

Daily Life Plaza

2022 (Reiwa 4) April



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

2022 Payment Schedule for Housing Fees, etc.

The deadline to pay for housing fees, etc., is at the end of each month. However, if the last day of the month is a bank holiday, the deadline is extended to the first business day of the following month.

Housing Fees	Deadline (Date of Withdrawal)	Housing Fees	Deadline (Date of Withdrawal)
For April 2022	May 2 (Mon.)	For October 2022	October 31 (Mon.)
May	May 31 (Tue.)	November	November 30 (Wed.)
June	June 30 (Thu.)	December	January 4 (Wed.)
July	August 1 (Mon.)	For January 2023	January 31 (Tue.)
August	August 31 (Wed.)	February	February 28 (Tue.)
September	September 30 (Fri.)	March	March 31 (Fri.)

1. Residents Paying Through Automatic Withdrawal

Residents who wish to pay through automatic withdrawal will be sent a “住宅使用料等納入通知書兼口座振替案内書 (Payment Notice for Housing Fees, etc. and Automatic Withdrawal Form),” which notifies you of the expected payment amount and the financial institution where the payment should be sent to, by the end of April.

For residents whose fee reduction will expire in the middle of the financial year: The amount in the column for housing fees immediately following the expiration of your fee reduction period will **show the amount to be paid if you do NOT file the paperwork to extend the reduction.**

This form was already sent last December to those living in Special Local Rental Housing (地域特別賃貸住宅) and Designated Public Rental Housing (特定公共賃貸住宅).

Make sure to deposit the required amount in the payment account by the day before withdrawal at the latest. The withdrawal will not go through if there are insufficient funds.

We also recommend that you update your bank passbook regularly to stay informed about your account situation. If we are unable to withdraw the payment from your account, we will send you a payment slip around the 20th of the next month. Make the payment at your nearest financial institution.

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The deadline (date of automatic withdrawal) to pay for April housing fees, etc., is Monday, May 2.

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

2. Residents Paying Through Payment Notices

In 2022, the “住宅使用料等納入通知書 (Payment Notice for Housing Fees, etc.)” will be sent out around the 20th of each month. **Please pay your housing fee by the deadline.**

- (1) If you lose your payment notice, contact the JKK Tokyo Customer Support Center (phone number ❶ on page 8) to have it reissued.
- (2) We provide payment notice envelopes with braille writing for those who are visually impaired. Contact the JKK Tokyo Customer Support Center (phone number ❶ on page 8) if you wish to use this service. We ask family members, caretakers, and the like to communicate the information in the payment notices to the visually impaired resident.

**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 8) 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.

Over-earners Must Work to Vacate Their Apartment

Municipally-owned housing is public housing offered at very low costs, as a safety net for low-income households struggling to find a place to live. Municipally-owned housing must be provided on a fair and appropriate basis to those who are truly struggling to afford residence. As such, the Act on Public Housing and the Tokyo Metropolitan Housing Regulations obligate residents whose income exceed the limit for municipally-owned housing (over-earners) to work as best they can to vacate their apartments.

There are many people who wish to live in these apartments who are unable to do so due to a lack of space. For this reason, we ask over-earners to work towards vacating their apartments.

We are also planning to send a “収入超過についてのお知らせ (Notice to Over-earners)” to these residents in mid-May.

Q&A about Over-Earners

Q Who is considered an over-earner?

A Residents who have lived in municipally-owned housing for 3 years or more, and have exceeded the resident income limit.

The resident income limit is 158,000 yen in certified monthly income. For households with elderly individuals, individuals with impairment, etc., the limit is relaxed slightly, and is 214,000 yen in certified monthly income.

Q What is certified monthly income?

A Certified monthly income is your monthly income as determined by your “収入報告書 (Income Report)”, which you are asked to submit every year by July 7. It serves as the basis for calculating your housing fees, according to the following formula.

You can check your certified monthly income on the “令和4年度収入認定通知書兼使用料決定通知書 (2022 Certified Income Report and Housing Fee Notice)” sent to you in February.

$$\frac{\text{Total Household Income} - (380,000 \text{ yen} \times \text{No. of Residents Excluding Lessee}) - \text{Special Exemptions} (*1 *2)}{12 \text{ months}}$$

*1 Includes measures related to switching from employment income deductions or public pension deductions to basic deductions (maximum ¥100,000).

*2 Special Exemptions: Households whose lessees and/or cohabitants fulfill the following conditions and are able to provide evidence in their “住民税課税(非課税)証明書 (Residence Tax Declaration [or Tax Exemption] Certificate),” are eligible for special exemptions with regards to the formula above. The amounts are as follows: 250,000 yen for 特定扶養 (designated dependents), 100,000 yen for 老人扶養 (elderly dependents), 270,000 yen for 障害者 (individual with impairment), 400,000 yen for 特別障害者 (individual with severe impairment), 270,000 yen for a 寡婦 (widow) and 350,000 yen for ひとり親 (single-parent households).

● If you are in the categories of 寡婦 (widow) or ひとり親 (single-parent households), the deduction is applied to your income. If your income is less than the deduction amount, the amount of your income will be deducted.

● Under the Act on Public Housing, households may receive a 特定扶養控除 (exemption for designated dependents) if they have dependents between the ages of 16-18 years old that are listed in the “一般扶養 (General Dependents)” category of the “住民税課税(非課税)証明書 (Residence Tax Declaration [or Tax Exemption] Certificate).”

Q How does your housing fee change if you become an over-earner?

A From the period in which you become an over-earner, your housing fee will increase every year (with greater percentage increases every year), until it is at approximately the same level as the rent for similar apartments in the neighborhood (private rental housing in the neighborhood).

Follow Lifestyle Rules

Municipally-owned housing, etc. has rules and regulations regarding daily life. Following these rules will help ensure a comfortable life for everyone living in the complex.

◎ 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 elevators and hallway lights.

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.

◎ 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.



◎ 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.

◎ 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.



◎ 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.

Careless handling of cigarettes is also the cause of many fires. A cigarette that is not completely put out is dangerous, since it may ignite laundry or bedding.

Please be considerate of your neighbors and dispose of your cigarette butts carefully.

If You Installed a Bathtub and/or Bath Heater at Your Own Expense Getting the Tokyo Government to Replace Your Bathtub and/or Bath Heater

The Tokyo Metropolitan Government is replacing bathtubs and bath heaters that residents installed at their own expense with new units. Please note, however, that **you are responsible for removal and disposal** of the old units (including any associated fees).

Replacements are available to: 1. Residents with a malfunctioning unit, and 2. Residents of residential buildings the Tokyo Metropolitan Government selects.

Please note that if you use this service to replace your bathtub and/or bath heater, **your housing fee (rent) will be revised***1.

*1 Rough estimate of changes to housing fees: **an increase of around 500 to 3,000 yen per month**

- The amount differs depending on your household's income category
- You will be notified of the official amount after the replacement work is finished

1. Residents with a malfunctioning unit

The Tokyo Metropolitan Government will replace bathtubs and bath heaters you installed at your own expense that have malfunctioned and can no longer be used.

We will give you the details on how to apply, requirements and the replacement period, etc. **in July issue of Daily Life Plaza.**

2. Residents the Tokyo Metropolitan Government selects

The Tokyo Metropolitan Government will select residential buildings*2 and systematically replace their bathtubs and bath heaters.

*2 The residential buildings eligible are those built between 1975 and 1984 and those built between 1965 and 1974 that have undergone seismic retrofitting.

JKK Tokyo will inform the selected residents **gradually.**

■ Inquiries regarding replacement of bathtubs and bath heaters

JKK Tokyo Customer Center (phone number ② on page 8)

Request Survey for Periodic Building Monitor Visits/Consultations

If you are unable to come to the consultation center in person, you can request a building monitor to visit you once every two months to help with various applications and consultations.

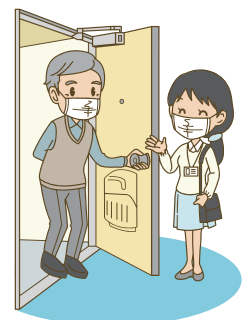
From April 2022 to March 2023, building monitors will be making house visits to conduct request surveys on new periodic visits/consultations.

Eligible Households

Households with residents that are all eighty years old or older who moved in before March 2022 and are not currently eligible for periodic visits.

Procedure for Requesting a Survey

To prevent the spread of COVID-19, we will not visit you in person until further notice and will put a questionnaire postcard in your mailbox even if you are home. Please fill out the questionnaire and return it to us.



Elevator Safety Knowledge for Earthquakes

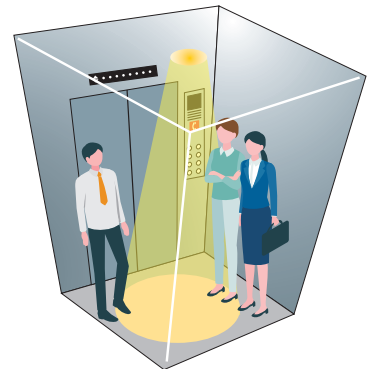
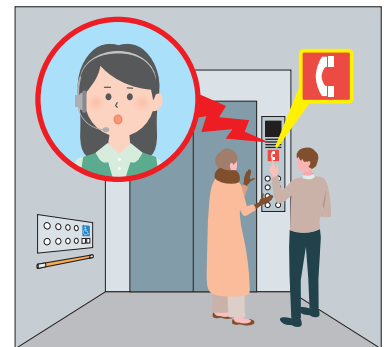
Danger! Never use elevators to evacuate!

- ◆ Even if an elevator is moving **right after an earthquake**, it may stop suddenly due to aftershocks, blackouts, malfunctions and building damage, leaving you **stuck inside**.



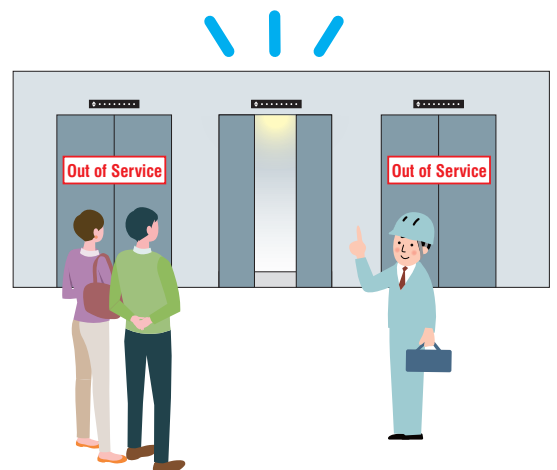
If an earthquake strikes while you are in an elevator

- ◆ Elevators have safety systems that automatically stop the elevator at the nearest floor when they detect an earthquake. If you feel a tremor, however, press the buttons for **all** floors immediately, get off on the first floor the elevator stops on, and evacuate by using the stairs or other means.
- ◆ If you do become trapped in an elevator, **please do not try to get out. This is very dangerous**. Please use the intercom to report the situation and wait for rescue. To use the intercom, **press and hold the emergency call button for at least five seconds**.
- ◆ Even if an earthquake causes a power outage, emergency lighting inside the elevator will activate. Please remain calm, contact the outside, and wait for rescue.



Asking for your understanding and cooperation regarding elevator restoration

- ◆ If an earthquake of intensity 4 or higher on the Japanese scale occurs, **the elevator maintenance and management company will come to fix the elevator without any notification from residents**.
- ◆ If many elevators stop due to earthquakes or other disasters, it will **take a significant amount of time** to restore all of them to service.
- ◆ Buildings where people are trapped and hospitals and other buildings that vulnerable disaster victims use will receive priority. If a major earthquake strikes, it may take some time for all elevators to be restored, as **“one elevator per building”** is the general rule for buildings with multiple elevators.
- ◆ We apologize for any inconvenience this may cause to residents and ask for your understanding and cooperation.



Submit Housing Fee Reduction/ Exemption Applications via Postal Mail

Some procedures, such as 使用料減免申請 (Housing Fee Reduction Application) and 住宅世帯員変更届 (Household Member Change Notice), can be done by postal mail rather than coming to the Consultation Center.

The Consultation Center is expected to be crowded in late April. If you wish to apply for a housing fee reduction or exemption starting in May, please do so as soon as possible.

As a COVID-19 countermeasure, we highly recommend completing procedures via postal mail.

■ **Tokyo Metropolitan Housing Supply Corporation website:
Information regarding each procedure for residents living in
municipally owned housing**

<https://www.to-kousya.or.jp/nyukyosha/toei/sinsei.html>



Notification from the Tokyo Metropolitan Disaster Prevention, Construction and Urban Planning Center

Information about the Comfortable Living Program

The services noted below are available for senior citizens who have concerns about living alone and the like.

Pamphlets are also available. For more information, please contact the Tokyo Metropolitan Disaster Prevention, Construction and Urban Planning Center below.



I don't want to be a burden to my family after death...

Sudden illnesses concern me...

A. Monitoring service (renewed yearly)

Annual fees: ¥49,100 + fees

Your safety and wellbeing will be monitored 24/7 via a lifestyle rhythm sensor, emergency call device and personal alarm necklace.

B. Funeral services (renewed every five years)

Deposit: ¥314,200 + fees

Upon receiving notification of the person's death, the necessary procedures will be completed, and the body will be cremated (direct burial). (An ossuary and memorial hall may also be available.)

C. Disposal of household goods (renewed every five years)

Deposit (rent): ¥157,200 + fees

Upon receiving notification of the person's death, all his/her household goods (excluding valuables) will be disposed of.

Note: The above services are available as standalone services or in combination. There is a monthly payment option (subject to conditions) for services B and C. Brochures are available, so please call the number below for details.

B. Funeral services

C. Disposal of household goods

Notes:

1. A renewal fee is required for services every five years. The deposit stays as it is.
2. There are also monthly programs for B and C (conditions such as age limits apply).

■ Inquiries regarding the Comfortable Living Program

 Tokyo Metropolitan Disaster Prevention, Construction and Urban Planning Center, Tel: 03-5989-1784

<https://www.tokyo-machidukuri.or.jp>



A New JKK Tokyo Debuts

One of JKK Tokyo's (Tokyo Metropolitan Housing Supply Corporation) core missions is to support the lives of Tokyo residents and contribute to society through housing, and one JKK philosophy is to create the future of Tokyo by boldly taking on the challenge of pioneering initiatives.

On April 1, 2022, we renewed our logo and mascot to reflect our company's attitude and beliefs. **Our new logo and mascot will start showing up on Daily Life Plaza and on the envelopes, etc. that you receive in the mail. Make sure to check before disposing of any mail.**



ひとと、暮らしをあったかく。

◆ New Logo

The logo represents sunlight shining through a window into a room from the upper right to the lower left, symbolizing a JKK Tokyo that delivers sincere, gentle and warm services. The motto **ひとと、暮らしをあったかく**. (Bringing warmth to people and daily life) expresses JKK Tokyo's commitment to stand by people and bringing warmth to their lives.



UTOJIRA

◆ New Mascot

Utojira is a whale fairy that carries what JKK Tokyo considers to be the perfect city on its back. It floats in the air and gently watches over residents. The residents also love Utojira, since it is said that anyone who sees the fairy will naturally feel warmth in their hearts. Utojira's hobbies include napping surrounded by greenery.



JKK Tokyo posts the latest information, including campaign and event information, on Twitter.
JKK Tokyo Official Account @JKKTOKYO_info



The May issue of *Daily Life Plaza* will be published during Golden Week, so it may take some time to reach you. Thank you for your understanding.

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.



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!