

# Gunma Housing Supply Corporation

## Guidelines for Rental Apartment Living

(住まいのしおり英語)

This guide provides a simple overview of the procedures and regulations pertaining to residents of public housing apartments.

We are committed to providing our residents with a comfortable living area. Therefore, in an effort to respect our fellow residents, we kindly request your understanding and cooperation with the following guidelines.

Customer Service for Residents

【Procedures and All Inquiries】 ⇒ Gunma Housing Supply Corporation  
Administration office: 027-224-1881  
Business hours: 8:30 - 17:15  
(Except holidays)

【Repair】 ⇒ Please See Above

※Night/early morning (17:15 –next morning 8:30)  
Also for emergency repair such as water leakage, accident, fire, etc.  
⇒ Subcontractor: JBR Co. Ltd. 0120-365-876  
(Open 365 days)

### 1. Guidelines for Residential Living

#### (1) Prohibited Activities

- ① Trash disposal on non-designated days, locations, and/or ignoring separation guidelines. For more details concerning trash disposal, please contact the city office.
- ② Parking in undesignated areas  
Example: Parking along surrounding streets, within the residential areas and open unmarked spaces, blocking emergency vehicle access areas (including fire hydrant, ambulance access, etc.)
- ③ Pets (dogs, cats, etc.)  
Odors, barking and pet excretion can create a disturbance for the surrounding neighborhood and/or cause damage to the facilities.
- ④ Barbeque on balconies or residential areas  
This type of activity is considered a fire hazard and may disturb other residents.

#### (2) Maintain Reasonable Noise Levels

Everyday noises such as conversations, TV, closing doors, etc. travel easily to the surrounding neighborhood. Therefore, especially early in the morning and late at night we ask that you keep loud noises to a minimum.

### (3) Cooperation in Maintaining a Clean Living Environment

We ask that all residents work together to maintain a clean environment both inside and outside each residence. Specifically, the cooperation of each resident to maintain trash disposal areas, drain pipes, trenches, staircases, weeds in the playgrounds and open areas along with the overgrowth of trees and shrubs is greatly appreciated.

In addition, we ask that residents not place anything in common spaces such as a staircase or corridor. These objects may obstruct walkways or evacuation routes in the case of an emergency.

## 2. What You Need to Know Before Moving In

### (1) The key to your residence has been changed prior to your move.

If you have questions or would like to change the key, please contact administration. (Note: the resident will be required to cover the cost of a key change.)

### (2) Desired lighting, other than what is previously installed, will be the responsibility of the resident.

### (3) Starting and/or terminating electric, gas and water service will be the responsibility of the resident.

### (4) Pre-cautions related to moving into the residence

① Do not drive in the non-pavement area. Park only in the designated parking area.

② Any damage caused during move-in will be to the expense of the resident.

### (5) Prior to the installation of an air conditioner or window fan please contact administration.

## 3. How to Pay Rent

### (1) For those people who signed the bank transfer contract, the rent will be automatically withdrawn from your bank account on the 7<sup>th</sup> of every month (this will occur on the next business day if the 7<sup>th</sup> is a bank holiday). Please make sure that you have sufficient funds prior to the 7<sup>th</sup>.

※The transfer date may be different from the rent guarantee contract date.

### (2) For all others, please transfer the rent payment to the designated bank account of the housing Corporation before/on the 7<sup>th</sup> of every month (it will be next business day if the 7<sup>th</sup> is a bank holiday).

## 4. Necessary Communication for Your Residential Period

- (1) The following communication must be submitted promptly after moving in
  - ① Report the change of your address to the city office within 14 days of your moving date. (For all residents)
  - ② Report the change of your address to your nearest post office. (Reporting through the internet is also available.)  
(Forwarding of your mail to the new address will be free of charge for 1 year from the reporting date.)
  - ③ Write down your surname (last name) on the name card located at your main entrance and mailbox.
- (2) Notification is required for the following changes pertaining to persons living in the residence (notification forms are located in the office)
  - ① If an individual has a name change or place of occupation change (including retirement, resignation, and discontinuance of business)
  - ② When an individual other than the one named on the lease moves in (including the birth of a child), moves out or dies.
- (3) When the residence is vacant for more than 30 days in a row
- (4) When your guarantor has a change of address, etc.
  - ✖ Advance notice is required if you would like to change your guarantor.

## 5. Parking

- (1) One parking space is allotted for each residence. If space is desired, please contact the administration. The permitted vehicle size is variable depending on the apartment.
- (2) Storage Facility Usage Consent Certificate (Parking Space Certificate: JPY 1,000 each) is issued by the Corporate Administration Office or affiliated branches. (See pgs. 4 – 5)

Furthermore, please be aware of the following conditions.

- ① The certificate is issued only for use by the registered vehicle. Certificates will be void if your rent payment is delayed or your vehicle is bigger than the allotted parking space.
- ② Upon the purchase of a new vehicle, a new certificate will only be issued upon proof of the disposal of the previous vehicle.

## 6. Costs at the Responsibility of the Resident

- (1) Regular living expenses

- ① Electric, gas, water, telephone and any other personal services related to your residence.
- ② Replacement expenses of tatami mats, fusuma (Japanese sliding screen), shoji (Japanese paper sliding door), and damaged/broken glass.
- ③ Interior repairs and replacement cost of any fixtures (sink, toilet, lighting, etc.) due to damage caused by the resident.

(2) Administrative expense (varies depending on the apartment)

- ① Fees related to lighting (bulb exchange or electricity costs) for the staircase and exterior.
- ② Power charge of the supply water pump, and treatment charge of wastewater.
- ③ Fees related to the cleaning, maintenance, and water quality inspection charges of the water tank and cleaning of the drainage pipes, etc.

## 7. How to Submit a Request for Repair

Please submit any request for repairs or maintenance during business hours.

For emergency such as gas/water leakage, suspension of water supply, etc. during non-business hours or on holidays, please contact the subcontractor (JBR). (Depending on the nature of the repairs, billing for payment may be issued to the resident.)

## 8. Return of the apartment and/or parking lot

(1) Procedures

Go to the Corporation administration office or to a branch office (apartments within each city) directly and report 10 days before your moving date. (The date of return and attendance at proceedings will be determined.)

You will need the following to proceed:

- ① Main entrance's key (all including the spare)
  - ② Storage room's key (all including the spare) for designated apartments only.
  - ③ Your seal (inkan) (informal seal)
  - ④ Proof of deposit receipt (if lost, you will need to submit the loss notice.)
  - ⑤ A photocopy of your bank book (for return of your deposit, etc.)
- ※ Rent payment will be continued until the return day (payment by the day in the middle of the month).

Office	Address	Business days and hours
Corporation administration office (for all)	2F, Jutaku Kosha Building, 1-7-12 Kouncho, Maebashi, 371-0025 TEL : 027-224-1881 (1F on weekends)	Mondays - Sundays 8:30 - 17:15 See ※ shown as below

apartments)		
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Branches	Address	Business days and hours
Takasaki (Ino, GUREISU TAKASAKI, SC NAKAI, BERUKOTO KATAOKA)	9F, Takasaki City Office, 35-1 Takamatucho, Takasaki, 370-8501 TEL 027-321-1267	Mondays - Fridays 8:30 - 17:15
Kiryu (RESUPOWARU NISHIKI, N B FIRO)	4F, New Building of City Office, 1-1 Orihimecho, Kiryu, 376-0851 TEL 0277-46-5656	
Ota (SC OOTAHOSOYA)	9F, City Office, 2-35 Hamacho, Ota, 373-8718 TEL 0276-30-2011	Mondays - Fridays 8:30 - 17:15
Tatebayashi (SC MINOYA)	4F, City Office, 1-1 Shiromachi, Tatebayashi, 374-8501 TEL 0276-76-7871	

※The office and branches are closed on holidays. (They are open if the Saturday or Sunday is a holiday.)

Please go to the 1F Reception from 12:00 to 13:00 on weekdays and on holidays.

(2) The following must be completed by the return procedure completion day:

- ① Removal of personally installed furnishings and cleaning of the apartment
- ② Replacement of tatami mats, fusuma, and shoji  
(The Corporation can contact the contractor if needed.)
- ③ Farewell greetings to the chairman of the dormitory council and community leader

(3) Necessary personal procedures prior to moving

Completion of notices for moving out or in (city office, town office, post office), reporting the change of your address to each utility office, NHK, driver's license, bank, place of employment, etc.

(4) Deposit

- ① In the case of delayed payment(s), the deposit will be reduced from the original amount.
- ② If repairs to the apartment are necessary after you move out, only following confirmation of payment for the repair fees will the deposit be transferred to your designated bank account. (no interest fees will apply)

(5) Please return your keys to the officer upon finalizing the move-out process.

## 9. Termination of contract

Please be advised that the termination of the contract may happen under the following circumstances.

- (1) Payment delay for 3 or more months
- (2) Excessive damage to the apartment and/or furnishings without payment of repair fees; modification/remodeling completed without notification;
- (3) Use the apartment other than the original intended purpose (i.e. not as a residence); manufacturing location and/or storage of any hazardous materials; keeping a pet
- (4) Allowing someone to move in or out without any notification and/or vacating the residence for a long time.

## 10. Sanitation Precautions

### (1) Precautions for Condensation (dew drops)

- ① Condensation will form on the walls or windows when the temperature is significantly different between inside and outside of the buildings.  
To prevent condensation build-up, ventilation is necessary. Also, please wipe up the dew drops with dry cloth when condensation is noticed.
- ② If mold occurs on the walls and ceilings due to condensation, please be aware that replacement of the wallpaper may be a personal expense of the resident.

### (2) Cleaning the drain openings and pipes

- ① There are traps lining the drain openings of the sink, bathroom, and balcony. Please periodically remove these traps and clean them.
- ② The drain pipes for sewage, kitchen, and bathroom are designed to be used as a connected system from the ground floor up to the top floor. Only use water-soluble toilet paper when flushing. Do not flush facial tissue, disposal diapers/nappies, or sanitary napkins, etc.
- ③ Please do not drain oils. It may cause drain pipe deformation due to heat or clog the drains.

### (3) Care of the bathroom

For modular baths, please note that repairs due to damage caused by nails in the wall or from the use of adhesive when installing towel holders, etc. is very difficult. (damage to the mirrors is a cost issued to the resident)

## 11. Safety Measures

### (1) Water leakage inside the apartment

Please immediately inform any potentially affected residents of the leak.

If the cause is unknown, tighten the water valve located in the meter box beside the main entrance in order to minimize damages, then contact the Corporation (or JBR).

In addition, water piping and water flow meter (water meter) may freeze and burst in winter, please take the following actions.

- ① Tighten up the main valve and cover the water meter with an old blanket when you are going to be absent.
- ② Allow the water to slowly run at a continuous rate when the weather is predicted very cold.

## (2) Fire

Please take fire prevention measures at all times. Maintain a small fire extinguisher for residential use.

## (3) Prevention of gas accidents

Please be careful always and following these precautions.

- ① Ventilate the room well when you use gas appliances.  
(4-5:1 ratio of ambient air to gas volume for complete gas combustion.)
- ② Tighten up the appliance valve and main gas valve while not using (sleeping, going out, etc.)
- ③ Ask professional vendors to install or arrange any gas appliances.
- ④ Please inform your neighborhood and contact the gas company and the Corporation if you smell gas leakage or hear a gas leakage sound.
- ⑤ Please call 119 (for fire) to connect to the fire department immediately if any gas accidents occur, and then call the gas company and the Corporation.

## (4) How to evacuate in case of emergency

- ① Evacuate to the nearest door or downstairs through the balcony if you are unable to get out from the main entrance or staircase due to fire.
- ② There is a building emergency exit on the balcony floor that will allow you to escape downstairs for an emergency.  
Open the lid and take out the pin to utilize the ladder.
- ③ Confirm the evacuation route regularly and do not put anything blocking the route.

## (5) Prevention of accidental fall

- ① Never remove the handrails in the windows and on the balcony. It is installed to prevent accidental falls.  
Additionally, it is considered dangerous to put steps near the handrails. Children may use the steps and climb up the handrails.
- ② Tell the children to keep away from the handrails if they are playing in the area.
- ③ Do not put potted plants or any items that could fall near the window openings

or balcony edge.

## 12. Disaster Information

### (1) In the case of a disaster:

If earthquakes, typhoons, heavy rain, or fire occur, first confirm you and your family are safe and then call 119 immediately. Additionally, take any first aid measures necessary (i.e. fire extinguishing).

- ① Close the windows and doors to avoid smoke or fire entering the residence. Then clean any burnable materials from the balcony when there is a fire next door.
- ② Switch off the breaker first and throw water over it to prevent electrical fire caused by electrical appliances or wires.
- ③ If any inflammable substances catch fire, cover them with a futon and throw water over them.
- ④ Discuss with your family and neighbors on procedures for an evacuation plan.

### (2) Places to contact

Report the details of any disaster to the fire department and the Corporation as soon as possible in case of fire.

Also, immediately report the details of damages to the residence or apartment building caused by earthquakes, typhoons, or heavy rain to the Corporation.

### (3) Compensation for damage

Please be informed that in the case of fire caused by the resident, compensation for all damages would be required.