

# **HOUSING WARRANTY SCHEME IN JAPAN PART4**

**JANUARY 2026**

**The Foundation for Housing Warranty**

## Housing Warranty Scheme in Japan

The purpose of this series of notes is to help people who are interested in the housing warranty system in Japan. We hope this will contribute to a mutual understanding of the housing warranty system and housing policies with people outside of Japan. The information described in this booklet is as of September 30, 2025.

Fiscal Year : One year from April to March

Housing business providers include home builders, suppliers or licensed real estate agents

Abbreviation	
AEDWL	Act for Execution of Defect Warranty Liability under HQAA
CHORD	The Center for Housing Renovation and Dispute Settlement Support
HQAA	Housing Quality Assurance Act
HQAS	Housing Quality Assurance System
JPA	Japan Prefabricated Construction Suppliers and Manufacturers Association
LSCF	Large-scale Loss Compensation Fund
MC	Ministry of Construction
MLIT	Ministry of Land, Infrastructure, and Transport and Tourism
OWH	Organization for Housing Warranty
SDS	Security Deposit Scheme

## Contents

1. Housing Dispute Resolution System, Consultation and Advice .....	4
2. Statistics .....	7
3. Link & Sources .....	10

## 1-1. Housing Dispute Resolution System, Consultation and Advice

The Center for Housing Renovation and Dispute Settlement Support (CHORD), established in 1984, commenced the provision of dispute settlement support from 2000.

CHORD is engaged in:

- (1) Housing issues
- (2) Support for housing dispute resolution
- (3) Improvement of the business environment of remodeling,
- (4) Research regarding dispute resolution for housing

### **(1) Disputes between houseowners and house builders, vendors, realtors**

The types of assistance offered are as follows:

- (1) Free telephone consultation for housing issues
- (2) Consultation by industry experts (architects and designated lawyers)
- (3) Housing Disputes Examination Committee (HDEC): designated housing dispute resolution bodies, organized at local bar associations in 52 prefectures based on the Housing Quality Assurance Promotion Act. Sellers, buyers house builders, and owners of houses can apply to HDEC for an alternative dispute resolution (ADR) session. 97% of cases that applied to HDEC have been solved through arbitration.

For disputes related to insurance payments, Insurance Corporations can be involved in the dispute. Therefore, the relevant parties may solve the problem without pursuing a separate resolution process. Once the relevant parties in the dispute agree on a settlement, the relevant Insurance Corporation respects and accepts the outcome.

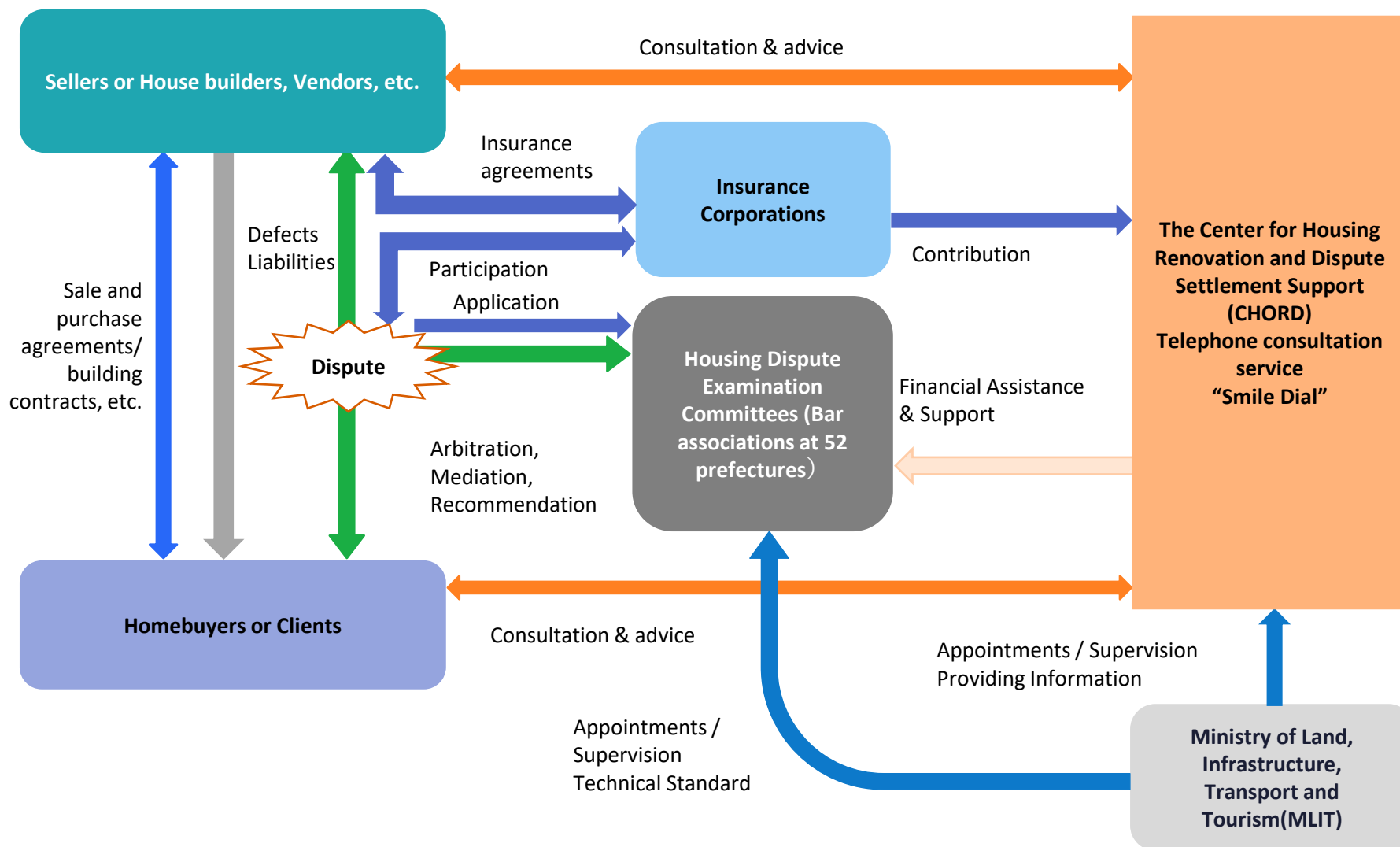
In the event that the Insurance Corporation is involved in the dispute as a relevant party or disputant, the Insurance Corporation usually accepts the offered settlement or arbitration proposal.

### **(2) MLIT's Housing Production Division handles consultations and complaints related to Insurance Corporations**

The Housing Production Division of MLIT handles consultations and complaints from consumers and other parties regarding the operation of Insurance Corporations.

## 1-2. Housing Dispute Resolution System, Consultation and Advice

Diagram 1 Consultation and Dispute resolution system for houses and remodeled houses



## 1-3. Housing Dispute Resolution System, Consultation and Advice

Table 1 Houses eligible for telephone consultation, consultation by industry experts, and Housing Dispute Examination Committees

	Newly built houses			Existing houses		
	*1	with Defect Liability Ins.	Other houses	Remodeling	with Defect Liability Ins.	Other
Telephone consultation						
Consultation by industry experts	Covered by CHORD		Not covered	Covered by CHORD*3		Not covered*2
Housing Dispute Examination Committees (ADR)			Not covered			Not covered*2

Consultation, advice, handling complaints regarding construction agreements and sale and purchase agreements

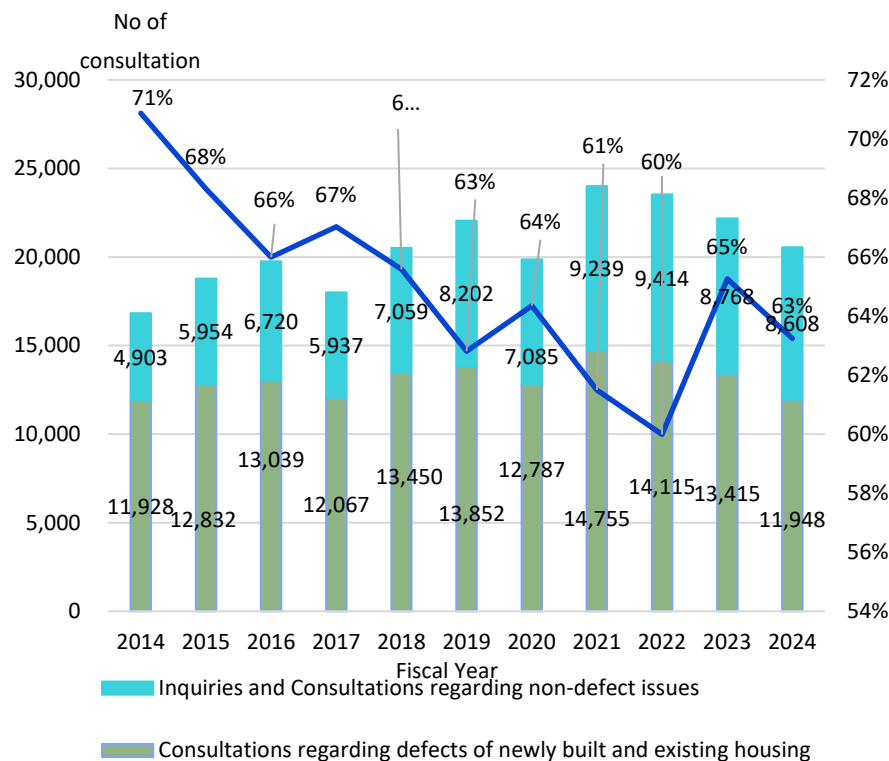
\*1 Houses covered by the housing performance indication system

\*2 There are exceptional cases

\*3 Since October 2022, CHORD has been handling disputes arising from existing houses/remodeling works which are covered by the Housing Defect Warranty Liability Insurance. Insurance Corporations pay fees to CHORD to support their operations.

## 2-1. Statistics

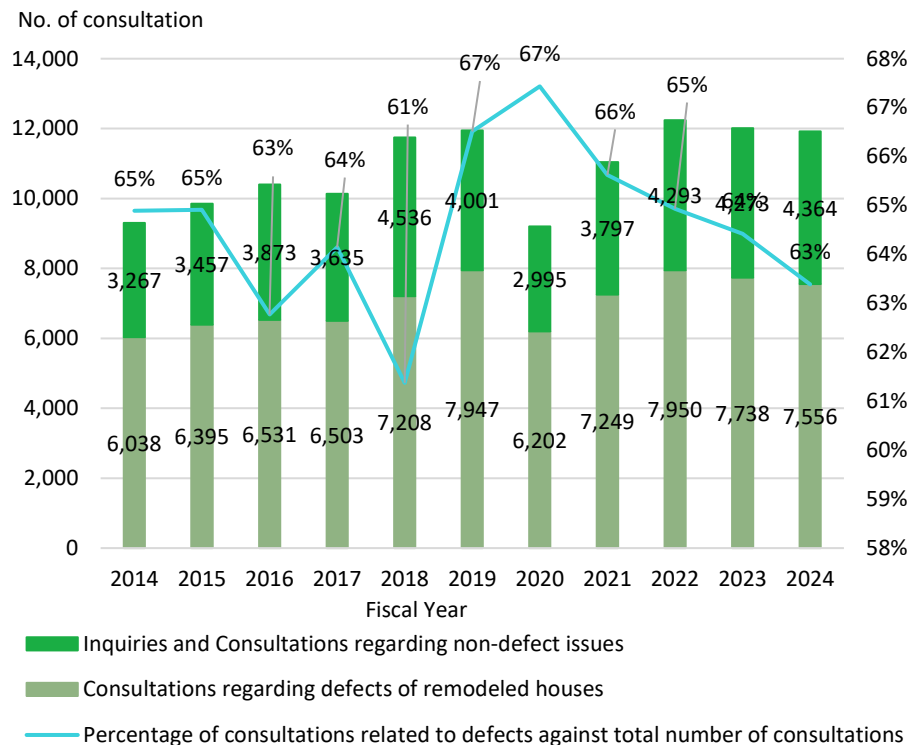
Diagram 2 Number of telephone consultations in 2024 (new and existing)



"Consultations regarding defects of newly built and existing houses" includes consultations for disputes related to contracts/agreements.

"Inquiries and Consultations regarding non-defect issues" includes houses for lease, trouble with neighbors, inheritance, and inquiries for various housing related government schemes.

Diagram 3 Number of telephone consultations in 2024 (remodeling)



"Consultations regarding defects of remodeled houses" includes consultations related to disputes arising from contracts/agreements.

"Inquiries and Consultations regarding non-defect issues" includes houses for lease, trouble with neighbors, inheritance, and inquiries for various housing related government schemes.

## 2-2. Statistics

Diagram 4-1 Consultations regarding defects by components 2024

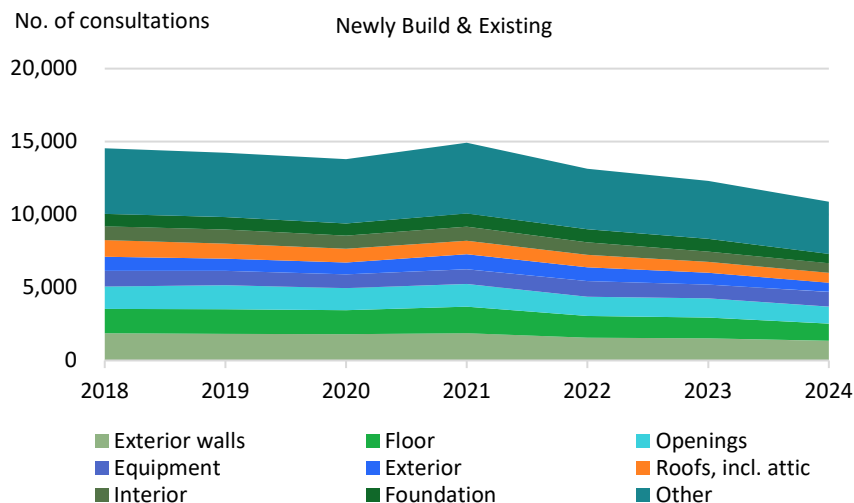


Diagram 4-2 Consultations regarding defects by components

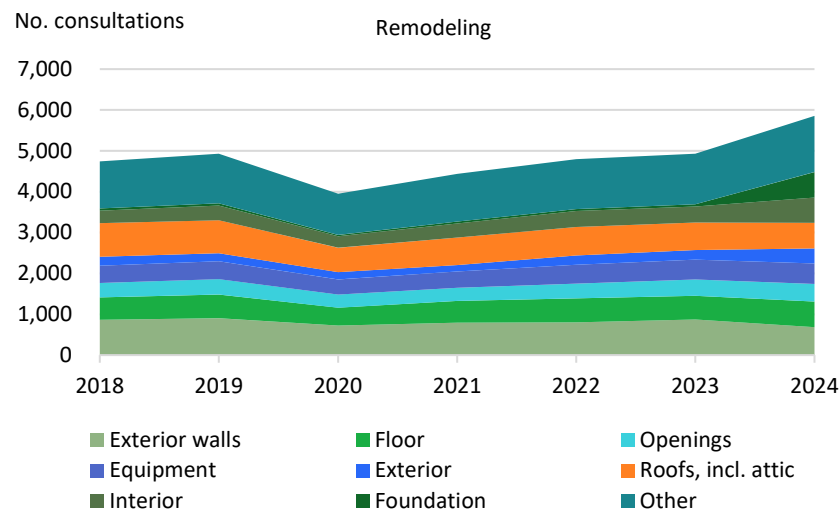


Diagram 5-1 Consultation regarding defects by malfunctions

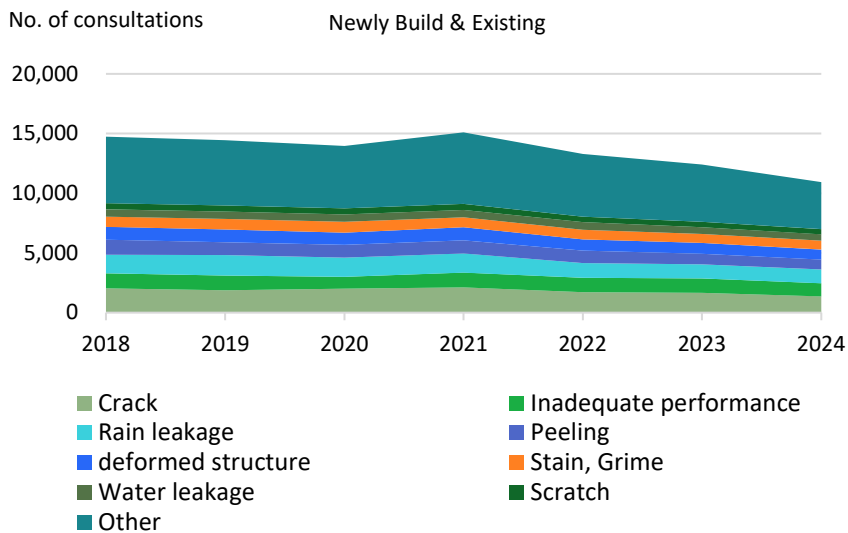
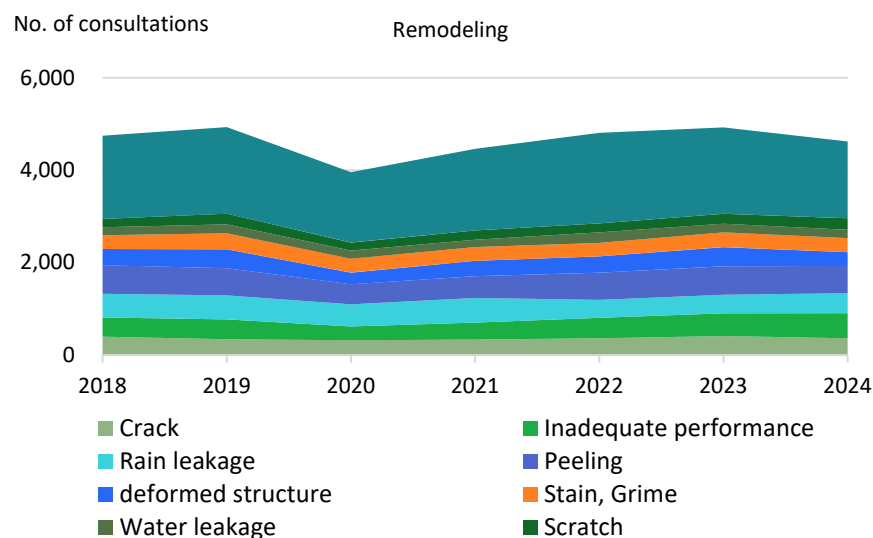


Diagram 5-2 Consultation regarding defects by malfunctions



## 2-3. Statistics

Diagram 6-1 Clients' desired resolution

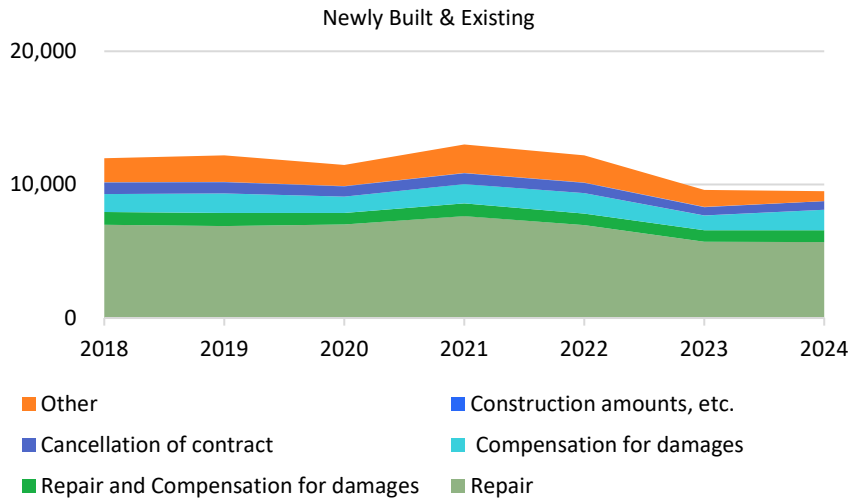
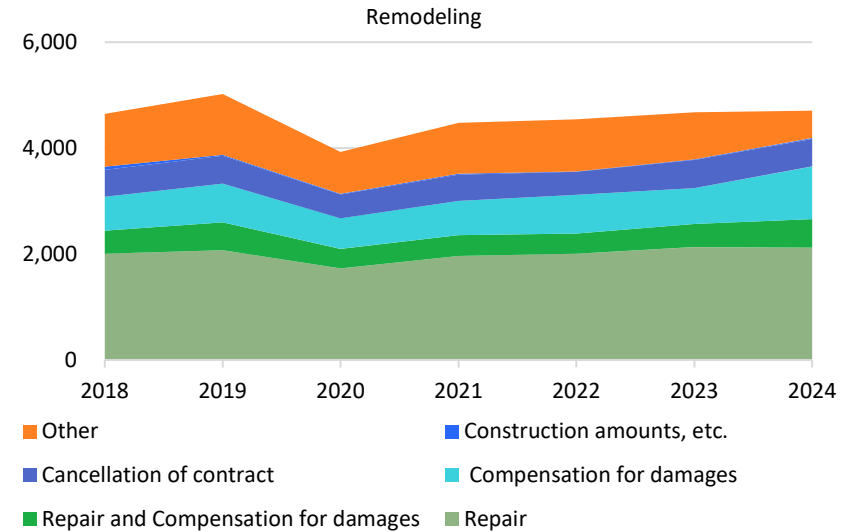
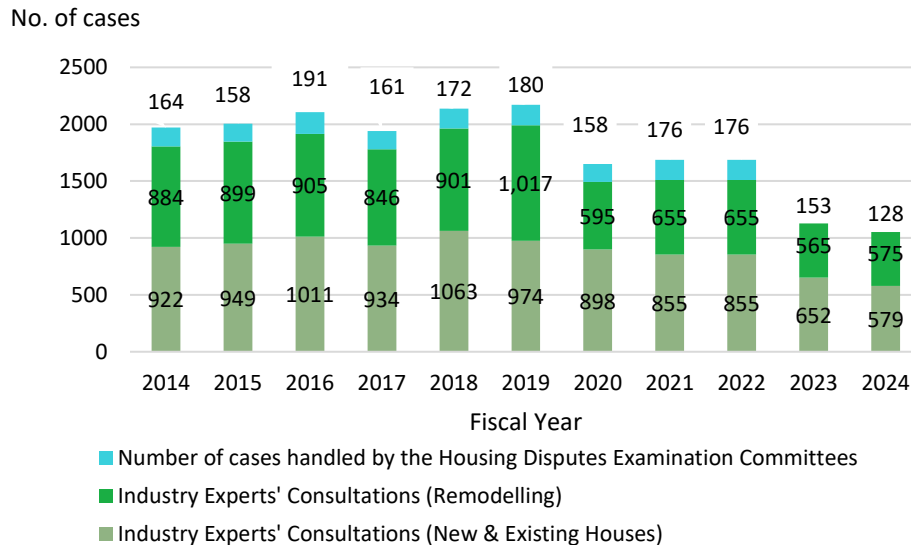


Diagram 6-2 Clients' desired resolution



Source: CHORD, Annual statistics regarding housing related issues 2019 - 2025

Diagram 7 Number of cases handled by industry experts (fee charged) and the Housing Dispute Examination Committees in 2024



- The applicants can utilize Industry Experts' Consultation which are run by both architects and lawyers for a fee basis.
- Housing Dispute Examination Committees (HDEC), as an ADR organization, handles housing disputes operated by local bar associations. 97% of disputes brought to HDEC have been settled by mediation.

Source: CHORD, Annual statistics regarding housing related issues 2025

### 3. Link & Source

Organization	Contents	HP
Housing Production Division, Ministry of Land, Infrastructure, Transport and Tourism	Housing defect warranty	<a href="https://www.mlit.go.jp/jutakukentiku/jutaku-kentiku.files/kashitanpocorner/">https://www.mlit.go.jp/jutakukentiku/jutaku-kentiku.files/kashitanpocorner/</a>
Center for Housing Renovation and Dispute Settlement Support (CHORD)	Dispute resolution	<a href="https://www.chord.or.jp/chord_official/index.html">https://www.chord.or.jp/chord_official/index.html</a>
Japan Federation of Bar Associations	Housing Dispute Examination Committees	<a href="https://www.nichibenren.or.jp/en.html">https://www.nichibenren.or.jp/en.html</a>

Diagram	Name	Sources
Diagram 1	Consultation and Dispute resolution system for houses and remodeled houses	MLIT, 10 years of implementation of Defects Liability Insurance (Japanese Only)
Table 1	Houses eligible for telephone consultation, consultation by Industry Experts, and Housing Dispute Examination Committees	MLIT, 10 years of implementation of Defects Liability Insurance (Japanese Only)
Diagram 2	Number of telephone consultations (new and existing houses)	CHORD, Annual statistics regarding housing related issues 2025 <a href="https://www.chord.or.jp/documents/tokei/soudan_siryou_web/2025.html">https://www.chord.or.jp/documents/tokei/soudan_siryou_web/2025.html</a>
Diagram 3	Number of telephone consultations (remodeling)	CHORD, Annual statistics regarding housing related issues 2025 Table 35
Diagram 4	Consultations regarding defects by components (new and existing houses, remodeling)	Annual statistics regarding housing related issues 2019 -2025
Diagram 5	Consultations regarding defects by malfunctions (new and existing houses, remodeling)	Annual statistics regarding housing related issues 2019-2025
Diagram 6	Clients' desired resolution (new and existing houses, remodeling)	Annual statistics regarding housing related issues 2019-2025
Diagram 7	Number of cases handled by industry experts (fee charged) and Housing Dispute Examination Committees	CHORD, Annual statistics regarding housing related issues 2025

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