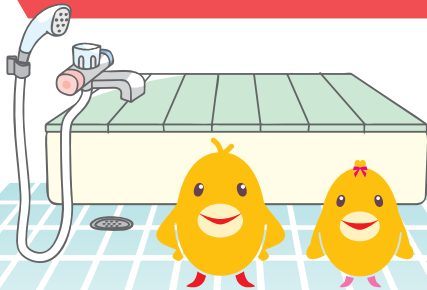


## Preventing heat shock



### Index

- Preventing heat shock ..... 1
- Beware of influenza ..... 2
- Do You Have a Disaster Survival Kit? ..... 2
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- Repair and Improvement Payment Categories Revised (Bathrooms and Washrooms) ..... 4
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There are cases of people dying in the bath due to “heat shock” caused by massive fluctuations in blood pressure brought on by sudden temperature change.

This is prevalent in the cold months of winter; so, elderly people with high blood pressure need to take care.

The following measures are deemed effective in preventing heat shock.



1

**Use heating to heat up undressing area, bathroom and toilet**

Beware of fires and ventilate when using heaters

2

**Use hot water from shower for filling during last 5 minutes when running a bath**

3

**Take bath before dinner or before nightfall**

4

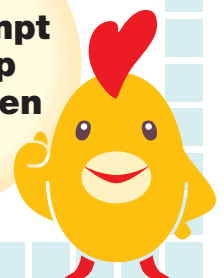
**Set bath temperature below 41°C**

5

**Refrain from taking a bath directly after drinking alcohol or eating**

6

**Do not attempt to stand up abruptly when taking a bath**



# Beware of influenza

We are in the season where the air is dry and cold weather takes hold, so care must be taken to prevent influenza outbreaks.

Mainly coughs and sneezes spread the influenza virus (droplet infection) but touching your mouth and nose with virus-coated hands may also cause infection (contact infection).

## Preventions



### ★ Vaccination

Vaccination reduces the chance of infection and, even if infected, it is effective in preventing serious symptoms.



### ★ Maintain a certain level of humidity in living spaces

Use humidifiers in rooms that tend to become dry to maintain humidity at about 50 or 60%, which helps prevent the spread of the influenza virus.



### ★ Wash hands upon returning home

Washing hands with running water and soap physically removes influenza virus from hands and fingers, which helps stop the spread.



### ★ Rest sufficiently and keep to a well-balanced nutritious diet

Making an effort to sufficiently rest well and eat well will increase bodily resistance to influenza.



### ★ Keep away from crowded areas and busy streets

Once we move into the influenza season, people (especially the elderly, those with underlying conditions, mothers-to-be, those who are fatigued and those having trouble sleeping) should refrain from going to crowded areas or busy streets.



## Do You Have a Disaster Survival Kit?

<b>Main Items to Prepare</b>	① <b>Food</b>	Water (approximately 3-liters per person per day), canned food, retort pre-cooked food, chocolate and other items that can be eaten without being heated.
	② <b>Fuel</b>	Portable cooking ring with spare gas canisters, etc.
	③ <b>Valuables</b>	Cash (such as 10-yen coins for using public telephones), bank account passbooks, insurance certificates, drivers' license, etc.
	④ <b>Emergency Supplies</b>	Adhesive plasters, sterilizer, over-the-counter medicine, household medicine, bandages, drug history handbooks, etc.
	⑤ <b>Clothing</b>	Coats, underwear, socks, etc.
	⑥ <b>Daily Supplies</b>	Trash bags, toilet paper, tissue paper, wet tissues, diapers, sanitary items, handkerchiefs, towels, kitchen wrap, toothbrush sets, masks, etc.
	⑦ <b>Miscellaneous</b>	Radio, flashlight, portable toilet, batteries, work gloves, disposable heat pads, cigarette lighter, can opener, paper plates, paper cups, etc.

The items required during earthquakes differ between individuals (spectacles, dentures, milk, baby bottles, etc.).

Make sure that you prepare the items that will be needed. Enough supplies to last approximately three days to one week should be prepared.

All items should be kept in a rucksack or other bag that leaves both hands free when evacuating, etc., and the bag should be placed in an easily accessible location in preparation for emergencies.



JKK supports the activities of voluntary disaster prevention organizations. Contact us if you have any inquiries. Certain conditions are in effect to receive support. Contact JKK Tokyo Customer Center telephone number ① on page 10 for further details.

# Guard Against Frailty!

## Exercises: Part 2 Stretching While Laying Down

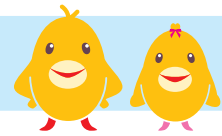
Frailty refers to deteriorating physical and mental capabilities (muscle strength, cognitive functions, etc.) due to aging that occurs prior to the need for nursing care.

When treated appropriately, it is possible to delay the onset of frailty and return sufferers to a healthy condition. Exercising and a well-balanced diet help delay muscle deterioration and prolong healthy lives (period during which it is possible to remain healthy and self-sufficient), so taking up hobbies and getting out and about are recommended.

In Part 2 of the series on Exercises we introduce two types of stretching that can be performed while laying down. The range of joint movement and motor capacity is improved by strengthening flexibility. This warms up the body, and enables the movements necessary for everyday life to be performed smoothly.

### What does stretching involve...?

Stretching is a form of calisthenics that stretches the muscles and enhances their flexibility.



### Body-Stretching Exercise

When seen from above



Posture: Laying face upward



Posture: Stretched out straight

- 1 Lay down facing upward
- 2 Stretch both arms above your head
- 3 Stretch out both legs straight
- 4 Stretch your entire body
  - \* Stretch gently within the scope of your own ability at first, and gradually stretch out until your body is completely straight.
- 5 Hold a comfortable posture without overdoing it
- 6 Return to 1 and repeat the exercise three to six times and finish when you are feeling the benefits

### Leg-Stretching Exercise

When seen from the side



Posture: Laying face upward



Posture: Knee pulled up to the chest

- 1 Lay down facing upward
- 2 Hold your right knee with both hands and pull it up to your chest
- 3 Hold this position for about twenty seconds
  - \* Hold a position that does not cause pain when pulling your knee to your chest.
  - \* When pulling your right (left) knee up to your chest, make sure that your left (right) leg is stretched out straight.
- 4 Gently return your leg to its original position so that you are laying on your back
- 5 Hold your left knee with both hands and pull it up to your chest
- 6 Hold this position for about twenty seconds
- 7 Gently return to your leg to its original position so that you are laying on your back

### Precautions

- Relax and allow all tension to leave the body, and then breathe slowly. Don't hold your breath.
- Perform the exercises within the scope of your own ability, and do not stretch or bend excessively.
- Do not build up power to move too swiftly into the stretch. (\*This will adversely cause the muscles to tighten up.)
- Concentrate on the area you are stretching.
- Don't overdo it.



It is important to continue with the stretches, even if only a few every day.



# Repair and Improvement Payment Categories Revised

JKK revised the repair payment categories in September this year in alignment with revisions to civic laws, revisions to the Rental Property Standard Contract Guidelines issued by the Ministry of Land, Infrastructure and Transport, and the actual conditions prevalent in rental properties. The payment categories for repairs and improvements reviewed since the August edition (phase 1) are indicated in the illustration. **[This edition (phase 3) covers repairs and improvements to bathrooms and washrooms (toilets are scheduled for the next edition).]**

## 1 Date on Which the Revisions Come into Effect

September 2 (Monday), 2019

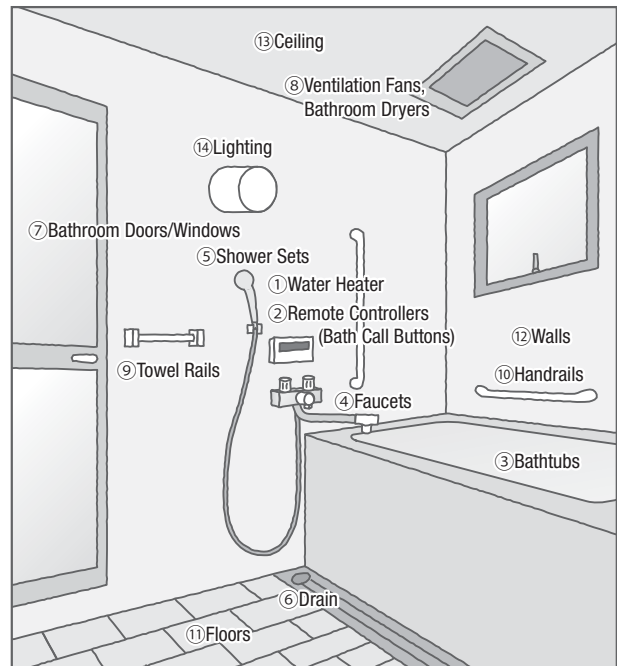
## 2 Repair and Improvement Payment Categories

The residents will be obliged to cover costs in the following cases, even when they as marked as being paid by JKK.

- Soiling damage caused by the resident intentionally, through negligence or by failing to perform daily maintenance, and soiling damage, discoloration, wearing and daily maintenance (simple maintenance, screw tightening, oiling, cleaning) within a range that does not prevent the use of the residence are to be paid by the resident.
- Replacement and repair of facilities and equipment, etc., installed by the resident
- All work and expenses involved in moving furniture necessary to enable the implementation of repairs and improvements

### Bathrooms (The cost of replacing and repairing bathwater heaters and bathtubs, etc., installed by residents is to be covered by residents.)

- ① Water Heaters (Bathwater Heaters)**
  - No hot water, water not heated **Paid by JKK**
  - Battery replacement **Paid by resident**
- ② Water Heater Remote Controller**
  - Doesn't work, water isn't heated **Paid by JKK**
- ③ Bathtubs (Bathtub Covers)**
  - Loose or broken bathtub **Paid by JKK\*1**
  - Detached apron **Paid by JKK\*1**
  - Broken bathtub cover **Paid by JKK\*1**
  - Rubber plug or chain replacement **Paid by resident**
- ④ Faucets**
  - Water leaking from pipes and joints **Paid by JKK**
  - **<Handle-type faucets>**
    - Cannot turn off water due to defective washer or packing **Paid by resident**
  - **<Single Lever Faucets>**
    - Difficult to turn on and off **Paid by JKK**
    - Cannot turn off water **Paid by JKK**
    - Cannot adjust temperature **Paid by JKK**
- ⑤ Shower Sets**
  - Replacement of packing on joints **Paid by resident**
  - Water leaks **Paid by JKK**
  - Loose or detached hooks **Paid by JKK\*1**
  - Cleaning blocked shower heads **Paid by resident**
- ⑥ Drain**
  - Broken drain trap **Paid by resident**
  - Corroded bowl trap **Paid by JKK**
  - Bad drainage (blockage) **Paid by JKK**
  - \* Paid by resident if the cause of the blockage is attributable to foreign matter, etc., being disposed of
- ⑦ Bathroom Doors/Windows**
  - Difficult to open and lock, defective locks **Paid by JKK**
  - Wooden doors and door frames corroded **Paid by JKK**
  - Glass panels detached or broken **Paid by JKK\*1**
- ⑧ Ventilation Fans, Bathroom Dryers, etc.**
  - Out of order, defective switches **Paid by JKK**
  - Replacement of filters **Paid by resident**
  - Outlet cover broken **Paid by resident**
- ⑨ Towel Rails**
  - Loose, broken **Paid by resident**
  - \* Towel rails installed in unit bathrooms and on doors to be paid by JKK
- ⑩ Handrails**
  - Detached, loose **Paid by JKK**



- ⑪ Floors**
  - Large cracks and breakage **Paid by JKK**
  - Detached tiles **Paid by JKK**
- ⑫ Walls**
  - Repairing base material that has peeled off or is cracked (cracks of 3mm or more) **Paid by JKK**
  - Detached tiles **Paid by JKK**
  - Removing mold **Paid by resident**
  - Painting required after repairing base material **Paid by JKK\*2**
- ⑬ Ceiling**
  - Repairing base material that has peeled off or is cracked (cracks of 3mm or more) **Paid by JKK**
  - Painting required after repairing base material **Paid by JKK\*2**
- ⑭ Lighting**
  - Defective or broken lights **Paid by JKK**
  - Bulbs blown **Paid by resident**

The items listed under \*1 and \*2 are the items that will be paid for by JKK from September 02, 2019.  
The items listed under \*2 will be carried out systematically from people who have lived in the building continually for the longest periods.

## Washrooms

### ① Bathroom Washstands

- Surface material peeling or corrosion **Paid by JKK\*1**
- Loose washstand **Paid by JKK**
- Corroded storage cabinet **Paid by JKK\*1**

### ② Rubber Plugs (Pop-up Plugs)

- Rubber plug or chain replacement **Paid by resident**
- Defective pop-up plug **Paid by JKK**

### ③ Drain (Trap)

- Drain trap leaks **Paid by JKK**
  - Bad drainage (blockage) **Paid by JKK**
- \* Paid by resident if the cause of the blockage is attributable to foreign matter, etc., being disposed of

### ④ Mirrors

- Corroded, detached or broken reflective plate **Paid by JKK\*1**

### ⑤ Water-Resistant Pans for Washing Machines

- Cracks, water leaks **Paid by JKK**

### ⑥ Hose Connectors, Rubber Rings

- Corrosion, wearing, breakage **Paid by JKK**

### ⑦ Faucets

- Water leaking from the base **Paid by JKK**
- **<Handle-type faucets>**
- Unable to turn off water or water leaks due to defective washer or packing **Paid by resident**
- **<Single Lever Faucets>**
- Difficult to turn on and off **Paid by JKK**
- Cannot turn off water **Paid by JKK**
- Cannot adjust temperature **Paid by JKK**

### ⑧ Wooden Doors

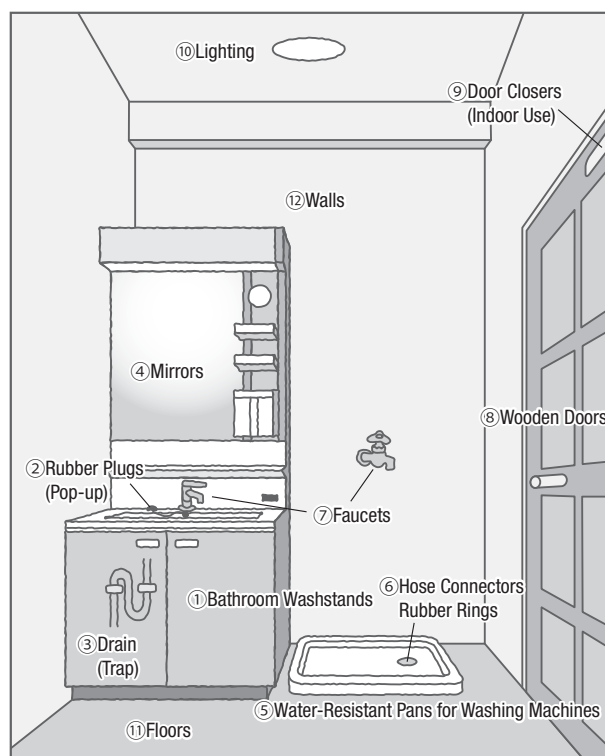
- Unable to open/close **Paid by JKK**
- Defective handle, knob or other metal fittings **Paid by JKK**

### ⑨ Door Closers (Indoor Use)

- Broken or doesn't work **Paid by JKK**
- Defective speed when opening and closing **Paid by JKK\*1**

### ⑩ Lighting

- Defective or broken lights **Paid by JKK**
  - Bulbs blown **Paid by resident**
- \* Paid by JKK if integrated LED lights (for which bulbs cannot be replaced) are in use



### ⑪ Floors

- Floor squeaks or creaks **Paid by JKK**
- Cushion flooring is peeling **Paid by JKK\*1**

### ⑫ Walls

- Remarkable peeling of cloth or paint **Paid by JKK\*2**

The items listed under \*1 and \*2 are the items that will be paid for by JKK from September 02, 2019. The items listed under \*2 will be carried out systematically from people who have lived in the building continually for the longest periods.

## 3 Repairing and Improving Tatami Mats, Sliding Doors, Paintwork and Vynal Cloth

Because it is difficult to respond to every application for repairs and improvements when received from residents in bulk, the subsequent set of repairs and improvements will be carried out systematically from households that have been in residence for the longest periods.

Tatami Mat Replacement	Rotting and warping, etc.
Sliding Door (Slat, Frame) Replacement	Damage and warping, etc., to the slats and frame owing to defective opening/closing
Partial Wall, Ceiling, Fixture Repainting	Remarkable peeling that may affect the material underneath
Partial Vinyl Cloth Replacement	Remarkable peeling that may affect the material underneath

### Tenants in Continual Residence for 50 or More Years

#### Eligible Residents

Tenants in continual residence for 50 or more years as of September 02, 2019, will be notified by JKK.

Tenants will be notified by being sent a Notice of Repair and Improvement Applications by mail.

\* People residing in apartments for which instructions on moving to other premises has already started and apartments for which instructions are scheduled to be issued soon due to building refurbishment work are not eligible for submitting applications for this offer. JKK will also respond to urgent requests for repairs and improvements, so don't hesitate to submit your application.

#### Period during which eligible residents will be notified

Notifications will be sent out systematically from December 09, 2019, through to the middle of January 2020.

#### Applications for repairs and improvements

Refer to the Notice of Repair and Improvement Applications sent to eligible tenants for details on application methods and the repairs and improvements involved.

### Tenants in Residence for Less Than 50 Years

Applications from tenants who have been in residence for less than fifty years will be dealt with sequentially from the tenants who have been in continued residence for the longest periods after decisions have been made for accepting applications from tenants who have been in residence for fifty or more years as of September 03, 2019.

# Precautions Regarding Elevators

## During Earthquakes

**Do not use elevators during earthquakes! (Danger)**



Elevators are equipped with seismic sensors, and the doors will be opened and the lights extinguished to encourage evacuation after stopping at the nearest floor when an earthquake is detected. The doors will close automatically after a certain period of time (15 to 20 seconds), but they can be reopened by pressing the [Open] button. Elevators will recommence operations after a certain period of time depending on the magnitude of the earthquake, but you are advised not to use them for evacuation purposes in consideration of aftershocks. There are cases in which the use of elevators may result in unexpected injuries or power outages raising the risk of people getting trapped inside, and there is a chance of that it may take several hours before rescue operations can be launched depending on the scale of the earthquake. Additional secondary accidents may also occur, so you are requested to use the stairs for evacuation purposes.

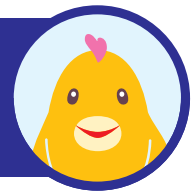


**When trapped inside elevators during earthquakes!**

If the interphone (emergency call) button inside the elevator is pressed for five or more consecutive seconds, the elevator's maintenance company will be contacted and you will be able to speak to them. Do not force the doors open under any circumstances. Failure to observe this may result in you falling into the elevator well.



**If caretakers are not on duty during earthquakes, you are requested to check to make sure nobody is trapped inside the elevators.**



### 1. Check for people trapped inside with the use of the interphone.

If an interphone is located in the 1st floor elevator hall, use this to call the elevator and check to make sure that nobody is trapped inside.

### 2. Check for people trapped inside at the relevant elevator hall

(1) Check the floor at which the elevator has stopped with the indicators available at each elevator hall, and then look through the crime-prevention window to make sure that nobody is trapped inside.

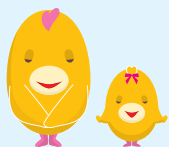
If you discover anyone trapped inside at the floor the elevator has arrived at, advise them to press the [Open] button to open the doors.

If the doors will not open, contact the elevator's maintenance company.

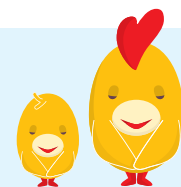
(2) If the floor indicators are not working, go to the elevator hall on every floor and call through to doors to anyone who may be trapped inside.

Contact the elevator's maintenance company if you discover somebody trapped inside.

**\* If the elevator's maintenance company has been contacted, you are requested to post the "Out of Order, Recovery Work Requested" sign on the doors of the 1st floor elevator.**



## Restoring Elevator Operations After Earthquakes



If an earthquake measuring four or more on the Japanese scale strikes the entire metropolitan area and results in approximately 160,000 elevators breaking down, the maintenance companies will restore only one elevator per building to ensure that the minimum number of routes up and down the building are available (this will reduce restoration time by approximately 30 percent in comparison with restoring them all). The priority will be given to rescuing people trapped in elevators, and restoration work will then be carried out with the priority placed on hospitals and other buildings containing vulnerable people, important public facilities and high-rise buildings 60m (20 stories) or more in height.

Because of this, it may take a substantial amount of time before all elevators in buildings equipped with multiple elevators are restored. A substantial amount of time may also be required to restore elevators that have been damaged.

**Go! Cashless!**

Pay your rent, etc.  
with familiar cashless settlement  
**Use Bank Transfers!**

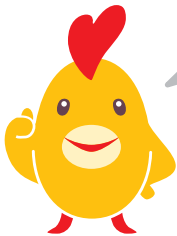


\* Bank transfers are not eligible for cashless refunds.

**Tick!**



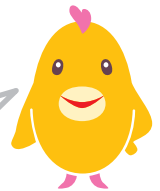
- Visiting the bank to pay rent every month is tiresome!
- Carrying that much cash every time payment is required is worrisome...
- I am interested in cashless settlement!



Bank transfers are recommended if you ticked just one of the above!

Your monthly rent will be automatically transferred from your bank account with bank transfers!

This allows you to pay every month without bother and with peace of mind 🎵



★ **Three simple steps to complete the procedures** ★

**Step 1**

**Obtain a bank transfer application form.**

These can be obtained from management offices and area offices. Contain the Customer Center if you wish to receive it by mail.

**Step 2**

**Enter the pertinent details.**

Fill out the details for the bank account from which bank transfers are to commence, as well as information on the contract holder.

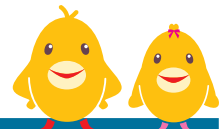
**Step 3**

**Submit the application to a financial institution.**

Submit the application directly to the financial institution in which the bank account from which bank transfers are to commence is held. Bank transfers will commence approximately two months after the application has been submitted. Notification will be sent to the tenant by postcard at the beginning of the month from which bank transfers commence.

Once bank transfers have commenced, the rent for the month will be debited on the 7th\* of each month. Make sure you check the amount available in the bank account on the previous business day.

\* On the following business day if the financial institution involved is closed on that day.



**Either call us by telephone or check the information posted on the JKK website for details on the financial institutions that can be used and the required procedures.**



**Inquiry details**

Call telephone number ① to consult with JKK Tokyo Customer Center (see page 10)

**Website address**

<https://www.to-kousya.or.jp/>

← Read the QR code to view [Paying Rent].



# みんなで築こう 人権の世紀

～ 考えよう 相手の気持ち 未来へつなげよう 違いを認め合う心 ～

12月10日は「人権デー」、12月4日から10日までは「人権週間」です。

12月4日～12月10日は人権週間です。「人権のないところに平和は存在しない」と言われ、人権の尊重が平和の基礎であるとの認識が世界共通となっています。

「人権」とは、「全ての人々が生命と自由を確保し、それぞれの幸福を追求する権利」あるいは「誰もが生まれながらにもっている、人間が人間らしく生きる権利」です。しかし今でも、差別的な表現、いじめや虐待、ストーカー行為など、他者の人権を考えないような問題が起きています。

誰もが幸せに暮らせるようお互いを思いやり、人権を尊重する社会を築いていくことが大切です。

## 東京都人権プラザのご案内

東京都人権プラザは、東京都が設置した人権啓発のための施設です。パラリンピック競技用の車いす等を見て触れる展示や、高齢者、障害者、妊婦等が感じている様々なバリアの一部を体験できるゾーン、図書資料室等もあり、人権について「気づき」「理解し」「体験し」「交流する」ことができます。是非一度訪れて、人権について学んでみませんか。



所在地：東京都港区芝2-5-6  
芝256スクエアビル1階・2階  
電話：03-6722-0123  
HP：http://www.tokyo-hrp.jp/  
開館時間：9時30分から17時30分まで  
休館日：日曜日、年末年始

## 12月10日から16日までは「北朝鮮人権侵害問題啓発週間」です 東京に関連する拉致被害者・特定失踪者等も数多く存在します

政府が認定した拉致被害者のほかにも、特定失踪者など、拉致の可能性を排除できない方々が多数存在します。この中には、都内に住んでいた方、都内で失踪した方々も数多く含まれており、50人以上の消息がまだにつかめていません。

すべての拉致被害者の早期帰国が実現するよう、一人ひとりの声によって、拉致問題解決を後押ししていきましょう。

「拉致被害者救出運動」写真パネル展 入場無料

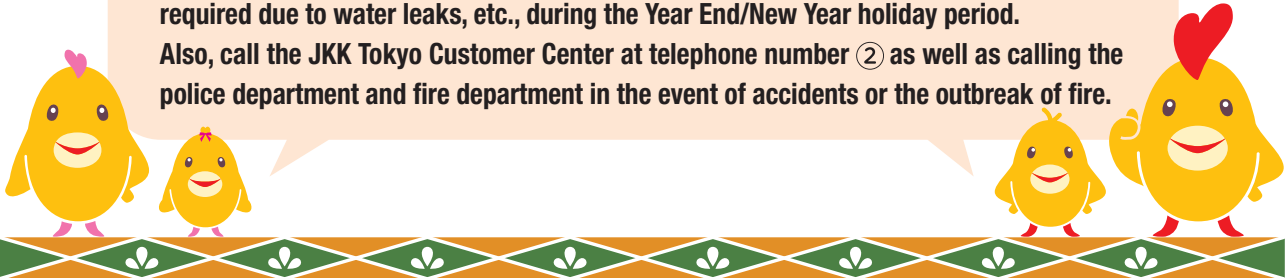
- 都庁会場：12月9日(月)～13日(金)  
9時30分～17時30分(13日は17時まで)  
都庁都政ギャラリー
- 中央図書館会場：12月15日(日)～26日(木)  
平日10時～20時 土日祝日10時～16時30分  
都立中央図書館企画展示室



# Information on year-end and New Year holidays

- JKK's year-end and New Year holidays (closed) dates are as follows.  
 ➔ **28 December (Sat) to 5 January (Sun)**
- Management offices year-end and New Year holidays (closed) dates are as follows.  
 ➔ **30 December (Mon) to 3 January (Fri)**  
 (Except for certain housing.)

Call the JKK Tokyo Customer Center at telephone number ② if emergency repairs are required due to water leaks, etc., during the Year End/New Year holiday period. Also, call the JKK Tokyo Customer Center at telephone number ② as well as calling the police department and fire department in the event of accidents or the outbreak of fire.



## JKK Tokyo Customer Center telephone numbers

★ Persons wishing to contact the area office, please also use this telephone number.

**Reception hours 9:00 a.m.~6:00 p.m.** (Closed on Saturday, Sunday, national holidays and year-end and New Year holidays)

You will be connected to the operator after an automated guidance message stating "This call will be recorded for the purpose of improving quality" has been read out

- Consultation regarding various procedures, payment of rent, living conditions

①  **0570-03-0031**

- Application or consultation regarding repairs

②  **0570-03-0032**

\* Call phone No. ② for emergency repair of leaks, etc., accidents, fire, or other issues pertaining to the safety of residents **(Call center operates 24 hours a day, 365 days a year)**

- Calls to 0570 numbers will be charged at the local-call rate if made from a landline (Public telephones and PHS excluded)
- If calling from a mobile phone, any free-call or discount services of the phone company will not apply.

- Residents who are unable to use Navi-Dial and residents using free cell phone call services and discount services

- Consultation regarding various procedures, payment of rent, living conditions

①  **03-6279-2962**

- Application or consultation regarding repairs

②  **03-6279-2963**

\* Call phone No. ② for emergency repair of leaks, etc., accidents, fire, or other issues pertaining to the safety of residents **(Call center operates 24 hours a day, 365 days a year)**

Telephone numbers can also be obtained here ➔



If you are not in a hurry, please avoid calling between **9:00 am and 10:00 am in the morning on Mondays or the day following a holiday, as phone lines are always very busy at these times.**