

## Guest House Guidance

**1 . Please keep in mind the following rules although you may already know them.**

### **Guest House is NOT a HOTEL !**

**It is your responsibility to make efforts for making comfortable living environment. Please do not rely too much about cleaning on house manager, and take care of your own mess.**

### **Guest House is NOT the place that you can behave like you are at home !**

**Guest House is designed for having a community life with your housemates, not with your friends from outside.**

**TOHTO does not ban inviting friends during the permitted hours, but please act with maturity.**

### **It's up to you whether you get along well with your housemates or not !**

**It is your responsibility to handle a problem in guest house life.**

**Please do not hesitate to discuss with other tenants when any trouble or problem arises.**

Guest House provides community life to you.

Guest House is not a Hotel or a Serviced Apartment. There is no attendant who takes care of everything. Also, unlike general apartments, you cannot have all the equipments and facilities to yourself. Since you and your housemates share community area such as entrance, kitchen, shower room, living room, it is very important for you to be considerate to others. Let's try to have some conversation with your housemates, and behave the way you would expect your housemates to do so.

If we see that you are too rude to have a community life in the guest house, we may ask you to move out.

## **2 . VERY IMPORTANT RULES.**

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**Here we show some of the guest house rules which are very important.**

**Please read “Guest House Rules” for details.**

<p><b>You cannot walk in the house with your shoes on. Please take off your shoes at the entrance. Shoes must be kept in the shoes box or in your room.</b></p>
<p><b>It is your responsibility to secure your valuables. Please do not leave your personal items at the community area, and lock the door every time you go out.</b></p>
<p><b>Please clean up your own mess after you use the community area. Dishes and pans must be washed and put back to the shelf soon after you use. Regarding the kitchen use, please follow the rules which are shown by house manager or notice on the wall.</b></p>
<p><b>Non-resident friends or family cannot stay over night at the house. They can visit you in a daytime, but NOT between <u>22:00 to 9:00</u>.</b></p>
<p><b>Please DO NOT disturb your neighbors by any kind of noise( Stereo, play instruments and invite many friends and be loud), bad smell, etc...</b></p>
<p><b>Non-resident friends or family cannot use common facilities and equipments such as shower room, kitchen, washing machine etc.</b></p>
<p><b>Please do not let non-residents know the door code for the community area.</b></p>
<p><b>Fire hazards such as making fire, fireworks and barbecuing in the guest house are prohibited.</b></p>
<p><b>Please turn off the light and A/C when you leave the community area.</b></p>
<p><b>Please take out your own trash from your room to the collection point. Trash must be separated into some categories. (combustible waste, recyclable resources, etc.) Please read the instructions on trash disposal carefully and follow the rules.</b></p>
<p><b>You need to respect the other residents of your guest house. We do not tolerate any verbal or physical abuse, such that any offence will be taken very seriously and will result in a warning, and may result in expulsion from our guest house.</b></p>
<p><b>Please read the “Guest House Rules” carefully and follow them.</b></p>

If these rules are not followed, you will receive a warning, and if they are repeatedly ignored you will be asked to leave the guest house.

### **3 . HOUSE MANAGER'S ROLES ? OR TENANT'S ROLES ??**

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#### **House manager's roles**

To clean up community area.

To refill common supplies. ( Toilet rolls, dish liquid, light for community area, etc )

To attend move in and out.

To receive requirements or complaints from tenants. (and pass them on to TOHTO)

To care about house management.

The manager of the small houses (which have within 10 rooms) cover only      and      .

#### **Tenant's roles**

To clean up your private room.

To take out your own trash from your room to the collection point.

To clean up your own mess after you use the community area, especially kitchen, dining room, toilets, shower rooms, and PC area.

To have some communication with your housemates.

To secure your belongings and valuable.

It is your responsibility to clean up both private and common space. Please be sure that guest house life should be based on tenants centered management, and the house manager is a person who supports you.

If you find it very hard to settle the problem between you and your housemates, please ask house manager or TOHTO for help.

### **4 . GUEST HOUSE RULES**

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< Room and Keys >

1. We will give you a key for your private room. A caretaker of your guest house or TOHTO keep a spare key, so please talk to us if you have lost your room key. If you cannot find your key within a week, we will ask you to bear the cost (¥12,600 ~ ) to replace the lock and issue you with a new key. If you ask TOHTO to come to your room to unlock the door, we will ask you to bear a service charge (5,250yen ~ ).
2. Please do not make duplicates of your keys, for any reason.
3. Please make sure that the door of your room is always locked.
4. It is your responsibility to secure your valuables.  
We will not be held responsible at all for any damaged, lost or stolen items.
5. Please turn off the lights and the air conditioning when you go out.
6. You can use all the equipments provided in the community area and in your private room.  
However, we may ask you to bear the cost if you break or lose items by mistake.
7. The manager of your guest house or TOHTO staff will inspect your room in your presence

when you move out. You need to return your room key to us at that time. Please tell us the time you move out in advance.

**( Room inspection hours : 9:30 ~ 18:30 )**

**We may ask you to bear the cost of repair or replacement if any equipment has been broken, lost or messed up by you. We may also ask you to bear the cost if any trash is left in your room.**

< Cleaning >

1. You are responsible for cleaning your own room.
- 2. Please clean up your own mess after you use the community area, especially the kitchen, the dining area, toilets, shower rooms, and the PC area.**

< Trash >

- 1. Please take out your own trash from your room to the collection point. Garbage bins in the kitchen are only for food scraps or other trash from using the kitchen.**
2. Please read the instructions on trash disposal (which are put up in your room and in the kitchen) carefully and follow the rules. Trash must be separated into recyclable resources, ordinary trash.
3. Do not take out trash at night.  
Please put trash out by 8:00am.

< Shower room >

1. Please do not use the shower rooms between 1:30am-6:00am.
2. Please leave fans on at all times in order to prevent mold.
3. When taking a shower, loose hair that has fallen out will clog the drain over time. Please pick up your hair and throw it away yourself every time you take a shower.

< Laundry >

1. Please do not use laundry equipment between 11:00pm-7:00am.

< Internet >

1. You can use common PCs any time, but within 30min./one time.
2. Please switch off common PC after use.
3. Disconnection and reduced internet connection speed may sometimes occur as a result of viruses or of downloading large files. In order to prevent these, it is prohibited to download large files (notably video clips and films) through the line provided by TOHTO Guest House. Please also ensure that your personal computer has been updated with the latest antivirus software.
4. If any trouble arises regarding the internet connection, it may take several days to investigate the cause and resume the network services. In this situation please be aware that

we will not be able to respond to your following requests; a provision of an alternative service, and a discount of your rent.

5. Although public computers as well as the internet connection provided in each room can be used freely, we will not be responsible for connection trouble as to individual concern.
6. The internet service provided by TOHTO Guest House is free of charge to the best of its service, and we will not guarantee the speed and stability of the connection. If you require better internet access, please connect your own line.

< Smoking >

1. Smoking in the guest house except for smoking area is prohibited.

< Prohibited matters >

To sublease the rooms you make a contract.

To use a room for nonresidential purpose.( e.g. Storage, Business)

To do business in the guest house.

To disturb your neighbors by any kind of noise ( stereo, play instruments and invite many friends and be loud), bad smell, etc

**To let non-residents stay over night.**

**To let non-residents visit you between 22:00 and 9:00.**

**To let non-residents use common equipment such as Shower room, Coin operated Laundry, Kitchen etc.**

To tell the door code to non residents.

To occupy common space and equipments to yourself for many hours.

**To walk with your shoes on in the house.**

To smoke at non-designated area.(some houses completely ban smoking)

Fire hazards such as making fire, fireworks and barbecuing in the guest house.

To possess or use petroleum and drugs.

To keep pets in the guest house.

**To leave your belongings in the community space.**

To bring and keep community equipments in your room without our permission.

To do something against the rules and manner.

< Others >

1. The house manager will not take care of packages or registered mail sent to you.  
Please arrange a date and a time so that you receive them in person.
2. When a party or assemble is held in the guest house, please inform TOHTO in advance.
3. You need to respect the other residents of your guest house. We do not tolerate any verbal or physical abuse, such that any offence will be taken very seriously and will result in a warning, and may result in expulsion from our guest house.