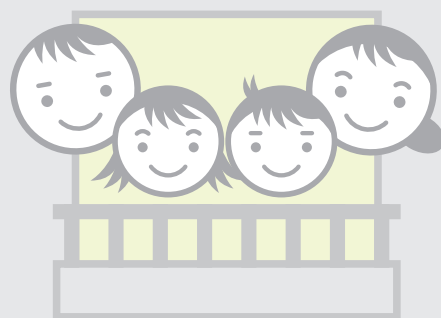
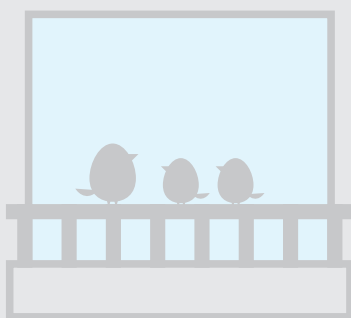
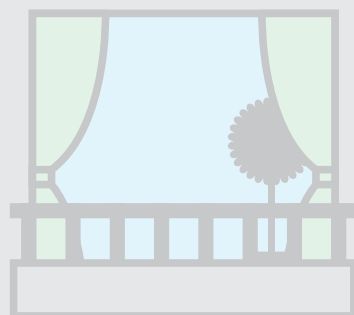
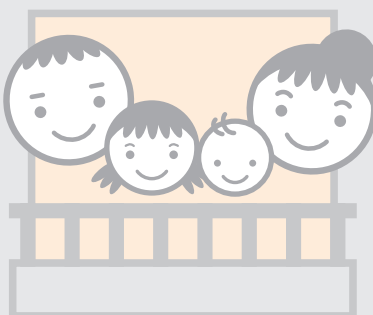
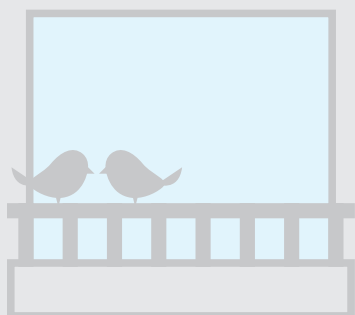
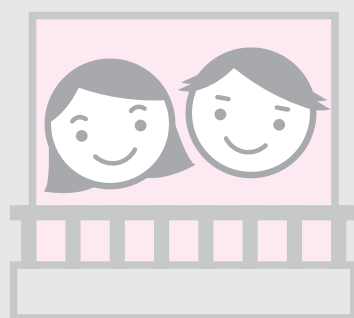
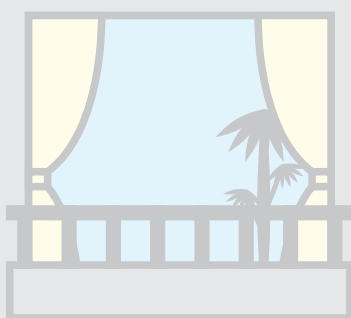
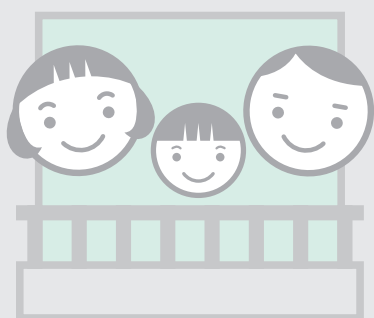


# Living in Public Housing



ひとと、くらしをあったかく。

JKK東京

# Introduction

Thank you very much for moving into JKK Tokyo (Tokyo Metropolitan Housing Supply Corporation) rental housing. This Living in Public Housing guide is a summary of contractual matters and standard rules of living that you should be aware of, and it will make living in JKK housing a much more comfortable experience. Please be sure to read this guide thoroughly after you move in.

We ask that you respect other residents and follow the rules of daily life.



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Information for JKK housing tenants is also available on the JKK website.



Japanese version only

# Resident Service Windows after Moving In

If you need to contact JKK by phone for repairs and other procedures, please call the JKK Tokyo Customer Support Center or the management office.

The management office and your local consultation center accepts applications, notifications, consultations and requests for various procedures. If the management office is closed, please contact the JKK Tokyo Customer Support Center.

Please note that the JKK Tokyo Customer Support Center and consultation centers are closed on Saturdays, Sundays, national holidays and during the year-end/New Year's holidays.

## Inquiries by phone

### JKK Tokyo Customer Support Center

For all procedures: **0570-03-0031**

For repair applications: **0570-03-0032**

Hours: 9 a.m. to 6 p.m., Monday to Friday (excluding Saturdays, Sundays, national holidays and the year-end/New Year's holidays)

Note: If you unable to use Navi-dial, or if you are using free or discounted minutes on your cellphone service, please call the following numbers:

For all procedures: **03-6279-2962**

For repair requests: **03-6279-2963**

Applications and notifications for  
all procedures  
Service window for consultations  
and requests

**Management  
office**  
or  
**Local consultation  
center**

For water leaks and other emergency repairs, accidents, fires, and other emergencies that may affect the safety of residents:

**0570-03-0032** (available 24 hours a day, 365 days a year)

## About Management Office.....

JKK has set up a management office in most housing complexes. The staff at these offices handle various reception duties, manage paid parking lots and community salons, and provide other services, including consultation services for residents.

The management staff are also thoroughly educated in how to handle the personal information (such as residence certificates) we receive from you when you submit applications and notifications for various procedures. We make every effort to ensure the security of this information and promptly send it to the local consultation center as soon as we receive it.



# Moving into JKK Housing

## 1 When Moving In

### Signing a Lease Contract

You become an official JKK tenant on the day you sign your lease contract (date of contract) and are responsible for adhering to all rights and obligations related to the use of public housing.

### Receiving Your Keys

You will receive your keys after you sign the lease contract. We will hand you three sets of keys (six for some residences). Because JKK does not keep spare keys (including in the management offices), please store yours safely.

### When You Move In



**Once your moving date is set, be sure to contact the management office right away.**

(1) Moving trucks may not be able to enter the housing complex property due to "car stoppers" and other obstacles.

Note: When you contact the management office, the staff will tell you about entry routes for the moving trucks and where to park.

(2) Since the number of elevators in the buildings is limited, moving in may take more time than you expected if you are moving in on the same day that other tenants are moving in or out.

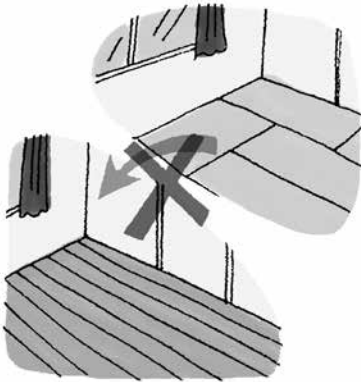
Note: If several tenants are planning to move in on the same day, we may ask you to change your moving date.

(3) On the day you move in, please come to the management office (or the next business day if the management office is closed that day) during business hours so that the staff can explain the rules of life in the complex (such as garbage disposal) to you.

### Occupancy

Start your occupancy within twenty days of signing the lease contract, and be sure to update your residence card with your new address.

## Repairs to Your Residence



### (1) Repairs when moving in

Please note that if the building you are moving into is not new, the degree of wear and tear may vary from unit to unit. If you have any questions about the condition of your room when you move in, please contact the JKK Tokyo Customer Support Center or the management office as soon as possible.

If you report to JKK that something was broken or went missing between the time you moved in and when you move out, or three months or more after moving in, you may be responsible for the cost of repairing or replacing the item or damaged part even if you were not responsible for it being broken or going missing.

### (2) Repairs after moving in

You will be responsible for all costs related to fixing or cleaning your unit after you move in. (However, for wear and tear caused by normal use, refer to the repair cost burden classification table.) As a general rule, making significant changes to the interior (such as changing tatami mats to wood flooring, changing the wallpaper and so on) are not allowed.

Please note that if you redecorate your unit without permission and move out, you may be required to pay a large amount to have it restored to its original condition.

## Obtaining Utilities

- **Please contact the necessary providers directly to begin receiving electricity, gas and water.**

Complete the procedures for each provider at least two to three days before moving in. If you delay, you may not have access to these utilities from the date you move in.

- Please contact telephone and Internet service providers directly to set up service. You are responsible for all installation and usage fees. Since it may take a few days to start using these services after you apply, please check with the service providers in advance.

### Changing electrical power capacity

If you want to change the contracted capacity (amperage) of electric power, please apply to the power company you have a contract with. The maximum amperage differs for each building (and is indicated on the distribution board for the building).

#### ● Approximate amount of electricity available for each amperage

Amperage	10A	15A	20A	30A	40A	50A	60A
Total amount of electricity available	1000 watts	1500 watts	2000 watts	3000 watts	4000 watts	5000 watts	6000 watts

## Internet Connection



## Connection and Communication Methods

If you want Internet service, please contact your desired provider directly. JKK is working with telecommunications companies to develop an environment that can handle high-speed Internet services. Since the situation differs by building, however, first please ask your desired telecommunications company about the use and installation of Internet services in your building.

### (1) VDSL

Optical fiber cables from a telephone substation or the like are hard-wired to the building, and telephone lines connect the VDSL device installed in the common area to the units. You can use the Internet by connecting your computer or other device to the telecommunications company's VDSL modem that is connected to the telephone outlet in your unit.

### (2) LAN wiring (only available in some buildings)

Optical fiber cables from a telephone substation or the like are hard-wired to the building, and LAN cables connect the LAN device installed in the common area to the units. You can use Internet services by connecting your computer or other device to the LAN outlet in your units.

### (3) Optical fiber cables

Optical fiber cables from the telephone station or the like are wired directly to your room. You can use Internet services by connecting your computer or other device to the broadband router connected to the telecommunications company fiber outlet in your unit.

### (4) Cable television (CATV) wiring

The local CATV operator's service network is wired from the CATV station to the building, and coaxial cables are used to reach the units. You can use the Internet by connecting your computer or other device to the CATV operator-supplied cable modem connected to the TV terminal in your unit.

## Inquiries and Applications

### (1) VDSL, LAN and Optical Fiber (as of April 2020)

Company	Contact	Hours
Nippon Telegraph and Telephone East Corporation	FLET's Reception Center 0120-116116	9 a.m. to 5 p.m. (including Saturdays, Sundays, national holidays except the year-end/New Year's holidays)
KDDI Corporation*	KDDI Broadband Campaign Center 0120-92-5000	9 a.m. to 9 p.m. (including Saturdays, Sundays and national holidays)
U-NEXT Co., Ltd.* (Formerly Arteria Networks Corporation)	U-NEXT Application Window 0120-979-524	11 a.m. to 7 p.m. (including on Saturdays, Sundays and national holidays)
Sony Network Communications Inc.	NURO Apartment Support 0570-099-130	10 a.m. to 6 p.m. (including on Saturdays, Sundays and national holidays)

Notes:

1. You can only apply for services with an asterisk (\*) if the telecommunications company is already connected to your building.
2. LAN services can only be used in buildings that already have LAN cables installed.



## Internet Connection

### (2) CATV (as of April 2020)

Company	Available areas	Contact
its communications Inc.*	Meguro, Ota, Setagaya, Shibuya, Machida	0120-109-199
Iruma Cable TV *	Mizuho	0120-055-037
J:COM Tokyo Co., Ltd.*	Chuo, Minato, Shinjuku, Taito, Sumida, Ota, Setagaya, Nakano, Suginami, Kita, Itabashi, Nerima, Adachi, Edogawa, Hachioji, Tachikawa, Musashino, Mitaka, Fuchu, Akishima, Chofu, Koganei, Kodaira, Hino, Higashi-Murayama, Kokubunji, Kunitachi, Komae, Higashi-Yamato, Kiyose, Higashi-Kurume, Musashi-Murayama, Tama, Akiruno, Nishi Tokyo, Hinode	0120-999-000
J:COM Saitama · Higashinohon Co., Ltd.*	Adachi	0120-999-000
J:COM Chiba Co., Ltd.*	Katsushika	0120-999-000
J:COM Shonan · Kanagawa Co., Ltd.*	Machida, Inagi	0120-999-000
Tama Cable Network	Fussa, Ome, Hamura, Mizuho	0428-32-1351
Tama Television	Tama, Hachioji, Machida, Inagi	0120-118-493
Tokyo Cable Network Inc.	Bunkyo, Arakawa, Chiyoda, Chuo, Shinjuku	0800-123-2600
Tokyo Bay Network Co., Ltd.	Chuo, Koto	0120-44-3404
Toshima Cable Network Co., Ltd.	Toshima, Itabashi	0120-59-5144
Cable Television Shinagawa Inc.	Shinagawa, Minato, Meguro, Ota	0120-559-470

#### Notes:

1. The areas listed include those where service is provided within the whole municipality or in part of the municipality.
2. The asterisk (\*) indicates companies that provide services in multiple prefectures.

#### Points to note

- You are responsible for making the contract with the telecommunications company and paying the installation and service fees.
- JKK will not be held responsible for any telecommunications problems, including connection failures.
- Depending on the usage at the property in question and other factors, it may take some time to begin providing the service or to expand the network, so please check with your desired telecommunications company in advance.

## Internet Connection

- If you are applying for service at an electronics retail store or the like, please check directly with your desired service provider in advance.
- LAN, VDSL and CATV use the power supply of the common areas. If that power supply is interrupted due to an inspection, malfunction, accident or other reason, Internet service may be temporarily unavailable.
- JKK has concluded agreements with telecommunications companies. These companies must complete any applications to JKK regarding the installation of Internet equipment. If a telecommunications company asks you to get permission from JKK or any other question, please ask them to contact JKK directly.
- For wireless Internet services that do not require installation work in the common areas or your unit, please contact the provider directly. (It does not have to be a provider listed above.)
- Equipment that you set up must be removed when you move out.

## 2

## When Moving Out

### Submit a Moving-Out Notification

If you plan to move out, please submit a moving-out notification to the management office or local consultation center according to the instructions below before your moving date (date of returning keys to JKK) as shown below.

If you submit your notification late, even if you have returned your keys, you will be charged a daily rate of rent calculated from the date your notification is received.

**Once we receive your moving-out notification, we will begin seeking new tenants, so you may not change your moving-out date after you submit your notification.**

Submission dates for moving-out notifications

General rental housing: Until fourteen days before the moving-out date

Subsidized Housing: Until thirty days before the moving-out date

Fixed-term lease contract: Until one month before the moving-out date

Note: The submission dates listed above may not apply, so please check your contract.

### Notification of Moving-Out Date

Once your moving-out date is set, please contact the management office. You will be notified about the parking space for moving trucks, garbage disposal procedures and other explanations.

### Returning Keys

**Return all keys to the management office or local consultation center by your moving-out date.**

If you are late in returning your keys, the necessary restoration work will be carried out without them and you will be charged separately for changing the lock.

### Room Assessment (including objects you installed)

When you move out, you will be required to restore the unit (including removing any objects you installed) to the condition it was in when you moved in. If you move out without doing so, JKK will perform the restoration work on your behalf and charge you for the costs incurred.

Based on the Tokyo Metropolitan Housing Supply Corporation Housing Damage Assessment Standards, JKK will assess the required restoration costs and calculate the amount you must pay.

You may ask to be present during the assessment.

Note: Do not remove the instruction manuals for your unit's facilities.

### Settle all electricity, gas, water, telephone, and Internet (wired) usage fees

**Contact your electricity, gas, water, phone and Internet (wired) providers directly and complete the procedures to settle all usage fees**

Notes:

1. The monthly charges only include the amount calculated until the regular meter reading date. If you use services after that date, you will have fees to settle.
2. It may take some time after the cancellation procedure for the phone or Internet provider to remove the associated equipment.

## Handling Rent and Common Fees for the Month You Move Out

### (1) Paying rent and common fees

The rent and common fees for the month you move out will be prorated as follows:

#### [Calculation]

Prorated rent = Monthly rent × Days rented/30 days (rounded to the nearest ten yen)

Note: The rent, common fees and parking lot fees will be totaled up after each is calculated.

### (2) Deposit settlement

The deposit you paid when you moved in will be applied to any unpaid rent, unpaid common fees, late fees, housing restoration fees and other costs. You will receive the remainder after moving out. If your deposit does not cover all you owe, however, we will charge you the remainder.

Please note that settlement takes about two months after moving out.

#### [Calculation]

Late fee = Amount billed (rent + common fees) × 14.6%/365 days × Number of days overdue from the first of the following month (rounded down to the nearest ten yen)

Note: The rent, common fees and parking lot fees will be totaled up after each is calculated.



## Paying Rent, Common Fees, Parking Lot Fees (Rent and Other Payments)

### Payment Method

Please use account transfer (automatic deduction from your bank account) for monthly rent and other payments.

To use account transfer, please fill in the necessary information on the automatic bank transfer request form we sent along with the notice of assessment results. Affix your personal seal (or signature) (except for seal-less accounts) and complete the procedures at one of the financial institutions JKK has designated (listed below).

It will take about two months from the time you complete the procedure to start the account transfer. You will receive an account transfer commencement notice when your account registration is complete. Until your account registration is finalized, please pay at a financial institution counter using the payment slip\* sent with the notice of assessment results.

\*Payment slips can be used only at certain financial institutions. You may not use them to pay at post offices. Please see the information on the payment slips for more details.



### Financial institutions designated by JKK

The financial institutions JKK has designated to handle rent and other payments are listed below.

**(1) Financial institutions offering account transfer services at all Japan branches**

Mizuho Bank / SMBC/ MUFG Bank

Resona Bank / Japan Post Bank / Kiraboshi Bank / Shinsei Bank

**(2) Financial institutions offering account transfer services at branches within Tokyo**

Yamanashi Chuo Bank / Towa Bank / Higashi-Nippon Bank / Tokyo Star Bank

Aeon Bank / Sumitomo Mitsui Trust Bank / Mitsubishi UFJ Trust and Banking Corporation

Shinkin bank (those with head offices in Tokyo)

Japan Agricultural Cooperatives (in principle, those with head offices in Tokyo [excluding the island municipalities])

Note: Some financial institutions and stores other than those listed above can be used as well.

For more information, please contact the JKK Tokyo Customer Support Center.

### Account Transfer Date (payment deadline)

The rent for the current month will be deducted from your account on the seventh day of that month (or the next business day if the financial institution is closed).

### Change Designated Account

If you wish to change the account you use for account transfers, please contact the JKK Tokyo Customer Support Center, and we will send you the documents necessary for the procedure.

## If You Are Late Paying Rent

If we cannot confirm your payment by the deadline, we will contact you via phone or other method. (Note: Your guarantor may also be contacted.)

If your rent is delinquent for three months or more—or more than the months covered by the deposit for parking lot fees—your lease contract will be voided and you will be required to vacate the unit and parking lot.

### Rent Revisions

JKK may revise your rent for the following reasons:

- If JKK deems it necessary to maintain parity with the rents of similar housing in the neighborhood
- If JKK deems it necessary due to changes in prices or other economic circumstances
- If JKK has conducted work on the rental housing, attached facilities or within the housing complex property
- Other times JKK deems it necessary

If we do plan to revise your rent, we will notify you at least one month before the revision takes effect.

### Revisions to Common Fees

Common fees are used to maintain and manage the common areas and facilities. JKK considers the maintenance and management situation of the common areas as well as price fluctuations and other factors, and revises the common fees as necessary.

If we do plan to revise the common fees, you will be notified at least one month before the revision takes effect.

### Revisions to Parking Lot Fees (including revision of motorcycle parking lot fees)

JKK may revise parking lot fees for the following reasons:

- If JKK deems it necessary due to revisions in taxes and public dues, or changes in prices and other economic situations.
- The fee will be reviewed every three years for each building. If JKK deems it necessary based on the parking lot fees of similar private parking facilities in the neighborhood and the parking lot fees of other JKK facilities, we will revise the fees.
- If JKK has had work done on the parking lots, attached facilities or the parking lot site.

If we do plan to revise the parking lot fees, you will be notified at least one month before the revision takes effect.

### Calculations of Prorated Rent and Parking Lot Fees

Rent and other payments for the months when the lease period is less than a month (such as the month you are moving in or moving out) will be calculated on a prorated basis. One month will be designated as thirty days, and any amount less than ten yen will be rounded.

**[Calculation] Prorated rent = Monthly rent × days rented/30 days (rounded to the nearest ten yen)**

Note: The rent, common fees and parking lot fees will be totaled up after each is calculated.

### Calculation of late fees

If you are late in paying rent and other payments, you will be charged a late fee based on the amount you owe. The late fee is calculated based on the number of days payment is overdue (from the first of the month after the month you are late in paying), and the amount will be rounded down to the nearest ten yen.

**[Calculation] Late fee = Amount billed (rent + common fees) × 14.6%/365 days × Number of days overdue from the first of the following month (rounded down to the nearest ten yen)**

Note: The rent, common fees and parking lot fees will be totaled up after each is calculated.

# 4

## Applications and Notifications While You Are a Tenant

You must file an application or notification to JKK in the cases outlined below. The forms are available at the management office or consultation center, and you can also have the JKK Tokyo Customer Support Center mail them to you.

Since we will confirm your identity when you submit your application or notification, **please make sure the person submitting the form brings along some form of personal official ID.**



### Where to submit forms: the management office or local consultation center

**Each application has its own eligibility requirements and conditions. Please inquire about this before proceeding.**

### Applications that JKK must approve

Application	When to file	Overview
<b>Cohabitation Application</b>	When you want to add a relative to your lease	The person must be a relative of the tenant within the third degree of kinship. <b>You are not permitted to have friends or acquaintances live with you.</b>
<b>Application for Change in Registered Tenant</b>	When you wish to change the registered tenant to a different member of the household because the registered tenant has passed away or is leaving the property	You may change the registered tenant to a different member of the household. <ul style="list-style-type: none"> <li>• <b>For Subsidized Housing, the registered tenant can only be changed to a household member who moved in along with said registered tenant.</b></li> <li>• If your deposit is insufficient due to a rent revision, you must pay the remaining amount.</li> </ul>
<b>Application for Change of Guarantor</b>	When your current guarantor passes away or loses qualification When you wish to change your guarantor, such as when you are switching to a guarantor company	If you use a guarantee company, the guarantor company will screen you, and you will be required to pay a guarantee fee. <ul style="list-style-type: none"> <li>• If your deposit is insufficient due to a rent revision, you must pay the remaining amount. If you are not using a guarantor company, you may choose to postpone the payment.</li> </ul>
<b>Application to Change Floor of Residence*1</b>	When you wish to move to the first or second floor of the same building due to physical reasons or the like	Households with members who are physically disabled, have difficulty walking, or are children of elementary school age or younger can apply to switch floors. (Applications will be accepted only after a vacant unit becomes available.)
<b>Application for Home Improvement Work*1</b>	When you wish to make home improvements because members of your household are elderly and/or disabled	JKK will pay for selected facility improvements such as the installation of handrails.
<b>Application for Remodeling Approval*2</b>	When the tenant wants to make certain changes to their unit at his/her own expense for personal reasons	Before making changes to the unit, such as installing shower toilets or dishwashers, you must get JKK's approval. As a rule, you will be required to restore the unit to its original state when moving out, but you may be exempt from doing so if certain conditions are met.
<b>Application for Issuance of Certificates and Reissuance of Contracts</b>	When you need a residence lease certificate, cancellation certificate, rent payment certificate, or parking lot fee certificate issued When you need a lease contract (including for parking lots) reissued	You can have the necessary certificates issued. For contracts, you will receive a copy of the contract JKK holds.

\*1 Applications to change the floor of residence and for remodeling approval may not be accepted for some buildings.

\*2 You do not need to file an application for the following remodeling work:

Category	When this applies
Concrete plugs (screwed into holes drilled into the wall and the like)	For securing furniture and the like Hole (diameter of 9 mm; depth of up to 2.5 cm) · Cannot be inserted near electrical switches, outlets or breakers
Installing air conditioners	When there is a space already designated for installing outdoor units When installing a panel on the window for air supply and exhaust holes, and installing an outdoor unit on the balcony For units facing the common corridor when there are outlets for sleeves and air conditioners If you require a dedicated circuit outlet for installing the air conditioner, JKK will pay for a dedicated outlet (100V) for the air conditioner to be installed. (1) Only if there is space to appropriately install the outdoor unit (2) Tenants are responsible for procedures and fees to switch to a 200V outlet, and for restoring the room to its original state when moving out
Installing a satellite dish	Note: When installing onto the balcony railing, a satellite dish cannot be installed in the following situations: 1. If it interferes with disaster-related evacuations 2. If the dish cannot be fixed in place 3. If the dish extends beyond the balcony railing
Replacing the front door lock	When changing to a lock cylinder that provides greater security
Water purifiers that connect directly to the faucet	
IH cooking stove	When the pipes and wiring allow the installation of an IH cooking stove, install a model that fits into the space for gas stoves

For more details about \*1 and \*2, please contact the JKK Tokyo Customer Support Center.

## Notifications to submit to JKK

Notification	When to submit	Overview
<b>Notification of Change to the Number of Household Members</b>	When there is a change in the number of household members due to birth, death or someone moving out	Submit the notification as soon as possible if your household members change in number. If the number of members will increase for reasons other than birth, you must also file a cohabitation application.
<b>Notification for Change in Registered Matters</b>	When there is a change in the following registered matters: · Change of the registered tenant's name (legal name), contact phone number or place of work · Change of a household member's name (legal name) · Change of guarantor's address or telephone number · Change of emergency contact	Submit a notification to JKK as soon as possible if there is a change in registered matters. Please do the same if your emergency contact will change.
<b>Absence Notification</b>	When all household members will be absent from the residence for thirty days or more, up to one year	You can submit the notification for up to one year. If you will be absent for longer than a year, you must submit another notification. You are required to pay rent and other payments even while you are absent. Be sure to contact JKK when you return.
<b>Notification for Use of Adult Guardianship System</b>	When a court determines that the tenant must be placed under guardianship or conservatorship, or receive assistance, or when a voluntary guardian contract takes effect	If you submit a notification for use of the Adult Guardianship System, JKK will send documents to the separate registered address.
<b>Notification for Use of Service Dogs</b>	When a tenant certified as physically disabled will be using a service dog within the residence	Submit a notification as soon as possible if you will be using a service dog.
<b>Moving-Out Notification</b>	When moving out	The submission deadline differs depending on the type of housing. Check your contract and submit the notification accordingly. You cannot change your moving-out date once you submit the moving-out notification.



## Procedures for Using Paid Parking Lots

You must apply to use any parking lot that JKK manages.

Eligibility for parking lot application is as follows:

- (1) The applicant must be the registered tenant of the building
- (2) The registered tenant or cohabitant must be the user listed on the vehicle inspection certificate
- (3) The size of the car must not interfere with the use of the parking lot. (There are restrictions on this for each parking lot. Please contact us for details.)
- (4) You must not be delinquent in your rent or other payments

Notes:

1. As a rule, only one vehicle may be registered per household.
2. You can also apply to park private taxis as well as business vehicles and cargo vehicles (light trucks) for small-size motor truck transportation businesses.

In the following cases, you can also apply on the condition that you submit a written pledge or certificate:

- When the user listed on the vehicle inspection certificate is not the tenant but the user can be changed
- When you are planning to buy a vehicle and can submit documents that confirm the size of the vehicle
- When the user listed on the vehicle inspection certificate is the company you own and you can submit the necessary confirmation documents
- When the user listed on the vehicle inspection certificate is the company you work for and you can submit the necessary confirmation documents

### Consultations about various procedures, rent payment and other lifestyle issues:

JKK Tokyo Customer Support Center



**0570-03-0031**

Hours

**9 a.m. to 6 p.m., Monday to Friday**

(excluding Saturdays, Sundays, national holidays and the year-end/New Year's holidays)

Note: If you are unable to use Navi-Dial, or if you are using free or discounted minutes from your cellphone service, please call the following number.

**☎ 03-6279-2962**

## 5 Repairs to the Residence

Ignoring minor damage can cause an unexpected accident. If there is an equipment failure or damage to your residence, please contact the JKK Tokyo Customer Service Center or the management office to arrange repairs as soon as possible.



### Repairs Conducted at the Tenant's Expense

As explained at the time you signed the contract, the scope of repairs to be made at a tenant's expense is as specified in the repair cost burden classification table, including repairs that occur due to the tenant's intentional or negligent or unusual use of facilities.

Please see the repair cost burden classification table for specific details.

### Application for Repairs

If repairs are necessary, apply to the JKK Tokyo Customer Support Center or management office.

For urgent repairs, accidents or fires, you can contact JKK outside of business hours.

- **Repairs conducted at the tenant's expense**

For repairs the tenant must pay for, you must contact a contractor yourself.

The JKK Tokyo Customer Support Center can refer you to repair contractors.

- **Repairs conducted at JKK's expense**

Once the repairs are complete, please sign the work completion confirmation form the contractor (repair company designated by JKK) brought you.

## For applications and inquiries regarding repairs

JKK Tokyo Customer Support Center



**0570-03-0032**

Hours 9 a.m. to 6 p.m.

(excluding weekends, holidays, and the year-end/New Year's holidays)

Notes:

1. **The line is available 24 hours a day, 365 days a year for emergency repairs such as leaks, accidents and dire emergencies, as well as other emergencies related to the safety of tenants.**

2. If you are unable to use Navi-Dial, or if you are using free or discounted minutes from your cellphone service, please call the following number.

**☎ 03-6279-2963**

# Life in JKK Housing

In a housing complex, people with different philosophies, jobs and many other characteristics live together in a single building.

As one of these residents, you must understand the peculiarities of communal living—such as the fact that the floor of your unit is the ceiling of the one below, and that some walls of your unit are also the walls of the ones next door—and follow the rules and respect the other residents of your housing complex.

## 1 How to Use the Common Areas

### Multi-tenant mailbox

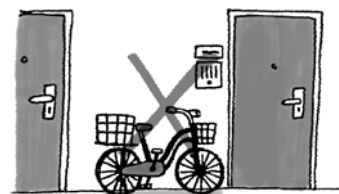
There is a multi-tenant mailbox installed in the entrance hall of each building. To prevent mail and other packages from being delivered to the wrong place, please attach a nameplate or something else with your name on it to your mailbox.

### Corridors and stairways

Please walk quietly in the corridors and on the stairs. The sound of footsteps when wearing high heels, geta, or sandals is especially loud. Please be considerate when using the common areas early in the morning and late at night, such as when returning home.

Please do not leave personal belongings in the corridors or on the stairs, since this will both impede traffic and hinder evacuation in an emergency.

Letting children play in these common areas is dangerous and can be an annoyance to your neighbors, so please be responsible.



### Meter box

The space for the meter box is a common area that houses shared equipment, pipes and wires. The meter box contains the main water and gas taps as well as meters for electricity, gas and water. Even if there is space in the area, do not place personal belongings here, as it will be an obstacle during inspections and emergencies.

### Elevators

When using elevators in buildings, please keep the following in mind:

- Do not jump around in the elevators
- Only press the button for the floor you are going to
- Do not lean on the door or touch it unnecessarily
- Do not smoke inside the elevators
- Do not use elevators during fires and earthquakes

Do not panic under any circumstances

If you become trapped in an elevator or if there is a power outage, please press the emergency button to contact an operator and follow the instructions given. Emergency lights will automatically activate during a power outage, so please stay calm.

## Garbage disposal sites

Garbage should be disposed of on the designated days at the garbage disposal site or other designated area. Follow your local sanitation office's instructions on how to sort and dispose of garbage and the designated collection days.



## Parking lots

Only tenants who have signed a contract for parking are allowed to use the parking lots. If you park in a location other than the parking lot without permission, it is likely to cause trouble for other tenants and interfere with the passage of moving trucks, emergency vehicles and garbage trucks. Please do not park in areas other than the parking lots.



## Bicycle parking lots

Please be considerate to other tenants when using the bicycle parking lots and keep the following in mind when using them.

- Only bicycles, unicycles and tricycles can be parked in the bicycle parking lots
- Lock your bicycle to prevent theft. This is your responsibility and risk. JKK is not responsible for any damage resulting from theft or other incidents.
- You are responsible for disposing of bicycles and similar vehicles that you no longer ride



## Squares and children's parks

### ● Squares

Public use is permitted, but private occupancy is prohibited.

### ● Children's parks

In addition to the children's parks that JKK provides, other children's parks are established by the Tokyo Metropolitan Government or your local municipality. All are managed by the respective entities that built them. Since these facilities are for young children, please be careful to play safely and avoid accidents. Please contact the management office or JKK Tokyo Customer Service Center immediately if you find any problem with any of these playground facilities.

## Community salons

Some buildings have a community salon that can be used for residents' meetings and other gatherings and activities. (Some community salons also allow other local residents access.)

Community salons are communal facilities available for various events such as welfare and cultural activities. They cannot be used for gatherings put on to make money, gatherings of religious organizations, or campaign speeches.

The person in charge of an event as well as the others who participate should take responsibility when using these facilities and use them with consideration for others. Please always clean the room and return it to its original condition when you are finished.

Please contact the management office or JKK Tokyo Customer Support Center for more details about using community salons.

## 2

## Points to Keep in Mind in Daily Life

### Be careful about the sounds of daily life

Concrete buildings transmit sound very easily. Although making some noise during the activities of daily life is unavoidable, please keep the following points in mind, since the sounds you make in your apartment may lead to complaints from other tenants nearby.

- Volume of audio devices, televisions and musical instruments
- Sounds of running or jumping around in the room
- Sounds of opening and closing doors or windows
- Sounds of bathing or washing clothes late at night



### Prevent water leaks

Water permeates concrete very easily, so even a small amount of spilled liquid may seep through to the floor below or cause liquid to drip. Please note that the person responsible must pay for any damages caused by water leakage.

The only part of your unit that is completely waterproof is the bathroom floor. If you spill water in any other rooms, on the balcony, in the entryway or common corridor or any other part of the building, it may cause damage, so please be careful of the following:



- Water may overflow in bathrooms and washrooms because a drain is clogged by hair or other debris, so please clean them frequently. Please also avoid flushing foreign objects down the toilet.
- Periodically check your washing machine's water supply connection and drain hoses, and keep the drain clean
- Do not apply water to clean your balcony or entranceway. Please also be sure to clean the balcony drain.

Note: JKK is responsible for cleaning the drainage pipes from your bathroom, washroom, kitchen and washing machine area.

### Pets

JKK prohibits tenants from keeping animals other than small birds and fish. This is to maintain order and hygiene in the community. You are also prohibited from feeding cats, pigeons and other wild animals on your balcony and within the building property.



## Outdoor advertisements

Displaying posters, flags, banners and the like on exterior walls, balconies, rooftops, utility poles, trees, other structures, exterior fences as well as retaining walls within the building property is prohibited.

## Ventilation

Concrete buildings are prone to moisture buildup inside. This can cause mold and stains to form on the walls and other surfaces, so be sure to ventilate regularly.

In addition, since JKK uses aluminum sashes on window frames, which keeps things very airtight, condensation forms frequently in the winter when heating equipment is used. This is especially common in places where there is a lot of cold and warm air circulating, such as north-side walls and bathrooms.

While condensation and other moisture buildup are difficult to avoid in concrete buildings, please take the following precautions to limit them as much as possible:



- Ventilate regularly
- On sunny days, open windows and closet doors for as long as possible to improve the air circulation inside
- Mold often grows on walls during the rainy season, especially inside closets and behind furniture. Be sure to leave space between furniture and walls to prevent this.
- If mold does appear, please use mold remover or the like to remove it
- In units with a 24-hour ventilation system, run the ventilation fan constantly and keep the air supply vents of the rooms open

# 3

## Disaster Prevention, Crime Prevention, and Safety Confirmation

In times of disaster, it is common for vital services such as electricity and water to fail. It is therefore a good idea to prepare for emergencies on a regular basis.

To prevent crime, develop habits such as locking your door even when you go out for a short time.

## Fires

If a fire breaks out in your building or neighborhood, please call 119 immediately. Be aware that the flames may spread to your balcony and reach laundry and other items there. If a fire breaks out, bring your laundry and other items inside immediately and close your windows.

If a fire breaks out in your unit, use the fire extinguisher provided to conduct initial firefighting activities. Keep the residential fire extinguisher JKK provides in its designated position and use, inspect and maintain it according to the instructions attached.

If you are forced to evacuate, avoid using elevators and go to a safe place as soon as possible. Make sure to assess your evacuation route on a regular basis. You can also evacuate via your balcony by breaking the door plate that leads to your neighbor's balcony. Use the nearest evacuation hatch to evacuate to a lower floor.

To ensure that your evacuation routes are always open and available, please do not place objects near the door plate or evacuation hatch.

## 《Regular Inspection of Fire Extinguishers》

- (1) Confirm that the extinguisher is not rusted, scratched or deformed.
- (2) Check the pressure gauge to ensure that the red pointer is in the green zone. If the gauge indicates an abnormality, please contact the JKK Tokyo Customer Service Center immediately.

## Fire Prevention Measures

If you want to install an air conditioner in a room on the common corridor side, the law requires you to take a fire prevention measure where the refrigerant pipe penetrates the wall (a sleeve for the air conditioner). This involves using fireproof compartment penetration material certified by the minister of Land, Infrastructure and Transportation and evaluated by the Fire Equipment and Safety Center of Japan. You are responsible for installation fees.

The Fire Service Act also requires the use of flameproof curtains in high-rise residential buildings (approximately eleven stories or more).

## Earthquakes

During an earthquake, it is dangerous to rush outside, into the corridors or stairs. Avoid using elevators.

Stay calm and check the sources of fire first. An earthquake can strike at any time, so before you have to deal with that, please take measures to prevent your furniture from toppling. It is also important to determine with your household members about how you will contact each other if an earthquake strikes when some or even all family members are not at home. You should also prepare an emergency bag for each household member. When a large tremor is detected, the built-in safety device may turn off your gas. If you are using Tokyo Gas, please follow the recovery procedure outlined in the next section.



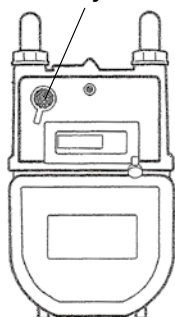
## Restarting a Maicon Meter the Safety Device Has Stopped

If your gas stops, please check your meter. If the red lamp is flashing, please conduct the following procedures.

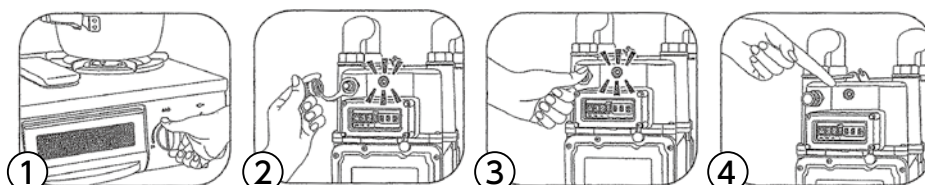
Tokyo Gas's Maicon Meter is a gas meter with a built-in automatic safety device that stops the flow of gas during abnormalities. The safety device will activate:

- When a large earthquake strikes (intensity of *shindo*-5+ or greater)
  - When the gas pressure falls significantly
  - When a large amount of gas is leaking
- (The red lamp will flash when the gas automatically stops.)

### Recovery button



Meter color:  
Cream-colored  
or white



- (1) Immediately turn off all gas appliances, including those outdoors. Do not turn off the main valve of the meter.
- (2) Remove the cap on the recovery button
- (3) Press the recovery button all the way in and release it immediately. The button will return to its original position and the red lamp will start flashing again. Put the cap back on.
- (4) Wait about three minutes while the meter checks for safety. When the red lamp stops flashing, you can use gas again.

#### Notes:

1. If the flashing continues for more than three minutes, please check to make sure all gas appliances are turned off and restart the process.
2. If your gas does not start working properly, please contact the nearest Tokyo Gas office.

## Typhoons

If you leave your belongings on the balcony, they may fall over due to strong winds and could even break the window.

If the balcony drains are clogged, water will not flow, so be sure to remove any debris on a regular basis.

If rainwater is coming in through the aluminum sash, please use cloth or plastic to prevent flooding.



## Crime

If you will be away for a long period of time, please notify your neighbors and contact the distributor to stop the delivery of newspapers and the like during your absence.

If you have an unknown visitor show up, check them through the peephole or intercom and ask for identification, and always answer the door with the door chain or door guard on.

When you go out, always your front door as well as the windows on the balcony side. If you see a suspicious person within the building premises, please call 110.



## Door-to-Door Salespeople

### **Beware of visitors who claim to be from JKK wanting to conduct repairs or sell you products.**

JKK does not sell any goods.

To confirm that a visitor is legitimate, always ask to see their JKK construction company certificate or armband in the case of construction workers. JKK staff members and certified construction workers will be wearing these in a designated place.



## Safety Confirmation

If we receive a request from a relative or other person to confirm a tenant's safety, we may ask relevant persons about the resident's status. If necessary, we may also break the lock and enter the unit in the presence of police. (In this case, the person who requested the confirmation must in principle be present.) So that we can contact you promptly during emergencies, be sure to contact the JKK Tokyo Customer Service Center if you will be away for a long time or wish to change your emergency contact information.



# Residence and Facilities

**This section explains how to use the facilities in your unit. If one of them malfunctions due to misuse, by the way, you may be responsible for paying the repair costs. Please use these facilities with care and be sure to clean and otherwise maintain them regularly.**

## Entranceway

Put a nameplate on your front door. Your front door is equipped with a door closer, so it closes automatically. Please be very careful not to get your fingers caught.

If your door closer is not functioning properly, the door is not closing smoothly, or there are any other issues with the front door, please contact the JKK Tokyo Customer Service Center or the management office.

Since the entranceway floors are not completely waterproof, please be careful not spill water here.

## Kitchen

Heat and smoke can easily accumulate in the kitchen, and fire alarms installed in the ceiling and other places may react to the heat and smoke from cooking. Be sure to ventilate your unit properly.

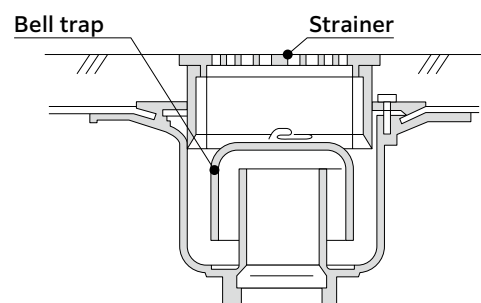
Avoid cleaning the sink with abrasives or other materials that can easily scratch it. Additionally, never pour garbage or waste oil down the sink. To dispose of used cooking oil, use newspaper to absorb it and dispose of it with other food waste. the Bureau of Sewerage prohibits the installation of garbage disposals.

## Bathrooms

Do not block the air supply vents near the bathroom window or the bottom of the bathroom door, since this can spur mold growth.

If water does not flow easily, remove the strainer and bell trap of the floor drainage trap to remove debris. (Figure 1)

**Figure 1: Floor drainage trap (bowl type)**



## Toilets

Keep the following in mind when using toilets:

- Only flush toilet paper. (Do not flush tissue since it does not dissolve in water.)
- Do not wash the toilet floor with water, since it is not waterproofed. Doing so may lead to leaks on the floor below.
- When cleaning your toilet, do not flush hydrochloric acid, sulfuric acid or other chemicals down it
- If you drop an object in your toilet or something is clogging it, be sure to remove the object or clog. (The best way to do this is by using your hand.)

The sewage pipes in apartment buildings are shared. If any part of the pipes becomes clogged, all the rooms above and below will be unable to use it. Because of this, please take extra care when using the toilets, especially the one in your unit.

## Balcony

Your balcony also serves as an evacuation route during emergencies, so please do not place storage units or any other personal belongings in a place that may hinder evacuation. Objects such as flowerpots and laundry poles may topple or even fall off the balcony due to strong winds, which is also dangerous. Please secure any poles by using ropes to hold them in place.

Please also be careful not to put anything on your balcony that can be used as a step, since this can lead to accidents in which children fall off.

Balconies are not waterproofed. Please do not pour water out there, since it may leak to the floor below. Clean the drain trap frequently to avoid clogging.

## Gas Appliances

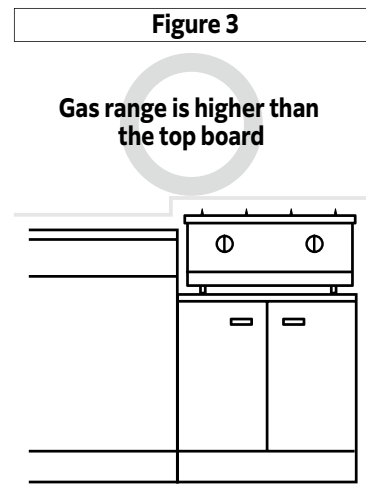
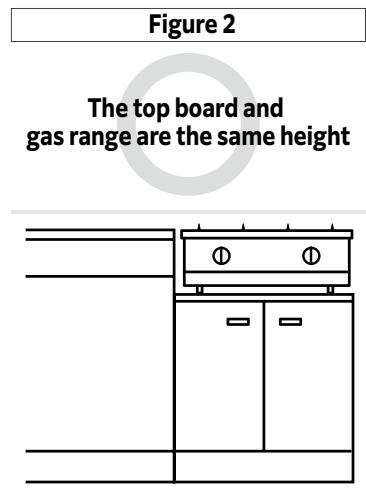
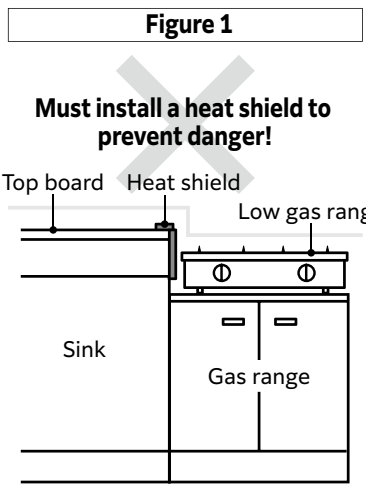
When using gas appliances, please keep the following in mind:

- Always ventilate properly when in use
- Make sure the gas hose is fully inserted and securely fastened with a safety band. Replace old apparatuses and gas hoses as soon as possible.
- Gas appliances should be cleaned from time to time, and the firing parts of the burners should be cleaned thoroughly
- Do not use a long gas hose, since it creates an unnecessary hazard
- Close the gas appliance valve tightly after use. Be sure to turn off the main gas valve, especially before going to bed at night, when going out or staying somewhere else.

### Gas range (stove)

Your gas range should be situated in the area designated for it in your kitchen. It is dangerous to use a gas range that is lower than the top board of the sink, as shown in Figure 1. Please use a gas range that can be positioned as shown in Figure 2 or 3.

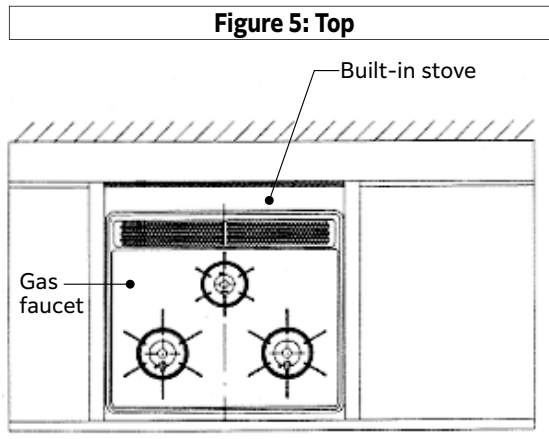
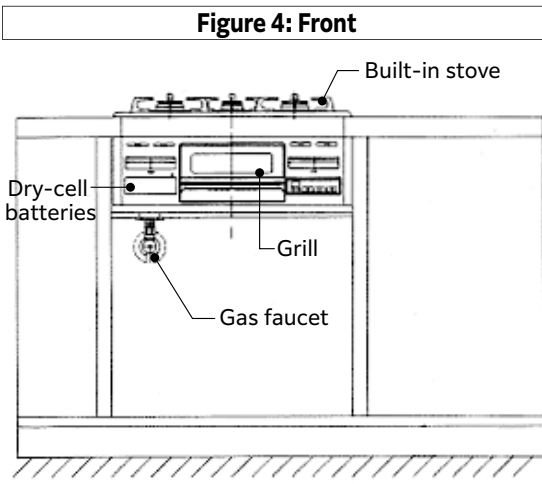
If you have no choice but to use your gas range as shown in Figure 1, be sure to install a heat shield on the side of the sink, which is effective in preventing fire. For more information about heat shields, please contact the retailer or manufacturer of your gas range.



**Built-in stoves**

If your built-in stove fails to produce a flame, you may need to replace the dry-cell batteries located next to the grill on the front. If you will not be using your stove for a long time, please remove the batteries as shown in Figure 4. Please clean your stove frequently by wiping up any spills or oil splashes while cooking immediately.

Depending on the model of your grill, you may need to fill the grill plate with water. Please check the instruction manual before use.



## Water supply facilities

If water will not stop flowing from faucets or toilets, or if you have water leaking from pipes or other locations, be sure to turn off the main water valve in the meter box and then contact the JKK Tokyo Customer Service Center or management office immediately.

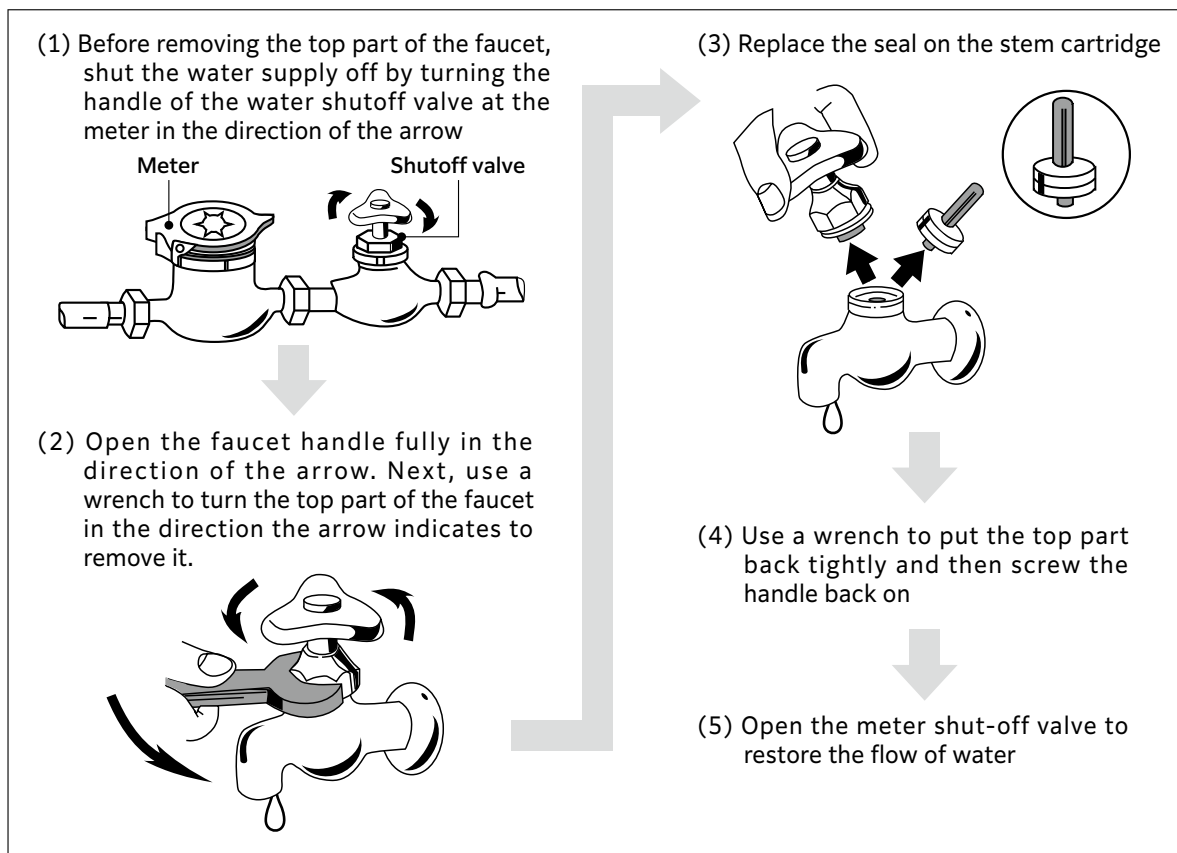
If your water supply is suspended while in use, be sure to close all faucets.

### Replacing water supply seals (for standard faucets)

These seals need to be replaced from time to time. Worn seals may cause water to continue flowing and even damage the apparatus.

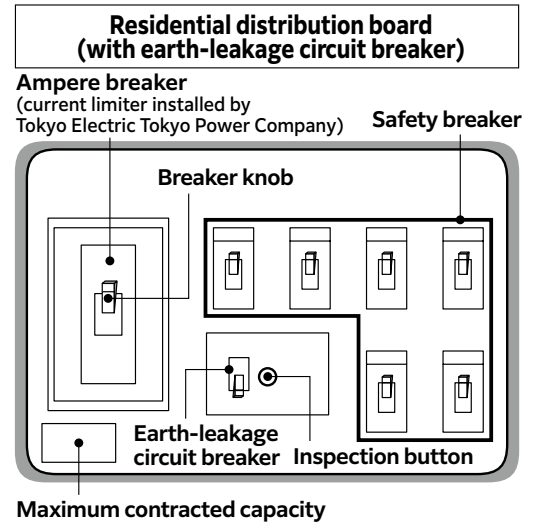
You can replace these seals yourself by following the instructions below.

Note: For single-lever faucets or other models where the following does not apply, please contact the JKK Tokyo Customer Service Center.



## Electrical equipment

The electricity in your unit automatically shuts off if you exceed your contracted capacity. If this occurs, please reduce the number of appliances you are using and turn up the ampere-breaker knob on the residential distribution board to restore power. If there is no ampere breaker, the electricity meter (smart meter) outside the room automatically shuts off the electricity. Power is automatically restored after about ten seconds. In these cases, if the electricity is turned on and off several times in a row within thirty minutes, however, the power may not come back on automatically. If your power remains off, or if the breaker continues to shut off, please contact the customer service center of the power company whose services you are using.



### Earth-leakage circuit breaker (ELCB)

Residential electricity distribution boards are equipped with an ELCB. This device automatically shuts off the electricity when an electrical appliance shorts out. If the ELCB activates and shuts off your electricity, you can turn your power back on using the following method:

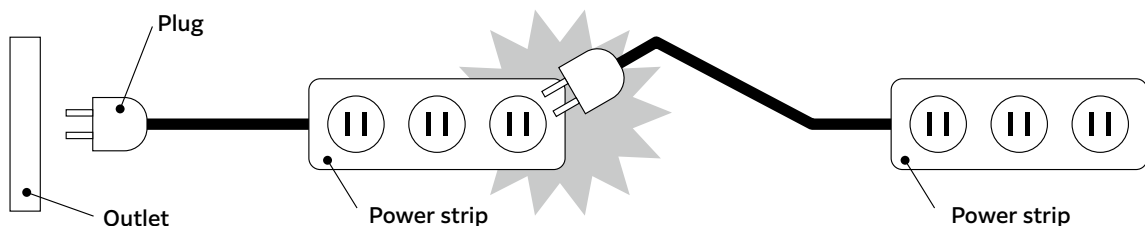
- (1) Turn off all safety breakers
- (2) Turn on the ELCB
- (3) Turn on the safety breakers in order. If the ELCB shuts off when you turn on a certain safety breaker, that breaker is experiencing a short-out. To use electricity, please turn that safety breaker off while turning the others on.
- (4) Contact the manufacturer to have the circuit of the safety breaker you turned off inspected

### ELCB Inspections

About once a year, you should press the inspection button to confirm that the knob goes down to the off position and operates properly. If it does not, please contact the JKK Tokyo Customer Service Center or management office.

### Points to note when using electricity

- An appliance plug left plugged into an outlet for a long time may accumulate dust in the gap between the outlet and plug and cause a fire. To prevent such accidents, please inspect your electrical outlets and plugs on a regular basis.
- Using two power strips in series may cause the cord to heat up. Never do this, since it may cause a fire.

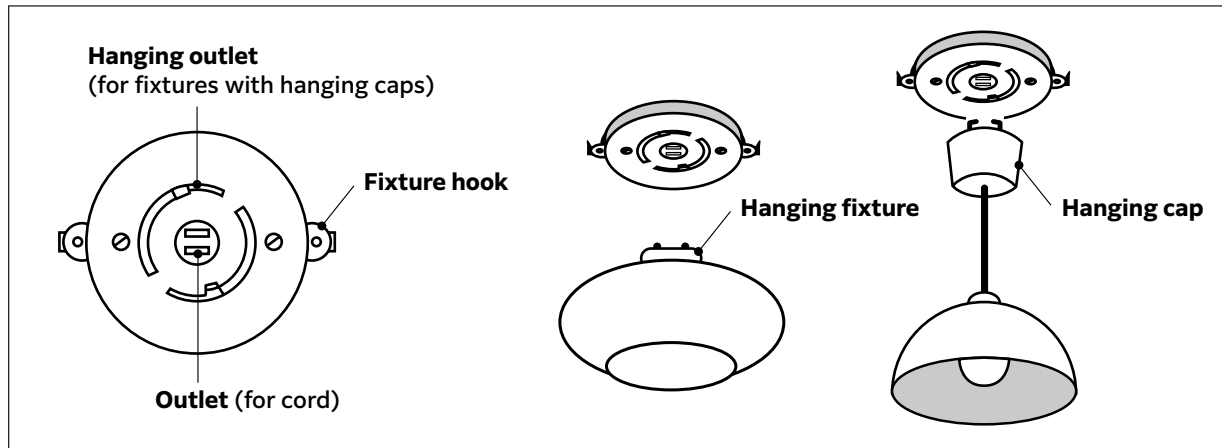


- Each light fixture socket for incandescent light bulbs has a maximum capacity for the bulb used. The light fixture indicates the maximum capacity.

## Lighting

To install a light fixture in your unit, please attach it to a ceiling light socket. You can hang light fixtures weighing up to three kilograms by a cord. For anything heavier than that, please use a chain to hang the light from a fixture hook (up to ten kilograms).

You can plug fixtures with a hanging cap into a hanging outlet.



## Television

Television service is available through a common antenna on the roof or via cable TV. Connect your TV and/or recording device to the TV terminal and access the channels to start viewing (for NHK, a separate reception contract is required).

### ● Satellite TV

To view content via broadcast satellite, you will need a TV with a built-in tuner or a compatible tuner. (For JCSAT-110 CS broadcasts that are available in some buildings as well as some BS channels, you will need to sign a reception contract [at your expense] with the broadcaster.) For content being broadcasted in 4K—which started on December 1, 2018—the channels you can access will vary depending on the condition of the equipment in building.

## Household fire alarms

Household fire alarms detect smoke and heat from a fire and sound an alarm. When the alarm sounds, determine the source of the fire. Call 119 to report the fire and conduct initial fire extinguishing activities if possible before you evacuate.

If the alarm sounds when there is no fire, press the alarm stop button (or pull the string for string-type alarms) or ventilate the room to stop the alarm and return to normal operation.

## Other

If you have any other questions about the facilities in the building or your unit, please contact the JKK Tokyo Customer Service Center or management office.

# Handling Your Personal Information

## 1. Business name

Tokyo Metropolitan Housing Supply Corporation (JKK)

## 2. Why we need to acquire your personal information

JKK acquires personal information in a lawful and appropriate manner by announcing, notifying and clarifying the purpose of its use to tenants. The personal information JKK obtains is used as follows, and for the following reasons:

- (1) How JKK uses personal information obtained from tenants in the course of the business
  - Sales activities such as offering information about housing, rental stores, parking lots and other properties that JKK manages
  - Messages about applications for housing, rental stores, parking lots and other properties that JKK manages, as well as notifications regarding the screening of tenant eligibility, and various procedures such as contracts
  - To carry out duties necessary to manage housing, rental stores, parking lots and other properties that JKK manages (management of residential information such as household information; the collection of rent and installment payments for condominiums; to manage claims; to carry out repair work such as large-scale repairs, minor repairs, emergency repairs; and handle the maintenance and inspection of buildings). It is also used to contact you about these operations.
  - When responding to requests to confirm the safety of residents in the event of an emergency at JKK housing
  - To carry out duties related to housing construction projects, reconstruction projects, urban redevelopment projects, etc.
  - For surveys, statistics and analyses designed to improve JKK customer service
- (2) To obtain from business partners, such as local governments, private owners, and management associations, in the course of commissioned projects and the like.
  - Contacts regarding the search for new residents, about parking lots, etc., as well as notifications about the qualification screening process and various procedures such as handling contracts
  - To communicate about building and repair duties related to the management of housing, parking lots, etc.; tenant and other management duties; the collection of rent and management fees; construction and housing improvement duties, and condominium reconstruction support duties; as well as duties related to the processing of these affairs
  - For surveys, statistics and analyses designed to improve customer service related to contracted businesses
- (3) Use of personal information obtained from business partners
  - To carry out duties related to business consignment, data processing, inquiries, completion notifications, invoicing and other administrative tasks related to JKK business and contracted projects
- (4) Use of personal information obtained from executives and other employees as well as applicants for employment
  - Personnel-related administrative tasks for executives and employees, applicants for employment, and retirees, and other general administrative communications and inquiries
- (5) Other uses of personal information in connection with inquiries, consultations and complaints
  - To confirm the content of inquiries, consultations and complaints, as well as for contacting tenants.

### Notes:

1. In principle, JKK will never use personal information for any purpose other than those listed above. If JKK does need to acquire and use the personal information of an individual for purposes other than those listed above, we will explain the purpose, method and scope of use, and obtain the individual's consent before doing so.
2. For the purposes of providing accurate information and improving our services, we may record phone calls and phone numbers using caller ID when tenants contact us by phone.

## 3. Voluntary nature of providing personal information

Tenants are required to provide personal information to JKK when filling out applications and submitting documents that require personal information. Providing personal information is at the discretion of the customer. However, please note that if you do not fill out the required sections asking for personal information or do not submit the necessary documents, you may be disqualified, invalidated or otherwise disadvantaged.

## 4. Partial outsourcing of duties

JKK outsources part of its business operations to provide better services to our tenants. JKK selects contractors that are recognized for handling personal information appropriately. We make agreements with them to prevent the leakage of tenants' personal information through the appropriate management of personal information and confidentiality in contracts and the like, and have them implement appropriate management.

## 5. Providing personal information to third parties

JKK will not provide personal information to a third party without the consent of the individual concerned except in the following cases:

- (1) When required by law
- (2) When it is necessary to protect the life, wellbeing, or property of an individual and it is difficult to obtain the consent of said individual

- (3) When it is necessary to improve public health or promote the sound growth of children, and it is difficult to obtain the consent of the individual
- (4) When it is necessary to cooperate with a national agency, local government, or organization entrusted by either of the foregoing to execute the duties prescribed by laws and regulations, and obtaining the consent of the individual concerned is likely to impede the execution of such duties
- (5) When the handling of personal information is outsourced, in whole or in part, and within the scope necessary to achieve the purpose of carrying out business operations smoothly

**6. JKK website (cases of acquisition by a method that the individual cannot easily recognize)**

- About encrypted communications (TLS)
 

The JKK website uses transport layer security (TLS) encryption when sending and receiving personal information. TLS is an encryption technology that encrypts your personal information when you transmit it over the Internet, preventing other parties from reading it.
- About cookies
 

Part of the website uses cookies for the purpose of improving customer convenience and delivering advertisements. The usage history and input content transmitted between the browser and the server when visiting a webpage are stored as a file on the user's computer as cookies.

For cookies to work properly, you need to set your browser to accept cookies. Although you can set your browser to not accept cookies, some services and functions on this website may not function properly if you do.

In addition, JKK may store and refer to JKK's cookies through a third party based on JKK's entrustment of the third party to deliver JKK's advertisements.
- Google Analytics Use
 

The website uses Google Analytics to identify and evaluate usage. Google Analytics uses cookies to collect use information.
- About user information that does not contain personal information
 

The website automatically collects information such as Internet domain names, IP addresses, and the browsing environment of the user (hereinafter referred to as "user information").

The user information we collect is limited to and used only for the purpose of improving the usability of this website. However, we may release statistically processed information regarding access to the site and the browsing environment.

**7. Disclosure, correction, and suspension of personal information use**

If you or your representative would like to request the disclosure, correction, deletion or suspension of the use of your personal information that JKK holds, we will take the necessary procedures in accordance with laws and regulations. Contact the personal information consultation window at JKK. Please note that documents certifying that you are the person in question or a representative of the person in question and a processing fee will be required to complete the procedures.

Date of enactment: April 1, 2005  
Date of revision: June 5, 2020

**Personal Information Consultation Window**

**Supervision and Documentation Section, General Affairs Division, General Affairs Department, Tokyo Metropolitan Housing Supply Corporation**  
Cosmos Aoyama, Jingumae, Shibuya City, Tokyo 150-8322

**☎ 03-3409-2261 (weekdays 9 a.m. to 5 p.m.)**

**Closed: Saturdays, Sundays, national holidays, and between December 29 to January 3**







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令和3年7月改訂

Recycled paper with 70 percent recycled  
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