

入居のしおり

Shizuoka Municipal Housing
Tenants' Guide



City of Shizuoka Public Housing Corp.

Aoi & Suruga Wards (Shizuoka Offices of City Hall, 5F)
Tel: 054-221-1253

Shimizu Ward (Shimizu Offices of City Hall, 2F)
Tel: 054-354-2238

Introduction

Municipal housing is low-cost rental accommodation built for individuals with comparatively low income and trouble finding housing otherwise. It is financed through grants from the national government and funding from the City of Shizuoka. As such, they are an important asset of Shizuoka's citizens, built and maintained through taxpayers' valuable money. There are, therefore, various agreements (restrictions and conditions) made under law, etc. with regard to their use.

This Municipal Housing Tenants' Guide was put together to be easy to understand for everyone who will enter and begin using municipal housing. Please keep it somewhere close at hand, and work with fellow tenants to make life in the housing complex comfortable for everyone.

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1 Using Municipal Housing

(1) Prohibited Actions & Important Points about Daily Life

Communicate with your neighbors on a daily basis, and live with respect for each other's lifestyles.

If trouble flares up between you and a neighbor, consult with the complex manager, neighborhood association, etc. to resolve things peacefully.

If something happens, the people who will help you first are your neighbors. Those who you interact with on a daily basis will be your greatest help in a time of need.

● Prohibited Actions

- ① Keeping, watching, and feeding pets (dogs, cats, birds, pigeons, etc.)

Municipal housing complexes are communal buildings. Keeping pets can be a source of trouble with other residents, and is therefore prohibited. Those who want to keep a pet regardless are advised to move to a private house or apartment that allows pets.

- ② Placing items in evacuation routes such as hallways, staircases, and verandas.
- ③ Drying futons and installing BS antennas, etc. on veranda handrails.
- ④ Renting out a municipal housing unit or transferring your tenancy rights to someone else
- ⑤ Changing the purpose of your unit (shop, workshop, etc.) without permission.
- ⑥ Remodeling or installing structures in your unit without permission.
- ⑦ Bringing items into municipal housing that pose threats to health or public safety.
- ⑧ Cohabiting in municipal housing with people other than those listed on the application, without receiving permission to do so.
- ⑨ Doing sales activities in municipal housing (includes grounds).

- ⑩ Deliberately defacing or damaging municipal housing buildings and facilities/equipment.
- ⑪ Putting up posters or signboards in a municipal housing complex (including grounds) without permission.
- ⑫ Planting trees or growing a garden in municipal housing grounds.
- ⑬ Building a hut or storage shed in municipal housing's shared open space.
- ⑭ Other activities prohibited as necessary by the mayor for managing municipal housing facilities.

● Important Points about Daily Life

- ① Be careful of the noise you make in daily life.

Examples:

- ✧ Noise from TV, radio, musical instruments, etc.
- ✧ Noise from opening and closing doors/sliding doors
- ✧ Noise from children running around and jumping indoors
- ✧ Speaking loudly (talking on mobile phone) when outside near hallways, staircases, or buildings

- ② Do not spill/pour out a great volume of water at once in a municipal housing entrance, bathroom, veranda, staircase, etc.
- ③ Do not pile up or leave out disused articles or trash in your unit or veranda.

In the event that you cause trouble, harm, or damage to another tenant by violating the Prohibited Actions & Important Points about Daily Life above, please be aware that you will be disadvantaged through eviction, compensation for damages, etc.

§ Residents' Safekeeping Obligations & Responsibilities §

Residents have an obligation to always properly use and maintain municipal housing and shared facilities.

If a resident deliberately or inadvertently damages municipal housing or shared facilities, they will be made to pay immediately to restore the damaged area to its original state or to pay compensation for the damage done.

(2) Disaster Readiness & Crime Prevention

Municipal housing complexes are shared accommodation. Therefore, there are many things on which tenants must be considerate about and cooperate with in order for everyone to live safely and contentedly.

In the event of an emergency such as a fire or natural disaster, it is essential that those living in the same area cooperate with each other.

Municipal housing complexes have a variety of communities, such as neighborhood associations. In preparation for a worst-case scenario, please put effort into maintaining good communication with your neighbors on a daily basis.

① Fires

Fire not only takes a person's assets in an instant, it also poses great danger to one's health and life. Please be attentive every day to preventing fire, paying careful heed to fire risks such as smoking in bed, putting multiple plugs into a single outlet, and playing with matches or lighters. Check all sources of flame in your home before heading out and going to bed.

If a tenant causes a fire due to negligence, they will have to pay compensation for the damage.

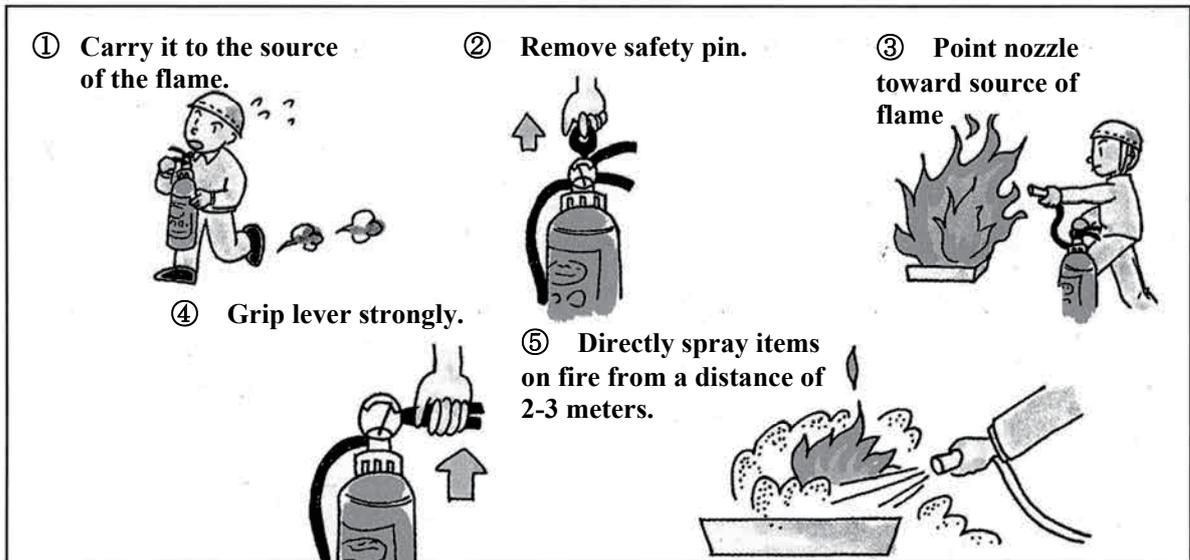
- ✧ If you happen upon a fire, call 119 and then press the emergency bell or inform neighbors of the fire in a loud voice.
- ✧ If fire has broken out from your unit, use a fire extinguisher, etc. to extinguish the flames while they are still manageable. When the flames grow larger, it is dangerous to continue trying to extinguish them, so evacuate quickly.
- ✧ Verandas are also evacuation routes, and the partitions that separate different units' verandas serve as evacuation doors. When a fire breaks out, please evacuate after breaking down the partitions.
- ✧ Staircases, hallways, and verandas are evacuation routes, so make sure not to place anything in them.
- ✧ Do not place flammable items around the building, such as below staircases or verandas.
Also, do not throw trash or cigarette butts in the shared spaces.
- ✧ If there is anything amiss with the home fire alarm installed in your unit's ceiling, etc., please notify the Public Housing Corp.

◇ We recommend enrolling in fire insurance or similar to prepare for the worst-case scenario.

● Remain calm and follow the instructions below when extinguishing a fire in its early stages.

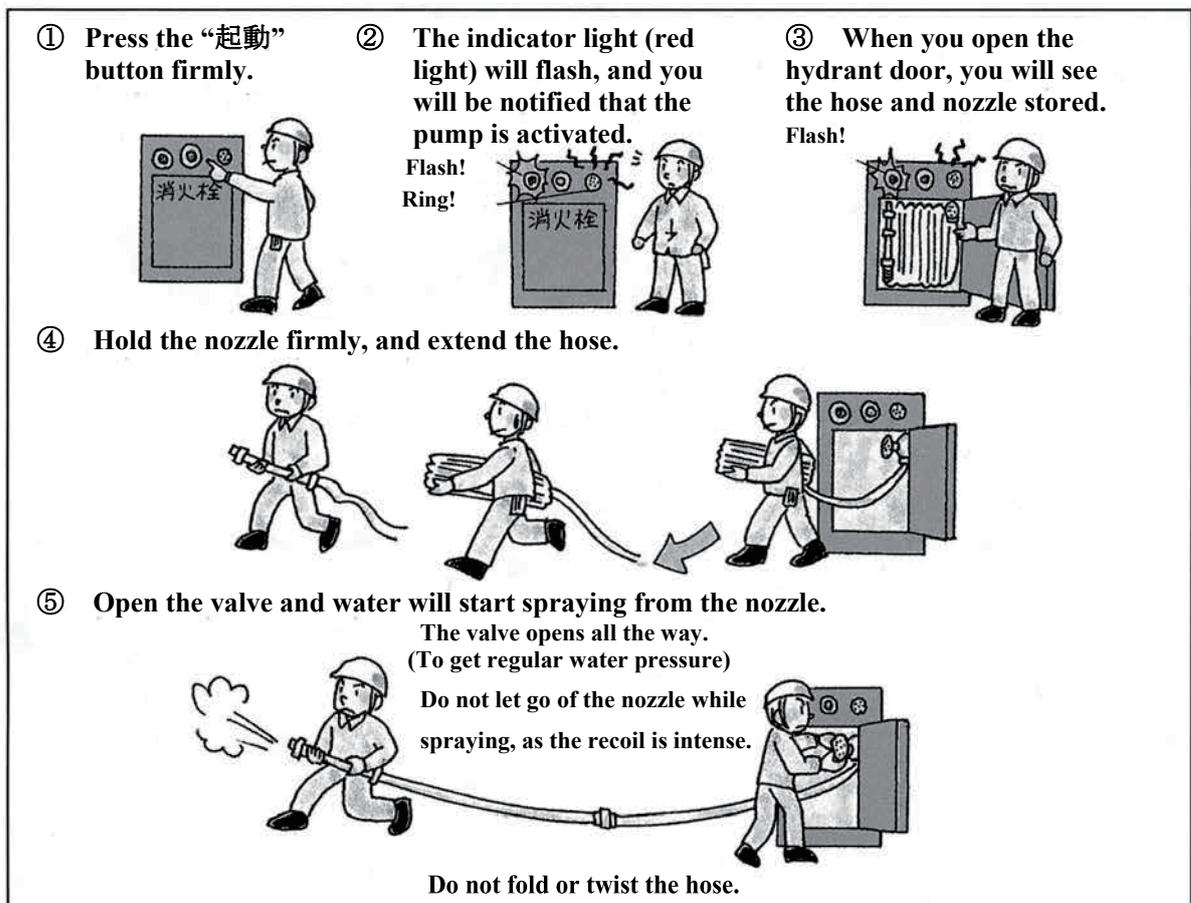
● Using a fire extinguisher

〈How to use〉



● How to use indoor fire hydrant

〈How to use〉



② Earthquakes and Tsunamis

No one can predict when an earthquake will occur. In order to stay safe if and when an earthquake suddenly occurs, it is important to talk regularly with your family about preparing emergency rations, setting up ways to contact each other, deciding where to evacuate, and more.

- Wherever possible, do not place oversize furniture in bedrooms, living rooms, or rooms with infants.
- To prevent injuries caused by falling furniture, please install fall-resistant equipment on furniture.

It is not necessary to submit notification to the Public Housing Corp. when installing fixtures in the *kamoi* (the board that runs around a Japanese-style room and covers the top slots into which sliding doors, etc. fit.) in order to secure furniture.

For other cases, please consult with the Public Housing Corp.
(When moving out, please remove all fixtures)

- Please participate actively in disaster readiness drills run in the area/complex.
- Please make sure to use the staircase when evacuating.
- If you are trapped inside an elevator, remain calm, and communicate with the outside using the emergency call button and interphone.

At some point in your daily routine, please confirm the location of the emergency call button and how to use it, so that you do not panic in the event of an emergency.

- If a warning is issued, check sources of flame in your unit, pay attention to radio and TV broadcasts, and secure drinking water, etc.
- Staircases, hallways, and verandas can serve as evacuation routes, so please make sure not to place any items in them.

● Earthquake! 10 Tips for When One Strikes

- ① When you feel the first tremor, keep your head and body safe



- ② Stay calm, check sources of flame, extinguish if necessary



- ③ Shut off circuit breaker, gas valve before evacuating home



- ④ Steer clear of gates and walls



- ⑤ Correct information and proper action enable prompt evacuation from fires and tsunamis



- ⑥ Open doors and windows, secure an exit



- ⑦ Items may fall from overhead; do not run outside in a panic



- ⑧ Watch out for broken glass inside your home



- ⑨ Support your neighbors – check to make sure they are alright

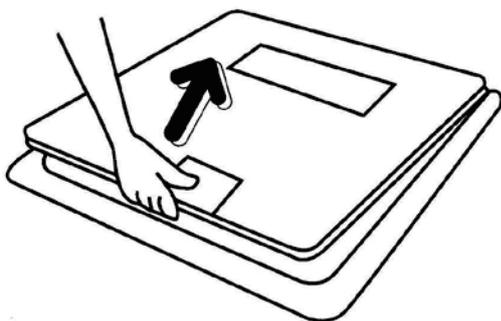


- ⑩ Work together to evacuate neighbors, and provide first aid

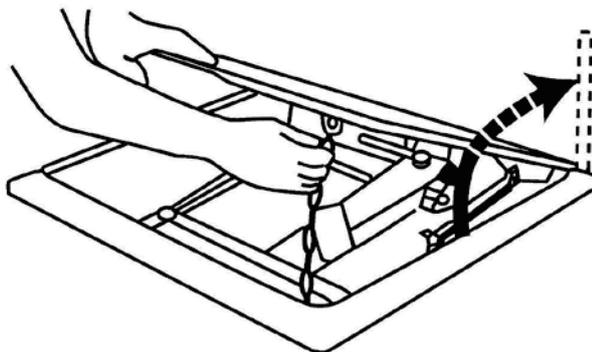


§ How to Use Your Veranda's Evacuation Hatch §

1 Open the top cover.

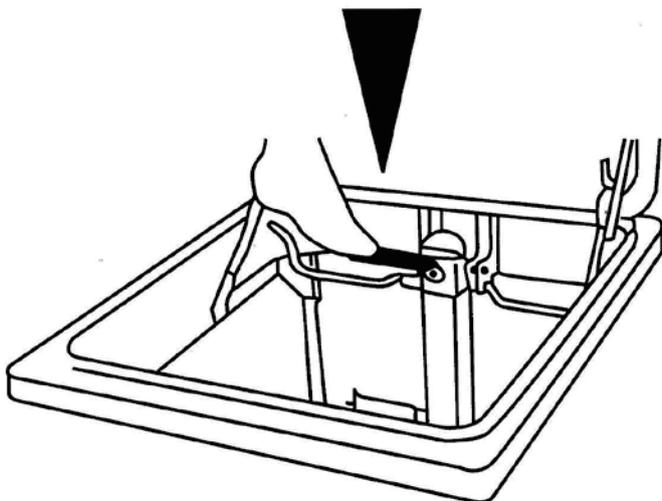


2 Remove the red chain, and open at a right angle.

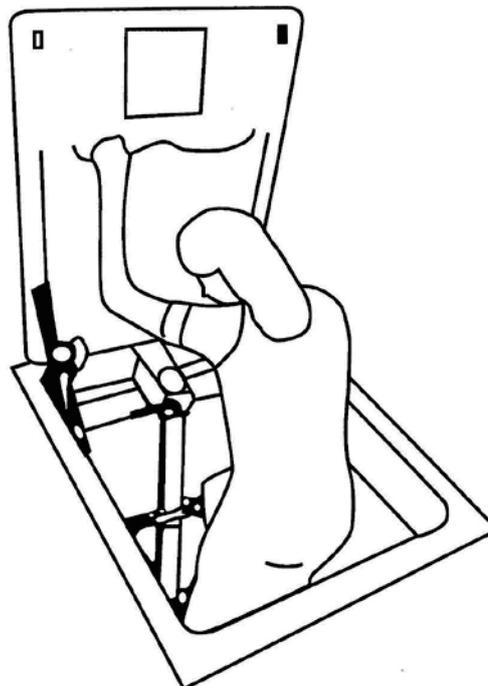


The top cover will lock at a 90-degree angle

3 Push the red lever.

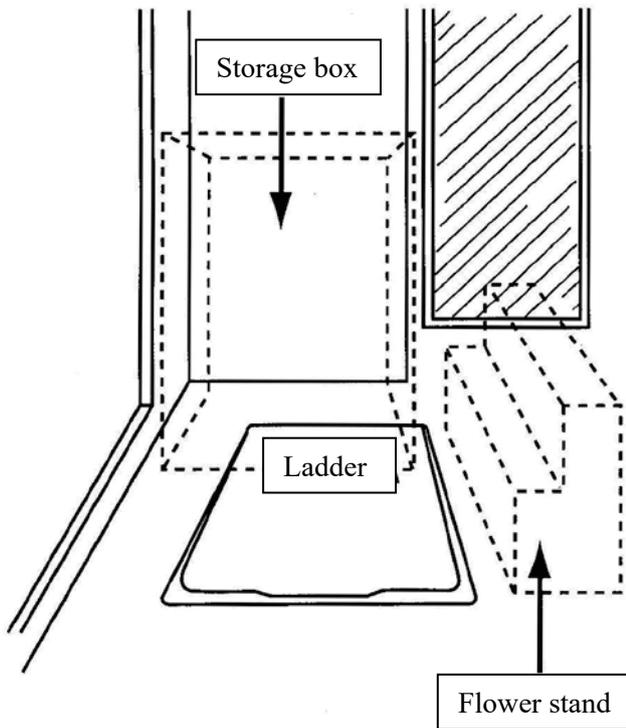


4 Make sure that the ladder has fully extended, and move down.



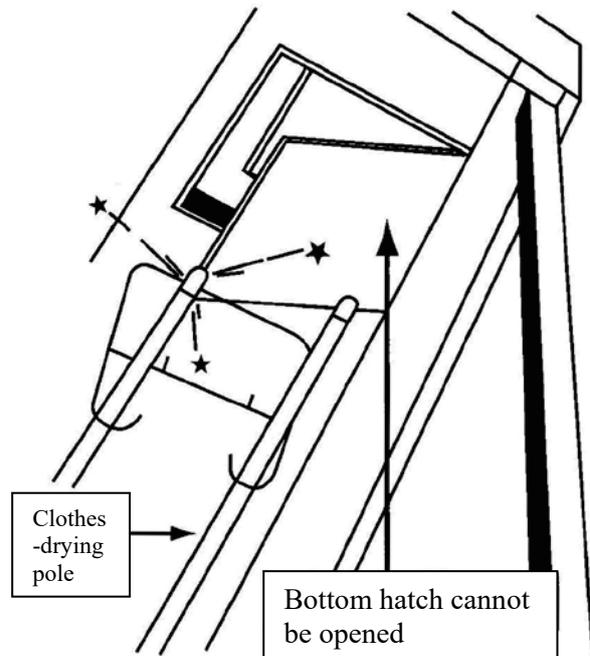
§ Handling the Evacuation Hatch §

1 Keep the evacuation ladder's hatch clear of objects.



If items like these are blocking the hatch, you may not be able to use it in an emergency.

2 Keep the space where the ladder lowers free of obstacles.



If a clothes-drying pole is blocking the space where the ladder comes down, you may not be able to use it in an emergency.

3 Only open the hatch in case of an emergency.
(Excludes drills, maintenance, and regular checks)

For units with children, please warn them not to play with the hatch.

③ Typhoons

- Fully shut and lock all windows and shed doors. It is very dangerous to leave out any items that could be easily blown away by the wind, so firmly secure them or quickly bring them inside.
- Stay alert for any information on impending typhoons, stock emergency water and rations, and prepare flashlights, radios, and other such goods.
- The Public Housing Corp. may not be able to respond immediately to rain leaks, blackouts, or electrical leaks during a typhoon. Please wait for it to pass and contact us then.

- Trouble involving electricity, such as short circuits, is very dangerous. Please do not handle on your own.
- Elevators may stop due to a typhoon. Please be very careful when using one.
(Do not use the elevator if it is flooded.)

④ Crime Prevention

When residents are away, homes may be burglarized because the owner mistakenly thinks, “It’ll be fine as long as I lock the front door and windows.”

Please be mindful of the following matters in order to reduce the risk of crime.

- Close all doors and windows before going out, and double-check that they are locked.
- When at home, keep the front door locked and use the door chain and eyehole before opening your home to any visitors.
- Let your neighbors and complex manager know before leaving for long periods, such as a trip.
- Shrubs outside the veranda obstruct vision from outside and may result in crime. Please be vigilant about keeping trees in the complex trimmed.

Do not plant trees in the complex grounds.

(3) Management of Shared Space/Facilities

① Hallways, Staircases, etc.

- Hallways and staircases are used by all tenants on a daily basis. Please make an effort to keep them clean.
- Placing bicycles and other items in hallways, on staircases, in elevator lobbies, etc. obstructs passage and serves as an obstacle to evacuation in times of emergency, such as earthquake or fire. Do not leave anything in these areas.

The acts above are prohibited under the Fire Service Act.

- The floors of hallways, staircases and elevators are not 100% water repellent. Please refrain from pouring out a great volume of water, as it may result in a leak.
- When light bulbs and fluorescent lamps in hallways and staircases go out, all tenants are responsible for replacing them. The cost is charged as a common service fee to the complex.

② Elevators

Elevators are a means of transportation for all tenants. Please be mindful of the following items when using them.

- Please do not use elevators if there is a risk of blackout, such as during thunderstorms or heavy rain and wind, etc.
- Acting wild and causing mischief in an elevator will activate its safety mechanism and cause it to stop.
- Please warn children if you see them playing in an elevator.

- Placing objects in the gap between elevator doors or the threshold groove may result in getting trapped on or breaking the elevator. Please make sure to keep the threshold groove clear every day that you use the elevator.

Please be careful not to get any water in the elevator when cleaning, as it may result in the elevator getting damaged.

§ What Happens If the Elevator Suddenly Stops? §

- I. Press the emergency button on the elevator's console panel for three seconds or longer.
The emergency bell will ring in the elevator lobby and, along with informing other tenants, the interphone will be connected to the outside.
- II. The internal interphone next to the console panel can link to the external interphone in the elevator lobby. Please use it if you notice something is wrong.
- III. Emergency notification will be sent to the elevator maintenance company, security company, etc., who will then respond immediately.
- IV. Those inside the elevator are advised to remain calm and follow the instructions of the person in charge.

③ Pump Room

There are two methods by which water is supplied to all units in municipal housing complexes. The first is the elevated water tank type, wherein tap water stored in a water receiving tank is sent via pump to an elevated water tank on the roof, and the force of its natural descent is utilized. The second is the pressure-pump type, wherein water is pressurized in a tank and tap water sent directly to each unit. For both types, a pump room is placed within complexes.

§ When You Find Something Amiss... §

If the pump is not working for whatever reason, a buzzer will sound in the pump room and a lamp will turn on. If you notice these while passing the pump room, please call the emergency contact number displayed or the Public Housing Corp.

④ Common Areas

Common areas are established at housing complexes for tenants' meetings, health and welfare, cultural programs, etc. As such, they cannot be used for profit-driven meetings, religious activities, election activities, etc. The maintenance and operation of common areas is handled by each individual housing complex. Please use them actively with consideration to all other tenants.

⑤ Parking Lots

At municipal housing complexes, cars may only be parked in the lots established by the City of Shizuoka, or in the lots managed by the unions. Parking on walkways, plazas, etc. in the complex grounds is not only troublesome to tenants, it may also block emergency vehicles from their duties or cause an accident. Do not park here under any circumstances.

Issuance of vehicle storage location certificate (certificate of parking space)

Handled by	Issued/Received by	Fee
City	Housing Policy Division (City Hall 5F)	300yen
Union	Parking union of your complex	Inquire

If you apply to the **Shimizu office of the Public Housing Corp.**, **the certificate will take several days to be issued.**

If you are in a hurry, please go directly to the Housing Policy Division at the Shizuoka Offices of City Hall.

(4) Common Service Fees (collected/handled by each complex)

Municipal housing tenants are responsible for paying the various common service fees related to shared facilities, etc. that apply to all tenants.

- ① The electric bills for equipment to supply water to all tenants' units
- ② The water bills for the sprinklers installed outside
- ③ Electric bills for street, hallway, and staircase lights
- ④ Fees for replacing dead bulbs from street, hallway, and staircase lights
- ⑤ Electric bills for the operation of elevators
- ⑥ Fees that must be shared among tenants for maintenance and repairs
- ⑦ Fees for cutting grass and trimming hedges, disposing of waste
- ⑧ Fees for cleaning vertical water-supply pipes
- ⑨ Other common fees that must be paid

(5) Door-to-Door Selling/Scams

Please be careful of malicious salespeople who say **“I’m here at the request of City Hall,”** and try selling you “city-designated goods” such as fire extinguishers, electrical appliances, screen doors, trellises, etc.

Please be aware that neither the City nor the Public Housing Corporation designate such goods or do such sales activities.

2 Applications & Notifications

Municipal housing, in contrast to private rental properties, has a variety of restrictions and conditions established in the Public Housing Act, the Shizuoka Municipal Housing Regulations, and more.

Please contact the Public Housing Corp. if any of the below conditions apply. The application procedures, etc. will be explained to you.

No	Reason for Notification	Document for Submission
1	Change in residence (birth, moving, death, etc.)	status change notification
2	Addition of cohabitating family (nursing care, marriage, etc.)	cohabitant authorization application
3	Transfer of residence (death of deed holder, move-out due to marriage, etc.)	residence transfer approval application
4	Change in guarantor/sponsor (due to their death, etc.)	guarantor/sponsor change approval application
5	Change in number of dependent family or change in income due to quitting job, etc. (Major reduction in income due to forced retirement/job transfer, long-term illness care, etc.)	income authorization proposal
6	Total reform of unit's interior (if handrails are necessary inside due to family member developing a disability, 200V electrical expansion for nursing care equipment, etc.)	renovation authorization application
7	Absent from home for 15 days or more (hospitalization, visit to hometown, overseas business trip, etc.)	notification of non-use
8	Moving out of your unit (You must inform the office at least 15 days prior to the day you wish to move)	notification of return

- *1 Make sure to visit your nearest Public Housing Corp. office, either the Shizuoka or Shimizu Office, when applying.
- *2 Please bring your personal seal when applying.
- *3 If 1, 2, 3, or 5 above apply to you, your rent will change. Please consult at a Public Housing Corp. office.
- *4 All application forms can be downloaded from the City of Shizuoka homepage.

3 Rent (Housing Usage Fees)

(1) Payment Notification Slip Sent twice a year

- ① April (1st half: April to September)
- ② October (2nd half: October to March)

(2) How to Pay (Paying by Bank Transfer)

Rent is paid by automatic withdrawal from your bank account on the last day of the month (if the last day is a Saturday or Sunday, it will be paid the following weekday).

Please bring your payment notification slip and the personal seal you used to set up your bank account to your nearest financial institution, and set up payments. All banks arrange their own account transfer payment request slip.

When applying, confirm what month rent will be withdrawn from and whether or not you are making a duplicate payment for the payment slip in your hand.

Please confirm your bank balance on the day prior to withdrawal to ensure that no errors will occur due to lack of funds. If for some reason the payment cannot be withdrawn, you will be obliged to pay soon after using the payment notification slip sent by postal mail.

*Paying by automatic bank transfer is very convenient and means you will never have to miss a payment.

§ Payment at Windows of Designated Banks §

Those who pay with the payment notification slip at a City-designated financial institution are asked to please pay the monthly rent portion by the final day of that month, every month.

Also, receipts from the time of payment are documents proving that you paid your rent, so please keep them in a safe place for 5 years.

(3) Rent & Declaration of Income

Every year, income for all members of tenant households must be declared. The City of Shizuoka calculates the income for each household based on this data, and decides rent for the following fiscal year.

When the declaration of income forms arrive, please fill in the required fields, attach copies of income/pension withholding slips, final returns, etc. that show income for all members of your household from the previous year, and make sure to submit by the deadline.

The rent for households that did not submit their declaration of income will be fixed as the rent for similar units in the vicinity (same as private apartments). Also, those who do not submit declarations of income may be subject to an income review.

(4) Deciding the Amount of Rent

Every fiscal year, the amount of rent is calculated to be less than rent similar to that of the neighborhood (rent for private apartments), and based on the income of the tenants' household as shown on their declaration(s) of income and in response to various conditions such as housing convenience, scale, how many years the building has stood, etc.

Every October 1 is calculated as the base day. The result is informed via the income authorization and rent decision notification, and rent for the year from the following April is decided.

If there is a change to your income due to childbirth or retirement (excludes temporary situations), income will be calculated after reconfirmation through the income authorization proposal, and rent will change from the month following reconfirmation.

Consultation will be provided separately if your circumstances are recognized as special, such as in the event that your unit is severely damaged due to a natural disaster, your income has been sharply reduced due to a long-term illness, etc.

(5) Over-earners' Rent & Obligation to Cooperate with Eviction

Those who have resided in municipal housing for three or more continuous years and earn income beyond the standard are deemed “income over-earners.”

The rent for these over-earners is the amount difference between the rent of similar units in the neighborhood (rent for private apartments) and the average rent for tenants, added to the average rent for tenants and multiplied by a constant rate.

Income over-earners such as this are asked to cooperate with eviction from their unit.

(6) Obligation for High Earners to Cooperate with Eviction & Payment of Damages

Tenants who have lived continuously in municipal housing for five years or more, and have earned income beyond the standard established for public housing continuously for the past two years, are deemed “high earners.”

These high earners will be requested to leave housing by a prescribed date, and will have to vacate their unit before then.

In the event that they have not vacated their unit before the prescribed date, during the period between the prescribed date and the date of actual eviction, the high earner will be charged, as monetary damages, up to twice as much the rent for a private apartment in the neighborhood on a monthly basis.



4 Repairs

(1) Division of Responsibility to Pay Fees to Repair Facilities/Equipment & Important Points About Their Use

◎In the cases below, even if the City pays for certain repairs, tenants may also be responsible for payment.

- If damage was done on purpose by, or due to the negligence of, a tenant of the complex.
- If the way the tenant was using the item was not appropriate to management of the complex.

◎Repairs requested after hours (nights, weekends, and holidays) will only be carried out for items requiring immediate attention.

Emergency repair requests after hours (nights, weekends, holidays) should be made to the security room of your nearest ward office.

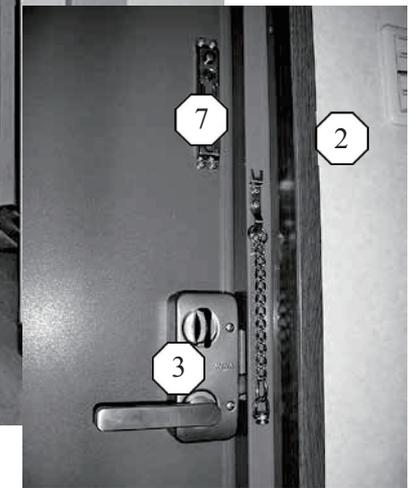
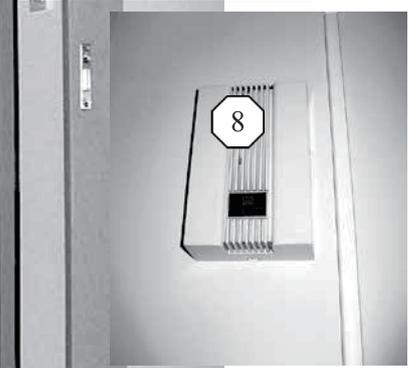
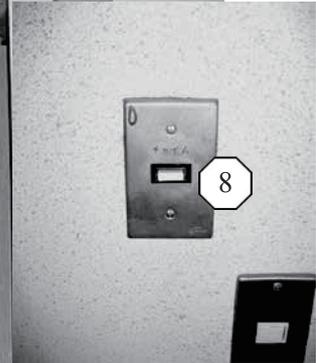
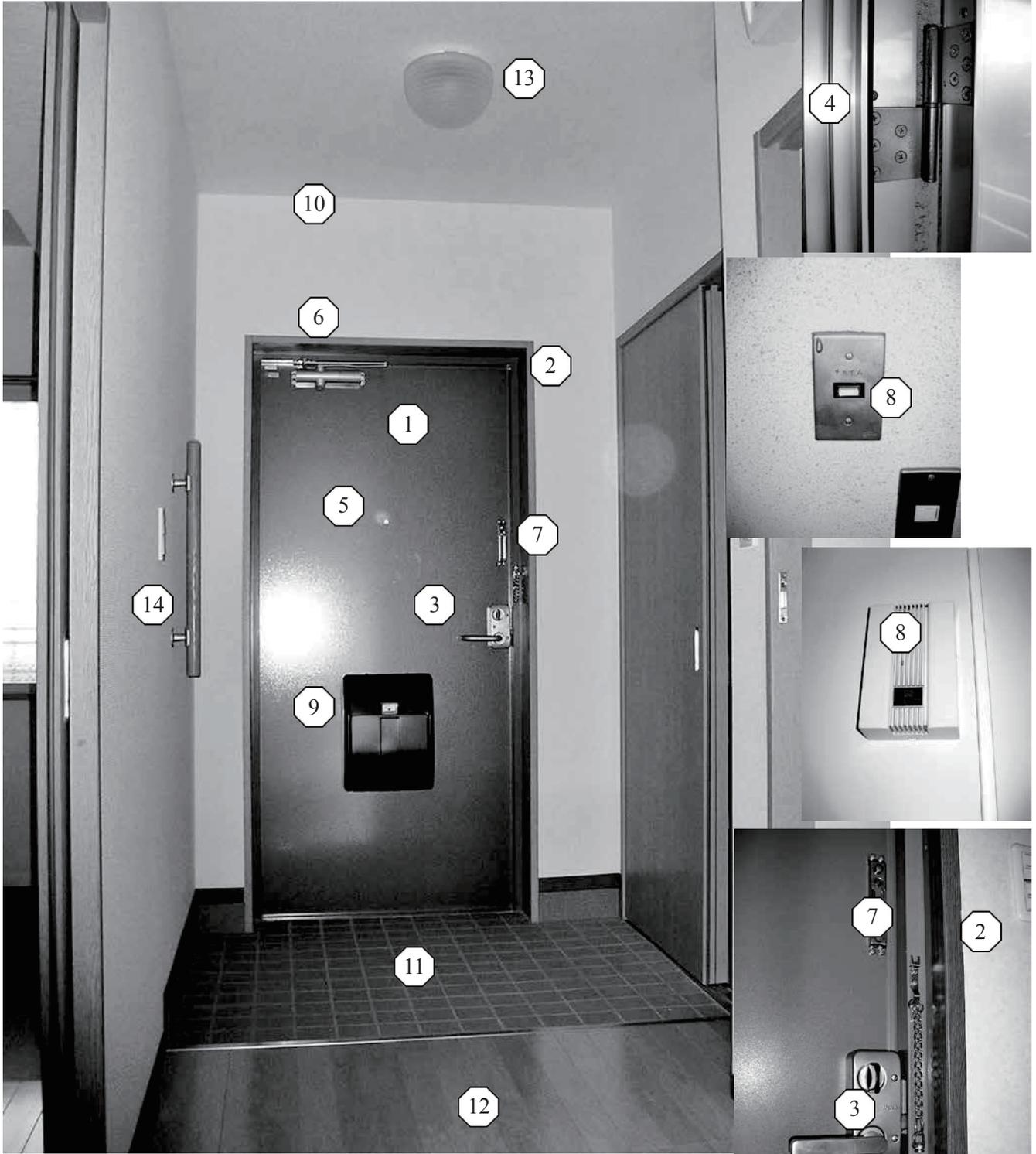
Aoi Ward: 054-254-2111

Suruga Ward: 054-202-5811

Shimizu Ward: 054-354-2111

Depending on the location or details of the place where repair is requested, repair may not be possible until the following day or after, or may not be possible whatsoever.

I. Entrance



Location	Condition	Payment Responsibility	
		Tenant	PHC
① Door unit	Metal)		
	Does not shut properly		○
	Peeling paint	○	
	Wood)		
	Does not shut properly		○
② Doorframe (metal/wood)	Partially damaged		○
	Extreme damage/distortion due to rot, etc.		○
	Rot damage		○
③ Doorknob & lock	Cylinder locks, etc.		
	Does not work properly	○	
④ Hinges	Lost key	○	
	Damaged/warped		○
⑤ Peephole	Oilcan	○	
	Lost/lens broken	○	
	Peep window (blind cover)		
⑥ Door check	Damaged	○	
	Does not work properly/oil leakage	○	
⑦ Door chain	Rot/damage	○	
⑧ Buzzer/chime	Does not work properly	○	
⑨ Newspaper slot	Fell out or was damaged		○
⑩ Walls/ceilings	Cloth peeling/re-clothing	○	
	Paint peeling	○	
	Mold	○	
⑪ Floor (mortar sections)	Loose mortar		○
⑫ Floor (cushion flooring, floorboards, etc.)	Damage, warping		○
	Cushion flooring peeling	○	
⑬ Light fixture	Damage	○	
	Dead light bulb	○	
⑭ Handrail (City-installed)	Damaged/loose		○
⑮ Circuit breaker	Damaged		○

● **When the door does not shut properly**

If your door does not shut properly, it may be due to a number of factors.

- ① The door hinge (④ in photo) is not working
 - ② The door check (⑥ in photo) is not working
 - ③ If there are no problems with the door or hinges, but the doorframe (② in photo) is warped
- Please make sure to check the three places above, and notify us of what you see.

● **Lock (③ in photo)**

The Public Housing Corp. does not keep any master keys.

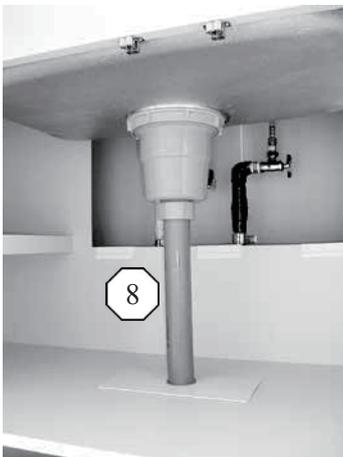
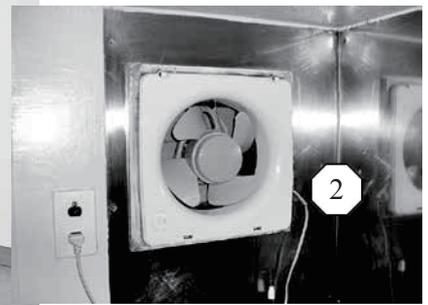
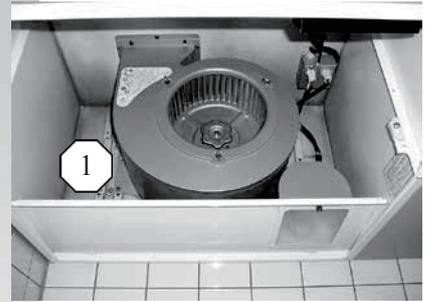
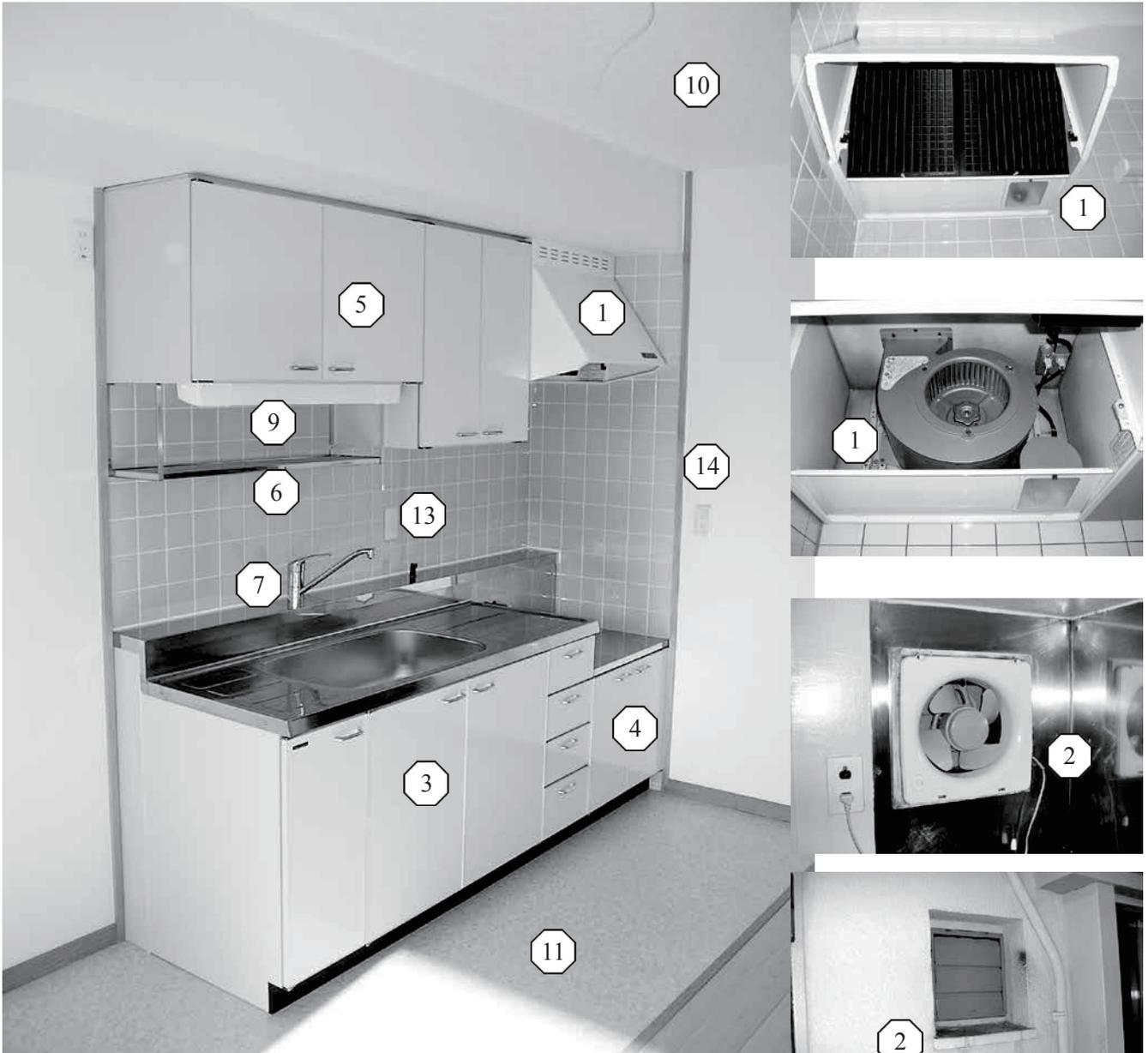
If your key has been lost or stolen, you will be responsible to pay for its replacement.

*If your key has been stolen, you do not feel safe, and want the cylinder lock changed immediately, please request to a shop on your own, or notify the Public Housing Corp. and we will introduce you to one.

● **Entryway floor (⑪ in photo)**

The entryway is not waterproofed, so if water is spilled it may cause water damage in the hallway or elevator. Please be very careful not to spill water here.

II. Kitchen



Location	Condition	Payment Responsibility	
		Tenant	PHC
① Range hood	Soiled, damaged by oil, etc.	○	
	Filter soiled, damaged	○	
	Motor part is broken		○
② Ventilation fan (installed by City)	Soiled, damaged by oil, etc.	○	
	Filter soiled, damaged	○	
	Motor part is broken		○
③ Sink	Corrosion damage		○
	Door damage		○
④ Gas range	Corrosion damage		○
	Door damage		○
⑤ Wall cupboard	Damage		○
	Door damage		○
⑥ Dish drainer	Damage		○
⑦ Faucet (Damage, etc. to mixing faucet/lever-type faucet responsibility of PHC)	Water does not stop/makes sound	○	
	Faucet damage	○	
	Water-supply pipes Damage/leakage		○
⑧ Drain trap	Corrosion damage to trap		○
	Damage to bowl, net	○	
⑨ Under-shelf light	Fixture degradation		○
	Dead bulb/switch damage	○	
⑩ Walls/ceilings	Cloth peeling/re-clothing	○	
	Paint peeling	○	
	Mold	○	
⑪ Floor (cushion flooring/floorboards, etc.)	Floor depression/creaking		○
	Cushion flooring peeling	○	
⑫ Gas valve	Damage		○
⑬ Electrical outlets	Damage		○
⑭ Switches	Damage	○	
	Poor connection	○	

● **Range hood (① in photo) and ventilation fan (② in photo)**

The range hood, ventilation fan and net can stop working when they get soiled or oily. Please regularly take them off and clean them.

*Tenants are responsible for any fees related to cleaning or repair when these items are damaged.

● **Faucets**

When there is a temporary suspension of water supply, make sure your faucet is turned off. If you forget to turn it off, water will start flowing when supply is resumed, flooding the hallway and causing disruption to other tenants.

*Incidents or trouble that arises as a result of such negligence on the part of tenants must be resolved among the involved tenants themselves.

● **Drainpipes and traps (⑧ in photo)**

Please be careful to clean your drainpipe so it does not clog up. Drainpipe clogs are the individual responsibility of tenants.

Oils such as that for frying tempura can result in drainpipe clogs, so make sure not to pour them down the drain. Also, do not use food trash processors such as disposers, etc.

Once a year, please request a specialist to come and clean your drainpipes.

III. Toilet



Location	Condition	Payment Responsibility	
		Tenant	PHC
① Low tank	Unit/lid		
	Cracked/damaged		○
	Peeling Styrofoam for dew-proofing		○
	Ball tap		○
	Float ball		○
	Hand-washing faucet		○
	Overflow tube		○
	Flapper valve		○
	Drain		○
	Chain		○
② Toilet bowl	Blockage	○	
	Damage		○
③ Handle	Not working properly	○	
④ Water supply pipe	Damage/leakage		○
⑤ Water shutoff valve	Damage/leakage		○
⑥ Flush valve	Damage/leakage		○
⑦ Paper holder	Damage	○	
⑧ Walls/ceiling	Cloth peeling/re-clothing	○	
	Paint peeling	○	
	Mold	○	
⑨ Floor (cushion flooring, floorboards, etc.)	Floor depressions/creaking		○
	Cushion flooring peeling	○	
⑩ Handrail (installed by City)	Damaged/loose		○
⑪ Ventilation fan	Not working properly		○
	Cover/filter soiled, damaged	○	
⑫ Light fixture	Damage	○	
	Dead bulb	○	
⑬ Outlet (installed by City)	Damage		○
⑭ Switch	Damage	○	
	Poor connection	○	

● **Toilet bowl**

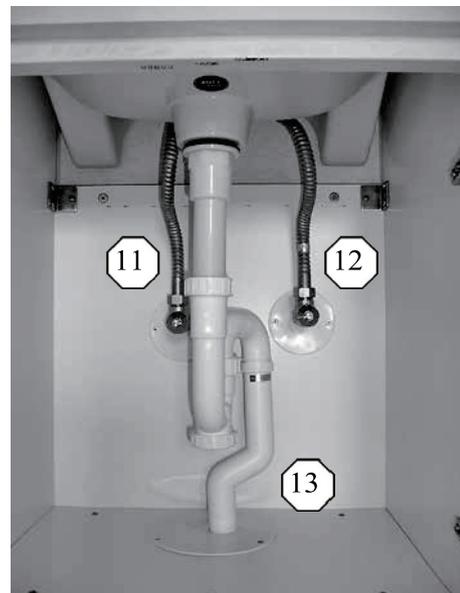
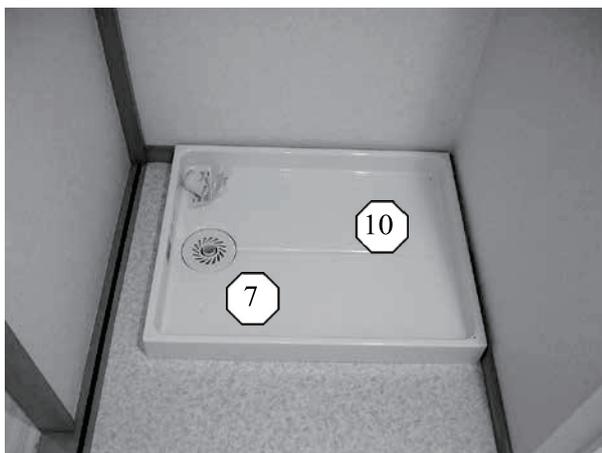
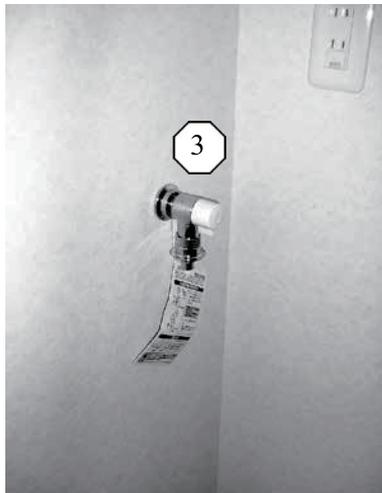
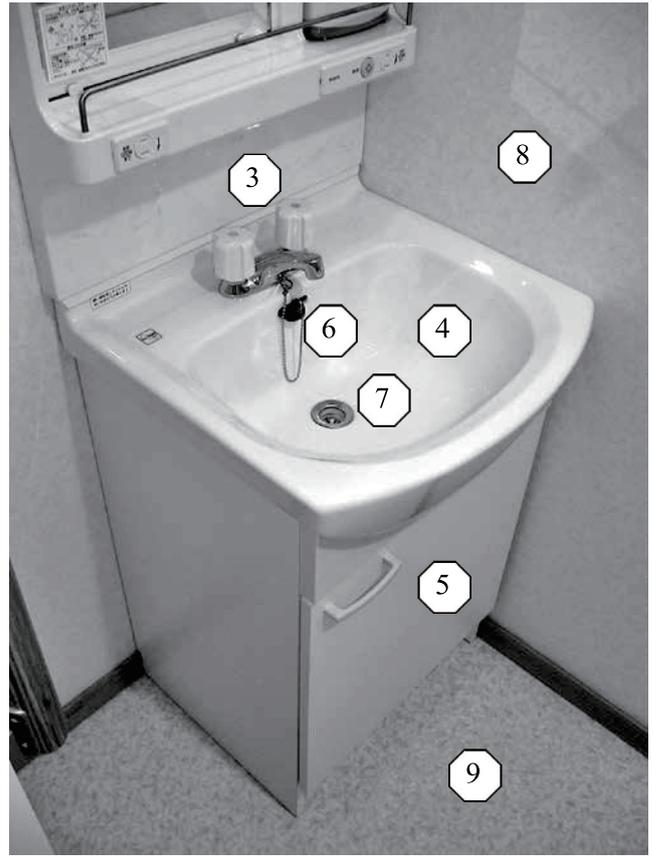
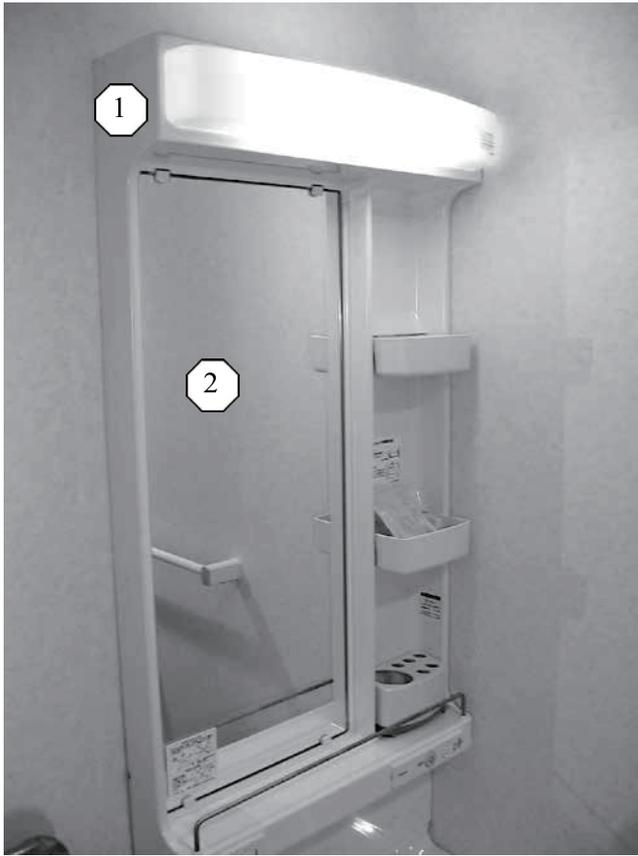
Please make sure to use store-bought toilet paper. Newspaper, absorbent cotton, tissue paper, etc. do not break down in water and may clog up the toilet, so please do not flush it down. After you have used the toilet, make sure to flush completely.

Tenants are responsible for paying any fees to repair damage caused by clogged pipes.

● **Water shutoff valve (⑤ in photo)**

If the toilet bowl water does not stop, use a screwdriver or other tool to turn the water shutoff valve, and shut off the flow of water.

IV. Washroom



Location	Condition	Payment Responsibility	
		Tenant	PHC
① Light fixture	Damage	<input type="radio"/>	
	Dead bulb	<input type="radio"/>	
② Mirror	Damage	<input type="radio"/>	
③ Faucet (Damage, etc. to mixing faucet/lever-type faucet responsibility of PHC)	Water won't stop, emitting noise	<input type="radio"/>	
	Faucet damage	<input type="radio"/>	
④ Sink	Damage	<input type="radio"/>	
⑤ Washstand	Corrosion damage		<input type="radio"/>
	Door damage		<input type="radio"/>
⑥ Rubber plug with chain	Damage	<input type="radio"/>	
⑦ Drain	Damage	<input type="radio"/>	
	Blockage	<input type="radio"/>	
⑧ Walls/ceiling	Cloth peeling/re-clothing	<input type="radio"/>	
	Paint peeling	<input type="radio"/>	
	Mold	<input type="radio"/>	
⑨ Floors (cushion flooring, floor boards, etc.)	Floor depression/creaking		<input type="radio"/>
	Cushion flooring peeling	<input type="radio"/>	
⑩ Washing machine drain pan	Damage		<input type="radio"/>
⑪ Water supply pipe	Leakage/fell down		<input type="radio"/>
⑫ Water shutoff valve	Leakage/fell down		<input type="radio"/>
⑬ Drainage pipe	Water leakage due to corrosion, etc.		<input type="radio"/>
	Blockage	<input type="radio"/>	

● **Mold prevention**

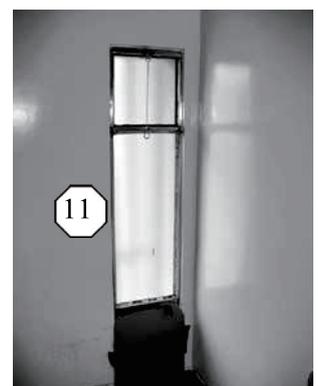
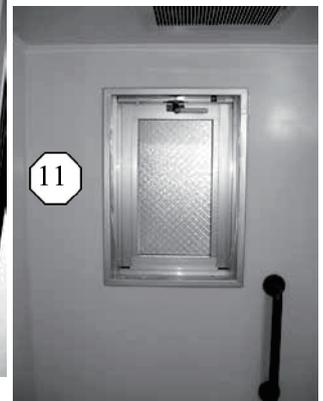
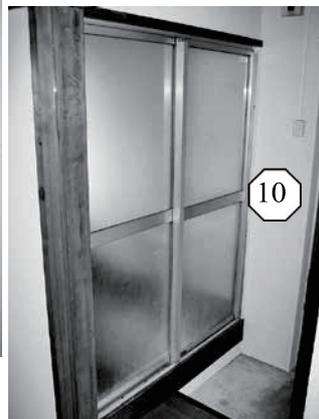
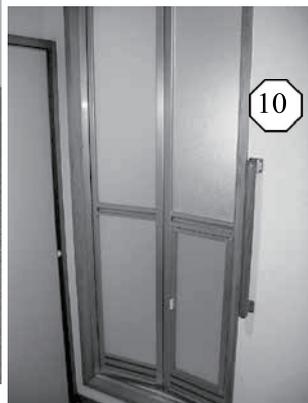
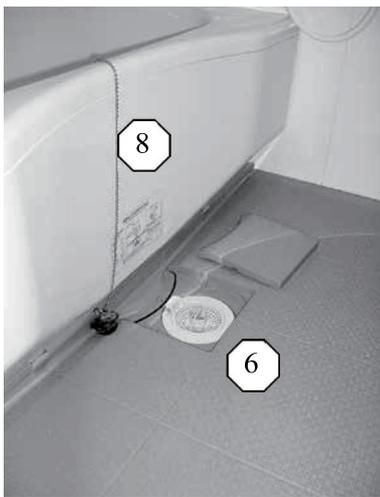
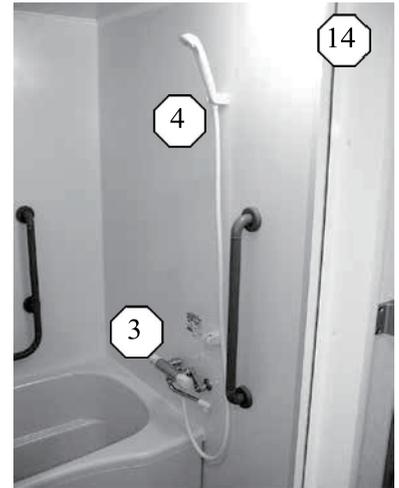
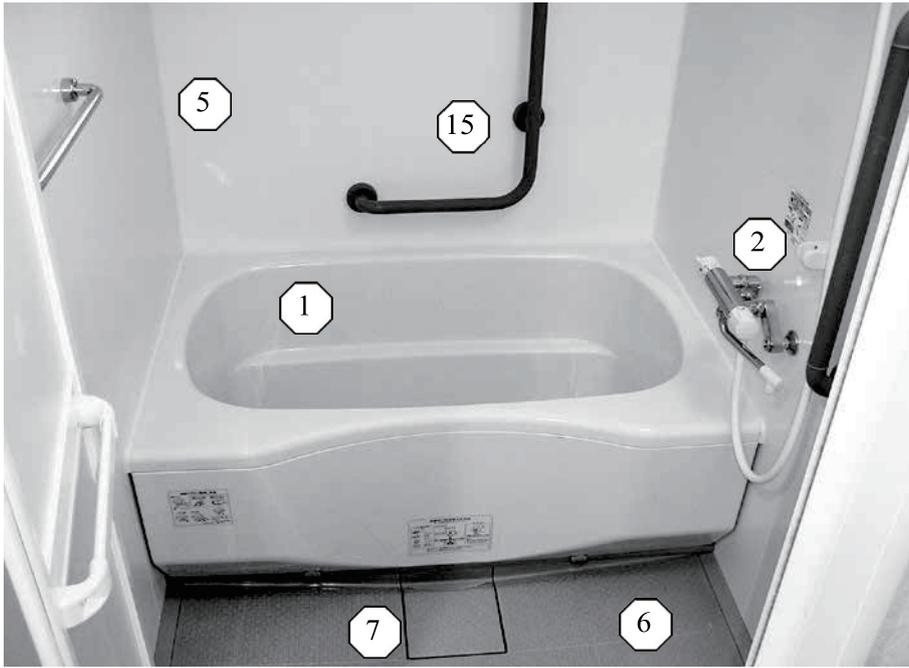
The washroom and other areas can easily get moldy due to dampness. Please make efforts to clean and ventilate them.

● **Washing machine drain pan (⑦ and ⑩ in photo)**

When the drain, grating, and/or trap screen get clogged up with lint and other dirt, it can cause laundry water to overflow from the washing machine floor, leaking into the hallway and causing problems. Please make sure to regularly clean the drain, grating, and trap screen.

Also, please be aware that any tenants whose water leakage due to negligence causes damage to another tenant's unit will be responsible for paying damages.

V. Bath



Location	Condition	Payment Responsibility	
		Tenant	PHC
① Bathtub	Installed by tenant		
	Damage due to corrosion, such as holes	○	
	Grime	○	
	Installed by City		
	Damage due to corrosion, such as holes		○
	Grime	○	
② Bathtub water heater	Installed by tenant		
	Repair/replacement	○	
	Installed by City		
	Repair/replacement		○
③ Faucet (Damage, etc. to mixing or lever-type faucet responsibility of PHC)	Water won't stop/emits noise	○	
	Water valve damage	○	
④ Shower (head/hose)	Damage	○	
⑤ Walls/ceiling	Peeling paint	○	
	Mold	○	
⑥ Floor	Damage		○
⑦ Drain	Damage	○	
	Blockage	○	
⑧ Rubber plug and chain	Damage	○	
⑨ Ventilation fan	Not working properly		○
	Grime, damage on cover/filter	○	
⑩ Door	Corrosion		○
	Damage to metal fixtures		○
⑪ Ventilation window	Damage to glass	○	
	Refurbishing of glass partition		○
	Damage to handle for shutting window		○
	Does not open/close properly		○
⑫ Water heater remote (City-installed)	Not working		○
⑬ Water heater (City-installed)	Not working		○
⑭ Light fixture	Damage	○	
	Dead bulb	○	
⑮ Handrail (City-installed)	Damaged/loose		○

● **Ventilation of bath (mold prevention)**

Mold easily forms in bathrooms due to the dampness. Please make sure to regularly clean and ventilate your bathroom.

If your bathroom has a ventilation fan, keeping it on at all times is effective at preventing mold.

● **Ventilation fan (⑨ in photo)**

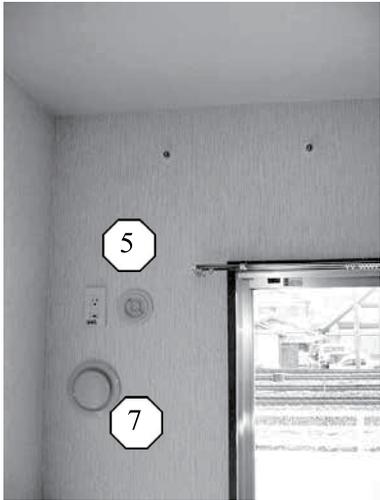
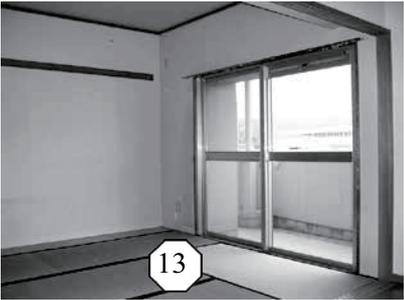
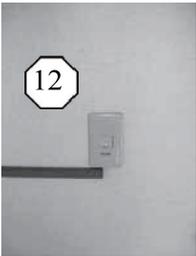
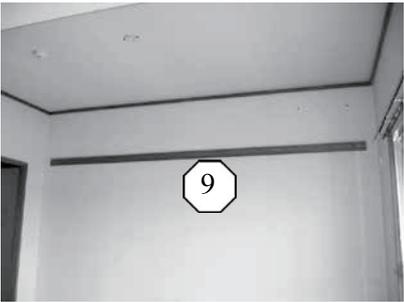
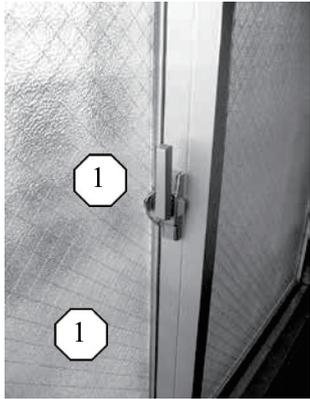
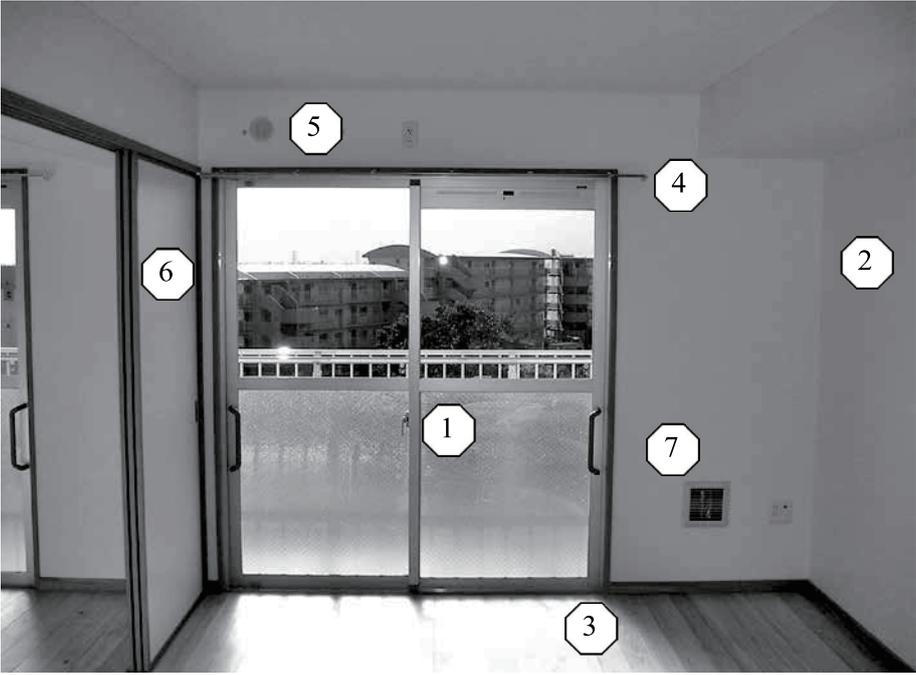
If your ventilation fan and/or net are soiled, the fan may malfunction. Regularly remove and clean them.

*Any fees for such cleaning or repairs due to the fan not being cleaned are the individual responsibility of the tenant.

● **Bathing**

Bathing late at night or early in the morning may disturb your neighbors. Please avoid these timeframes.

VI. Living Room



Location	Condition	Payment Responsibility	
		Tenant	PHC
① Metal-framed sliding glass doors	Metal fittings (window latch, puller, crescent, etc.) are poor	○	
	Do not open/close properly	○	
	Door roller	○	
	Damage to glass	○	
	Repair of screen doors (replacing net/rollers, etc.)	○	
② Walls/ceilings	Peeling cloth/replacement	○	
	Peeling paint	○	
	Mold	○	
③ Floors (cushion flooring, floorboards, etc.)	Floor depressions/creaking		○
	Cushion flooring peeling	○	
④ Curtain rails	Damage	○	
⑤ Cap for AC unit hose hole	Damage	○	
⑥ Sliding doors	Soiled/damaged	○	
⑦ Air vent	Damage	○	
⑧ Rosette (ceiling-mounted hooking receptacle)	Damage	○	
⑨ Affixed kamoï (for preventing furniture falls)	Damage		○
⑩ Fire alarm	Damage		○
⑪ Switch	Damage	○	
⑫ Telephone module	Damage	○	
⑬ Tatami mats	Replace surfaces/replace floors	○	
⑭ Ventilation window	Damage	○	
⑮ Closets	Damage	○	
⑯ TV connecting terminal	Damage		○
⑰ Interphone	Damage	○	

● What to do about condensation

Regularly ventilate the room. Complexes built of reinforced concrete are very airtight, which makes it difficult to naturally ventilate. This means that, especially during the winter months when windows are shut closed, condensation forms easily on walls/window glass and inside closets. Open windows and run your ventilation fan as often as possible, not only drying out the room itself but inside the closets (top and bottom).

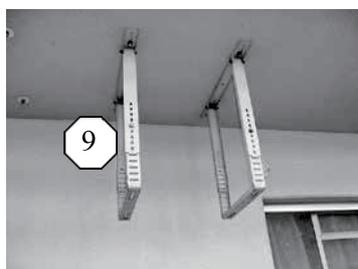
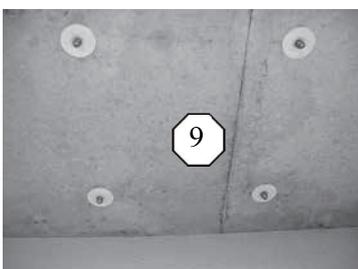
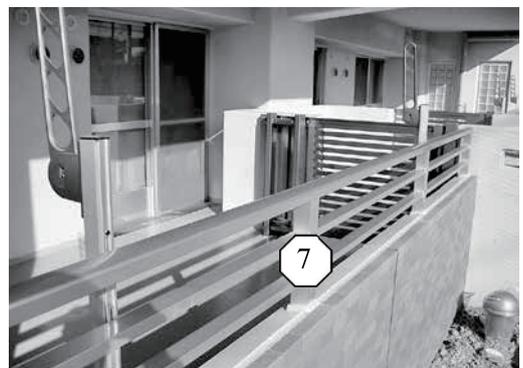
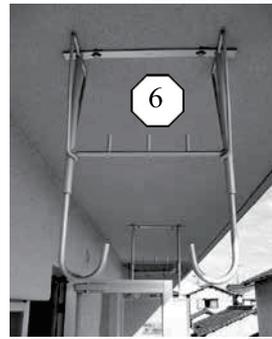
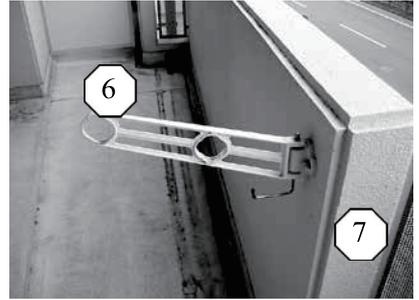
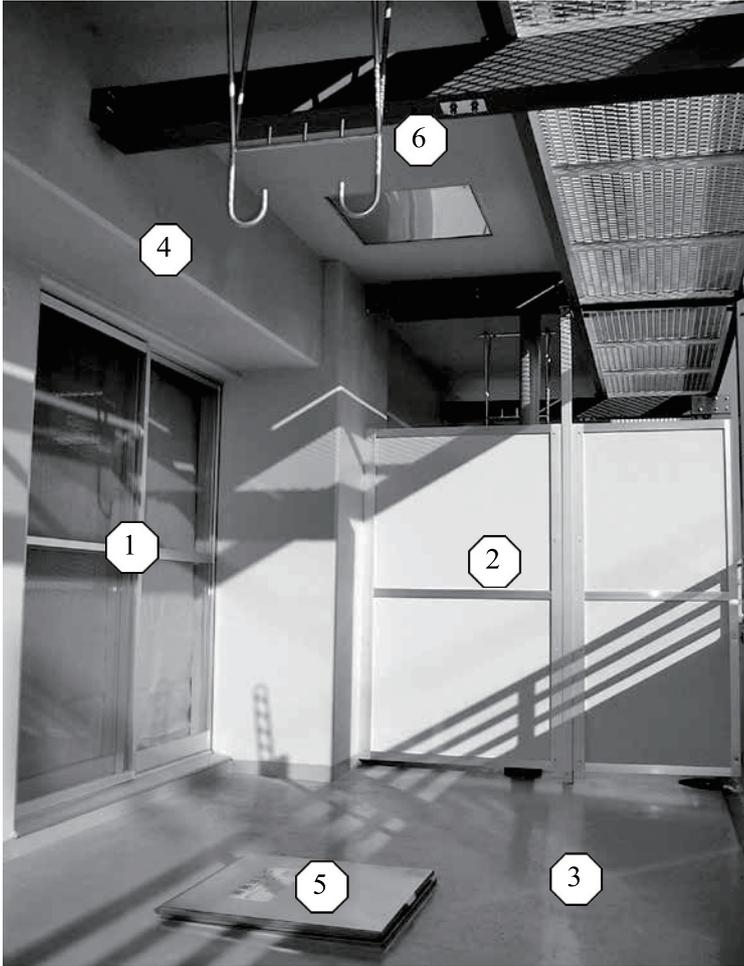
● Affixed kamoï (⑨ in photo) (to prevent falling furniture)

To prevent furniture from falling over in an earthquake or other disaster, you can secure furniture using the affixed kamoï.

● Tatami

To prevent tatami flooring from rot, etc. and ensure that they last long, please replace the tatami surfaces and flip them over regularly.

VII. Veranda



Location	Condition	Payment Responsibility	
		Tenant	PHC
① Metal-framed sliding glass doors	Metal fittings (window latch, puller, crescent, etc.) are poor	○	
	Do not open/close properly	○	
	Door rollers	○	
	Damage to glass	○	
	Repair of screen door	○	
② Partition board	Damage due to evacuation		○
	Damage due to tenant's negligence	○	
③ Floor	Damage		○
	Water prevention		○
④ Walls/ceilings	Peeling paint		○
	Explosive fracture		○
⑤ Evacuation ladder	Damage	○	○
⑥ Clothes-drying pole	Dropout		○
	Peeling paint	○	
⑦ Handrail	Damage		○
	Peeling paint	○	
⑧ Drain outlet	Damage/fell down	○	
	Clog	○	
⑨ AC outside installer bolt	Damage		○

● **Partition boards (② in photo)**

Partition boards serve as evacuation doors in an emergency. During an emergency, you can kick, punch, and break them in order to evacuate.

● **Floor (③ in photo)**

The floor surface has had simple waterproofing in order to help drain primarily rainwater. If you dump out a great volume of water at once, it may leak to the floor below. Please be careful not to do this.

● **Drain outlet (⑧ in photo)**

Please clean drainage channels and outlets daily to prevent clogs.

● **AC outdoor unit (⑨ in photo)**

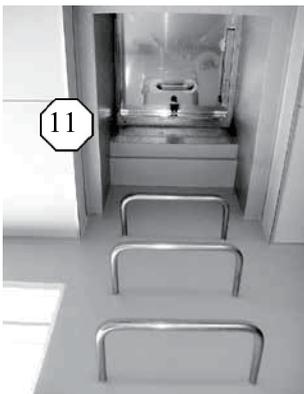
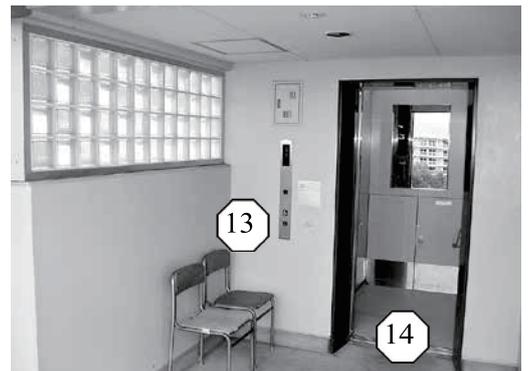
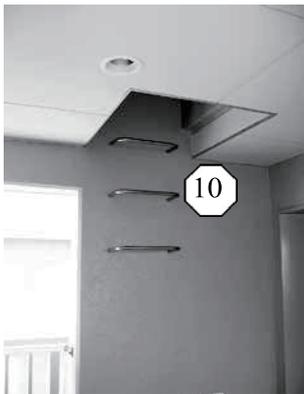
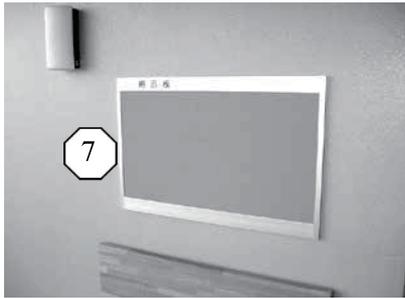
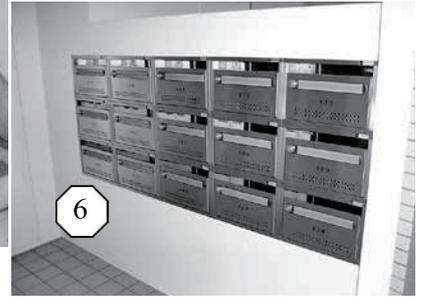
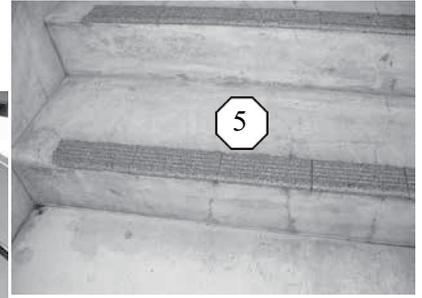
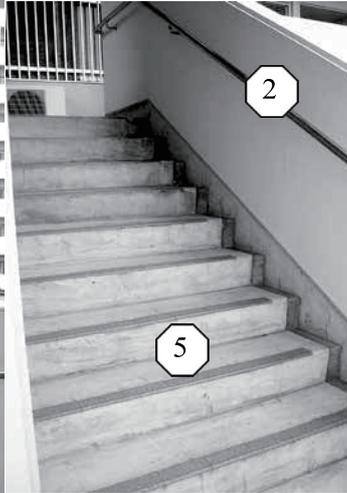
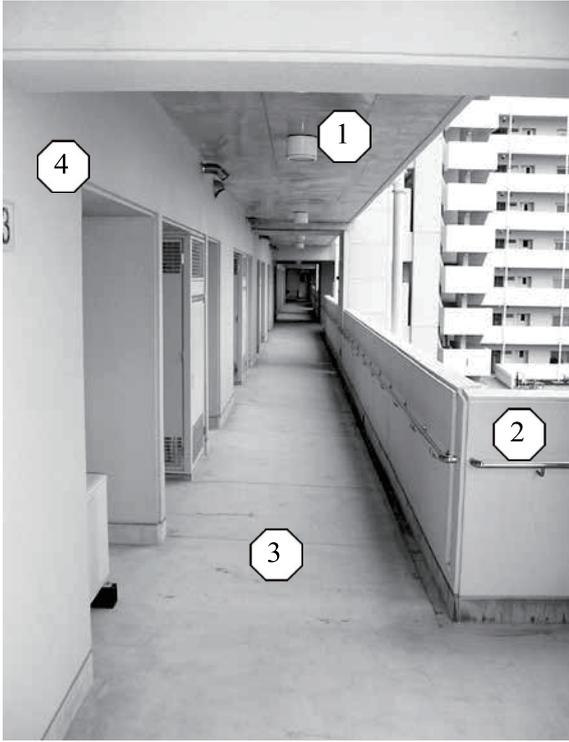
Please install your AC's outdoor unit not on the floor, but bolted over the veranda. Tenants are responsible for purchasing any fixing brackets, etc. necessary for installation.

● **Precautions against pigeons (nets, bird repellants, etc.)**

Please make efforts on your own to prevent pigeons from entering your veranda. Pigeons will not fly somewhere where they feel they may be put in danger. Please threaten them and drive them off your veranda to ensure that they do not alight there.

*The Public Housing Corp. works to prevent pigeons from coming to complex's public spaces.

VIII. Shared Spaces (Hallways, Staircases, Elevators)



Location	Condition	Payment Responsibility	
		Tenant	PHC
① Shared lighting	Damage		○
	Dead bulb	○	
② Handrails	Damaged/loose		○
③ Hallways	Damage		○
④ Walls/ceilings	Peeling paint		○
	Explosive fracture		○
⑤ Staircases	Damage		○
	Steps		○
⑥ Cluster mailbox	Damage to hinges/locks	○	
	Door replacement	○	
	Replacement of unit		○
⑦ Bulletin board (installed by City)	Damage		○
⑧ Fire hydrant	Maintenance checkup		○
	Damage		○
⑨ Fire extinguisher	Refill of extinguishing agent		○
⑩ Ladder to roof	Damage		○
⑪ Roof hatch	Damage		○
⑫ Elevator unit	Out of order		○
	Damage to floor/walls		○
	Cleaning	○	
⑬ Elevator display button	Damage		○
	Damage due to tenant's negligence	○	
⑭ Storage	Damage		○
	Management of keys	○	

● **Shared lighting (① in photo)**

The fees for replacing dead bulbs will be taken from the complex's common service fees, etc.

If a portion or part of shared lighting is damaged or malfunctioning, please contact the Public Housing Corp.

● **Fire extinguishing equipment (⑧ and ⑨ in photo)**

Please confirm, through your daily life, where fire extinguishing equipment is and how to use it.

The Public Housing Corp. does legal inspections of the fire extinguishing equipment twice a year.

● **Storage (⑭ in photo)**

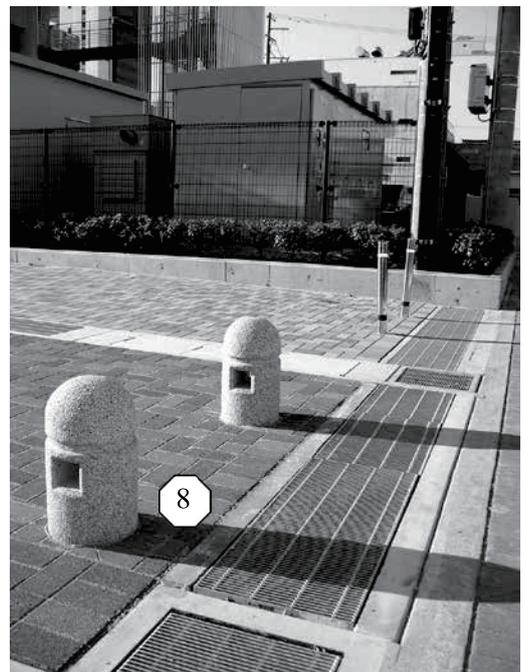
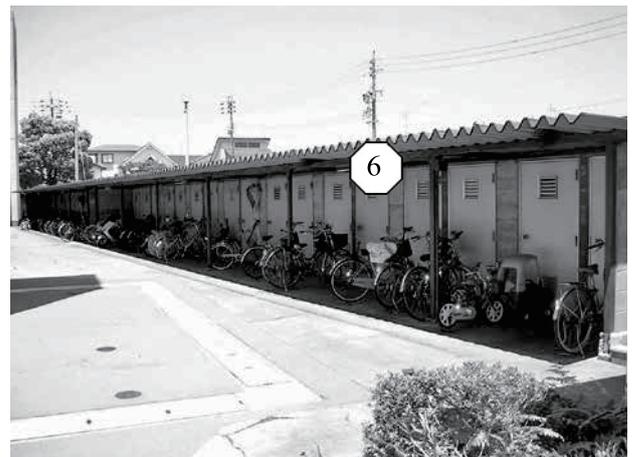
The elevator has a storage rack installed, from which stretchers and other equipment can be taken out in the event of an emergency. The key is kept by the complex manager.

*Copies of the key are also provided to fire stations, etc.

● **Hallways and staircases (③ and ⑤ in photo)**

Hallways and staircases are used as evacuation pathways in the event of a fire or earthquake. For this reason, and for tenants to live comfortably, make sure that you do not put personal items in the hallways or on staircases.

IX. Outside Perimeter



Location	Condition	Payment Responsibility	
		Tenant	PHC
① Outside lights/streetlights	Damage		○
	Dead bulb	○	
② Trees (pruning/planting)	Shrubs	○	
	High trees		○
③ Trash drop-off spot	Damage		○
	Cleaning	○	
④ Housing complex pathways	Depression/unevenness		○
	Cleaning	○	
⑤ Bicycle parking area	Damage		○
⑥ Storage sheds	Damage		○
	Damage to doorknob, hinges, locks, etc.	○	
⑦ Complex play equipment	Damage		○
⑧ Car stops	Damage		○
⑨ Meeting hall	Operation and maintenance	○	

● **Trees**

Among the trees in housing complexes, tenants are asked to take care of the shrubs. Tenants are also asked to exterminate pests such as wasps, centipedes, and millipedes. *Please take care not to injure yourself when performing such work.

● **Play equipment**

The Public Housing Corp. performs a maintenance check once yearly.

● **Car stops**

Complex managers are in charge of the keys for car stops.

● **Communal space**

Tenants of municipal housing are asked to discuss in detail and decide on how communal space should be used (refer to p.13, ④)

● **Prohibition of gardening**

Municipal housing complexes, along with being places where tenants live, are also the shared assets of citizens. Tenants are not allowed to use open spaces, grassy areas, empty lots, etc. in complex grounds for their own purposes or for growing vegetable gardens.

● **Graffiti/scribbling**

Recently, there have been a number of cases of structures in municipal housing complexes being graffitied. Graffiti is a criminal act punishable as criminal damage and for violating the Minor Offenses Act. If you see graffiti being done, contact the police right away.

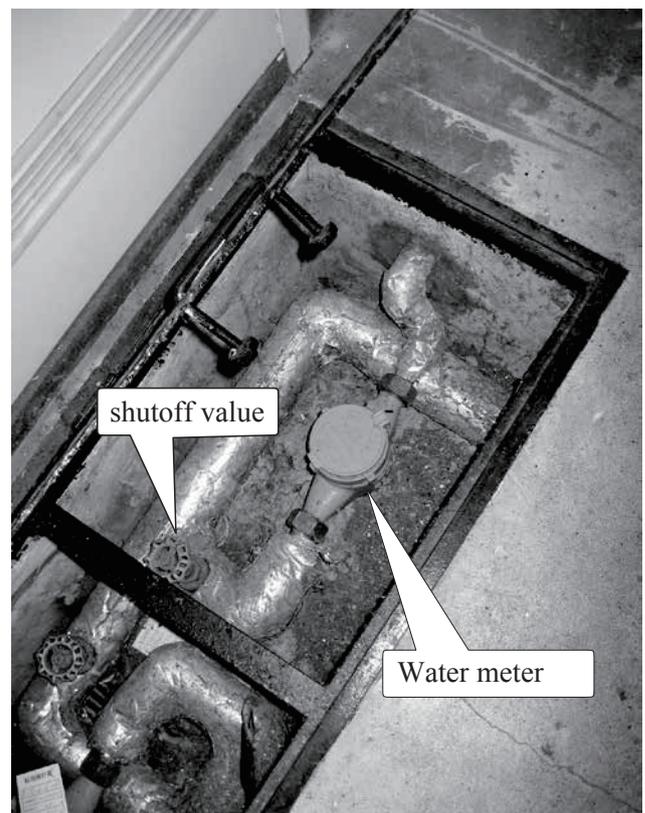
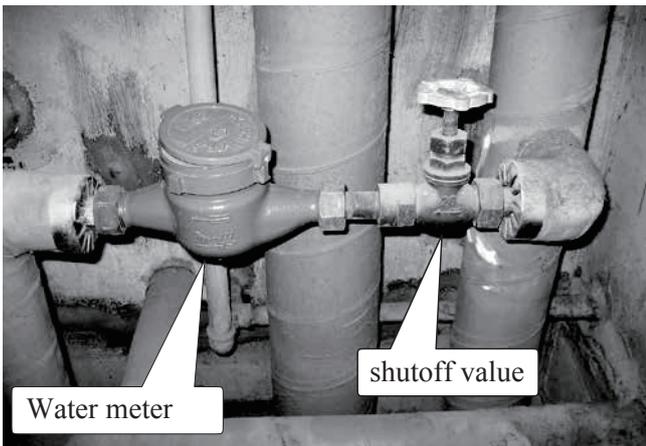
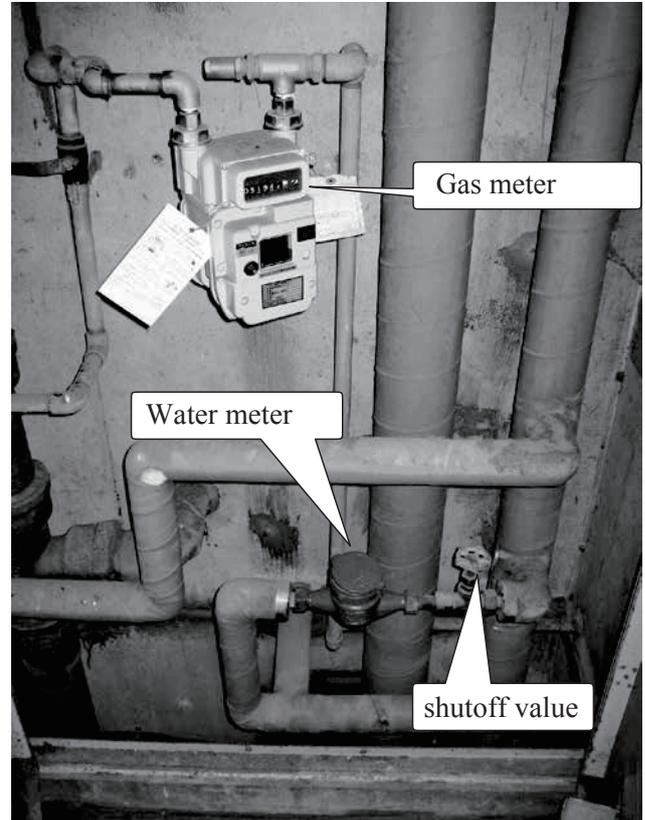
● **Prohibition of feeding stray cats, pigeons, etc.**

Feeding stray cats, pigeons and other animals is a health hazard and causes trouble to fellow tenants. Animal cries, excrement, etc. can be a source of trouble between tenants, so do not feed such animals under any circumstances.

(2) Dealing with Water Issues

① Shutting off water with PS (pipe shaft) water shutoff valve

By shutting off the water shutoff valve, you can stop all water to your unit.

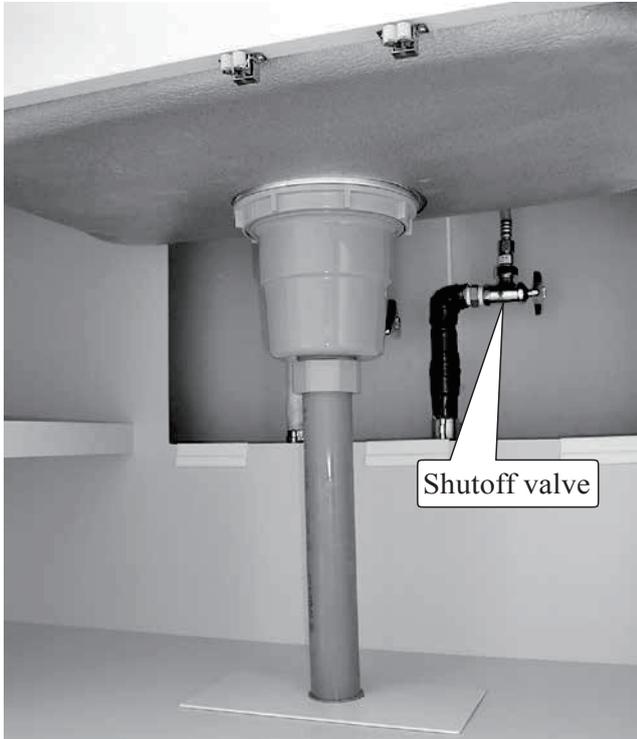


② Shutting off water without using pipe shaft

Depending on the building, water-supply pipes may have water shutoff valves affixed to every necessary spot. By turning these off, you can shut off your water.

Please also be aware that certain municipal housing does not have water shutoff valves, and therefore it is not possible to turn off your water

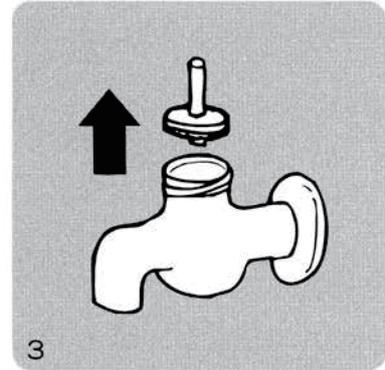
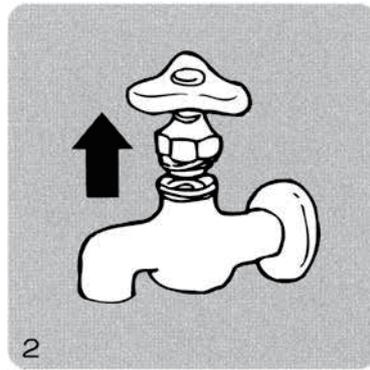
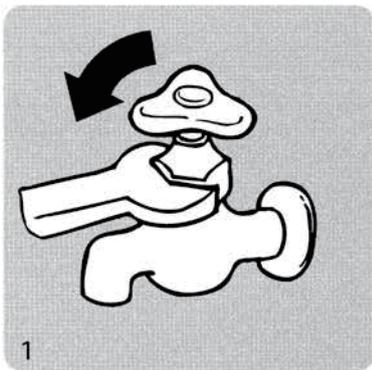
I. Shutoff valve under sink



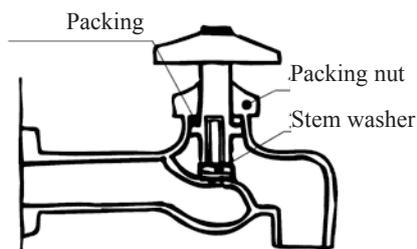
II. Shutoff valve on side of toilet's low tank



§ How to replace packing, washer §



Faucet structure & part names



5 Vacating the Unit

(1) Procedure for Unit's Return

In the event that you will vacate your unit, you must submit a notice of return to the Public Housing Corp. **at least 15 days in advance of the day you will vacate (strict deadline).**

In the event that you are vacating midway through a month, your rent for that month will be calculated by day based on the vacating date.

(2) Important Points about Vacating

- ① Please take care of the procedures for ending all of your personal contracts such as electric, gas, water, and telephone. Have the services stopped, and settle all final bills.
- ② Please make sure to inform your neighborhood association, complex manager, etc. that you will be vacating. Also, please make sure to settle any and all fees required by neighborhood associations and for the operation and maintenance of shared facilities that must be paid by the tenant.
- ③ Anything installed by the tenant themselves (for example, bathtub, air-conditioning unit, light fixtures, water boiler, etc.) should be completely removed.

Also, for any areas that were worked on or reformed by the tenant with permission, please return them to their original state at your own expense.

- ④ When you have completely finished moving, please clean the unit, lock all doors and windows, and lock the front door.

(3) Exit Inspection & Tenant's Repair Fees

Once all utilities have been settled and the unit cleaned, and all return notification paperwork is received, an exit inspection will be made.

During the exit inspection, a Public Housing Corp. employee will be present, and confirmation/inspection of the unit's damaged areas will be made.

- ① Tenants will be responsible for paying the fees below upon vacating.
 - A) Flipping the tatami mats and repapering the sliding doors
 - B) Repair of all damaged or soiled areas for which tenant is responsible
 - C) Any matters specified at the time of the exit inspection
- ② Please hand over all copies of the front door key to staff at the time of vacating.

(4) Refund of Rental Deposit

If money is returned to you after unpaid rent and repair fees (repairing tatami, sliding doors, etc.) are deducted from your rental deposit, it will be wired directly to your bank account. If you still owe an outstanding amount, please pay the difference at the time of vacating.

6 Other Matters

(1) Municipal Housing Eviction Demands

You will be demanded to vacate your unit in the following cases.

- ① If you entered housing through misrepresentation.
- ② When you have not paid 3 months or more of rent.
*When rent goes unpaid, both tenant and their guarantor will have legal action taken against them.
- ③ When you damage your unit or the complex's shared facilities.
- ④ When, without an appropriate reason, you have not used your unit for 15 days or more.
- ⑤ If it is revealed that a tenant or cohabitant is involved in organized crime.
*From the stance of ensuring calm and safety in the lives of municipal housing tenants, members of organized crime groups are not allowed to reside in municipal housing under any circumstances.
- ⑥ When you violate a municipal housing regulation or mayoral decree.

Tenants demanded to vacate municipal housing based on any of the reasons above must vacate their unit immediately.

(2) On-site Inspection

When the mayor has deemed it necessary for municipal housing management purposes, staff will enter your unit to make an inspection.

When they do, the staff will assuredly have identification. For those whose unit is being inspected, please ask them to show it if you feel it necessary.

(3) Complex Managers

Every year in municipal housing complexes, someone is selected from among the tenants, by decision of all the complex's tenants, to be the complex manager.

The duties of the manager are as follows:

- ① Distribution, circulation, and notification of documents, etc. to tenants
- ② Management and maintenance of common facilities, etc.
- ③ Advisories and notifications on areas of damage and disrepair in the complex due to a natural disaster
- ④ Various liaison duties between tenants and the Public Housing Corp.

Managers are not responsible for collecting rent. Tenants are fully responsible for paying rent on their own.

7

Utilities Contacts (Aoi, Suruga Wards)

Category	Office Name	Phone Number
Electricity	Chubu Electric Power Co. Shizuoka Sales Office	0120-985-210
City Gas	Shizuoka Gas Co. Shizuoka Branch	054-285-2111
Propane Gas	Shizuoka Gas Energy Co. (Makigaya, Momozono, Sena)	054-285-2221
TV	NHK Shizuoka Broadcasting Station	054-274-1100
Water	City of Shizuoka Water & Sewerage Bureau, Meter Reading Section 1	054-270-9106
	Water & Sewerage Customer Service Center	054-251-1132
Keys	Shizuoka Key Lock Co.	054-281-1169
Telephone	NTT	116 (no area code) Mobile: 080-0200-0116

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Utilities Contacts (Shimizu Ward)

Category	Office Name		Phone Number
Electricity	Chubu Electric Power Co. Shimizu Sales Office		0120-985-220
City Gas	Shizuoka Gas Co. Shizuoka Branch		054-285-2111
	Shizuoka Gas Co. Fuji Branch (Hinode-so, Mihama-so, Nakahama-so, Osawa-so)		0545-52-2260
Propane Gas	Gastec Service, Inc. Shizuoka Branch (Shimizu Okitsu-nakacho)		054-347-4611
	Yamanashi Fuel Store (Shimizu Okitsu Azuma-cho Nishi)		054-369-1430
	Ichikawa Propane (Shimizu Yokosuna)		054-366-1073
	Suzuyo Gas Co. (Shimizu Yoshikawa)		054-365-7845
	Sato Shoji Co. (Shinei-so)		054-389-0080
	Yuicho Kyodo Gas Co. (All complexes in Yui)		054-375-2717
TV <small>*For complexes with cable TV, please contact both NHK and the cable television company.</small>	NHK Shizuoka Broadcasting Station		0120-151-515
	Cable TV	TOCO Channel Shizuoka Co. (Sanko-cho, Nishikubo, Oiwake, Funabara Special Rental Housing)	054-347-9821
		Tokai Communications Co. (Muro-no, Yui Minami, Osawa-so)	0120-696-942
Water	City of Shizuoka Water & Sewerage Bureau, Meter Reading Section 2		054-354-2742
	Water & Sewerage Customer Service Center		054-251-1132
Keys	Shimizu Key Center		0120-416-952 054-352-4169
Telephone	NTT		116 (no area code) Mobile: 080-0200-0116

Names of Necessary Documentation for Municipal Housing Applications (Alphabetical Order)		
Name in English	Name in Japanese	Name in Romaji
account transfer payment request	口座振替納付依頼書	<i>kōza furikae nōfu irai sho</i>
cohabitant authorization application	同居承認申請書	<i>dōkyo shōnin shinseisho</i>
declaration of income	収入申告書	<i>shūnyū shinkokusho</i>
final return	確定申告書	<i>kakutei shinkokusho</i>
guarantor/sponsor change approval application	連帯保証人・身元引受人変更承認申請書	<i>rentai hoshōnin/mimoto hikiukenin henkō shōnin shinseisho</i>
income authorization and rent decision notification	収入認定・家賃決定通知書	<i>shūnyū nintei/yachin kettei tsūchisho</i>
income authorization proposal	収入認定意見書	<i>shūnyū nintei ikensho</i>
income withholding slip	給与の源泉徴収票	<i>kyūyo no gensen chōshūhyō</i>
notification of non-use	不利用届	<i>huriyō todoke</i>
notification of return	返還届	<i>henkan todoke</i>
parking space certificate	車庫証明	<i>shako shōmei</i>
payment notification slip	納入通知書	<i>nōnyū tsūchisho</i>
pension withholding slip	年金の源泉徴収票	<i>nenkin no gensen chōshūhyō</i>
renovation authorization application	模様替え承認申請書	<i>moyōgae shōnin shinseisho</i>
residence transfer approval	入居承継承認申請書	<i>nyūkyo shōzoku shōnin</i>
status change notification	異動届	<i>idō todoke</i>
vehicle storage location certificate	自動車保管場所証明書	<i>jidōsha hokan basho shōmeisho</i>

§ Municipal Housing Help Desk §

For weekday consultation regarding application to, entering, and vacating municipal housing, please call or visit an office of the Shizuoka Public Housing Corporation.

☆Shizuoka Office (Aoi/Suruga Wards)

5-1 Ote-machi, Aoi-ku, Shizuoka-shi; Shizuoka City Hall 5F

Tel: 054-221-1253

☆Shimizu Office (Shimizu Ward)

6-8 Asahi-cho, Shimizu-ku, Shizuoka-shi, City Hall Shimizu Offices 2F

Tel: 054-354-2238

§ After Hours Emergency Repair Help §

For emergency repairs required outside of working hours (Saturdays, Sundays, national holidays, nighttime), please contact the security room of your local ward office.

☆Aoi Ward Office Security Room

Tel: 054-254-2111

☆Suruga Ward Office Security Room

Tel: 054-202-5811

☆Shimizu Ward Office Security Room

Tel: 054-354-2111