please make sure to use the specified garbage bag.

《Bulky garbage》

For bulky garbage, please contact the Cleaning Bureau.

The Cleaning Bureau will specify the collection date, please purchase large-size trash stickers at convenience store, stick them on the items and take them out beside the regular garbage collection site on the designated date.

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For bulky garbage, the procedures differ for each government.

Please check the pamphlets and websites issued

by each government. If there is any question, please contact the Environment Division



【Chapter 4】Emergency Response

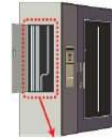
■There is no water

When the water is shut off, please check as below

1. There is no water from all the supplies.

If all water in the kitchen, toilet, or bathroom is shut off, make sure that the main valve located in the pipe space beside the entrance door is turned on or not.

The valve may be turned off by some adjustment. If the valve is turned on normally, please contact us.

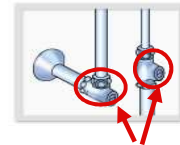


Pipe space

2. If the water is not coming out partially

For example, if there is water in the kitchen but none in the bathroom, please check the **water stop screws on the small water supply pipe connected** to the toilet tank. This screw is to adjust the water volume.

It can be turned by coins, etc.



water stop screw

■There is no electricity

When there is no electricity, please check these things below

1. Check the breaker

Check that the breaker inside the room to see if it is turned on 「入」 or not.

The circuit breaker has a main breaker and miniature circuit breakers, so please confirm all of them.

If it is turned OFF, then turn it ON.



Circuit breaker

2. Using many electrical appliances at the same time

When using many electrical appliances at the same time, the line will be overload and the circuit breaker may be turned off .

In this case, please stop using a part of electrical appliances.

3. Thunder

When thunder and lightning occurs, the circuit breaker may drop. Please pull off the plug and wait until it stops.

When the thunder stops, please lift the breaker back on.

If the electricity goes out due to other reasons than above, please contact the nearest electricity company.

■Gas shut off.

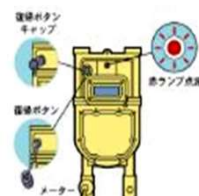
Please check the gas meter.

If a gas leak or an abnormality is detected like after a large earthquake or when excessive amount of gas flowing for a long time, the red led will blink and the gas supply will stop.

In these cases, please stop using all the gas appliances and turn them off (including the water heater).

Please follow the gas meter reset procedure shown and carry out the reset.

**When there is gas smell or when you dont know well the reset procedure, please do not reset.
Besides, if the red led still blinks no matter that you have resetted, please contact the gas supplier.**



Gas meter

■Drainage clogging

1. Toilet clogging

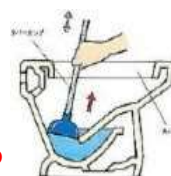
Please unclog the toilet by using cup plunger. Lower the plunger into the bowl, push down on the cup forcefully, then pull back up without and repeat the push-pull motion several times.

2. Bathroom drainage

Sometimes a lot of hairs may clog your drain so please clean it carefully.

3. Kitchen Sink Clogging

Clean the drainage of kitchen sink regularly. This is also a hygienic problem, please always clean the filter basket.



Rubber cup

■Running Toilet

Pull the water discharge lever of the tank several times.

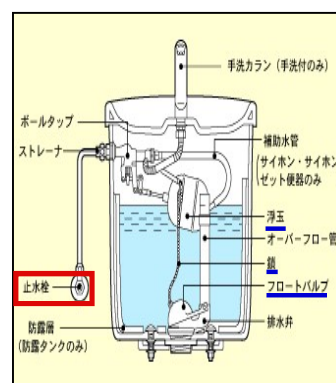
①Turn off the stopper faucet

②Turn the water supply lever

③Open the lid of the tank and check inside the tank.

- Is the chain entangled?
- Check that the float valve is not misaligned.
- It is not clogged by garbage beneath the float valve.
- Is the float ball misaligned?

※If the above-mentioned work does not correct,
please contact us.



■Water leakage

In case of water leak, please contact us or emergency contact immediately.

Water leakage from ceiling may be caused by the malfunction of the water supply pipe and drain pipe, overflowing kitchen or washing machine drain pipe.

Depending on situation, we may need to enter your room to inspect and do the repair work, and we would highly appreciate your cooperation in an event of water leakage.



【Chapter 5】Lease Renewal and Termination procedure.

■Lease Renewal Procedure

1. When it comes closer to the lease expiration, we will send you a letter of lease renewal confirmation.
 - ※If you wish to continue the tenancy, it is necessary to complete the designated procedure.
 - ※If you wish not to renew the lease, please submit the termination form.
2. Please fill out important sections, sign, affix seal and send back the renewal contract to us by the due date.

Upon receipt of the renewal fee, we will send you the duplicate of the contract, please keep it carefully then.