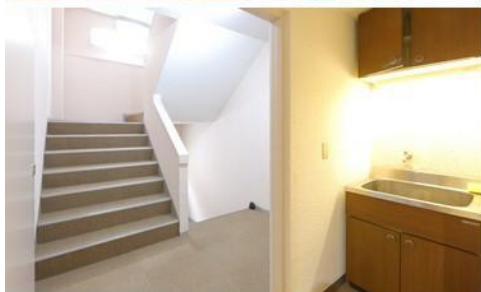


Tenant guidebook



C's (Si:s) share
Share house



Share house C's(Sis)share/The Maison

Operating company Frontier Co., Ltd.

06-6770-9740

Thank you for moving into C's(Si:s)share / The Maison.

In order to let all residents to live comfortably in the house, we need your understanding and cooperation in various ways during you live in here.

Even in the Share house, many people live in their own life style. So, it is very important to follow the rules and manners so that each other can live comfortably. Violation of rules and manners, or strongly declare My own Rules may cause trouble with other residents. And it may cause strong conflict depending on the different situation

You may be confusing or unfamiliar with the rules because it is the first time for you to live in a share house. Please refer to this guidebook and read it well.

Contents of the guidebook

Preparation of moving in

… to register address at the city hall, greetings, checking of room facilities

Precautions while living in

1. Life manners and rules, such as prohibited acts, cleaning, duty, sounds and manners in common areas
2. The management company's requirements for the use of shared facilities

Contract and notices

- rent
- Emergency contactor and mailing list
- Visiting the house, cleaning, fire insurance, renewal of contract, cancellation

How to deal with facilities problems

- Column sharing, practical examples

**The contents of this guidebook are the common rules for all of our houses.
For details of each house, refer to the house detail document, please.**

◆For moving in◆

●Notification of resident card, etc.

We have listed the main projects. Please do the procedure by yourself.

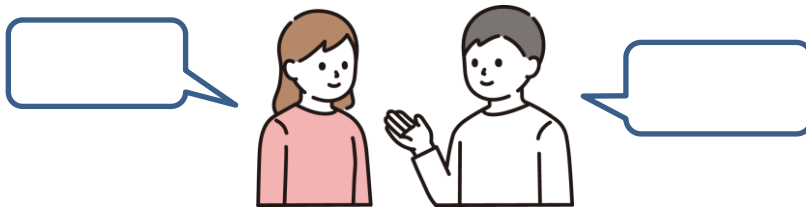
To Do List	Procedure place/ agency	When to do
Resident moving-out notification	City office at old address	before move-in
post transferring	Post office	
Address changing of the banks, etc.	Financial agency, etc.	
Address registration on resident card	Located City office	Within 2 weeks after moving in
Certificate of seal impression		
Address changing for national pension		
Address changing for Health Insurance		
Address changing for various allowances		
Address changing for driving license	Local police station	

Notice: If you live in the house which the post box is shared, your room number can't be used as the registered address. Please check with the staff about the correct address before proceeding. Regarding to the post and package, setting the date and time that you can receive by yourself.

●Greetings

Let's start with a "hello".

Daily communication is important in to live in the share house. Having a good relationship also makes you ask for helps from others easier. Sometimes, sharemates may be too shy to say hello to you, but don't give up.



- Use the whiteboard or mailing list to send greeting messages.
- Introduce yourself when you meet the sharemates.
- If you have a gift, it will be a good opportunity to say hello to everyone (the gift is not necessary)

● Room inspection

Please check the lighting, air conditioner, furniture, etc. in the room.

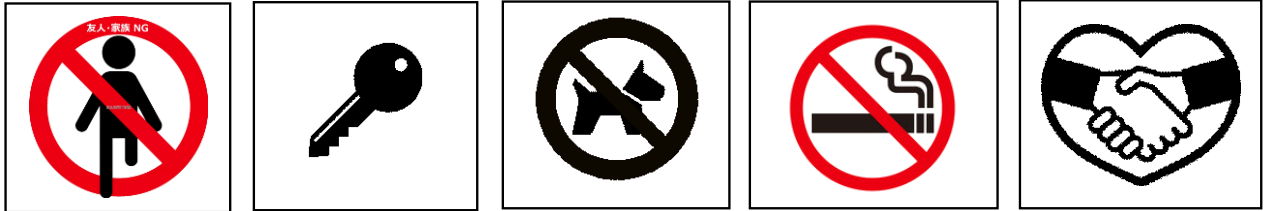
The room is inspected by our staff before you move in, but sometimes it may be overlooked. Please inform us if there is any problem with the facilities within one month after moving in. If you report after one month of moving in, you may be charge repairing fee.

◆Precautions while living in ◆

- 1 - Life manners and rules

● Prohibited behaviors.

The below behaviors may cause you to get a warning or eviction.



- 1) **Friends and family are not allowed to stay overnight.**
Please do not allow anyone other than you to stay in your room overnight.
- 2) **Please let us know in advance if you would like to invite friends or family to go into the house. (Ask the staff for details)**
When inviting friends or family over, remember that there are other people in the house. If there is an unavoidable situation, such as epidemic disease, the guests may be not allowed to visit then.
- 3) **Please be careful not to lose or lock the entrance card key or other keys.**
If the key is lost, we cannot respond to late-night or early-morning visits.
Reissue and staff helping in person will be the next day.
A reissue will be charged. Card key and post box key: 5,000 yen / private room key: 3,000 yen.
- 4) Keeping **pets is forbidden, such as dogs, cats and other small animals.**
Such as hamsters and reptiles are not allowed.
- 5) **Smoking is forbidden in the house (including private rooms) .**
Please do not smoke at any place in the house except allowed place.
The same goes for e-cigarettes.
- 6) **Please respect each other to live together in the house.**
Violent behavior or harass is forbidden.
If you do so, you may be warned or asked to move out.
- 7) **We are not responsible for any loss or theft of personal items in the house.**
- 8) **In principle, we will not deal with personal troubles such as arguments between residents. Please try to resolve it and discuss with your sharemates.**

Notice on private rooms (please refer to the rental contract)

- 1) To Use the items that may cause fire, such as irons and Fragrances with alcoholic
- 2) To Bring in or use items with stinky smell
- 3) To Watch TV, movies or listen to the music at excessive volume
- 4) To have a phone call loudly at late night or early morning will bother the sharemates.

⇒ When you move out, we will not ask you to be responsible for natural discoloration or wear and tear on your room. However, due to careless damage to furniture, etc., you will be charged for repairs and cleaning costs.

● Duty work

We ask all residents to take turns throwing out trash.

The duty is decided on the calendar or a discussion by all sharemates.

1. Garbage from shared trash can: throw to the outside designated location (For details, please refer to the detailed information of each house.)

If you are unable to take turns for some reason, please ask your share mate to change with you. **Please make sure that the garbage is separated correctly.**

2. Inventory confirmation, ordering, and receipt of consumables

(To order items for personal use is forbidden)

Items as toilet paper, cleaning supplies and other used in shared space can be ordered.

Please pick up the package when the delivery arrives.



Please refer to the attachment for how to order.

The items provided in the house are not permanently available. If it becomes difficult to order, We will substitute other items. In this case, compensation such as rent reduction will not be provided.

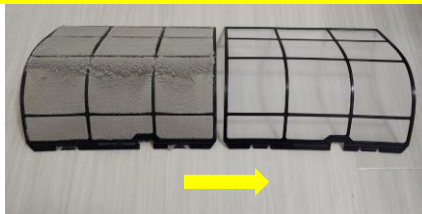
● Cleaning

1) You have to clean and manage your room, which is including trash disposal.

As stated in the contract, you are responsible for managing the equipment in your private room. If you break something, you may be charge repairing fee after one month of moving in*.

*Light bulb replacement, air conditioner cleaning, equipment repair, and else.

The dust of air conditioner internal filter can be removed by vacuum cleaner



2) After using the common areas, please clean up by yourself.

★ Bathroom and dressing room

⇒ Clean your hair and trash. If the floor gets wet, wipe it, please.

★ Kitchen

⇒ Kitchen garbage and food scraps should be placed in a plastic bag and placed into the trash can.

★ Tableware and cooking tools

⇒ After use, wash and wipe them and put them back on the shelf.

In the share house, everyone should follow manners together.

●Regarding to the life sounds in the room

"Noise" is a problem that can easily develop into stress with your sharemates.

**Please be quiet
at Late night / early morning
11:00 pm to 7:00 am**



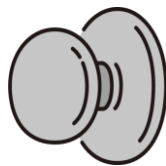
People with different lifestyles are living between one wall.

It's important to get used to the sounds from others, but it's also important to be careful not to make sounds that offend others.

Please avoid from chatting loudly and movements that make big sounds stand out. On the other hand, don't be over sensitive to other people's sound.



Be quiet at night



Opening and closing
the door



Footsteps



Washing machine

- ◇ **Chatting or watching videos at night should be in a place where you won't disturb other.**
- ◇ **Get in the habit of opening and closing the door slowly and quietly.**
- ◇ **Please wear slippers inside the building, to reduces the sound of walking, but not crocs shoes, please.**
- ◇ **Please avoid from taking a bath, using washing machine, or using a vacuum cleaner during 11:00 pm to 7:00 am**

< For those who work at home during the day >

If you need to often talk in your room, such as online meetings, we recommend that you inform your sharemates once.

*Replacing yourself with noise-reducing tables and placing sound-proof floor mats can help to reduce the sound you make.

● Manners in common areas



**1) Be sure to lock the door!
Don't forget to lock the door.**

If you lose your card or key, you will be charged an issuance fee. We do not provide helping at night.

2) There is no curfew, but be quiet when you come home at late night or early morning, please.

3) Store your shoes in the shoe cabinet instead of leaving them on the floor.

4) Please specify the delivery date and time for your own packages and post to ensure that you will receive them by yourself.

Do not receive the packages that do not belong to you, except for packages from ASKUL. When the packages that are not belong to you delivered, ask the couriers to put the notice in the mailbox. (Especially for cash on delivery packages or letter that needs sign in person.)

**Recently, Parcel Delivery offered convenience store pickup.
Please use this service if possible.**

5) TO Say "Good morning" or "Welcome back" to your sharemates when you meet them.

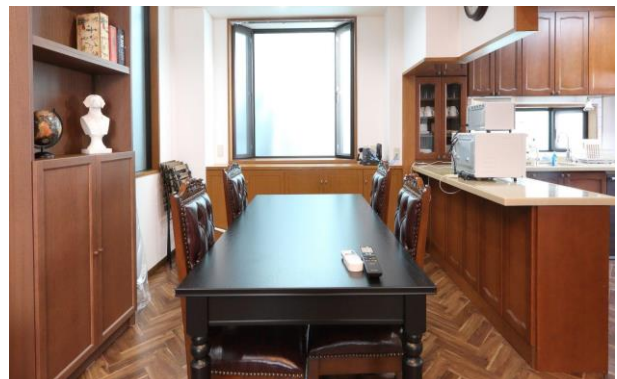
In the share house, sharemates, staff, and visitors also there sometimes. We will be very glad if you could give us "Hello".



Kitchen



- 1) Put the garbage that collects in the sink into the plastic bag and throw it into trash can.
- 2) Do not throw garbage or oil down the drain! Don't forget to do separating.
- 3) Dishes, cutlery, and cooking tools should be washed, wiped, and returned to their places.
- 4) Don't use the empty space without permission.
Write down your room number on your food when you want to put it in shared space.
- 5) Do not eat or use other people's personal items or seasonings without permission.
- 6) Do not place food with strong smell or has expired.



Bathroom and others



- 1) **Throw away hair and garbage of the drain into the trash can.**
- 2) **TO use the bathroom within 30 minutes at crowded time, especially at night. If you would like to make a time reservation, please use the reservation board.**
- 3) **Hair dyeing in the bathroom is forbidden.**
- 4) **In order to avoid the mold problem, turn on the ventilation fan of the bathroom all day, please.**
Please open the lid of washing machine after using.
- 5) **Washing machine, dryer, balcony → Do not leave laundry long time.**
If someone occupies it for a long time, you can put laundry into the basket and use it.

others

- **If the toilet gets dirty, clean it by yourself.**

Please throw out period products by yourself.

- **Do not leave personal belongings in the living room. Don't monopolize the TV or table.**

Please share common spaces with sharemates.

We may throw out personal belongings that have been in public spaces for long time.

- 2 - Requests from the management company



25°C
推奨

*Utility costs are included the common service fee. If your utility bills rise sharply, you may get a fee raising.

About electricity and water

● **Turn off the lights and the air conditioner when no one is in the room.**

Don't think that "the next person will use it", just turn it off!

Setting temperature: Around 25° C.

● **Do not leave your room without turning off the air conditioner or lights.**

● **If you use the microwave oven, kettle, and rice cooker at the same time, the circuit breaker may trip. Please use them at different times.**

* If it tripped, it can be restored by resetting the breaker in the common area.

others

● **If you will go out for more than one week, please let your sharemates know as early as possible.**

If you are unable to do the trash throwing because you're away from house, please exchange the duty with your sharemates.

● **Please throw out the garbage in your room by yourself.**

The trash bags at shared space are for shared trash cans.

● **Playing data-heavy videos or games is prohibited.**

About contract and notification

● Rent

Please pay the rent by the way showed as the contract.

- **If you are late in paying your rent, you may be charged a late payment fee or your contract may be canceled.**

● Emergency contacts

In the situations such as fire, water leakage, or no water, contact the management company, please.

The staff may not be able to handle immediately at night, in the early morning, and holidays. Please try to deal with by yourself.

Please pay attention to the fire source, water tap and power supply.

Case 1: Difficult to connect to the internet

⇒ Turn off the WIFI machine, and then restart it.

Case 2: The toilet is clogged

⇒ Do not just leave it like that, remove the clog with a rubber cup, please.

Case 3: Electricity and gas stopped

⇒ Ask us for how to restore the breaker, and try to restore it, please.

For details, refer to the latter part of this book, "How to do when there is trouble with equipment." It is easy to solve. Please try to solve it if possible.

● Mailing list

All notifications, such as "notice of important matters" and "request for visiting the house", are announced by e-mail.

When you moved in, your e-mail address registered in the list.

If you change your address, inform us you the new address, please.

*If you reply directly to the Mailing list email, the reply will also be sent to all sharemates.

**In addition to cleaning and visits, staff will visit the house to replace equipment and deliver documents sometime.

In some emergency situation, we will go into the house without notifications.

● Entry for visits, etc.

If the house has vacancies, visitors will visit no matter on weekdays or weekends. We will inform you on the mailing list.

*If one side of the twin room is vacant, staff and visitors may enter the room.

We will inform you in advance, but please understand that if you are not home, we will enter the room with a duplicate key.

* We would be very glad if you could say hello when you meet us when we visit the house.

● Cleaning and patrol, inspection and repair by staff

Cleaning staff will clean the common areas. If you have any requests, inform us know on the whiteboard, please.

basically, Cleaning is once a week, but it may be increased or decreased depending on the occupancy situation and holidays.

In addition to cleaning and visits, staff will visit the house to replace equipment and deliver documents sometime. In some emergency situation, we will go into the house without notifications.

Professional staff may enter for equipment inspections (fire extinguishers, fire detectors) and equipment breakdowns. We will inform you the checking/fixing date in advance. Please understand and cooperate.

● Details of fire insurance (tenants' liability endorsement)

In principle, all residents have to join the insurance. If you do not join the insurance or renew the contract, the insurance company will ask you to pay for the loss.

Tenant liability insurance will help you from the below cases.

1) The hose of the washing machine came off and water leaked to the floor below, and the household goods got wet.

→ Personal liability for downstairs tenants is covered by insurance.

However, lending conflict between you and your sharemate is not covered by insurance

2) Your room was burglarized and cash was stolen. In addition, the window glass was broken at that time.

→ Cash (maximum 100,000 yen), damage to household goods, and repair costs for window glass are covered by household contents insurance. A damage report to the police office is required for theft compensation.

For the above accidents, contact the insurance company **by yourself**, please.

● How to renew contract

The management company will contact you to renew the contract one month before the contract expires.

*Not all houses

From July 2022, contract renewal will be processed by "E-contract".

The URL of the renew contract will be sent to your registered phone number by text messages or email. Please complete the procedure in time.

Please note that if you do not inform us that you intent to renew the contract before the contract expires, we may not renew the contract with you.

◆Cancellation of contract◆

●Moving out application

1) If you have decided to move out, inform the staff the moving date, please.

*Please submit the application at least **30 days before the cancellation date**.

If you cancel within 30 days, you will be charged rent and utilities for 30 days from the date you report.

2) Please fill in the moving out application and send it by the below link.

JP version https://sharehouse.jpn.com/app-move_out/ja/

There are English / Traditional Chinese / Korean pages, too.

● To do list before moving out

Please finish forwarding procedures for mail (post office, delivery service), etc. before moving out.

We do not forward any mail. If you forget to apply for forwarding, once your package posted to the house, it will be returned to where it from.

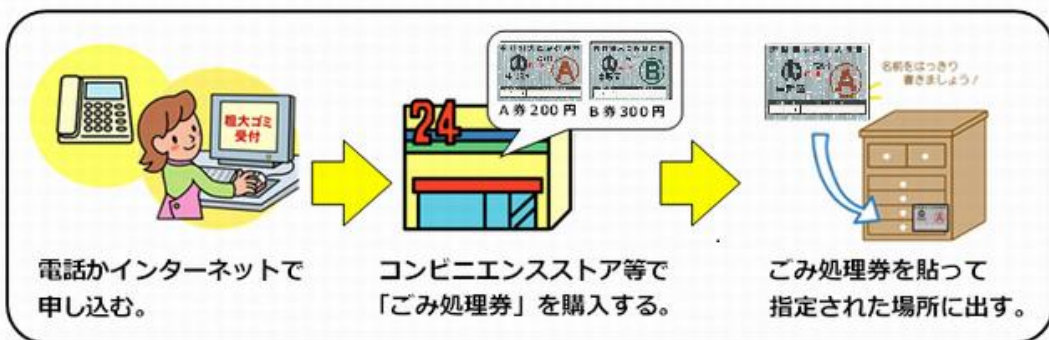
* Please clean the room after moving out the luggage. the desks, windows, and other once.

* Please leave the equipment that was there in the room, such as curtains and remote controls.

* If you do not need your personal items any more, apply to the Oversized Garbage Collection Center, please. Please throw them out before the day you move out.

If oversized garbage is left behind, you will be charged for throwing them.

We recommend that you apply the service at least two weeks in advance, so that you can collect it by the morning of the day you move out.



● Check out procedure

Please contact the staff when you decide the date time of moving out.

We will collect the keys and check the room. Please move all your luggage.

If facilities and equipment are damaged, lost or extremely dirty, you will be charged for the cost of restoration.

If you leave a lot of garbage or oversized garbage, a disposal fee will be charged according to the quantity.

Personal items left behind after removal will be considered abandoned and disposed of.

We will charge you a disposition fee.

NOTIC: The same treatment will be taken when the rent is paid one month late.

We recommend that you start to throw out unnecessary items after you decide to moveout, and do not throw out lots of trash at one time.

◆How to deal with equipment problems◆

● When Wi-Fi is unconnected

1) Turn off the Wi-Fi router, smartphone or PC, and turn it on again.

If there is a problem with Internet connection, you may be able to dissolve by turning off and on the router or device.

Smartphones can also be restarted to improve connectivity.

2) Switch off the airplane mode.

If your smartphone is in the situation of bad connection, it is possible to improve by switching flight mode from ON to OFF, or just cut the wi-fi and then reconnect it.

3) Change the connected Wi-Fi router

Wi-Fi routers usually have two frequency bands, 5GHz and 2.4GHz set.

Open the Wi-Fi settings and change the connection frequency bands, and try to connect to the internet again.

● When the distribution board (breaker) trips

●If you use the air conditioner, microwave oven, oven, kettle or etc. at the same time, the circuit breaker may trip. Please not use them at the same time.

◎ How to reset the breaker

If you use more than the loadable electric, the breaker will trip.

(In this situation, switches will show in green, which like the upper row one.)

Please turn off some electrical equipment and push breaker switch to let it back to red.



● When the gas stops

To USE gas incorrectly is very dangerous. Gas accidents always cause serious injury not only to yourself but to others, so be careful. If there is an unknown gas leak, contact the gas company immediately, please.

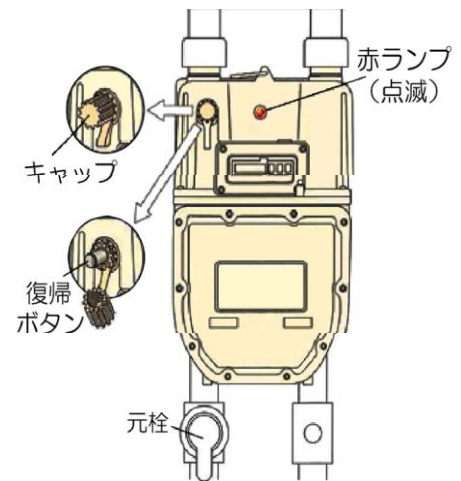
◎ How to reset the gas meter

The gas will automatically stop in unnormal situations such as earthquakes or long-term using. When the gas is out of work, find out the gas meter, please.

And check whether red light is v or not.

If the red light is flashing, follow the below steps to restore the gas supply.

Gas meters are mostly located on balconies, above the entrance outside or in changing rooms, etc.



1. Turn off all gas appliances.

2. There is a button cover in the upper left corner, remove it and you will find a reset button.

3. Pushing the reset button, and release your hand slowly. After the red light lights up, it will start flashing again. (It won't light up sometime).

4. Don not touch anything and wait for 3 minutes.

5. When the flashing stops, the gas is ready to use.

* It cannot be reset successfully if you DID NOT turn off all gas appliances.

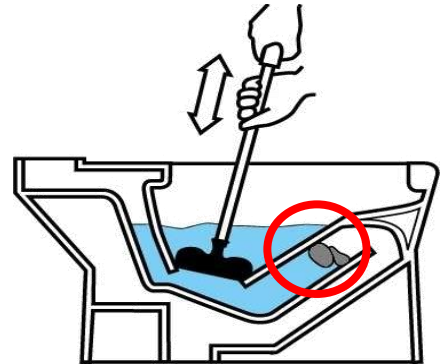
● Clogged toilets

**Only toilet paper and toilet cleaning sheets can be flushed into the toilet.
Do not flush other things.**

When the drain is clogged, use a plunger to unclog it.

If you force the flush, it will cause the water in the toilet to overflow and leak.

- Place the plunger over the drain and press down.
Squeeze up and down regularly.



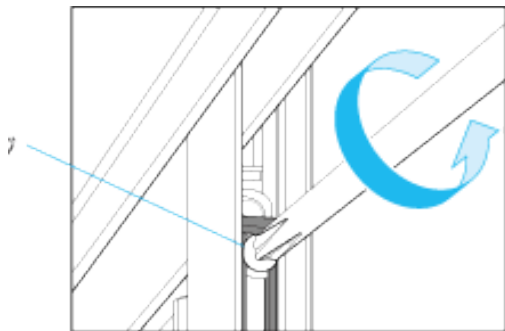
If the clog is cleared, the water level in the toilet will drop.

Next, pour water in little by little into the toilet, and check whether it flows or not.

● When the screen door comes off or does not move.

If the screen door comes off, you can attach it by fitting the screen door to the rail under the window. And fixing the fastener on the top with a screwdriver. When the screen door does not move, you can move it by loosening the fastener.

* The shape of the fastener may be different depends on the type of screen door.



◆Column Examples of various sharemates◆

Too rigorous and too loose

"I hate bugs and the house needs to be kept clean always"

"I want to put something in shared space"

"I just want to relax in my room, but the voice from the person next door is annoying"

Everyone has their own life style, and we should learn to respect others'.

When you feel uncomfortable with other's behavior, you should talk to the person how you think. Of course, the talking way is very important.

Instead of saying "Isn't it should be in this way?", but say "I would be happy if you did in this way." You should not talk as like you are definitely correct, so that it will be easier for that person to apologize.

Of course, those who have been pointed out, think about your behavior is correct or not again.

The end of money is the end of love.

Lending and borrowing money between sharemates and soliciting business are strictly prohibited!

If you are asked for even a small amount, just say "I don't have money, either". Even if there is a profit talk or a request, please refuse it with your own will. Don't let your fun social life get frustrated with financial troubles!

Refrigerator

Oh, the pudding is missing from my fridge? Someone ate it! ?

This situation may be a misunderstanding. Sometimes people buy the same thing at the same time. So, mark your food with a marker to prevent this.

* Staff may discard long-expired or rotten food after warning.

Age difference roommate

Miss A moved into a house in the city in order to find a job. Her first roommate was Miss B, who was 12 years older than Miss A.

At first, Ms. A was very worried about whether they could get along well or not. But as they continued to say hello to each other, they became familiar with each other. In fact, Ms. B is an office workers from another Asian country. For Ms. A, whose friends are all met at school, Ms. B's experience of studying and working in Japan inspired her, and she is relearning English, which she had almost forgotten.

How a person who live in the house for long time to get along with the new one

Miss E has lived in the house for 7 years. During this period, she experienced lots "Hello and bye-bye" with many sharemates. Sometimes she meets people who are difficult to get along with, but she still continues to live at her own pace. She always greets with everyone and do her duties well. "It's hard to change others, but it's good if you can do by yourself," she said.

Make full use of the location of the share house, which is convenient to go to work. Her job went well, and she got a higher position.

She achieved her savings and promotion goals, and starts her own business.