

Saitama University International House (I-House) Residence Guidebook: Autumn 2025

I . Welcome to I-House: General Information

Formal Name: Saitama University International House (I-House)

| Building # | Address |
|------------|---|
| 1, 2 and 3 | Room#, 645 Shimo-okubo, Sakura-ku, Saitama-shi, Saitama-ken, 338-0825 JAPAN |
| 4 | Room#, 640 Shimo-okubo, Sakura-ku, Saitama-shi, Saitama-ken, 338-0825 JAPAN |

Housing (I-House) Office: located in 1st Building

Address: 645 Shimo-okubo, Sakura-ku, Saitama-shi, Saitama-ken, 338-0825 JAPAN

E-mail address: ihouse@gr.saitama-u.ac.jp

Phone Number: 048-854-4555 (Also as an emergency contact)

From overseas Phone: +81(48)854-4555

Office Hours: Monday to Friday 9:00-16:00

Closed: Saturdays, Sundays, National Holidays, Summer Break, Winter Break, SU Closing days.

⚠ The office Telephone, Fax and copy machine are not for private use.

⚠ Important notices will be sent by email and also posted on the front door of the relevant building or room.

⚠ Please make sure to always check emails from the I-House Office promptly.

II . Rent Payment

[Residents who chose options other than lump-sum payment]

For rent payment, please wait for an email from the I-House Office within the month you move in or shortly thereafter. Please follow the instructions provided in the email.

⚠ Also, please be aware that if you do not pay the rent by the end of the relevant month, or by the specified date, you will be required to vacate in accordance with the Article 13, Section 2 of the 'Regulations of the International House of Saitama University'.

III. Facilities and Guidelines

Utilities

The necessary utilities such as electricity, gas, and water are prepared and ready for use.

Internet

Internet access is available in each room for free.

Please follow the rules and regulations below on using the internet.

Any illegal activity that could affect the operation of I-House will result in being evicted from I-House and will be subject to punishment from the University.

The use shall:

- 1) not allow other person to use his / her account to use the service.
- 2) not change, add, delete, copy, nor distribute installed operating system, software, or existing data belonging to other users.
- 3) not take any actions which might infringe copyrights.
- 4) be responsible for his/her action and operation.
- 5) use the service ethically and to the extent permitted by law.
- 6) not engage in any act contrary to social custom, and must not violate various rules.

● Inquiry about connection problems: INVOICE Inc Customer Center

TEL: 0120-483-550 or 03-6408-2650/E-mail : info@george24.com

Open 9:00-17:30 Mon.-Sat. (excl. National holidays)

Post Mails and Parcels

[Please make sure to read and understand the guide below.]

All letters will be delivered in your assigned mailbox, located in the lobby of the 1st Building.

Residents who wish to lock their mailbox are asked to provide their own lock.

For packages that do not fit in the mailbox will be placed in the delivery box by the garbage collection area, although it's only for those within the size limits of the delivery box. →See the picture below.

△ Please note that **ONLY** items addressed with the **resident's name** and the **correct room number** (with A, B or C, if any) are **FULLY** stated will reach you. Otherwise, all mail and packages will be returned.

△ Also, please make sure to notify the I-House Office all possible language script* for postal purposes when submitting your 'Notice of moving-in' upon arrival. *e.g.) Kim/김/キム/金

Packages that do not contain sufficient information for the I-House Office to identify a match between the room number and the resident will be returned.

△ Furthermore, please note that the I-House Office **CANNOT** receive any deliveries such as,

- ✓ Cash-on-delivery
- ✓ Frozen/Refrigerated packages
- ✓ Oversized packages

If you intend to place an order for the relevant package, you are required to be sure to provide your mobile phone number that the delivery person can reach you at, along with your available contact time. The residents are required to take full responsibility for receiving the item themselves.

Therefore, if you are unable to receive the package directly, it will not be held at the I-House Office and will be returned.

FYI., Some delivery services allow you to choose the option 'Leave the package by the door' when you are not present.

How to receive MAIL and PARCELS
郵便・宅配の受け取り方

- 1 レターボックス：郵便物/小さい荷物
Letter boxes: mail and parcels
- 2 宅配ボックス：荷物
Delivery box: packages
- 3 直接受け取り：着払い/冷蔵・冷凍/宅配ボックスに入らない大きい荷物
Direct delivery: Pay-on-delivery/refrigerated,frozen packages/
large packages that do not fit in the delivery box
 必ず日時指定をして、その時間にご在宅ください。ご不在の際は受け取りできません。
Please be sure to specify the date and time, and be home at that time.
If you are not at home, the delivery person will take it back.
- 4 事務所預かり：簡易書留のみ
Keeping in the office: Registered mail ONLY

I-House事務所で簡易書留の受取り時間
Time to receive Registered mail at the I-House office

Monday - Friday 9:00-21:30
Saturday • Sunday • Holidays 9:00-16:30

I-House Office



Information in English by YAMATO TRANSPORT

[When Receiving an Attempted Delivery Notice | YAMATO TRANSPORT](#)

SAGAWA Information in English by SAGAWA Express

[Sagawa Express Co., Ltd. \(About the SG Holdings Group\)](#)

JP JAPAN POST Information in English by JP

[Japan Post Co., Ltd.](#)

Inspection

Please remember that the I-House housing officers and facilities maintenance personnel will enter the rooms at any time for inspection, maintenance, or other university business even without your consent especially in case of emergency.

Laundry Room

Each building is equipped with a laundry room.

Washing machines are available for 200 yen/use. 100 yen/20 minutes for the clothes dryer.

Please bring your own detergent.

Rental Items

✓Vacuum cleaners

✓Irons

✓Bicycle Air pumps

Available to rent upon request to the I-House Office. These are for the use of all residents so, users are required to return them to the I-House Office immediately after use.

Other Facilities

✓Student Lounge ・ ・ Located in 4th Building.

Gathering in the lounge after 11:00 PM is not allowed. Please keep it clean for others/for the next person.

✓Table Tennis

There is a Ping pong table in the meeting room of the 2nd Building. Available from 9:00 AM to 4:30 PM.

Eating and drinking are not allowed in the room.

Cars & Bicycles

✓Cars / There is no parking available on the premises of I-House.

Residents who own cars must find a private parking space outside of the I-House.

✓Bicycles & Motorcycles / On-site bicycle parking are available.

Please place the sticker issued by the I-House Office.

Bikes are not allowed to enter the campus. If you wish to park them in the university parking lot, you must register at the Student Services Division to obtain the permission sticker separately.

IV. Prohibition and Important Notices

Please remember that failure to comply with the following rules may result in eviction from the dormitory.

Room Change

Once the room is assigned, you may not request any changes.

Duplicating Keys

It is strictly prohibited to copy or lend the key to others.

Loss of keys should be reported immediately to I-House staff. If in case of any violation be ascertained, he/she will lose residency eligibility and be ordered to be evicted.

△ Please also read through the section on **Room Keys** in the 'V. Guidance and Rules on using the Rooms and Facilities'

Visitors

Residents are not allowed to enter any other residents' rooms or let other people into your room after 10 PM. Overnight guests are not permitted. No one except the I-House residents may stay overnight in I-House. This includes, the residents' parents and siblings.

Disturbing other people

Gathering around I-House areas after 10 PM is prohibited to prevent neighbor noise problems and other troubles. Do not disturb fellow residents or people living in the surrounding neighborhood.

In shared spaces, it is important to be considerate of others and strive to mutually understand different cultural backgrounds and individuality.

BBQ, Fireworks

As with the campus, BBQs and fireworks are not allowed on the I-House premises

Smoking

Absolutely no smoking is allowed inside the buildings.

There are designated smoking areas in each Building 1st, 2nd and 3rd.

Residents in the 4th Building may use the smoking area in the 1st Building.

Walls

In the common areas and private rooms, residents are not allowed to remove or re-paste wall papers, nor to re-paint walls. Do not paste pictures or posters on the wall with tape.

Using nails, screws, or tape on the walls, floors, or ceilings are not allowed.

Pets

Raising pets or bringing animals in dormitories is strictly prohibited.

Shoes

No shoes are allowed inside the room.

Balcony

Do not place any large furniture on the balcony, as it will block the emergency evacuation route.

Precautions for water areas; drains and toilet

Please do NOT flush anything other than toilet paper down the toilet.

Also, please do NOT pour oil or dispose of waste down the drain.

If you clog the drainpipe, you will be required to pay an amount equivalent to the repair costs (approximately 25,000 yen).

Restoration and Compensation

Dormitory property, furnishings or equipment are not to be altered, removed or misused in any way.

Residents are responsible for any damage to the room or common areas.

For any loss or damage to the facilities/equipment, residents must notify the I-House Office immediately and will be required to pay for restoration to cover the cost of repair or replacement in the amount necessary to restore the property to their former condition.

Liability for Damages Upon Moving Out

Please be aware that if the condition of the room does not meet the requirements set by the I-House Office during or after the move-out process, and/or if there are any remaining items upon moving out, you will be charged for the cost of restoration to its original state, as well as cleaning and/or disposal fees.

Notice of Moving-Out

If you decide to move out of the dormitory, please make sure to inform the I-House Office in advance using the online form.

V. Guidance and Rules on using the Rooms and Facilities

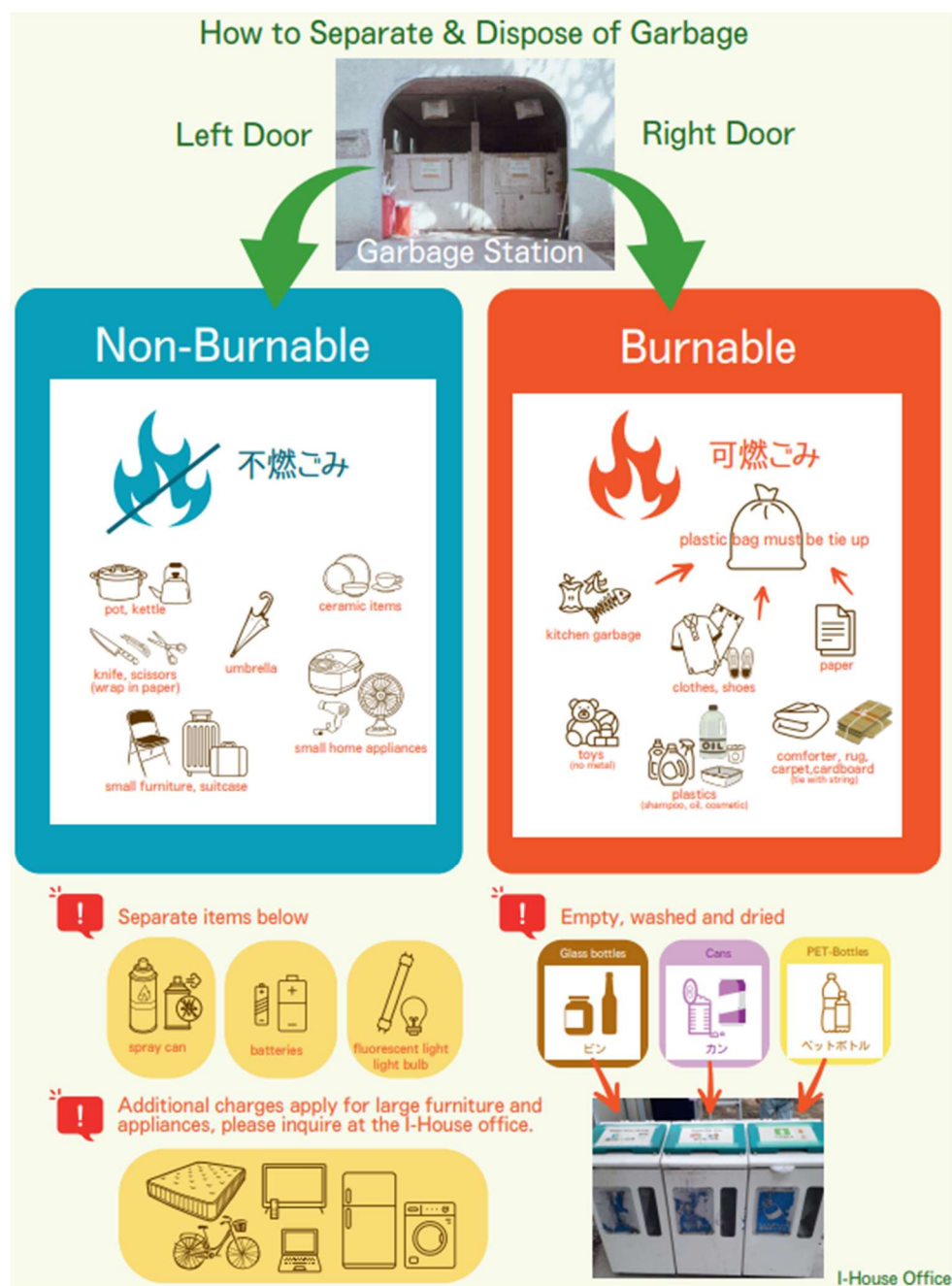
[Please make sure to read and understand the guide below.]

Garbage and Waste

The garbage collection point for international students is in front of 1st Building.

Please make sure to separate waste into 'burnable' and 'non-burnable', and the waste bags should be tied up.

If any unequipped oversized garbage (e.g. TV or computer) needs to be disposed, please consult with the I-House Office in advance.



This is the guide provided by Saitama City for your reference.

[Manual on How to Dispose of Household Waste](#)

Room Keys

If the key is lost or broken, residents must inform the I-House Office immediately.

Replacements of keys, locks, and latches will be charged (for about 15,000yen) to the resident of the room.

Beds

To use the bed hygienically, please make sure to use the mattress pad, placing it on top of the mattress.

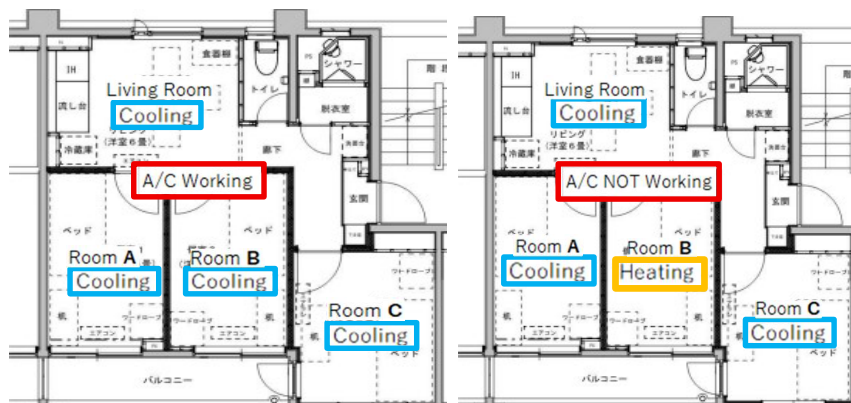
Air Conditioners

Residents are responsible for cleaning the filters regularly (about once every two weeks) to maintain the equipment in good condition. When there is an extreme temperature difference between indoors and outdoors, the air-conditioner may not seem to work for the first 10 minutes after you turn it on. This is due to the defrosting system and is not a breakdown.

[To the residents in the 4th Building]

All air conditioners in each room of 4th Building must be operating in the same mode because they share one outdoor unit. Otherwise, the air conditioners will stop working.

For Example:



Also, do not rely too heavily on air conditioning and try to get fresh air into your room during the comfortable seasons. If it is too warm in the room, condensation will form on windows and walls, causing mold and health hazards. Please be sure to ventilate the room even in winter.

While being out

Please make sure that the electricity and water are turned off while being out of your room.

Also be sure to lock all the windows and the entrance door when you leave.

Overnight Stay Notice

Residents planning to be absent for more than three days, including traveling, or temporary visiting home, should inform the I-House Office using online form in advance to ensure that I-House Office can contact them in case of emergency. You should also consult with the I-House Office staff at the payment of the rent if you will be away by the payment due date.

Cleaning and sanitation

Please keep your room clean. Especially, the toilet and shower rooms are required to be cleaned at least once a week. When hair is clogged, the drainpipe is clogged up with the pipe itself.

If a cleaning company must be hired to remove the blockage, you will be charged a fee.

If you cause water damage downstairs, you will be charged a reimbursement fee, which will be billed to you.

Garbage also should be taken out at least once a week, or it will cause an outbreak of insects.
Garbage or your belongings should not be left in the common hallway.

VI. Information on Disasters Preparedness and Prevention

Please refer to the following for information on living and disasters.

Saitama City website (English)

<https://saitama.bss-net.jp/archives/30000221021004/HTML5/pc.html#/page/1>

Helpful Apps and Websites in the Event of Disaster (Multilingual) by Disaster Management in Japan

https://www.bousai.go.jp/kokusai/web/index_en.html

Disaster Preparedness Q&A by NHK Portal

https://www3.nhk.or.jp/nhkworld/en/multilingual_links/en/disaster/

In Case of Illness or Injury

In case of illness or injury requiring emergency medical care, notify the I-House Office.

Make sure you take your National Health Insurance card with you when you see a doctor.

Here is the Total Health Care Consultation Desk on Campus: SU Health Service Center

[From-Oasis-3.pdf](#)

Guide for Ambulance Services by FDMA (Fire and Disaster Management Agency)

[救急車利用ガイド E.indd](#)

⚠ When calling an ambulance, please consider whether it is truly necessary and appropriate.

Fire

Please be very careful to avoid fires, especially caused by the carelessness of cigarette fire.

As one of the first things to do after moving in, make sure to check the location of 'fire extinguisher'.

[1st, 2nd and 3rd Building]

- A fire extinguisher is placed in the hallway on each floor.

There is also a fire alarm installed in each room, please press the button only in case of an emergency.

[4th Building]

- A fire extinguisher is placed in each shared kitchen space. It is important to inform those around you about the fire as quickly as possible.

In case of any emergency, please contact the I-House office, or the security guard in room #104 while the I-House office is closed.

According to the situation, please prepare to evacuate the site or building immediately.

Theft Prevention

Do not forget to lock your room door and windows when going out.

In case of theft, residents should report to the I-House Office during its office hours or a security guard outside of office hours.

If you wish to call the police, please inform the I-House Office or call 110.

Please note that the I-House Office will not be responsible for any stolen items.

Emergency Evacuation Route

please check the evacuation route in case of fire and earthquakes outlined in the attachment. (→in preparation)

VII. Eviction for Non-Compliance

Please be aware that eviction will occur if certain rules or regulations are not followed.

If you receive an eviction notice, you must leave I-House, bringing all your personal belongings within two weeks.

Saitama University is not responsible for any loss incurred by a person who has been ordered to be evicted.

Admission to I-House will be cancelled in the following cases.

- A) If you have lost the I-House residency status
- B) If you fail to pay the rent or any other expenses by the due date
- C) If you fail to pay any charges or damages on time
- D) If you violate any rules or regulations of I-House
- E) If you seriously harm other residents' lives of I-House or neighbors
- F) If you are judged to be unfit for communal living due to illness or for other personal reasons
- G) If you duplicate your room key or rent your room to others
- H) If you conduct any other act equivalent to eviction

Revision of the Guidebook : *This guidebook is subject to revisions, such as additions and deletions, as necessary for the management and administration.*