

Daily Life Plaza

2023 (Reiwa 5) January



JKK東京

Issued By: Public Housing Management Division, Tokyo Metropolitan Housing Supply Corporation | Cosmos Aoyama, 5-53-67 Jingumae, Shibuya-ku, Tokyo 150-8322

**It's easy, convenient, and secure.
Take advantage of automatic withdrawals/payments!**

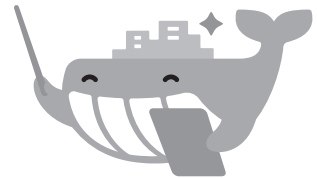
Advantages of Automatic Withdrawals/Payments

Easy

Your monthly payment is automatically withdrawn from your designated account on the last day of the month*.

Secure

No need to line up at a financial institution
No need to worry about forgetting to pay



* Or the next business day if the last day is a financial institution holiday.

Just Three Steps to Complete the Procedure!

Step 1

Obtain a Housing Policy Department housing fee and common fee automatic withdrawal (payment) request form

Contact the JKK Tokyo Customer Center (phone number ❶ on page 6) to get the form mailed to you. You can also obtain it at JKK Tokyo service counters.

Step 2

Fill in the form and affix the personal seal you registered with your financial institution or your signature

Fill in the details of the account you wish to use, including the account holder number and other necessary matters, and either affix the personal seal you registered with your financial institution or sign in the appropriate place.

Step 3

Submit the form to your financial institution

Submit the form directly at the service counter of the financial institution you want to use.

Generally speaking, automatic withdrawal/payment will begin the following month if you complete the registration process in the first half of the month, and the month after the next if you complete it in the second half.

If we are unable to withdraw the payment from your account, we will send you a payment slip the following month. Take the payment slip to a financial institution service window and make the payment there.

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The deadline (date of automatic withdrawal) to pay for January housing fees, etc., is Tuesday, January 31.

We ask that those using automatic withdrawal check the amount in their payment account before the date of withdrawal.

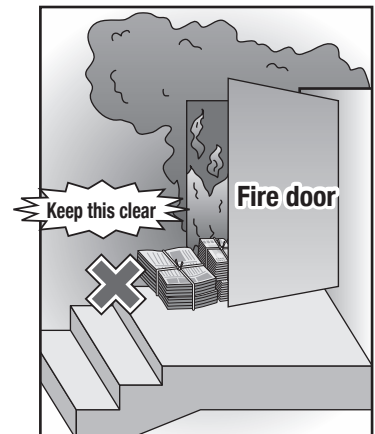
Let's Observe the Rules for Daily Life

1 Placing things in shared hallways and staircases is not allowed

Shared hallways and staircases are important evacuation routes. Belongings, bicycles and other objects not only block regular traffic, but also become obstacles when evacuation is necessary due to fires or other emergencies.

2 Placing things that will block fire doors from opening and closing is not allowed

Do not place objects in front of a fire door, since they will prevent it from opening and closing properly and help fires spread. Please clear away any objects you've placed there.



3 Placing things near boundary walls is not allowed

Boundary walls and escape hatches that go down to lower floors are installed to serve as emergency exits in case of fires and other emergencies. Placing objects near them will obstruct escape. Children may also climb objects left on the balcony, which could lead to accidents.

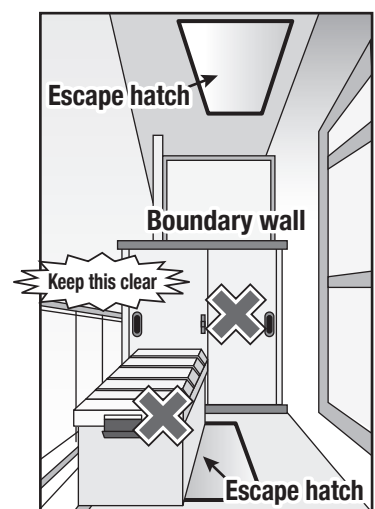
4 Make sure items do not fall off your balcony

Do not place or hang things on top of the balcony railing, as there is a risk that they will fall off. When hanging futons (including sheets and covers) on the balcony, always use a futon drying rack, as well as futon clips, and hang them on the inner side of the balcony to prevent falling.

The risk of falling objects leading to accidents is high, particularly in high-rise apartments with fifteen floors or more, so no matter what floor you live on please never do any of the following:

- Hang laundry higher than the balcony railing
- Hang bedding, rugs or laundry outside the balcony railing
- Installing various antennas on balcony railings (for satellite broadcasting, wireless radio, etc.).

Please also be careful not to let other items fall.



5 Avoid pouring water onto the floors of shared hallways, staircases and balconies

The floors of shared hallways, staircases and balconies are not fully waterproof. Washing the floor with water or allowing discharged water from a running air conditioner to drip onto the floor may result in it leaking down to the lower floors. Do not wash the floors with water, and pour water discharged from a running air conditioner directly down the drain using a hose or the like.

In addition, if the drain's grate is blocked by dirt or trash, rainwater may overflow and lead to leaks, so clean it regularly.

6 When smoking in shared hallways, staircases or balconies, be considerate to those around you and handle fire with care

Smoking in shared hallways, staircases and balconies produces odors and secondhand smoke, which may annoy neighbors, so please be considerate to them.

Careless handling of cigarettes is also the cause of many fires. It is extremely dangerous if a lit cigarette ignites laundry, bedding or other flammable objects, so be sure to dispose of your cigarette butts carefully.

7 Please put out your garbage in the specified place on the predetermined day

Please put out your garbage in the garbage area or other specified place on the predetermined day. Be sure not to put out garbage on days that are not collection days. For more information about collection days, collection methods, etc., please follow instructions from your jurisdiction's garbage collection office.

8 Keeping dogs, cats, birds and other pets is strictly prohibited

As we explained when you moved in, you cannot keep dogs, cats, birds or other animals as pets, or feed stray animals within the building property. These all constitute a potential nuisance to other residents.

There have been many cases in which animal noise, fur and droppings have caused problems with neighbors or adversely affected the property's environment and/or sanitation.

If you are keeping an animal as a pet, please remember that it is against the rules. You must act accordingly, such as searching for a new owner for your pet.



9 Vegetable gardens and flowerbeds are prohibited

In addition to being your place of residence, municipally-owned housing is a shared property belonging to the city of Tokyo. For this reason, individuals and resident associations may not use the shared public spaces and yards of the apartments without permission.

If you have planted a vegetable garden or flowerbed, stop doing so immediately and return the space to its original state.

* All residents must pay the common fees *

In addition to the common fees that the city of Tokyo collects along with housing fees for elevator maintenance and other work, resident associations collect common fees for common expenses such as electricity fees for hallway lights and elevators.

All residents are required to pay common fees collected by resident associations, so please make sure you do as well. You must pay even if you are not enrolled in a resident association or receive financial assistance for everyday living.

Note: In apartment complexes where the Tokyo Metropolitan Government manages some of the common areas upon a formal request from residents' associations or other groups, it will collect the cost of management services as a common service fee together with the housing fees.

Prevent Heat Shock

There have been accidents in which people have suddenly died while bathing due to shock from rapid fluctuations in their blood pressure caused by a sudden change in temperature.

This often occurs in the winter when the temperatures are low. The elderly and people with high blood pressure in particular need to exercise caution. The following countermeasures are effective for preventing this from occurring:

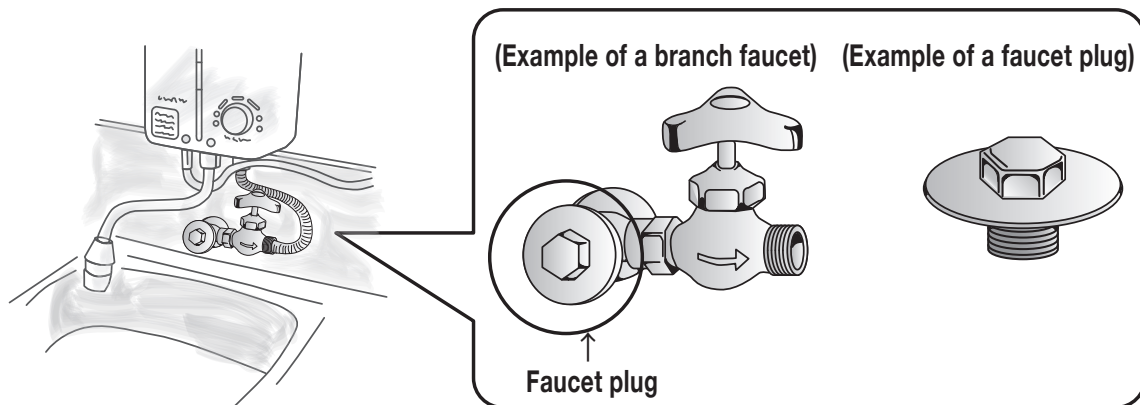
- (1) Warm up places that chill easily, such as changing rooms, bathrooms and toilets (be careful of fires and ventilation when using heaters)
- (2) When heating up water, use the shower to add water for the last five minutes
- (3) Take baths before dinner or before the sun goes down
- (4) Set the water temperature to 41°C or below
- (5) Avoid taking baths right after eating or when drinking alcohol



To People Who Have Water Heaters Installed in Their Kitchens

Faucet plugs may be installed on branch faucets, which are necessary to install water heaters in your kitchens. These faucet plugs deteriorate with time, which may break and cause a leak. Regularly check the condition of the branch faucet and the faucet plug to prevent leaks.

If there is something irregular about the branch faucet or the plug, such as leaking or rattling, contact a plumber immediately (residents are responsible for repair fees). You can also contact the JKK Tokyo Customer Support Center (phone number ❷ on page 6) to have them introduce you to a plumber.



If there is a leak...

Leaks do not only affect your room. They cause trouble for the people living below you. If your negligence causes water damage to someone else's household possessions, you will have to pay compensation for damages yourself. Be careful and stop leaks from happening.

To prepare for the worst-case scenario, you can protect yourself by enrolling in fire insurance for rental housing (household possession insurance) to provide compensation for damage to your household possessions or those of a third party.

Be Careful When Your Pipes Freeze

In winter, cold waves cause the temperature to drop, especially late at night until dawn. The temperature can fall below zero, and leaks and water outages can occur due to pipes freezing.

If your pipes freeze, and water doesn't come out of the faucet even when you turn it on, make sure not to leave it on. Turn it off and wait for the pipes to thaw naturally.

If you leave the faucet on, water may suddenly come out, spraying the surrounding area, and it can overflow from sinks or washbasins, causing leaks. Leaks do not only affect your room. They also cause trouble for the people who live on the floor below you.

If a leak or water outage occurs due to pipes freezing, please contact the JKK Tokyo Customer Support Center (phone number ❷ on page 6).

Please Submit Point of Contact Information

Municipally-owned housing no longer requires a joint guarantor. Instead, we now ask residents to submit someone as their point of contact.

If you currently have a joint guarantor registered with Tokyo Metropolitan Government, you can request to have him/her become your point of contact. If you have not registered a joint guarantor, please submit someone as your point of contact.

For related procedures and other information, please contact the JKK Tokyo Customer Support Center (phone number ❶ on page 6) or visit the JKK website.

Your point of contact will be contacted in an emergency, and may also be asked to contact you in the event of delinquent housing fees, etc.

We Will Send Municipally Owned Housing 2023 Housing Fee Decision Notices by February

We will send notices about housing fees (rent) from April 2023 (令和5年度収入認定通知書兼使用料決定通知書 [2023 Certified Income Report and Housing Fee Notice], etc.) by the end of February. These housing fees are decided based on your certified monthly income, based on submitted 収入報告書 (Income Reports) and other documents.

○ For Households Who Have Not Submitted 収入報告書 (Income Reports) or Have Insufficient Documents

For households who have not submitted 収入報告書 (Income Reports), households missing documents submitted with the 収入報告書 (Income Reports), and households who have not completed procedures relating to a change in the number of household members, housing fees equivalent to the rent for similar apartments in the neighborhood (private rental housing in the neighborhood) are listed on your notice.

If you do not submit an 収入報告書 (Income Report) or do not resolve the missing documents issue by the end of March, you will be charged the housing fees listed in your notice, regardless of your income situation, starting in April.

Please be sure to submit the necessary documents immediately.

Be aware that if you submit documents after April, housing fees which correspond to your income will go into effect the month after the month that we receive your documents.

○ Households Whose Housing Fee Reductions Will End in February or March 2023

For households whose housing fee reductions will end in February or March 2023: **Housing fees without the reduction applied (equivalent to the rent for similar apartments in the neighborhood/private rental housing in the neighborhood) are listed in your notice.**

If you do not apply for a fee reduction, the housing fees listed on your notice will go into effect starting in **April 2023**, so be sure to submit your 使用料減免申請書 (housing fee reduction application form) to the JKK Tokyo Consultation Center, as well as the necessary documents, before the deadline.

If you applied for a fee reduction, we will notify you about your housing fees through the 使用料減額免除通知書 (Notice of Housing Fees Reduction) at a later date.

In addition, even if the screening results show that your income exceeded the baseline for a housing fee reduction, we will use the housing fee reduction application form documents for your 収入報告書 (Income Report) documents, so be sure to complete the procedures before the deadline. Failure to do so will result in you being charged housing fees equivalent to the rent for similar apartments in the neighborhood (private rental housing in the neighborhood), starting in April.

Use Elevators Properly and Safely

~To those living in building with elevators~

Please obey the following rules (disobeying the rules can lead to getting trapped inside, getting caught between doors, malfunctions, etc.)

- Do not get things caught in between the doors and do not hit the doors.

Note: Forcefully pulling out thin string-like objects that were caught in the doors may lead to unexpected injuries.

- Wait for the door to completely open before getting on or off the elevator. Bumping into operational doors can lead to you getting caught between the doors or cause a malfunction.

Note: Be careful when using a stroller, cart, or the like.

- Be careful not to drop garbage or other objects in the elevator door sills.
- Parents/guardians must keep their eyes on children when using the elevator.

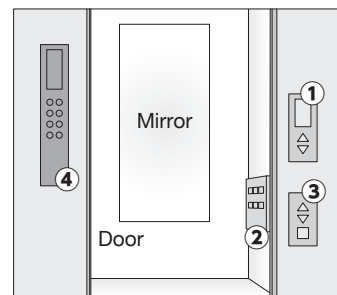
Use of Accessible Elevators

- Accessible elevators for those using wheelchairs and the elderly are being installed in municipally-owned housing, etc.
- These elevators have a wheelchair symbol on the landing-side buttons, and if the wheelchair user button inside the elevator is pressed, the door stays open for a longer time compared to when the regular buttons are pressed.
- Please be considerate towards wheelchair users and the elderly when using these elevators.

Wheelchair symbol *



Accessible elevator



- 1 Regular buttons (landing side)
- 2 Wheelchair user buttons (inside elevator)
- 3 Wheelchair user buttons (landing side)
- 4 Regular buttons (inside elevator)

Security cameras

- Security cameras are installed inside elevators, and what they record may be provided to the police or other organization upon request.

* The official name of the wheelchair symbol is the International Symbol of Access.

Contact the JKK Tokyo Customer Support Center with any questions/comments!

Hours: 9:00 a.m. to 6:00 p.m. (excluding weekends, holidays, and year-end/New Year's holiday)

- 1 For questions about fee reduction procedures, housing fee payments, and/or day-to-day living

Call the Navigation Dial at

☎0570-03-0071

For those who cannot call the Navigation Dial number, and/or are using free minutes, discount services, etc., on their cell phones

☎03-6279-2652



- 2 For application or consultation regarding repairs For emergency repairs (leaks, etc.), accidents and/or fires, cut-off of water supply, emergencies that threaten resident safety, etc. Open 24/7, 365 days a year.

Call the Navigation Dial at

☎0570-03-0072

For those who cannot call the Navigation Dial number, and/or are using free minutes, discount services, etc., on their cell phones

☎03-6279-2653



What is Navi-dial?

When using a landline, you can make calls at the local rate (excluding public phones and PHS).

When using a cellphone, toll-free minutes or discount services of your phone company do not apply.

- Charges apply to calls to all of the above phone numbers.
- The Customer Support Center tends to receive a high volume of calls from 9:00 to 10:00 a.m. on Mondays and the day after holidays, which means it can take longer for us to get to your call. We ask that you avoid this timeframe if you are calling for a non-emergency matter.
- You can greatly reduce the amount of time it takes for us to handle your call by telling us your "名義人番号 (Lessee Number)."

Our Official Website

Housing Policy Headquarters, Tokyo Metropolitan Government
<https://www.juutakuseisaku.metro.tokyo.lg.jp/>

Tokyo Metropolitan Housing Supply Corporation
<https://www.to-kousya.or.jp/>



Foreign-language versions of Daily Life Plaza are available on the JKK Tokyo website.



R70

Made of recycled paper that is 70% wastepaper pulp.
 Made with ink that does not contain petroleum solvents.

Daily Life Plaza is made with recycled paper.

SAVE THE GREEN EARTH!