

# FAQ of Union Monthly

1. Regarding the contract      2. During your stay      3. Regarding Moving-out

## 1. Regarding the contract

**Q, I do not know how to find my room. I can not find desired room.**

A, Please contact us by e-mail or phone. ( Reception Center +81-3-5338-3831)  
We will introduce the room that meets your needs.

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**Q, Are all properties listed on the website contractable ?**

A, We will check vacancies according to your usage period, or else you may not able to make a contract.

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**Q, From how many days is it available ?**

A, The contract days are available from 1 month or more.

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**Q, Is it possible to preview the rooms?**

A, You can view the room. but you can not if the room is already occupied.

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**Q, Can I make a contract under corporate name ?**

A, It is possible as long as your company is registered.

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**Q, Can minors make a contract?**

A, Minors can not make a contract.  
Your parents can make a contract if you are minor.

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**Q, Can we stay with infants ?**

A, In the case you are over 18 years of age, you can make a contract with your parental consent form which is self signed by parental authority.  
In the case you are under age 18, you can not make a contract. Please make a contract under your parents name.

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**Q, Can two people move in?**

A, Yes, you can.  
There is no additional charge, however, please understand that the facilities such as key and bedding are available for one person.  
We charge it for two persons additionally as rental or service option. Please contact us.

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**Q, Maximum how many people can use the room ?**

A, Please contact us and confirm how many person you can accommodate in your room. (Reception Center +81 3-5338-3831)

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**Q, Is there a bicycle parking lot in the property ?**

A, If you need bicycle parking lot, please contact us, some properties have the space.

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**Q, Is there a parking lot in the property ?**

A, We are afraid that a parking lot is not available.  
Please use other parking lot nearby.

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**Q, May I confirm what equipments in the room are available ?**

A, Please check the below link.

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**Q, Can I take some furnitures or appliances away from the room ?**

A, It is not allowed basically. Please contact us if it is necessary.

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# FAQ of Union Monthly

## **Q, Can I smoke ?**

A, It is not allowed to smoke in non smoking room. you can smoke in smoking room.  
It is not allowed to smoke at balcony, corridor and common area.

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## **Q, How much is the cancellation fee ?**

A, 【Before your payment】  
3000 yen per day ( Tax free) will be charged,  
for the number of days from next day of the reservation to the cancellation day.

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## **Q, Can I pay later ?**

A, Please make the payment in advance.  
Installment payment is available if you make a long term contract.

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## **Q, What is the procedure of the contract ?**

A, Please come to our office and sign the documents.  
We can complete the procedure through FAX or Email, in case it is hard to come to office.

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## **Q, What do I need when I sign the contract.?**

A, 【Individual contract】  
Passport. (including face photo and address)  
In the case you are over 18 years of age and under age 20, you need parental consent form additionally.  
【Corporate contract】  
Corporate seal.(Please provide a copy of the registration certificate if you do not have your company website)

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## **Q, How can I receive the key ?**

A, We hand over the key at our office, please contact us if it is hard to come to our office.

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## **2. During your stay**

### **Q, All utilities fee are included ?**

A, Although it is included in the rental fee it's not unlimited usage.  
We do charge in case of over usage after investigation of the causes.  
Please save electricity and water to reduce costs. Thank you for your cooperation for environmental conservation.

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### **Q, How can I dispose garbage ?**

A, It varies depending on the area and building, please check " Guide of your property" for more details.  
If you live in the following areas, please use municipality-designated pay garbage bag.  
For more information, please check the homepage of each cities.  
※ Please check the rules, thank you for your understanding and cooperation.

【Tokyo】

Kokubunji / Tachikawa / Tama

Chofu / Hachioji / Hino

Fuchu / Machida / Mitaka

Musashino

【Chiba】

Ichikawa / Urayasu / Kashiwa

Chiba / Funabashi / Matsudo

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# FAQ of Union Monthly

## **Q, I do not know how to open the mailbox**

A, Please confirm the room information and key number that you have been given when you made the contract.

【Example : right twice 1, left once 4】

Turn the dial clockwise two full rotations to 1. Then turn it counter-clockwise to 4

You can lock the mailbox by turning the dial either left or right after closing the door.

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## **Q, Courier service to my room is possible ?**

A, It is possible during the period of your contract.

※ The receipt address should be your specific address including your building name, not Union Monthly address.

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## **Q, What should I do if I have lost the key?**

A, Please contact customer support. (Customer Support +81 3-5332-5665)

We replace the cylinder when you lose it for security purpose.

Please be advised we charge replacement fee ( ¥ 30,000 Tax inclusive)

We charge also additional fee, in case we lend you spare key.

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## **Q, Can I have a spare key ?**

A, Additional pay key is available in case of two.

Please contact customer support.

(Customer Support +81 3-5332-5665)

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## **Q, Can I have my friends over ?**

A, Yes. It is possible.

Please contact us once you know when your friend will come over and stay.

The capacity varies depending on the room, please contact customer support.

(Customer Support +81 3-5332-5665)

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## **Q, Could you replace old light bulbs or other consumables to new one ?**

A, We replace consumables (light bulbs, electric light etc) only within a week from your moving-in date, please contact us. Please replace it by yourself after a week.

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## **Q, The lights do not work.**

A, · Please confirm whether the breaker have tripped.

※ The breaker is usually located around the ceiling near the entrance. Some rooms don't have it.

If you do not see it, please contact Customer Support (+81 3-5332-5665).

· There is possibility that the light bulb went out in case one of lights doesn't work.

We replace consumables (light bulbs, electric light etc) only within a week from your moving-in date, please contact us.

Please replace it by yourself after a week.

There is possibility that the light is broken even you tried above but not yet fixed. Please contact Customer Support (+81 3-5332-5665).

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# FAQ of Union Monthly

## **Q, The water does not come out.**

A, Please check whether the water come out of all the faucets.

There is possibility that the water pipe is closed in case the water doesn't come out of all the faucets. There are water vaive in the storage space which is outside the room near the entrance, please try to open or close it.

The water pipe is closed sometimes due to cleainng and inspecion of the water storage tank and pipes or construction work.

Please check the bulletin board near the building entrance, there are notices sometimes.

Even you tried above but not yet fixed. Please contact Customer Support (+81 3-5332-5665).

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## **Q, The hot water does not come out.**

A, Gas water heater

Please confirm if there is operation panel of water heater in the room.

※ There is panel on the wall around the kitchen or the bathroom entrance.

※ There is also no operation panel type.

Please make sure to turn on the panel and not to set the temperature too low.

Please set the temperature more than 40 degrees to get hot wter.

Please check the gas meter.

The lamp is blinking when the safety device is operated then the water heater is stopped.

Please check below link to fix it.

<https://home.tokyo-gas.co.jp/gas/userguide/anzen/meter/reset/index.html>

※There is gas mater at either left or right side of entrance door in storage box outside.

※ Sometimes the place is different, in that case, please contact customer support (+81 3-5332-5665)

Electric water heater

The preparation time of boiling a water is from 23pm to 7am.

It will be not available until next boiling time once you used more than the capacity. the capacity varies depending on the room.

If there is a control panel

- Please make sure that it is powered on.
- Please check the setting time of the boiling.
- Please adjust the boiling time.

If there is no control panel

- Please make sure that it is powered on.

If you can not see the power button and can not confirm if the power is turned on,

Please throw the circuit breaker then switch on again

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## **Q, The Intercom does not work.**

A, Please confirm that the power is turned on and the volume is not minimum.

Please throw a circuit breaker then switch on again, but if it's not yet fixed. Please contact Customer Support (+81 3-5332-5665).

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**Q, I can not open the lid of the washing machine.**

A, The lid might be locked if the power supply has fallen.

You can open the lid once you plug in and turn it on.

Even you tried above but it's not fixed yet, please contact Customer Support (+81 3-5332-5665).

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**Q, The water from washing machine does come out.**

A, Please confirm if the faucet connected to the washing machine is turned on.

Even you tried above but it's not fixed yet, please contact Customer Support (+81 3-5332-5665).

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**Q, The refrigerator does not work.**

A, Please wait 10-mins after unplugging the power cord, then turn on the power again.

Even you tried above but if it's not solved yet, please contact Customer Support (+81 3-5332-5665).

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**Q, The sound of refrigerator is noisy.**

A, There might be sound if the refrigerator is too close to the wall, please try it away from the wall.

Even you tried above but it's not fixed yet, please contact Customer Support (+81 3-5332-5665).

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**Q, IH stove does not work.**

A, Please confirm the cookware you prepared are IH-enabled.

Even it is IH-enabled, please understand some cookware are not compatible.

In that case, please prepare others.

If the cookware does not warm up even the heater is turned on, please contact Customer Support (+81 3-5332-5665).

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**Q, I can not turn on the stove.**

A, Please confirm whether the cooking stove and trivet have been properly installed. you can not turn on the stove if it gets wet.

Please confirm the spark and crackling sound when you turn on the stove.

If there is crackling sound but no spark, please replace the battery of the stove. If there is no crackling sound, please contact Customer Support (+81 3-5332-5665).

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**Q, The air conditioning does not work.**

A, Please wait 10-mins after throwing the circuit breaker then turn on the power again.

Please check if the outdoor and indoor units are working.

There is case to take almost 10 to 30-mins until the AC works well, please keep it on and wait around 30-mins.

Please open the front cover of outdoor unit if the remote control doesn't react well, then press the temporary operation button and try it.

Even you tried above but if it's not solved yet, please contact Customer Support (+81 3-5332-5665).

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**Q, The TV does not work.**

A, Please connect and disconnect the power cord, antenna line, and B-CAS card on the side or back of the TV.

Or please confirm by remote control if the input has switched.

If re-setting of the channel is required, you can set it by the remote control.

Even you tried above but if it's not solved yet, please contact Customer Support (+81 3-5332-5665).

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**Q, The DVD player won't turn on.**

A, Please confirm that the power cord is connected to the outlet.□

Please confirm whether the remote control battery has not been running out.

Even you tried above but if it's not solved yet, please contact Customer Support (+81 3-5332-5665).

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### **Q, The DVD player turns on but it does not work.**

A, Please make sure that the DVD player code is connected to TV and the colors of the code and RCA connectors match mutually.

There is a case that you can not watch a DVD from overseas due to different region code.

Even you tried above but if it's not solved yet, please contact Customer Support (+81 3-5332-5665).

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### **Q, I can not get the entrance door unlocked and locked.**

A, Please confirm if you can insert the key into the lock smoothly.

If you can not insert the key into the lock smoothly, please pull or push the door a bit then try again.

Even you tried above but if it's not solved yet, please contact Customer Support (+81 3-5332-5665).

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### **Q, The circuit breaker tripped.**

A, The circuit breaker might be tripped when you use many appliances at the same time.

Please avoid to use many appliances at the same time especially that consume large amounts of electricity,(such as kettle, microwave ovens, air-conditioner, hair-dryer, bathroom dryer, heater etc)

Even you tried above but if it's not solved yet, please contact Customer Support (+81 3-5332-5665).

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### **Q, There are condensation around the entrance door and on the inside of windows.**

A, We can prevent a dew condensation by using the ventilation fan in the kitchen or bathroom.

You can turn on the ventilation fan while you are out.

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### **Q, Can I use washing machine or vacuum cleaner anytime ?**

A, If you use it at night or early morning, the sound echoes to the neighbourhood.

Please refrain to use it at night or early morning.

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### **Q, Can I arrange the layout of the room, furnitures etc ?**

A, You can change the layout, but please pay attention not to damage to floor or wall then return to original layout when you move out.

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### **Q, Can I read the manual of home appliances ?**

A, Please refer to below link regarding the list of makers and agencies.

- TV

Mitsubishi Electric LCD-50ML7H

Sharp 2T-C19AD

Sharp LC19K40

Sharp LC19P5

Sharp LC32E40

Sharp LC50U45

Panasonic TH32E300

Toshiba 19S11

Toshiba 19S22

Toshiba 32S21

AIWA TV32H10

- DVD、Blueray Player

LG BP250

Sony BDP-S1500

Sony DVP-SR20

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- Washing machine

Haier JW-C45A

Haier JW-K33F

Panasonic NAF50B11S

Toshiba AW-5G6

Candy full automatic washing machine

- Refrigerator

Sharp SJH12B

Panasonic NR-B17AW

Ewing UR-F110H

Ewing UR-FG110J

Toshiba GR-M17BS

Twinbird HRE911W

- Microwave

Hitachi HMR-BK220-Z5

Yamazen YRB-207

Iris Oyama MB-T174-5

※ If the manufacturer and model is not applicable, please contact customer support (03-5332-5665).

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**Q, Furniture or appliances are broken.**

A, We will confirm the status at the room and replace it. We might charge in the case it was broken by customer intentionally or negligently.

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**Q, I can not connect to the internet.**

A, Mobile WiFi (rental option)

- There is no wifi connection

The stability of wifi connection varies depending on the room location.

Please confirm if there is wifi connection inside and outside the room.

Even you tried above but if you do not have wifi connection yet, please try as follows

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**Q, Can I transfer the room after moving-in ?**

A, Please contact Customer Support (+81 3-5332-5665).

You can transfer the room according to circumstances, but there is a charge,

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**Q, Can I extend the contract period ?**

A, Please apply the option of re-contract guarantee and contact us until 10 days before the expiration date of the period.

There is also the case that you can extend the contract depending on the availability of the room,

Please contact Customer Support (+81 3-5332-5665).

(In the case of renewing the contract, please proceed in the same way as first time, and make the payment in advance. )

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# FAQ of Union Monthly

## **Q, Can I extend the contract period ?**

A, The price depends on the period of re-contract.  
Please refer to the link of your room.

• In the case of more than one month re-contract.

【Rental fee】 Price of the list

【Utility expenses】 Price of the list

【Common charges】 Price of the list

【Cleaning fee】 ¥ 0

• In the case of less than one month re-contract.

【Rental fee】 Short plan price of the list (consumption tax will be charged)

【Utility expenses】 Price of the list

【Common charges】 Price of the list (consumption tax will be charged)

【Cleaning fee】 ¥ 0

You can stay if the room is still available.

Please contact customer support to confirm the details. (Customer Support +81 3-5332-5665)

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## **Q, Can I move out the room during the contract period ?**

A, In the case you want to cancel the contract, please contact us at least one month before you leave.  
We charge the cancellation fee maximum for one month,  
equivalent to the total amount, rental and utility fee of the remaining days of your contract.

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### **3 3. Regarding Moving-out**

#### **Q, Should I be present when I move out of the room ?**

A, Presence is not required.

However, attendance inspection is required in the case of staying more than one year.

Our customer support might contact you.

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#### **Q, What should I do when I move out of the room ?**

A, Please clean the room and move all the belongings, thank you for your cooperation.

There are many cases that belongings left inside the room. It's easier to find your belongings after cleaning the room.

※ Please check again especially around the bed before you leave the room.

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#### **Q, How can I dispose the garbage ?**

A, Please dispose all garbages in accordance with the local regulation before the date of your moving out.  
We do charge in the case there are garbages left inside the room.

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#### **Q, Can you dispose unnecessary furnitures or appliances etc I purchased ?**

A, Please dispose by yourself.

We do charge in the case there are furnitures or appliances left inside the room.

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#### **Q, How can I do if I left belongings in the room ?**

A, Please contact Customer Support (+81 3-5332-5665) as soon as possible. We keep it for 14 days in the case nobody contact us. Please kindly note that we dispose it after 14 days.

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# FAQ of Union Monthly

## **Q, How can I lock the door and return the key ?**

A, Please lock the door before you leave.

Please return the key using Kuroneko Yamato cash on delivery slip that has been given to you when you made the contract.

At that time, please inform us the tracking number that you can confirm on the slip by phone or e-mail.

Please kindly note that we charge key exchange cost in the case you lost or do not return the keys.

### ■ The return address

[Address] 160-0023 ,Zenken Plaza II 1-3-13 Nishi-Shinjuku, Shinjuku-ku Tokyo

[Destination] U&R Hotel Management Co.,Ltd

[Phone number] +81 3-5332-5665

※ Our cash on delivery slip is available only Kuroneko Yamato, if you don't have it, please get it at the nearest store that handles Kuroneko Yamato

※Regular mail is not acceptable to return the key, it causes a loss of the key, please return it by cash on delivery,

※It is not necessary to return it, in the case of number combination lock.

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## **Q, How can I do if I have forgotten to put the key inside the UNION MONTHLY BAG**

A, Please return the key using Kuroneko Yamato again and contact Customer Support (+81 3-5332-5665).

### ■ The return address

[Address] 160-0023 ,Zenken Plaza II 1-3-13 Nishi-Shinjuku, Shinjuku-ku Tokyo

[Destination] U&R Hotel Management Co.,Ltd

[Phone number] +81 3-5332-5665

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## **Q, How can I return the wifi pocket ?**

A, Please return 2 items " mobile wifi body" and" charging cable" with the key.

There are many cases that the charging cable and power adapter have not returned to us, please make sure to return it.

We do charge in the case you have forgotten to return it to us.

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## **Q, How can I return the rental items ?**

A, Please leave those rental items (bedding, rice cooker, dryer and other household appliances, etc.) in the room.

There are many cases that the measuring cup and wooden spoon are brought home, please leave it in the room.

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