

Providing Comfortable Spaces of High Quality

○ Initiative to Improve Quality Through Obtaining ISO 9001 Certification

For the purpose of improving the quality of our comprehensive support to customers in building comfortable living environments, Leben Community and Leben Home Build have constructed quality management systems in accordance with ISO 9001, the international standard for quality management systems formulated by the International Standards Organization, and obtained this certification.



■ Details of Leben Community's Initiative

Comprehensive condominium management	<ul style="list-style-type: none"> ● Administrative management ● Association accounting ● Management and repair of buildings and equipment ● Management staff operations
Condominium repair work	<ul style="list-style-type: none"> ● Repair of condominium common areas

■ Details of Leben Home Build's initiative

<ul style="list-style-type: none"> ● Make clear legal requirements, and validate conformance of processes which must be observed. ● Identify risks and opportunities that affect capacity to improve customer satisfaction and address them appropriately. ● Promote the implementation of PDCA for stakeholders' requirements.
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Condominium Management Quality Improvement Measures

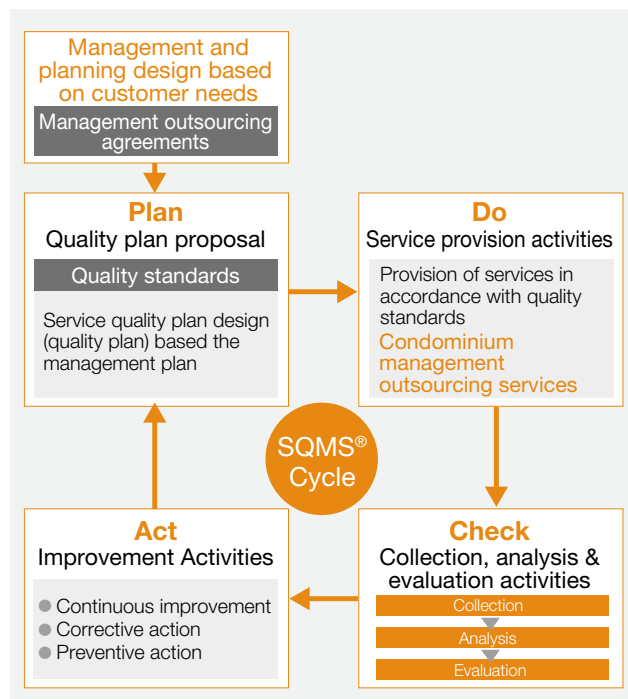
○ Service Quality Management System (SQMS®)

Leben Community ensures quality using our unique service quality management system (SQMS®) to continue managing our customers' important assets over the long term. SQMS® applies ISO 9001, an international standard for quality management systems, to condominium management. It sees condominium management as consisting of four support services (site management, financial management, asset management, and operations management) and applies the PDCA cycle to each to continuously improve quality.

Specific actions include providing feedback to the relevant departments on the opinions of condominium management association members, collected through questionnaires, which leads to improvements in the quality of a wide range of services.



■ SQMS® Process Chart (Service Quality Management)



Quality Philosophy and Policy

Quality philosophy

We hereby declare and state our quality management philosophy to be “Creating a safe and comfortable living environment” in the spirit of “walk the talk.”

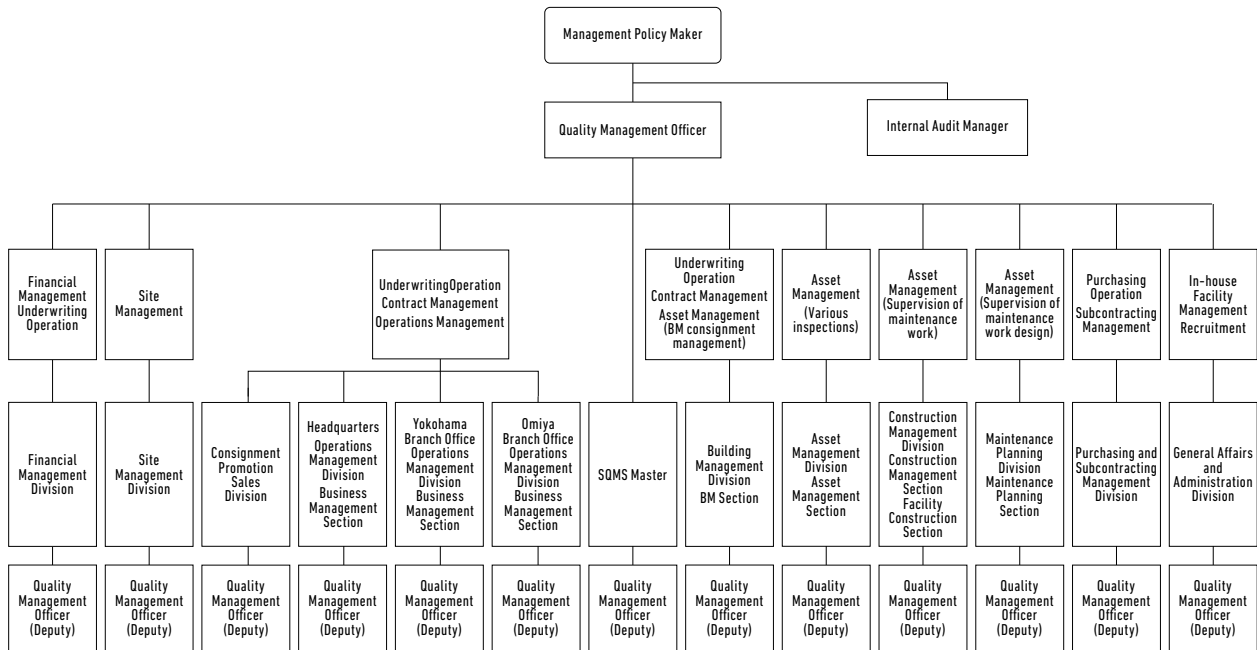
We will adopt the quality management system advocated by ISO9001 and pursue customer satisfaction and social contribution in our condominium management business under the motto of “speed, dependability, and sincerity” for all our employees.

Quality policy

We have established the following quality policy so that we can continue to provide “speed, dependability, and sincerity” services to our customers:

1. We will pursue our own existence value to become an indispensable presence for our customers.
2. We will provide high-quality and reliable services based on our quality standards.
3. We will continuously pursue quality improvement for perennial customer satisfaction.
4. We will clarify objectives and targets, and embody the spirit of “walk the talk.”
5. We will comply with all applicable laws, regulations, norms, rules, etc. and aim to be a corporate citizen trusted by society.

Management Structure



Quality-Related Education and Training

Leben Community works to develop human resources who understand and practice SQMS®. It conducts training on the core concepts of SQMS® to ensure that young employees understand its fundamental approaches and characteristics. To develop SQMS® both internally and externally, Leben Community also certifies as SQMS® Masters employees who have extensive practical experience and are well versed in SQMS® concepts, quality standards, process management, and more and grants them SQMS® badges. The SQMS® Master program was launched in fiscal year 2018, and 13 employees have been certified to date.



Front Man Training

Front men require extensive knowledge as professionals that support the operation of management associations. In order to improve the quality of service they provide, we regularly administer training to all front men. The goal is to provide front men with the skills they require to carry out their duties, through training such as debt recovery operation training led by an attorney, SQMS®-based operation mentality training, and building and equipment training.



■ Condominium Management Staff Training

Condominium management staff are responsible for reception, inspections, cleaning, consultation, and other duties. To maintain comfortable condominium living environments, they must not only be able to execute their duties appropriately, but also to do so with a smile on their face, speak politely, and take care of their personal appearance. By providing them with feedback from residents about their day-to-day job performance, conducting regular management staff training, and periodically testing their understanding of training content, we work to thoroughly improve the quality of service they provide.

In fiscal year 2021, given the spread of Covid-19, training sessions were held in small groups in regional cities, although face-to-face education, which is difficult to convey through written communication alone, was resumed, albeit gradually.



■ Information Shared on Near-miss Incidents

One measure we employ to maintain and enhance service quality is sharing information on near-miss incidents relating to condominium management. We use the Management Staff News, which is distributed periodically, to inform all staff members about incidents that almost led to quality-related accidents.

In addition, during company-wide service quality training, we present information on incidents which did not comply with standards occurring in the previous fiscal year and details of the responses, and this has been useful in reducing quality-related incidents. In fiscal year 2021, we worked to protect our customers' information through focused information dissemination regarding the handling of personal and confidential information.

Pursuit of Safety and Peace of Mind

Thorough Process Inspections

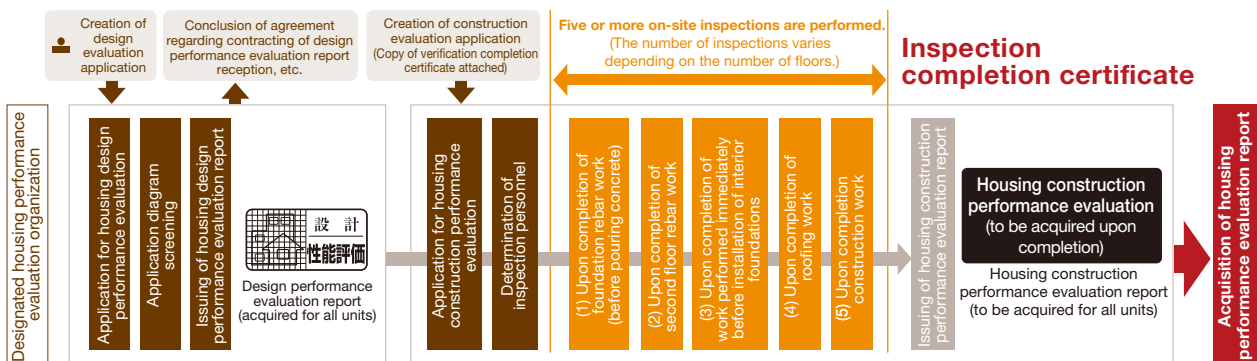
To provide housing where people can live for a long time with peace of mind, the Takara Leben Group conducts stringent checks at the construction stage. We put great effort into ensuring thorough quality management, with our staff regularly visiting construction sites to inspect building structures and conduct checks within the construction process of hidden areas, foundations, and finishing.



(Image)

Obtaining Housing Performance Evaluation Reports

Takara Leben obtains housing performance evaluation reports from third parties designated by the Minister of Land, Infrastructure, Transport, and Tourism to provide customers with greater peace of mind regarding their residences. To obtain these reports, we acquire performance evaluations at each stage of design on topics including earthquake- and fire-resistance, degradation resistance, energy consumption, and ease of maintenance. Five or more on-site inspections are carried out during construction, and a rigorous performance evaluation must be passed at the time of completion.



Structural Stability	Degradation Reduction	Maintenance, Management, and Renovation	Thermal Environment / Energy Consumption
Evaluation of the building's resistance to earthquakes, wind, snow accumulation on the roof, etc.	Evaluation of measures used to improve durability, maintaining initial strength for as long as possible.	Evaluation of the ease with which maintenance can be performed for plumbing, gas pipes, hot water pipes (inspection, cleaning, repair, etc.).	Evaluation of degree of energy saving contributions produced by materials and construction methods used to improve insulation performance.
<ul style="list-style-type: none"> ● Seismic grade (prevention of building structure collapse, etc.) ● Other (prevention of building structure collapse or damage in the event of an earthquake) ● Subsoil or pile load tolerance and installation method ● Foundation structure method and form, etc. 	<ul style="list-style-type: none"> ● Degradation measure grade (building structure, etc.) 	<ul style="list-style-type: none"> ● Maintenance and management measure grade (dedicated pipework) ● Maintenance and management measure grade (common pipework) ● Renovation measures (common drainage pipes) 	<ul style="list-style-type: none"> ● Insulation performance grade ● Primary energy consumption grade

○ Earthquake- and Fire-Resistant Structures

■ Robust Earthquake-Resistant Structures

In the construction of condominiums, we improve earthquake resistance by adopting the most appropriate construction method for the characteristics of the subsoil and its capacity to support the foundation. This includes the use of pile foundations, where strong piles are directly driven into the ground to the supporting layer, spread footing foundations, which provide support directly using firm subsoil, and seismic isolators, which disperse earthquake energy and dampen extreme, long-period building swaying.

In the construction of detached housing, we adopt wood-frame construction, which affords a high degree of design freedom and flexibility when adding to or renovating a structure in the future, together with a panel construction method that offers high durability and safety as well as good earthquake and fire resistance. We also employ as a standard feature a mat foundation method whereby a steel-reinforced concrete slab is laid underneath the entire wood floor to support the building, establishing a strong foundation using a high-earthquake-resistance and high-durability construction method.

■ Exceptional Fire-Resistant Structures and Soundproofing Performance

We use highly fireproof materials when constructing condominiums. Fire-resistant and soundproofing performance standards are stipulated by law, and the thickness of the concrete walls between our condominium units, which require a high level of fire resistance and soundproofing, is approximately 180 mm. Furthermore, fire-resistant and soundproofing construction is used for the piping within pipe spaces facing residents' rooms.

○ Accident Prevention Measures

The Takara Leben Group is working to prevent occupational accidents at workplaces and construction sites.

■ Health and Safety Patrols

Leben Home Build, which is responsible for building construction, performs health and safety patrols at each construction site at least once each month to create safer worksites. In addition to confirming the implementation of health and safety management, such as monthly and daily inspections and the assignment of certified personnel, they aim to foster a greater focus on safety through the use of safety briefings and the like.

Top management also conducts joint special patrols with partners once a quarter. In July 2021, in conjunction with National Safety Week,* we visited four actual construction sites with representatives from eight partner companies to check working conditions from the perspectives of daily management, on-site maintenance, accident prevention, fall prevention, and machine accident prevention and to encourage the implementation of measures.

* National Safety Week

An initiative of the Ministry of Health, Labor, and Welfare and the Japan Industrial Safety and Health Association to promote voluntary industrial accident prevention activities, raise safety awareness, and establish safety activities in the industrial sector.



■ Safety Conferences

During National Safety Week, a Ministry of Health, Labor, and Welfare initiative which aims to promote voluntary prevention of occupational accidents in the industrial world, Leben Home Build fosters more widespread safety awareness and firmly establishes safety activities. The offices and worksites work closely together and enhance the company's health and safety management activities, such as its measures to prevent the three main types of accidents (toppling and falling accidents, crane and other construction machinery accidents, and collapse accidents). Before National Safety Week, the company's executives, employees, and partners gather for a Safety Conference that promotes greater health and safety management. The Safety Conference was not held in fiscal year 2021 to prevent the spread of Covid-19.



* The fiscal 2019 safety conference

■ Safety Instruction for Subcontractors

Leben Community, which handles repair work on condominiums, works with partner contractors to carry out work safely and with minimal impact on residents' lives. When a large-scale repair project is approved at a condominium management association meeting, the company's repair planning staff, construction supervisors, and members of a managers' committee consisting of key construction workers gather at the site to check and review in detail the scaffolding, placement of temporary facilities (offices, restrooms, security doors, etc.), and safety measures before work begins.

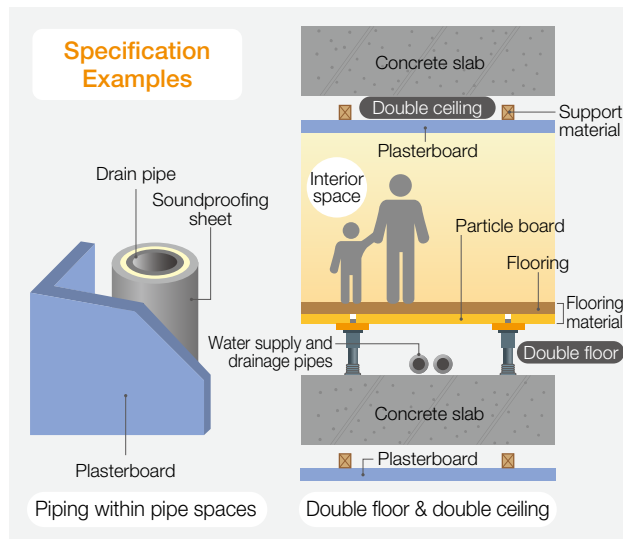


○ Selection of Optimal Structures and Equipment

We change specifications for each property—not just the interior design such as floors, doors, and kitchen/bathroom, but also the internal structure of buildings, such as double floors, double ceilings, and piping within pipe spaces—according to the land and customers living there to give the most fitting combination of structure and equipment.



Introducing the most fitting equipment for each property



(Conceptual image)

○ Crisis Management Structures in Leben Community

Leben Community has established solid crisis management structures to protect the safety and peace of mind of condominium residents.

■ Safety Management

Remote monitoring systems promptly alert a security company via telephone lines in the event of any abnormality in condominium facilities. If necessary, security personnel respond immediately. Through its inspections and staff training, Leben Community has established a system for responding appropriately in the event of an elevator, firefighting equipment, or other emergency.



■ Responses to a Large-Scale Disaster

Following the occurrence of the Great East Japan Earthquake in March 2011, an emergency earthquake countermeasures headquarters was immediately established, and initial measures were promptly taken. During disaster recovery construction, we provided support from the perspectives of a management association, led by our commitment to speed, dependability, and sincerity and based on the expertise and skills we have developed through our equipment and repair experience.



■ Crisis Responses in Large Buildings

Leben Community implements Covid-19 infection prevention measures at large condominiums in each region based on its many years of experience.

In fiscal year 2020, at the Park City Mizonokuchi condominium in Kawasaki City, Kanagawa Prefecture, which has about 1,100 households, Leben Community cooperated with the management association, community association, and a disaster control center to implement systematic crisis response measures to conduct comprehensive infection prevention measures and prepare for the occurrence of infections. Specific measures included morning and afternoon disinfection of items that are frequently touched by residents, such as elevator buttons, handrails, intercom panels, and doorknobs, and other rigorous infection countermeasures. Leben Community also urged residents to take preventive measures within their individual residences (such as ensuring adequate ventilation and limiting going out for non-essential purposes) and to exercise caution while on the condominium grounds (such as wearing a mask, refraining from speaking while in elevators, and adopting trash disposal methods that reduce the risk of infection).

Leben Community encouraged residents to take appropriate action by providing easy access to information needed if they suspected they were infected or became infected. It also produced the Infection Prevention News, a newsletter compiling information on these infection prevention measures, and distributed it to residents. In addition to infection countermeasures, the newsletter contained contact information for public agencies, information about on-site specialized infectious disease clinics and nearby restaurants that provide takeout and delivery services, warnings about tax refund fraud, and more, providing wide-ranging support for life during the Covid-19 pandemic.



パークシティ漢の口 管理組合 自治会 管理防災センター 2020/5/1 現在

パークシティ漢の口 居住者の皆様 乗り越えよう! 助け合おう!

新型コロナウイルス感染症予防にご協力ください

新型コロナウイルスは症状が出ていなくても感染している場合があります。感染しない、させないよう気を付けましょう。またマンションでの感染はクラスター発生(集団感染)につながりかねません。皆様のご協力を得る、宜しくお願い申し上げます。

①各家庭で感染予防

- 不要不急の外出は避けよう。
- 止むを得ずの外出は必ずマスクをしよう。
- 室内は常に換気に気を配ろう。
- 湿度(2m)の確保をしよう。
- 人が集まることは避けよう。

②マンション敷地内での注意

- 集客会等の利用は当面禁止しています。併せて対面でのサークル等の活動もお控えください。(管理組合、自治会、管理会社の管理業務等での使用は除く)
- エレベーターのボタンに触れるときはロビーの消毒です。指の消毒をしましょう。
- エレベーターが混み合っているときは1本降りましょう。
- ロビーで長時間の滞在や会話は控えましょう。

③ゴミの捨て方

特にティッシュや使用済みのマスクを含む資源ゴミの捨て方には注意を払いましょう。感染防止はもちろん清掃員の方への感染対策として有効です。

エレベーター前に消毒を
エレベーター内での会話
利用時でない時間の会話

ゴミ箱には
ゴミ袋を封せて使用
いっぱいになる前に
しっかりとしぼる
ゴミ箱で履き
石鹸でしっかりと洗う

便利情報

デイクアウト・デリバリー
パークシティ漢の口 敷地から近い、もしくは、ご自宅まで宅配可能な飲食店の情報です。

ココロデリー TEL:044-299-8206 宅配可 配達可
2/11:11:00-18:00
2/12:11:00-19:00(休) 23:00(開)
【予約/お電話】044-299-8206
【注文】044-299-8206
【配達】044-299-8206

アソメス・カネ/SYCCA TEL:044-982-6666 宅配可 配達可
〒214-0001 神奈川県横浜市中区新港1-1-177011
フレンチ、ハンバーガー、お弁当、ケーキ、ドリンク
営業時間 11:30-19:00(18:00-20:00)
【予約/お電話】044-982-6666
【注文】044-982-6666
【配達】044-982-6666

漢ノ口カレー TEL:044-811-5553 宅配可 配達可
カリーライズ
TEL:044-811-5553
【予約/お電話】044-811-5553
【注文】044-811-5553
【配達】044-811-5553

漢の口デイクアウト
https://mironokuchi-takeout.glsapp.jp/
漢の口デイクアウトのアプリをダウンロード
簡単にお届けの準備が完了します。
【予約/お電話】044-811-5553
【注文】044-811-5553
【配達】044-811-5553

イートカード・非接触決済サービス(漢の口店でも実施中 2020/5/1 現在)

イートカード・スマートフォンのアプリ
「非接触お届けサービス」実施しています。お問合せ 044-844-1711
インターネット上でお振込に成功したら、お振込金額が自動的に引落とされます。ご利用の際は必ずお振込金額をご確認ください。

給付金詐欺にご注意ください!

注意! 給付金詐欺
政府が全国民に一律10万円を支給することが決まるとともに、「申請の代行」をかねたり、個人情報を引き出すとする詐欺メールが発生しています。

コロナウイルス感染症に関する連絡先一覧

川崎市新型コロナウイルス感染症対策センター
TEL:044-200-0733 受付時間:24時間(土日・祝日も実施)
神奈川県新型コロナウイルス感染症対策センター
TEL:045-285-0526 受付時間:9時00分~21時00分(土日祝日・休日)
厚労省感染症対策センター(コールセンター)
TEL:0120-363633(フリーダイヤル) 受付時間:9時00分~21時00分(土日祝日・休日)

管理防災センターの投稿欄にコロナ対策に関するお困りごと、ご要望をお寄せください

例) 感染予防、検閲に関すること
感染が起きた場合の対応に関すること
敷地内の心配ごと(消毒、使用禁止な施設など)
生活に関するご要望(敷地内の飲食販売・必要品販売・配達など)

管理組合

管理組合、自治会、管理防災センターで居住者様との声として発信利用にさせていただきます。

Disaster Response

Disaster Preparedness Drills

Leben Community supports the safety and peace of mind of all condominium resident communities. One representative example is the disaster preparedness drills we conduct in conjunction with management associations, especially in large condominiums. It is no easy matter for residents, including senior citizens and children, to properly use condominium firefighting equipment in the event of a fire or to rapidly evacuate the condominium via its evacuation routes. In the disaster preparedness drills, residents experience not only evacuation from upper-level floors via stairs, but also evacuation via ladder trucks, evacuation by breaking partition boards on balconies, and initial firefighting using fire extinguishers.

In fiscal year 2021, we made proposals to meet the wishes of the management association, such as witnessing inspections that could be handled by avoiding the 3Cs under the pandemic We will continue our efforts to strengthen the community's disaster preparedness through disaster drills suited to the actual conditions of each condominium.



■ HOTEL THE LEBEN OSAKA “Disaster Prevention Experience Mission Plan”

Since the Great Hanshin-Awaji Earthquake and the Great East Japan Earthquake, awareness of disaster prevention has continued to increase. At HOTEL THE LEBEN OSAKA (opened in March 2022), the Group's first hotel brand, Takara Leben is developing the “Disaster Prevention Experience Mission Plan” to provide an opportunity for families to learn about and discuss disaster prevention together. The plan provides guests with a simulated experience of a disaster by having them spend a day in an inconvenient guest room with no lighting, use disaster prevention goods, and eat preserved food. In the guest rooms, a booklet entitled “Disaster Prevention Mission 7: Let's Make Disaster Prevention Rules for Our Home,” is provided, and by completing the seven missions, such as “Decide on an evacuation site to meet” and “Think about disaster prevention goods for the family,” their own disaster prevention rule book is completed, which can then be taken home and utilized. We plan to actively contribute to local disaster prevention and disaster education for children by distributing the booklet and inviting students to participate in the “Disaster Prevention Experience Mission Plan” at public institutions and schools in the neighborhood.



> HOTEL THE LEBEN OSAKA

■ Moriya Disaster Preparedness Event

The Takara Leben Group collaborates with condominium residents and members of the community in promoting activities that heighten the disaster preparedness of community members. In November 2019, we held an Escape Attraction® disaster preparedness event for the residents of LEBEN MORIYA THE BRIDGE and LEBEN MORIYA THE SQUARE, as well as the members of the Matsunami Nishi Neighborhood Association in Ibaraki Prefecture. This program, created as a new type of disaster preparedness training at the third UN World Conference on Disaster Risk Reduction in March 2015, differs from conventional evacuation drills. A large screen is used to create an immersive simulated disaster experience for participants, who collaborate to complete an evacuation preparation mission and an evacuation mission, seeking to reach the safety gate by the time limit (escaping the disaster safely). On the day of the event, 120 participants enjoyed learning about disaster preparedness and the importance of working with each other.



Pursuit of Habitability

○ “LEBEN KEMIGAWAHAMA GRANVARDI” Project

Located approximately 160 meters from Kemigawahama Station of the JR Keiyo Line, LEBEN KEMIGAWAHAMA GRANVARDI (Chiba Prefecture) is a large-scale residential complex with a total of 288 units, reminiscent of a large passenger ship docking in harbor at the station.

A major theme in large-scale condominium development is the design of common areas. The condominium has 10 different types of common spaces (gym, kids' room, laundry room, party room, etc.) for all ages to enjoy, not too large but just the right scale, and designed with future variability in mind. A wide variety of unit plans is available for a wide range of generations, including working families, families raising children, and seniors.



○ Condominiums That Provide Clean Air and Spaces

Takara Leben continues to propose residences with new value tailored to new living environments. As people's awareness concerning their health and the prevention of infections rises and calls are made for cleaner residences, we are developing new built-for-sale condominiums that offer "clean air and spaces."

To control household odors that may bother residents, the ceiling of each unit is equipped with an air-e nanoe generator (made by Panasonic Corporation), which generates deodorizing ionic particles to break down the sources of odors, as a standard feature. In addition, various antibacterial and antiviral innovations have been incorporated into the interior finish materials used in the spaces where residents live. The walls and ceilings of all units use materials with antiviral coatings that have virus-reducing effects. The surface of the cloth material applied to walls and ceilings is coated with antibacterial agents, which has the effect of reducing bacteria that adhere to those surfaces. Moreover, flooring materials curtail the growth of bacteria with 101 REPREA® (made by Toppan Inc.), and decorative flooring sheets have been certified for antibacterial processing by the Society of International Sustaining Growth for Antimicrobial Articles (SIAA). Antibacterial and antiviral coatings certified by SIAA have been applied to fixtures in all units.

As condominiums offering "clean air and space," we supplied "LEBEN KITATODA ATOMOS," "LEBEN KITATODA LUMINOUS," and "LEBEN KITATODA SOLID" in the Kita Toda Station area of Saitama Prefecture.

Takara Leben's Consideration for Future Housing

Antibacterial and antiviral specifications for peace of mind

SIAA certified. Olefin decorative sheets with antibacterial and antiviral specifications are used for fixtures.

Antibacterial and antiviral fixtures

Antibacterial and antiviral fixture sheets are used on doors and other room fixtures that are contacted many times every day, supporting the health of families.



Antibacterial and antiviral wallpaper in all units

Antiviral products are selected for wallpaper. These products demonstrate excellent effects against viruses, protecting peace of mind in clean residences.

Outstanding antibacterial properties maintain cleanliness

A coating on the wallpaper surface inactivates viruses

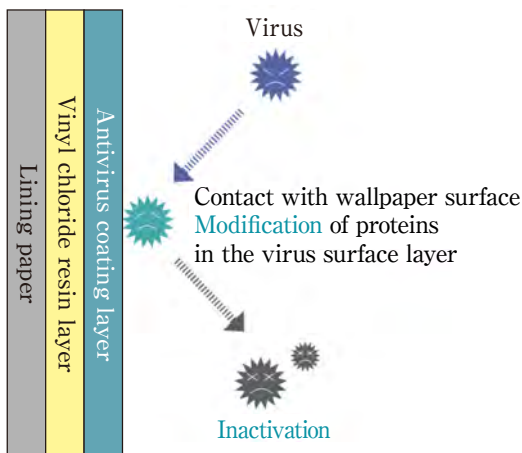
Antibacterial flooring sheets

Decorative sheets with antibacterial specifications are used for residence floors, providing peace of mind to families with babies.



[SIAA] The Society of International Sustaining Growth for Antimicrobial Articles (SIAA) is an organization of manufacturers of antibacterial and anti-mold agents and antibacterial and anti-mold processed products and antimicrobial testing institutions; it encourages the proper and reassuring use of antibacterial and anti-mold processed products. Such processing reduces the number of certain virus particles on products.

- * Antiviral processing is not intended to treat or prevent any disease.
- * Compliant with SIAA safety standards.



Air-e nanoe generators embedded in ceilings

The standard for the new normal. Residences that focus on air and health.

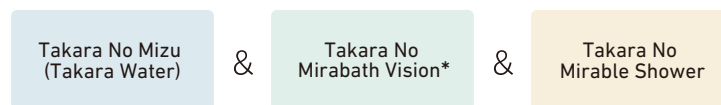


LUIC Project, a Proprietary Water System

The LUIC Project is a water system, created by the Takara Leben Group, which makes purified water available for use in all aspects of living. Since the system was launched in 2008, it has been used in all series of our own branded condominiums, changing the lives of many residents by changing water, a fundamental necessity for life. The LUIC Project is constantly adopting new technologies and evolving.

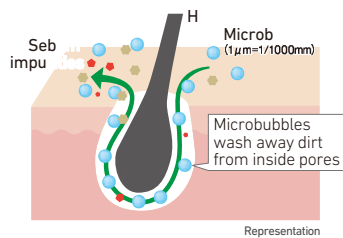
Currently, the LUIC Project consists of Takara No Mizu, which provides purified water from taps; Takara No Mirabath Vision, a bath system that provides the cleaning and warming effects of ultra-fine air bubbles simply by soaking in the bathtub; and Takara No Mirable Shower, which provides water with ultrafine bubbles to keep users' skin and hair in excellent condition. Takara No Mirabath Vision is available with functions such as a circulating bath and spot care, and a new Micro Iony function that removes grime from the bathtub using activated oxygen atoms has been added.

LUIC PROJECT TAKARA WATER SYSTEM

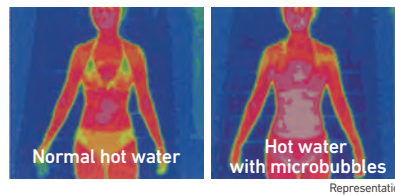


*Formerly known as Takara No Microbubble Tornado O₂

Cleaning power



Hot bath



Body surface temperatures were photographed using infrared thermography 15 minutes after a five-minute bath in hot water (38°C) with microbubbles.
*Effects and benefits vary among individuals.

NEW MICRO IONY

Microbubbles generated by low-temperature plasma are used to **break down, sterilize, and deodorize** dirt and grime in the bathtub

*Do not use while in the bath.

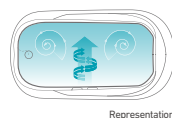
Before experiment After 15 min.



*In this decoloration experiment, approximately 250 ml was sampled from an aqueous solution consisting of roughly 1,000 ml of mineral water and roughly 0.2 g of methylene blue, and microbubbles were generated using Micro Iony for approximately 15 minutes.

AIRLESS JET

The **circulation bath** uses special nozzles to create a pleasant convection water current that flows throughout the bath.



Spot care allows tornado jets created by special hose nozzles to be applied to specific pinpoint areas.



The specially processed "oxygen ceramic" is simply set in the hot water inlet for enjoyment of an **oxygen bath**.



*Oxygen ceramics are sold separately.
*Effects and benefits vary among individuals.