

# Procedure of Moving Out

**[Attention]** We are going to accept new applicants for the apartment once you apply for a move-out. It is not possible to cancel the termination request once the next tenant signs the new contract.

## ① Online Application (Available in Japanese)



Scan the QR code to go to the web page.

### Contract Termination Online

Submit a Contract Termination application online. A confirmation email will be sent to you.

\*No confirmation call will be made for your termination notice.



## ② Contact Daito Kentaku Customer Support Center by phone call or "ruum" app.



### Contact Daito Kentaku Customer Support Center

Inform of your contract termination by contacting the support center. Your termination notice will be forwarded to the management office.



**A management staff will check your apartment condition at the time of moving out (known as move-out inspection). Please choose if you would like to attend the inspection.\***

\*It may be required for you to attend the inspection based on your lease contract.

### w/o Attending Inspection

#### Return the Yellow Key

A form will be mailed to your apartment. Please return the form and the yellow key using the self-addressed envelope.

\*For card key users, please return only one card key

\*No need to return any key if you have an Opelo (electronic key) system.



### Attending Inspection

#### Schedule the Inspection

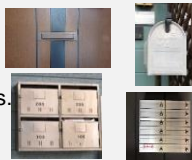
Contact Daito Kentaku Customer Support Center for scheduling the inspection.

\*The inspection hours are from Monday to Friday from 10AM to 4PM, except public holidays.



### Moving Out

- 1) After double-checking no personal belongings left behind, lock your entrance door as you leave the apartment.
- 2) Leave all the blue keys in your Mailbox.  
\*For card-keys, return the two of them.
- 3) Seal the mailbox using the provided stickers.

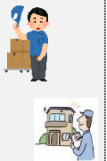


**[Attention]**

Instruction manuals for provided appliances must be left around kitchen in your apartment.

### Move-out Inspection

Please bring all the keys to the inspection, the management staff will check the apartment once all the furniture and belongings had been removed.



#### **[As you move out]**

- ① Cleaning is not necessary. A professional cleaning service will be arranged.
- ② Remove all your personal belongings upon moving out.

\*Disposal fees will be charged in case your items are left behind. (e.g. laundry pole, things in balcony, etc.)

\*When disposing of oversize waste, please follow the disposal rules of your local government.

### Final Balance

If there is any refund after the final balance calculation, it will be transferred to the designated bank account in about a month from your contract termination date.

\*Extra payment may be subject to apartment usage.

\*For corporate contracts, it may take more than a month.

