

Do not take out: Please put it in an easy to find place in your room.



アライブくん

Room Instructions

第2版 2022.08



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「頼んで良かった」を、すべての人に

アライブ

株式会社アライブ
静岡県浜松市中区城北三丁目1-35

TEL : 053-476-7115

(管理部)

Residents Page



Chapter1 Setting up utilities when moving in

Water supply



Please contact the Waterworks Bureau.
(There is no need to contact the property whose meter is being checked in “Alive”.)

Electricity



Please contact the power company.
(No Electric Company Specified)

Natural gas



Please contact the gas supplier.
You need to be present when you open the bottle. Let's contact in advance.
✘In case of water heater trouble(There is no hot water.), contact the gas company.

Internet, Cable and Phone



The Internet usage differs depending on the building
you live in. Please check the contract.



Please check the contract for the lifeline contact information.

Chapter2 Precautions During Occupancy (interior of the room)

Balcony

The balcony serves as an emergency passage.

Please do not place potted plants, tires, storage or garbage .In case of bad weather such as typhoon, please take off your laundry pole.



The drain of the balcony is easy to be clogged with garbage so that the water won't flow when it rains. Please clean it frequently.



If you smoke on the balcony, cigarette smoke and the smell will stick to the laundry in the next room. Cigarette fire may fly and cause fire, so please be careful.



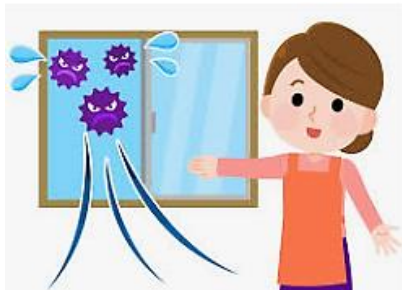
Chapter2 Precautions During Occupancy (interior of the room)

Ventilation in the room

The reinforced concrete building has a high airtightness structure.

Therefore, if you don't ventilate well, it will lead to dew condensation and mold.

In addition, we cannot compensate for damage to household goods caused by "moisture" or "mold" caused by condensation.



【 Examples of claims concerning ventilation 】

If you use the range hood with all the air inlets closed, noise may be generated from the air inlets.

Also, it may be difficult to open the entrance door because of negative pressure in the room.



Opening the window or opening the air supply opening may improve the air supply.
Please ventilate for 24 hours to prevent condensation.

Chapter2 Precautions During Occupancy (interior of the room)

Luminaire

Explained
in the video

When replacing a fluorescent lamp with a bulb out, replace the lighting tube as well.



【lighting pipe】



Please contact the manufacturer if there is a problem with the lighting installed by yourself.

Wet area

Explained
in the video

Piping is connected in the kitchen and washstand door.
If you pack more than necessary, the piping will shift, causing odor and water leakage.



It may cause clogging of drainage, so please clean the perforated plate and drain outlet regularly.



Chapter2 Precautions During Occupancy (interior of the room)

Noise and cigarette odor

You may sometimes make the sound echoes to the next room or the upper and lower floors without awareness of it, that causes a lot of trouble to the next room.

As this is an apartment, we ask for your cooperation so that we can live in a comfortable environment.

For household with children, please consider measures such as laying soundproof mats on the floor.

In addition, it is unavoidable to allow a certain level of living noise when living in an apartment. So, thank you for your understanding.

Regarding smoking, there are residents near you who is misopedia, hates pregnant women, and cigarettes. Please be careful not to be affected by passive smoking.

Please be aware of the following points.

- Speaking, laughing, TV/audio, etc. volume
- The sound of the door opening and closing (slow and quiet without gaining momentum)
- Impact on the floor and footsteps (measures such as laying mats)
- Walking sound in the outer corridor, stairs, etc.
- Late night and early morning sounds (considering the time of day)
- When smoking on the veranda, the direction of the wind, the position of the air supply port in the next room



Chapter3 Precautions During Occupancy (common area)

Neglect of personal belongings

It hinders evacuation in the event of an emergency, and leads to the expansion of damage such as fire. Please do not leave your personal belongings in common areas such as corridors and entrances.



Use of a parking lot

Please cooperate so that you do not park in a place other than the contract area. It will interfere with the parking and passage of other contractors. In some cases, we may respond strictly depending on the management company, so please be aware in advance.

✘ If there is illegal parking in your contract area, please report it to the police station near you.



Park within the lot line.



Do not allow children to play in the parking lot. It is very dangerous as it causes trouble such as collision with a car.



Chapter3 Precautions During Occupancy (common area)

Use of bicycle parking areas

Please affix the bicycle parking sticker to a place where it is easy to see the bicycle.

<How to use the parking sticker>



Frip the lower half.



Write you room number with an oil-based pen.

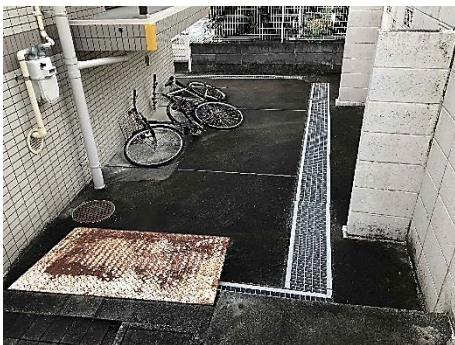


Peel off the laminate



Finished

Dispose of bicycles that are no longer needed promptly.
If you contact us, we will dispose of it for a fee at Alive.



In principle, only bicycles can be parked in the bicycle parking lot.

※ Mopeds up to 50cc are allowed (but bicycles are preferred)

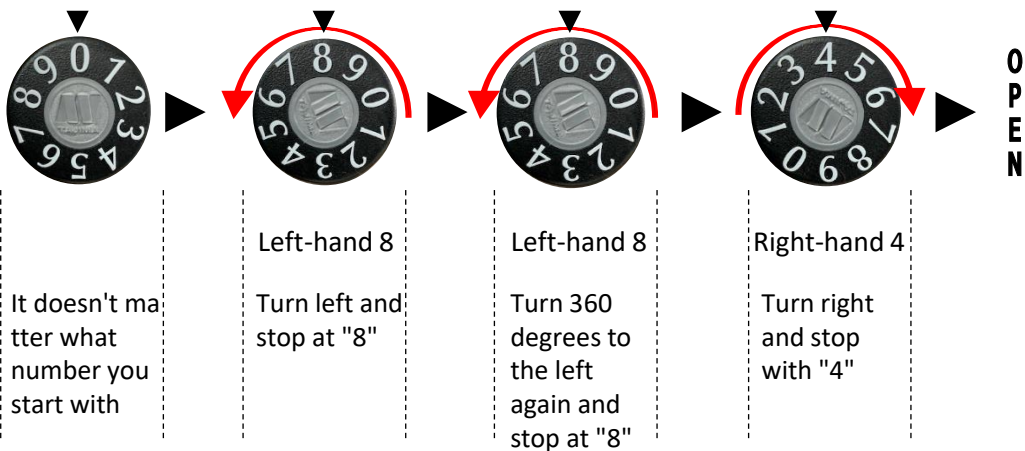
For large motorcycles, please contract a parking lot (motorcycle storage area).

Chapter3 Precautions During Occupancy (common area)

Mailbox (dial) Usage

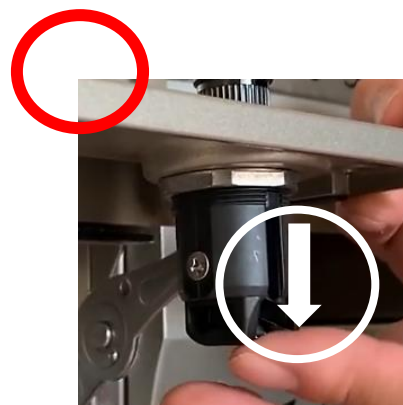
The dialed number is written in the contract. Please check.

< example > 2 to the left 8, 1 to the right 4



Explained
in the video

When the post does not close, turn the PIN again, lower the claw part, and it will close.



Chapter3 Precautions During Occupancy (common area)

How to take out garbage

There are rules for garbage disposal determined by each municipality and region.
Be sure to check and process it correctly.

Thank you for your cooperation in order to protect a clean living environment.

Dumping garbage that does not follow the rules will worsen the environment of the apartment building and become a nuisance to the residents' association. In some cases, we may respond more strictly to the management company, so please be aware in advance.



Chapter4 Various procedures

Parking certificate

Please prepare a "Certificate of Consent to Use Storage Location" and visit the store in charge after contacting us in advance.

※ Please fill in the storage location and user before submitting.

様式第6号(第4関係)

保管場所使用承諾証明書

警察署長検出用

保管場所の位置			
使用者	住所	()	番
	氏名		
使用期間	年 月 日 から		
	年 月 日まで		
上記のとおり自動車庫の保管場所としての使用を承諾したことを証明する。 ※ 共有者記載欄			
年 月 日			
住所 () 番			
氏名			

(注) 共有の場合は、共有者全員が住所・電話番号・氏名を記入してください。

The "Certificate of Consent to Use Storage Location" can be downloaded from the Shizuoka Prefectural Police website.

Change your full name, increase of member, change guarantor/emergency contact

Please contact the Resident Service Division.

We will send you the documents by post, so please fill them out and return them.

A copy of the ID card and a registered seal and seal impression certificate are also required to change the joint guarantor.

Termination procedure

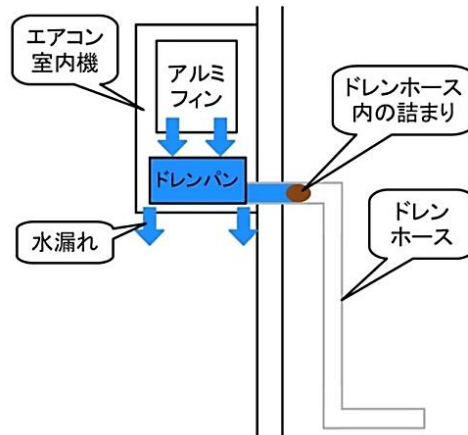
Please contact the "store in charge" by the date stated in the contract for the cancellation date and the date of eviction.

Chapter5 troubleshooting

Air conditioner (Equipment) malfunction

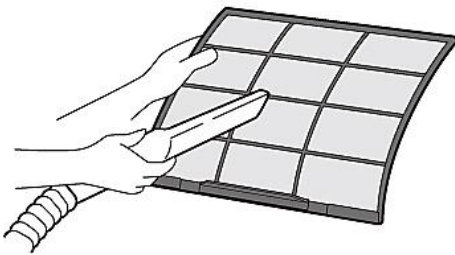
Water leak (under air conditioner)

- ➔ There is a possibility that the drain hose (hose that performs drainage) is clogged with debris. Remove the litter

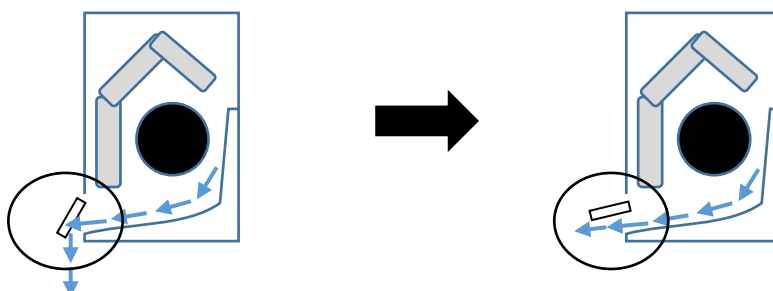


Water leak (air conditioner air vent)

- ➔ May be condensation.
- ① There is a possibility of filter clogging. Take care of it regularly.



- ② When the louvers are fixed downwards, condensation forms on the louvers. Let's wipe off the condensation and change the direction of the louvers



Chapter5 Troubleshooting

Air conditioner (Equipment) malfunction

Air conditioner malfunction

① Let's replace the battery of the remote control

② Let's unplug the outlet and restart

➔ If it still does not work, please contact the "Alive"

※ When contacting, please tell us the model number year and model It will lead to smooth correspondence.



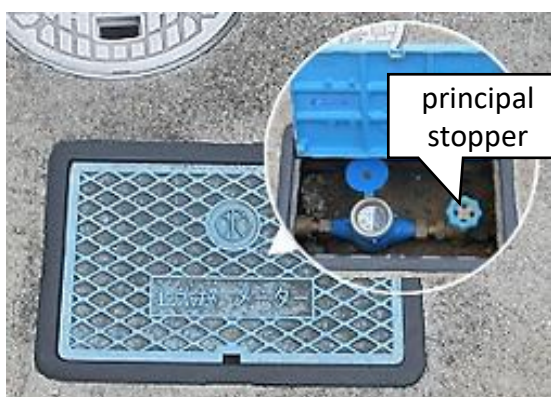
< poko-poko sound >

The main cause of sound is the "pressure difference" that occurs indoors and outdoors. Reinforced concrete buildings are highly airtight, and mechanical ventilation tends to put negative pressure on the room. Therefore, a phenomenon occurs in which outside air flows in from the drain hose. This is the identity of the popping sound, not the failure of the air conditioner. If you open the window, the sound will subside.

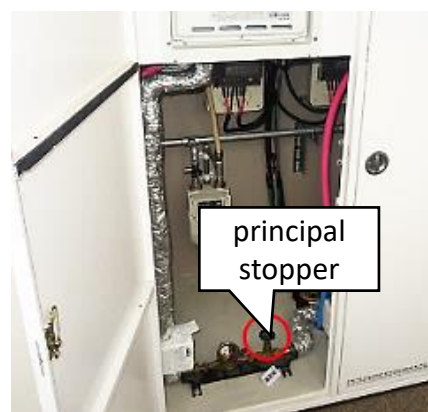
There is no water in your room

Make sure the main stopper is open

【 If you are on the ground 】



【 If you are in a pipe shaft 】



Chapter5 Troubleshooting

There is no water in your room (if the original faucet is open)

Please check the electricity in the room and the electricity in the common area.

There is a possibility that the water receiving tank pump is not operating due to a faulty breaker in the common area.

Also, please check whether there is an alarm due to an error in the water receiving tank pump.

< Points to note in buildings with water receiving tanks >

When there is a power outage due to a typhoon or the like, the water also stops.

If there is a risk of a typhoon making landfall, please make preparations in advance, such as securing drinking water and storing water in the bathtub.



There is no hot water in your room

There is a possibility of a problem with the water heater, so please reset it first and check whether it will be restored.

- ① Power ON / OFF of the remote control (when installed)
- ② Unplugging the water heater
- ③ If you do not know the plug, individual safety breakers ON and OFF

If you do not recover, contact the gas company you have a contract with. If you incur expenses such as repair and replacement, please tell the gas company to contact "Alive".



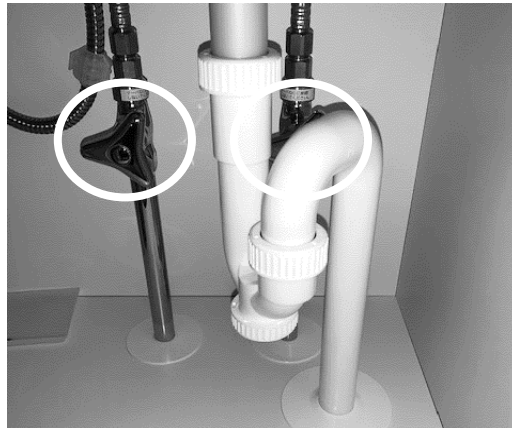
Chapter5 troubleshooting

There is no hot water in some parts of the room

There is a faucet (valve) under the sink and sink.

Let's make sure it is not closed.

※ You can also adjust the amount of water with this faucet.



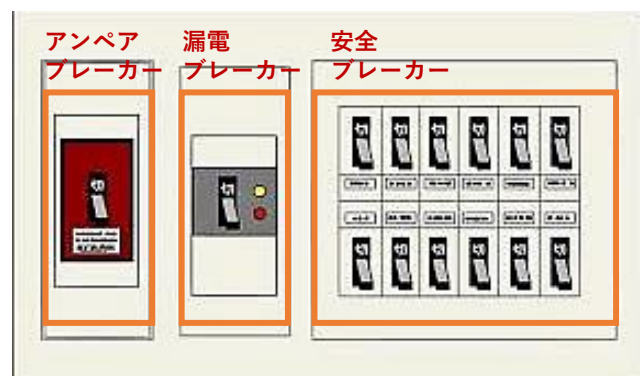
There is no electricity

Explained
in the video

Most of the time the breaker in the room falls due to power overpower, such as when several electrical appliances are used at the same time.



- ① If the contract breaker falls
 - ➔ The total power exceeds the contracted power capacity.
 - ※ In the case of smart meters, the electricity may stop without the breaker dropping.
- ② If the leakage breaker falls
 - ➔ the circuit may be leaking.
- ③ If only the safety breaker falls
 - ➔ You are using too much power from the fallen circuit.
- ④ If all the electricity cannot be used even though the breaker has not fallen
 - ➔ The breaker in the common area may have fallen.
 - Make sure the lights in the common areas are on.



Chapter5 Troubleshooting

Clogged drain

Explained
in the video



Clogged toilet drain

- ➔ Push the filling inside with a rubber cup.
Press the rubber cup against the toilet drain and pull and push vigorously toward the front.
- ※Cleaning detergent may cause clogging or leakage.



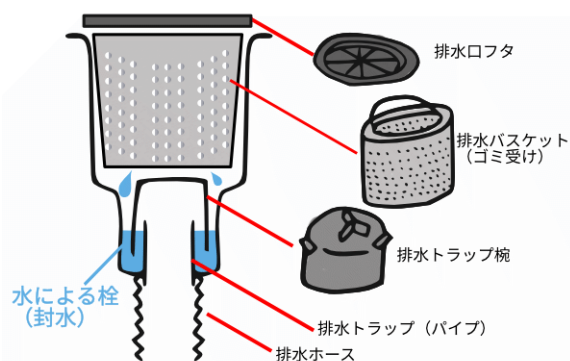
Bathroom drainage clogging

- ➔ Is there any clogging of hair etc. in the eye plate of the drain? Please check.
If it is clogged, remove it, Please clean it.
- ※Clean the drain regularly.



Kitchen drainage clogging

- ➔ Check that the garbage basket at the sink drain is not clogged.
If it is clogged, remove it and clean it clean.
- ※For hygiene reasons, keep your garbage basket clean at all times.



Regarding the trouble of drainage clogging, residents who are enrolled in the Zenkankyo Small-amount Short-term Insurance can respond 24 hours a day, 365 days a year with "Housing First Aid Service (0120-087-873)". If you are unable to provide insurance, please contact "Alive".

Chapter5 Troubleshooting

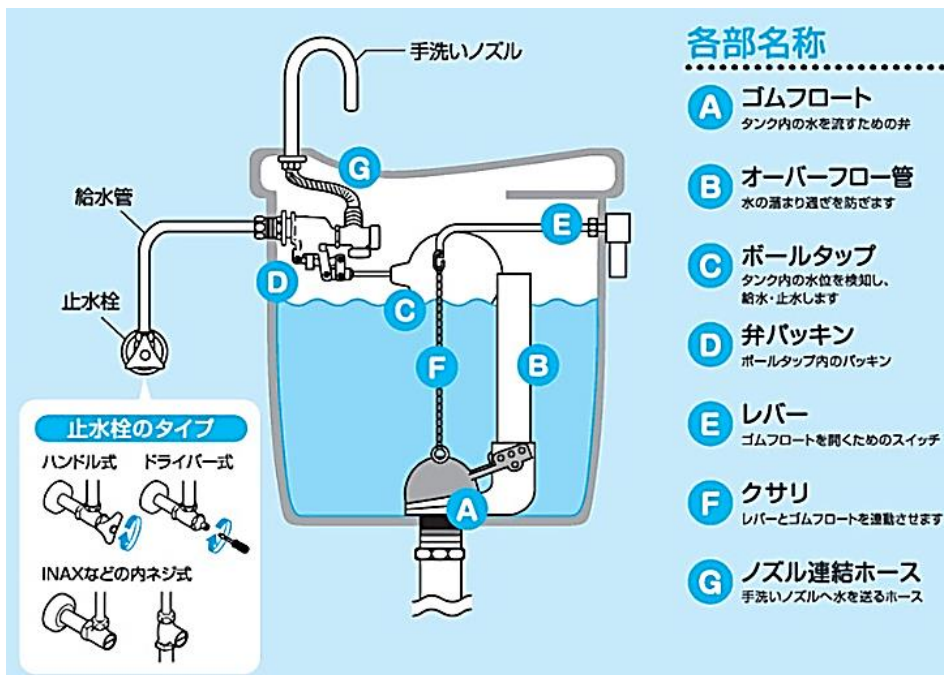
Toilet glitches

Water does not flow (when water flows in the kitchen etc.)

- ➔ Make sure that the faucet next to the tank is open.
- ➔ Remove the tank and check whether the chain in the tank is broken.

The water does not stop

- ➔ Check the inside of the tank while removing the lid
 - ① Are the chains in the tank tangled
 - ② Is the floating ball is caught somewhere
 - ③ Is there any garbage stuck in the drain valve



Chapter5 Troubleshooting

The door is hard to open and close

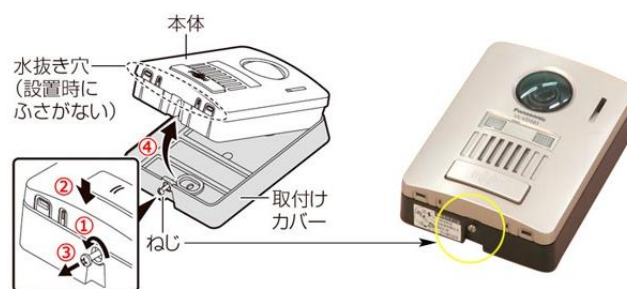
If the hinge is loose, retighten the set screw firmly.
If there is a squeak when opening and closing the door, a little rubbing of lubricant will lighten it.



< Phenomenon of the front door becoming heavy >In some buildings, when the range hood fan is operated, there are cases where the interior becomes negative pressure and the entrance door becomes heavy and difficult to open. This is caused by the fact that the structure is such that it is difficult for crevice wind to enter the building in order to maintain the airtightness and heat insulation of the building. Please note that it is not a defect of the building.

Intercom does not ring

In the case of battery operated, it may be due to battery drain.
Replace the battery.



Please check the volume switch and power switch on the main unit.



Chapter5 Troubleshooting

Residential Fire Alarms Triggered

Please check the source of the fire.
If there is no possibility of fire There is a possibility of false alarms due to insufficient battery capacity.
Remove the battery and contact "Alive".
Replace the equipment.



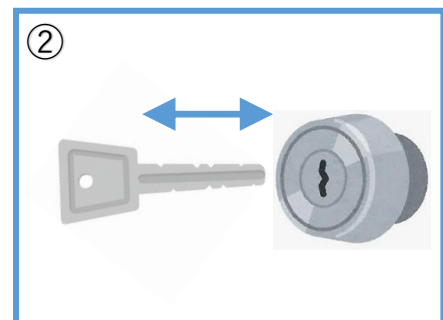
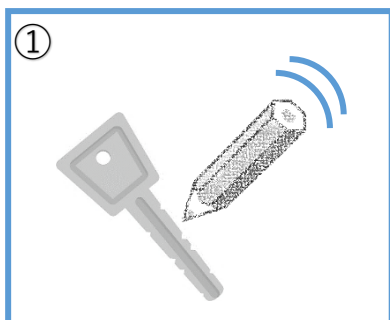
The key is hard to turn

Regarding the trouble of drainage clogging, residents who are enrolled in the Zenkankyo Small-amount Short-term Insurance can respond 24 hours a day, 365 days a year with "Housing First Aid Service (0120-087-873)". If you are unable to provide insurance, please contact "Alive".

< First aid in case the key does not turn >

- ① Apply the lead part (graphite) of the pencil to the groove or hollow of the key
- ② Reseat the key to apply graphite

※Do not spray commercially available synthetic lubricants (CRC, silicone spray, etc.) as this may cause dust to adhere.



住まいの
24時間
365日
対応
応急サービス

緊急を要する住まいのトラブル時、
応急処置にかけつけます!

水まわり

水もれ・詰まりの解消



カギ

玄関のカギ開け



ガラス

サッシの養生



24時間365日対応いたします!!

おまかせ
ください!

住まいの応急サービス専用デスク

0120-087-873



※Only applicable to customers who are enrolled in household property insurance of the Zenkankyo Small-amount Short-term Insurance provided by "Alive"

Store contact

本社	TEL : 053-476-7111 (代)	FAX : 053-476-7117 (代)
営業部	TEL : 053-476-7112	FAX : 053-476-7117
保険部	TEL : 053-476-7113	FAX : 053-476-7117
城北店	TEL : 053-475-5222	FAX : 053-475-5227
板屋町店	TEL : 053-454-5221	FAX : 053-452-8028
中東遠支店	TEL : 0538-36-8851	FAX : 0538-36-8852

business hours 9 : 0 0 ~ 1 8 : 0 0