

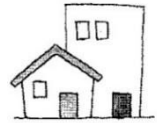
# LIVING GUIDE FOR FOREIGNERS

## ~ NEW CHAPTER IN YOUR LIFE ~

This leaflet provides useful information that you should know, and you should be careful about regarding the following:

- Things to do after renting a room
- Rules and manners to follow
- Things to do when moving out

### Things to do after renting a room



#### 1 Check inside the room

- (1) Room keys are given to you upon completion of a lease contract. You have to return them when terminating the contract. Please do not lose them.
- (2) Check the following:
  - A Do the doors and windows open and close smoothly?
  - B Does the lock open and close properly using the key?
  - C Are there any stains or scratches on the floor or walls?

※ If there are any problems, inform the real estate agent or the owner and have them check the problems with you together.

Keep records such as photos and videos.

#### 2 Procedure for using electricity

- (1) Check where the local branch or service office of the electric power company is located in advance and contact them to connect the supply.
- (2) After moving in, switch on the circuit breaker and check that the lights and air-conditioning are working.
- (3) Check the electric power capacity (amperage) available.
- (4) If a sudden blackout occurs, check the circuit breaker.
- (5) Confirm the cable installation for TV or Internet has been completed.

#### 3 Procedure for using gas

- (1) When using gas, a representative from the gas company will visit your house to open the gas tap. Before using gas, contact the local branch of the gas company to make an appointment and confirm the date and time of work.
- (2) Make sure that you or one of your family accompanies the representative from the gas company on the day of the appointment.
- (3) Ask the representative from the gas company how to use the gas apparatus properly on site.

#### 4 Procedure for using water

- (1) Check where the local branch of the water bureau is located in advance and contact them to connect the supply.
- (2) After moving in, check whether any water leakage from the water faucet is occurring, water heater works, the bath water drains well, the toilet flushes well, and so on.

#### 5 Procedure for landline phone and internet subscription (if necessary)

When you want to make a telephone contract, contact the local branch of the telephone company to carry out the necessary procedure. If you want to make an internet contract, contact the internet service provider company.

### Rules and manners to follow

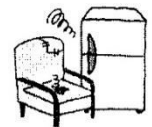


#### 1 After moving in

When you meet your neighbors in the corridors or in the elevator, greet them by saying “Konnichiwa” (“Hello”).

#### 2 How to dispose of garbage

- (1) In Japan, the garbage is disposed of according to categories. The garbage disposal rules vary according to the local municipal office. Contact your local municipal office about how to separate and dispose of garbage and also garbage collection day. Each local municipal office has a multilingual garbage disposal manual.
- (2) The rules also vary according to apartments or condominiums. Confirm with your real estate agent or apartment manager accordingly.
- (3) There is a designated place to dispose of garbage.
- (4) If you dispose of garbage incorrectly (separating, day of the week, location), your garbage will not be collected. If you put out the wrong garbage, you may get into trouble with people in the community.



#### ● Rules regarding garbage disposal (These rules vary depending on the area where you live)

- A Put garbage (plastics, PET bottles, glass bottles and cans) in the designated bags (if not designated, use semitransparent bags). Reduce garbage as much as possible.
- B If you miss a day or forget to put out the garbage, keep the garbage at home until next time.
- C Bulky garbage refers to relatively large items such as metal, plastic, wood, and glass products. Call the local municipality office for collection of bulky garbage. Apply for collection by phone or online. Bulky garbage is chargeable.

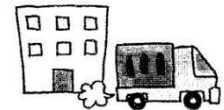
### 3 Nuisance noise

- (1) When playing a musical instrument, be careful about the volume.  
When having friends over for a party, keep conversations quiet, especially at night.
- (2) Consult with the real estate agent or the owner if your neighbor is too noisy.

### 4 Items prohibited and observed

- (1) Confirm with the real estate agent or the owner in advance if you want to have a pet.  
Having a pet without permission is breaking the contract.
  - (2) Avoid hammering nails or drilling holes into the walls or pillars of your room.
  - (3) Common areas such as hallways and stairs in condominiums or apartments are designated evacuation routes in the event of an earthquake or fire. Do not place personal items such as garbage, flowerpots, bicycles, and so on in these areas; otherwise, you may receive warnings from the fire station.
  - (4) Do not place anything on the balcony because it is a designated evacuation route.
  - (5) No one may live in the room other than the person(s) you declared to the real estate agent when you signed the contract.
  - (6) You have to pay the rent or other charges by the designated date.
- ※ Please follow the rules and manners and lead a comfortable life. Ask people around you if you have any questions.

## Things to do when moving out



### 1 Notification of your moving out

Notify the real estate agency or the owner that you wish to terminate the contract before the deadline (one or two months prior to your moving out) as mentioned in the contract.

### 2 Notify electricity, gas, and water

- (1) Notify the local offices of the electric power company, gas company and water bureau at least one week before your moving out.
- (2) On the day you move out, the person in charge of the electric power company, gas company, and water bureau will come and complete the procedure to stop using it.  
Confirm how you will pay the usage fee until that date.

### 3 Telephone, internet, postal services

- (1) Notify the fixed-line telephone company of your moving out.
- (2) Notify the mobile company of your new address.
- (3) Notify the internet provider of your moving out.
- (4) Notify the nearby post office of your new address.

#### 4 Application for bulky garbage

- (1) Contact the local government office as soon as possible to confirm how to dispose of the bulky garbage if you have furniture and/or bulky garbage, large amount of garbage, and so on.
- (2) Consult with the owner or the apartment manager if collection date for bulky garbage will be after your move.

#### 5 Moving your possessions

- (1) Complete moving during daytime. Please refrain from moving at night to prevent disturbing your neighbors.
- (2) Move all of your belongings out of your place and clean up. Do not leave any garbage behind.

#### 6 Upon your leaving

- (1) Return the room keys to the real estate agent.
- (2) Check the condition of the room together with the real estate agent or the owner and confirm how much restoration work will be necessary.
  - ※ The restoration to its original condition refers to repairing the parts of your room that you have broken or damaged.

#### 7 Settlement of security deposit

- (1) In principle, the security deposit will be refunded to you after moving out. However, the expenses for restoring the property to its original condition and cleaning cost will be deducted from the security deposit.
- (2) If the restoration work and cleaning costs exceed the security deposit, you will be required to make up the shortfall.

If you have any inquiries, please feel free to contact Kanagawa Housing Support Center for Foreign Residents.



#### NPO Kanagawa Housing Support Center for Foreign Residents

NPO Kanagawa Housing Support Center for Foreign Residents provides multilingual support to find rental housing and also supports to resolve problems related to rental housing.



This leaflet was created by NPO Kanagawa Housing Support Center for Foreign Residents upon commission from Kanagawa Prefecture.

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