

Press Release

For Immediate Release

September 9, 2025
DID-GLOBAL Co., LTD.

Apartment Japan Launches “APJ Support Service” – a Call Center with Interpreter Function

- Building a reliable bridge between foreign tenants and landlords/property managers -

DID-GLOBAL Co., LTD. (Headquarters: Chuo-ku, Osaka; CEO: Akiko Kondo), the operator of Japan’s first online rental search and contract platform for foreigners, **Apartment Japan® (APJ)**, has partnered with **Renxa Inc.** (Headquarters: Toshima-ku, Tokyo, CEO: Koji Sakamoto, (Renxa)), a group company of INEST, Inc. (TSE Standard: 7111), to launch the “**APJ Support Service**,” a call center with interpreter functionality.

Through this service, inquiries before and after rental contracts are interpreted in English and Japanese, enabling foreign residents to smoothly finalize online contracts on Apartment Japan from abroad. This new support system provides landlords and property managers with an environment where they can confidently welcome foreign tenants.

In addition, Renxa will roll out “**Lifestyle Advisor Global**,” a multilingual support service assisting APJ’s foreign residents with lifeline opening such as electricity and gas in their native language.



【Background】

Apartment Japan is the first DX-based rental platform in Japan where foreigners planning to stay or reside for more than one month can search for properties, apply, and sign contracts all in one place. The English-friendly site enables quotation checks, bilingual (Japanese-English) lease signing, rental guarantee agreements, and credit card payments. It has been widely used by real estate companies and monthly apartment operators seeking to accommodate foreign tenants.

However, many participating landlords and property managers expressed concerns that they might not be able to handle inquiries before or after move-in. This uncertainty has been a major barrier preventing wider acceptance of foreign tenants. The new APJ Support Service directly addresses these challenges, offering a solution to encourage smoother integration of foreign renters.



【Service Overview】

- A dedicated icon displayed on each property detail page provides call center contact information (phone number, WhatsApp number, or QR code).
- Inquiries from foreign users via phone or WhatsApp are handled in English.
- If necessary, staff confirm details with the landlord/agent and return calls to the tenant.
- Inquiry emails can be translated and relayed at the request of landlords, ensuring smooth communication.
- Guidance and support toward contract finalization are provided when needed.
- Even during the tenancy, the service offers first-response support for inquiries from residents.

【Expected Benefits】

1. Increased Tenant Confidence Leading to Higher Conversion Rates

- ① Tenants can immediately resolve questions by phone, increasing convenience and trust, which directly boosts applications and contracts.
- ② Questions about the online contract system, required documents, and submission methods can be answered instantly, preventing loss of contract opportunities.
- ③ Real-time voice communication provides reassurance, guiding tenants naturally toward application and contract completion.

2. Lowering Barriers for Landlords Entering the Foreigner Rental Market

- ① Since APJ Support Service can handle first-response inquiries even after move-in, landlords without English-speaking staff can confidently accept foreign tenants.
- ② Issues often faced by foreign residents, such as waste disposal and local etiquette, can also be addressed through the service, helping reduce community friction and contribute to solving social challenges.

【Future Outlook】

Through collaboration with Renxa's "Lifestyle Advisor Global," foreign tenants will also receive native-language support for lifeline contracts, further reducing the operational burden on real estate companies. By expanding usage among property managers and landlords nationwide, Apartment Japan aims to broaden property listings, address regional depopulation and vacant house issues, and contribute to community revitalization.

【About Apartment Japan】

Apartment Japan and its premium site **Apartment Japan-Luxe**, operated by DID-GLOBAL, are rental portals offering foreigner-friendly properties under conditions such as mid-to-long-term stays (1 month+), no guarantor requirements, and credit card payment. Listings include furnished apartments, share houses, serviced apartments, and luxury residences. From pre-arrival searches to quotations, applications, e-signing, payment, and guarantee screening, all steps can be completed online.

Developed with support from the Small and Medium Enterprise Agency of Japan, the “Apartment Japan System” enables landlords and property managers to offer rentals to foreigners directly, without needing multilingual staff, especially when combined with the new APJ Support Service. Apartment Japan is Japan’s first dedicated DX rental platform for foreign residents.

Furthermore, Apartment Japan is expanding into integrated lifestyle services for foreign residents, including partnerships with coworking spaces, fitness platforms offering foreigner passes, and multilingual online medical consultation with interpreters. These initiatives combine “Housing,” “Work,” and “Healthcare” to create a comprehensive support ecosystem for foreigners living in Japan.



【Company Information】

Renxa Inc.

Headquarters : 3-13-3 Higashi Ikebukuro, Toshima-ku, Tokyo

CEO : Koji Sakamoto

Business : Alliance, BPO, Partnership, Content, Lifestyle Advisor, Insurance, and more

Website: <https://renxa.co.jp/>

DID-GLOBAL Co., TLD.

Headquarters : 2-4-16 Uchihonmachi, Chuo-ku, Osaka City

CEO : Akiko Kondo

Business : Operation of foreigner-friendly rental platform “Apartment Japan®” and “Apartment Japan-Luxe”

Website : <https://did-global.co.jp/>

Service Sites : <https://apartment-japan.com/>
<https://luxe.apartment-japan.com/>

【Contact for Media Inquiries】

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