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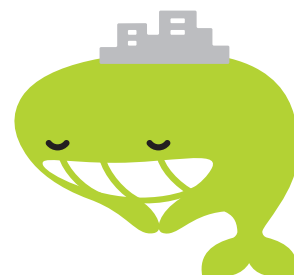
Confirming Resident Safety in an Emergency

Please contact the JKK Tokyo Customer center if you think it is necessary to check on a resident's safety for reasons such as not seeing the resident recently, inability to contact the resident, accumulated newspapers or mail, or lights being left on.

We will investigate the circumstances and, when we conclude that doing so is necessary, we will enter the residence accompanied by police or take other necessary action.

In order to respond faster and more accurately to requests for checking on resident safety, JKK is taking active steps such as preparing a response manual and strengthening communication with local municipalities and self-governing organizations.

* When an emergency safety check is necessary
Please contact us at JKK Tokyo Customer
Center telephone number ② on page 12.



Introduction of Monitoring Services for Elderly Residents

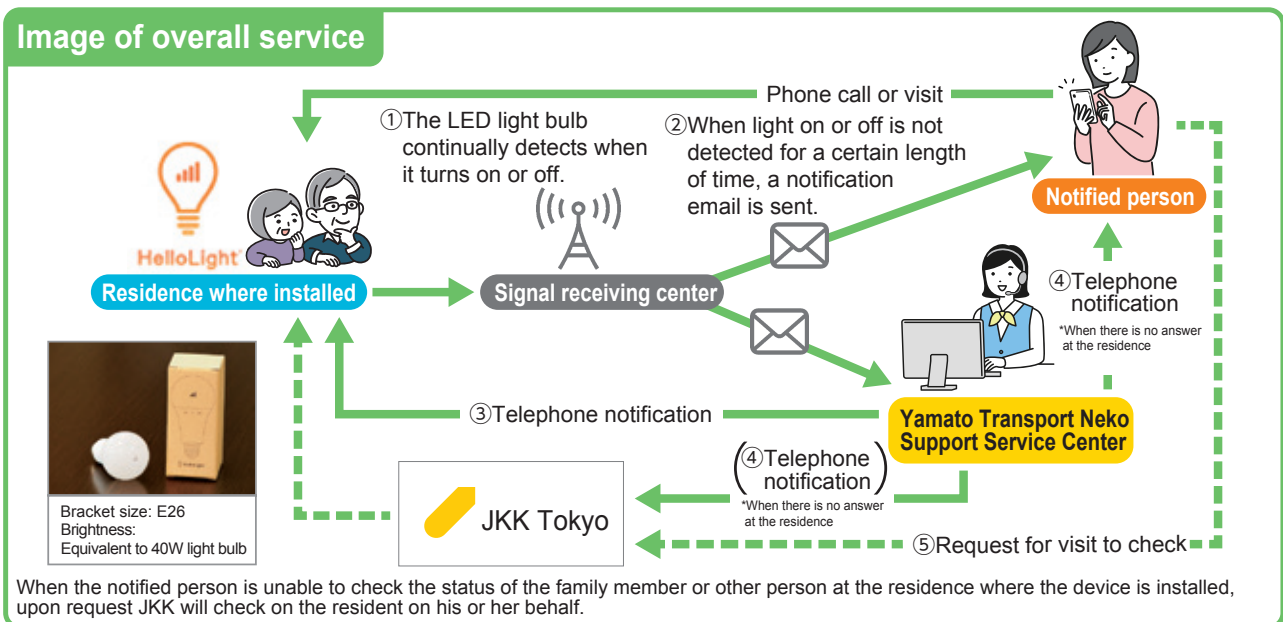
As the number of elderly households in JKK housing is growing, JKK is providing monitoring services using sensors and other devices in cooperation with two companies.

Kuroneko Monitoring Service, provided by Yamato Transport

Monthly price
1,078 yen
(including tax)

A “HelloLight” LED light bulb that includes communication functions is installed in a bathroom or other place that is used every day, and if the lights are not turned on or off for a certain time, notification is sent to the person that was registered in advance.

Image of overall service



When light bulb on/off was not detected between 9:00 on the previous day and 8:59, a problem is detected and email notification is sent between 9:00 and 10:00 that same morning to the notified person who was set in advance.

Sign-up or inquiries

Yamato Transport Neko Support Service Center
Available hours: 9:00 – 18:00
TEL: 0120-545-425

You can go to the sign-up page by scanning the QR code below.



The monitoring services provided by each company are introduced on page 2 and page 3.

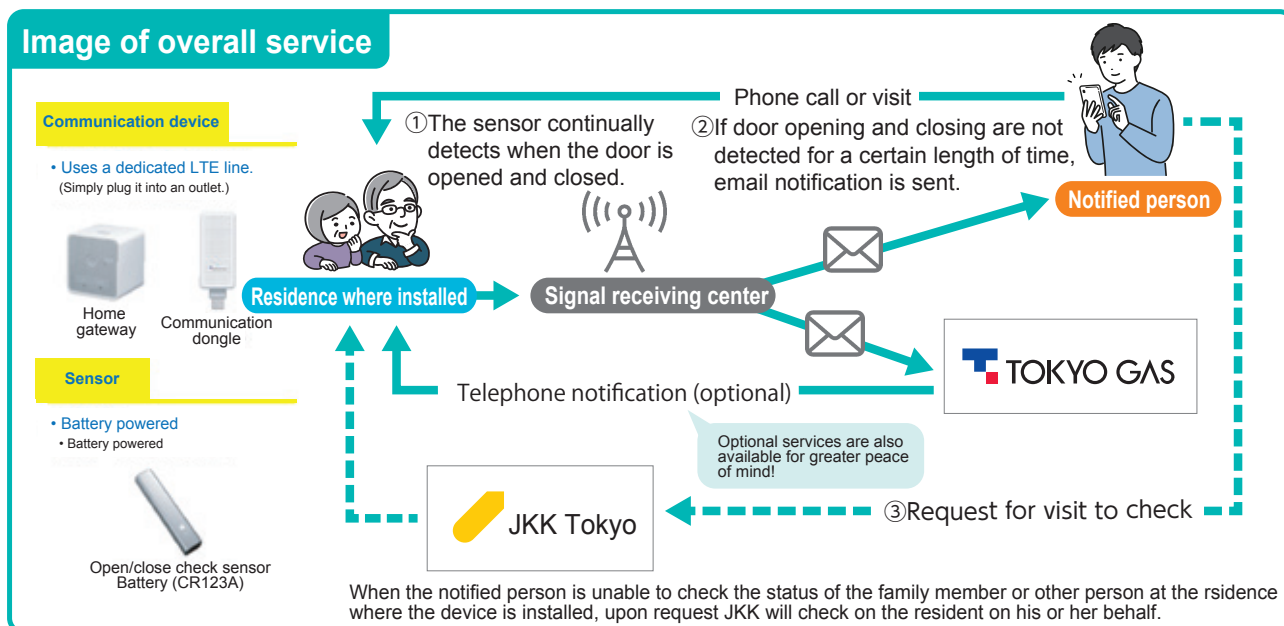
If you would like to use these services, please contact the provider company.

Moshimo Alert, provided by Tokyo Gas

Monthly price
990 yen
(including tax)

A sensor which can detect door opening and closing is installed in a bathroom or other place that is used every day, and if door opening and closing are not detected for a certain time, notification is sent to the person that was registered in advance. Free telephone health consultations for discussing health concerns are also included.

Image of overall service



When door open/close was not detected between 8:00 on the previous day and 7:59, a problem is detected and email notification is sent between 8:00 and 12:00 that same morning to the notified person who was set in advance.

Sign-up or inquiries

STATION 24, Tokyo Gas Co., Ltd.

Available hours: 9:00 – 17:00 (except for Sundays and holidays)

TEL: 0120-117744

You can go to the sign-up page by scanning the QR code below.



Request in Case of Prolonged Absence

If you will be absent from your residence for a prolonged period due to travel, business trip, hospitalization, or other reason, please be sure to submit the “Absence Notification” to the management office.

The “Absence Notification” is available at the management offices and the responsible customer center.

Failure to submit the notification can result in problems such as the following...

- If there is a report from a nearby resident who is concerned that you may have collapsed in your residence, we may enter your residence to check on your safety.
- It may not be possible to take prompt action in case of a water leak, fire, or other accident.



In addition, customers who utilize regular delivery services (such as newspapers, milk, or lunch boxes) should please be sure to also contact the company and request temporary stoppage of deliveries.

Regarding the foreign language editions of JoyLiV

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



JoyLiV 英語版、中国語版、韓国語版を公社ホームページに掲載しています。

JoyLiV is available in English, Chinese and Korean editions on the Metropolitan Housing Supply Corporation website.

公社网页将登载 JoyLiV 英文版、中文版、韩文版。

JoyLiV 영어판, 중국어판, 한국어판을 공사 홈페이지에 게재하고 있습니다.

Prevent Frailty!

**A healthy mouth makes for a healthy body.
Ignoring periodontitis can lead to oral frailty.**

**Frailty is a state of deterioration of the body and mind, where ties to society are weakened.
Preventing frailty can extend the years that you remain healthy.**

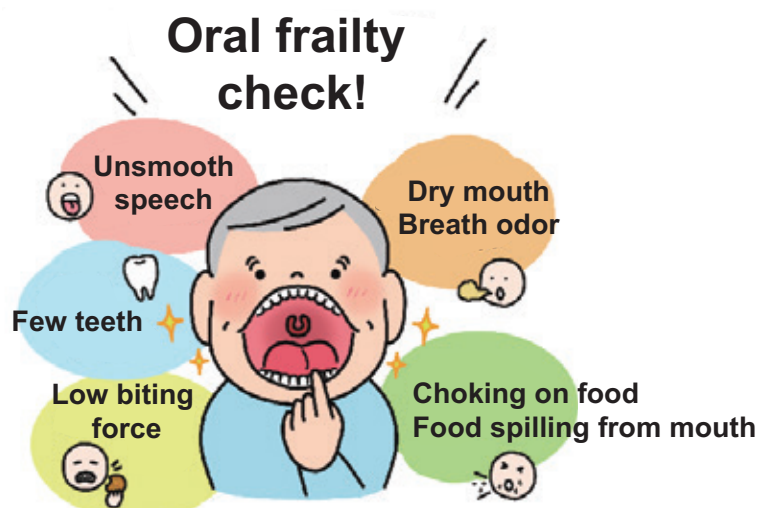
Tomoki Tanaka, Institute of Gerontology, University of Tokyo

Frailty progresses as a result of complex interactions of physical health, mental health, social environment, and other factors. One large gear in this process is “slight deterioration of the mouth (oral frailty)”. One characteristic of oral frailty is that symptoms such as loss of biting force, ability to swallow, and smooth speaking are often overlooked as simply signs of aging.

Oral care centering on daily toothbrushing is very important and is the most basic way of preventing oral frailty. It is known that if you ignore periodontitis (inflammation of the tissue around the teeth), you may not only lose your teeth but are more likely to develop oral frailty in the near future. Oral care including toothbrushing, mouth-washing, and flossing, and getting regular dental examinations, are important. It is also known that even if your teeth become fewer, using dentures that fit can help to lower risk.

Our own research results have also shown that among healthy local residents, elderly persons with oral frailty are more likely to see a reduction in body muscle and require nursing care. It has also been learned in recent years that oral frailty can weaken relationships with society and make mild cognitive impairment (MCI) more likely. Preventing oral frailty is truly important for extending your years of healthy living.

Please strengthen the foundation of your mouth (your teeth) and think about using your mouth muscles during everyday life. Continue taking steps to actively move your mouth, including talking frequently with people, eating foods that require biting and chewing, and careful gargling.



About the Work of JKK Front Office Staff

At JKK, generally the JKK front office staff (building managers) perform work such as providing services to residents and conducting inspection patrols.

Their primary work includes the following.

Primary work of JKK front office staff

■ Responding to inquiries and consultations

- Responding to inquiries and consultations from residents
- Accepting notifications, requests, and other documents from residents
- Responding to inquiries from visitors

■ Building inspection patrols

- Inspection patrols inside buildings
- Inspection patrols of shared spaces and grounds

■ Management work

- Accepting requests for use of the Community Salon (meeting room)
- Distributing various information to individual households, and posting posters on bulletin boards

■ Procedures related to paid parking spaces

- Accepting requests for parking space contracts and contract cancellations
- Receiving notifications, applications, and other documents from contracting persons

■ Others

- Responding to requests for checking on safety
- Reporting in the event of fire

Management office business hours

Sundays, Mondays, Tuesdays, Fridays, Saturdays	9:00 – 12:00, 13:00 – 17:00
Wednesdays	9:00 – 12:00, 13:00 – 15:00
Thursdays and December 30 – January 3	Closed

* Some residences do not have a management office.

* The management office at some residences operates only 9:00 – 12:00 or 13:00 – 17:00.
(In such cases, the office is closed on Wednesdays.)

JKK is working to improve the quality of its on-site management services centering on its front office staff. If there is anything you think needs improving, please feel free to let us know.

Request for Removal or Disposal of Bicycles when Moving Out

- **Do not leave your bicycle behind when moving out of a residence.**

When moving out of a residence, in addition to your property inside the apartment, you must also take any bicycles which are parked in the bicycle parking area or elsewhere on the building grounds, or else dispose of them as oversize garbage.

- **For how to dispose of a bicycle, please check with the local government in the area where you live.**

When moving out of a residence and disposing of a bicycle that you no longer need, be sure to check the disposal method with the local government in the area where you live.

We ask for your understanding and cooperation in being sure to observe this rule.

Being Considerate About Living Noises

In group living, there are many cases when residents are unaware of the noise they make until it is pointed out by a neighbor or a person living below. With remote working and other changes, time spent at home is increasing and the living noises that occur unconsciously every day can become a problem.

A spirit of mutual consideration is important for comfortable living. We ask for your cooperation.





Connecting to the Internet



With the exception of some buildings, the customer must request service from a service provider in order to use Internet services.

The indoor work which is required varies depending on the results of the investigation into installing the line in the residence conducted by the service provider. In some cases, some time may be required before the start of use.

For details, please contact the service provider.



The general procedure for getting an Internet connection, and related frequently asked questions, are posted on the JKK homepage. Please have a look.



《JKK HP》

Connection type	Telecommunications provider to contact (as of March 2023)								
CATV cable	Cable internet company serving your region (*1)								
Internet (VDSL, LAN cable)	<table border="0"> <tr> <td>NTT East (Flets Hikari)</td> <td>☎0120-116-116</td> </tr> <tr> <td>Sony Network Communications (NURO Hikari)</td> <td>☎03-6705-5838</td> </tr> <tr> <td>KDDI (au Hikari)</td> <td>☎0120-92-5000 (*2)</td> </tr> <tr> <td>U-NEXT (formerly ARTERIA Networks)</td> <td>☎0120-979-524 (*2)</td> </tr> </table>	NTT East (Flets Hikari)	☎0120-116-116	Sony Network Communications (NURO Hikari)	☎03-6705-5838	KDDI (au Hikari)	☎0120-92-5000 (*2)	U-NEXT (formerly ARTERIA Networks)	☎0120-979-524 (*2)
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KDDI (au Hikari)	☎0120-92-5000 (*2)								
U-NEXT (formerly ARTERIA Networks)	☎0120-979-524 (*2)								
Internet (optical fiber)	Contact the above or your preferred telecommunications provider. (*3)								

*1: Applications are not possible in buildings where cable television has not been installed.

*2: Applications are possible only when a line belonging to that company has already been installed in the building where you live.

*3: There are some telecommunications providers (Hikari Collaboration) which provide internet using optical fiber belonging to NTT. (Names are often “_____ Hikari” or something similar.)

For Optical Collaboration providers, the resident should contact the telecommunications provider to ask whether installation is possible.

Precautions

- For all connection types, the resident is responsible for the contract with the telecommunications provider, installation costs, service fees, and other expenses.
- JKK shall bear no responsibility of any kind for connection trouble.
- Depending on the service conditions and other factors at each building, some time may be required before service is started or it may not be possible to install the necessary line. Please contact the telecommunications provider in advance.
- For the use of wireless internet that does not require work in building shared spaces or inside apartments, please contact the service provider directly (not necessarily the telecommunications providers listed above).
- LAN cable, VDSL, and CATV cable types use shared space power supply. Internet service will not be available when the power supply is stopped due to inspection, malfunction, accident, or other reason.

Use of Residential Fire Extinguishers

- Your apartment includes a residential fire extinguisher.
- In the event of a fire, use the residential fire extinguisher installed to extinguish the fire in the early stages. However if the fire gets out of control and starts to spread, evacuate and do not take risks. Be sure to call 119 and follow the instructions of the Fire Department.
- Always leave the residential fire extinguisher in its regular place and carry out management and inspections as indicated in the instruction manual provided with the fire extinguisher.
- If you notice anything wrong with the fire extinguisher, please contact us at JKK Tokyo Customer Center telephone number ② on page 12.



Request from JKK

Residential fire extinguishers are replaced by JKK around every 5 years. In apartments where the fire extinguisher could not be replaced because the resident was absent or for other reason, there is the risk that the fire extinguisher may become unusable for early stage firefighting due to deterioration or other reason. If your fire extinguisher was not replaced, please contact us at JKK Tokyo Customer Center telephone number ② on page 12. →



Please Contact Us if You Notice Anything Wrong with the Building



JKK is striving to provide safe and dependable residences by means such as various mandatory inspections and conducting systematic maintenance. However we require the cooperation of all residents in order to prevent accidents occurring at the residences.

Small problems such as a loose veranda or window handrail, screen, panel, or other part, or cracks in the indoor ceiling, can lead to accidents. If you notice anything wrong, please contact the JKK Tokyo Customer Center.

Contact

Please call JKK Tokyo Customer Center telephone number ② on page 12.



Work for Improving Residence Facilities



JKK will bear the expenses of improving residence facilities for elderly residents and residents with disabilities.

JKK is performing work to improve residence facilities for elderly residents and residents with disabilities.

If you meet the “Application Requirements” below and require improvement to residence facilities for everyday living, you can submit a request at any time during the year. Please be aware that depending on the request contents, 1 – 2 months may be required before the improvements are carried out.

Application Requirements

In general, requirements ①, ②, and ③ below must all be satisfied.

- ① **A person who satisfies one or more of A – C below is living in the residence.**
 - A. A person aged 65 or more
 - B. A person with a class 4 or higher physical disability certificate
 - C. A person who has received a war injury certificate of Subsection 1 or higher in Annex Table 1-3 of the Pension Act
- ② **The person is not delinquent on payment of rent, common area fees, or parking fees.**
- ③ **The person does not live in a building that is scheduled for remodeling.**

* Persons who do not satisfy Application Requirement ① may submit an application based on a certificate from a physician. The application may be accepted if JKK concludes that facility improvement work is necessary. First please consult with the JKK Tokyo Customer Center.

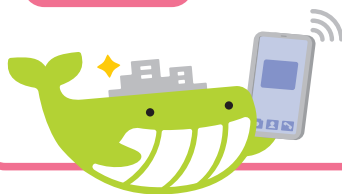
Application method

Application forms are available at management offices and call centers (residents who “want application forms to be mailed” to them are requested to call the “JKK Tokyo Customer Center” and state this fact).

Fill in all the required areas of the application form and submit it to the management office or jurisdictional area office.

* Persons with a physical disability or persons who have sustained injury or illness while serving in the armed services must provide certification documentation (a copy from a “Physical Disability Certification Booklet” or a “Wounded or Sick Serviceperson’s Certification Booklet” indicating name, address, and classification of disease/illness) as an attachment to their application.

Inquiries

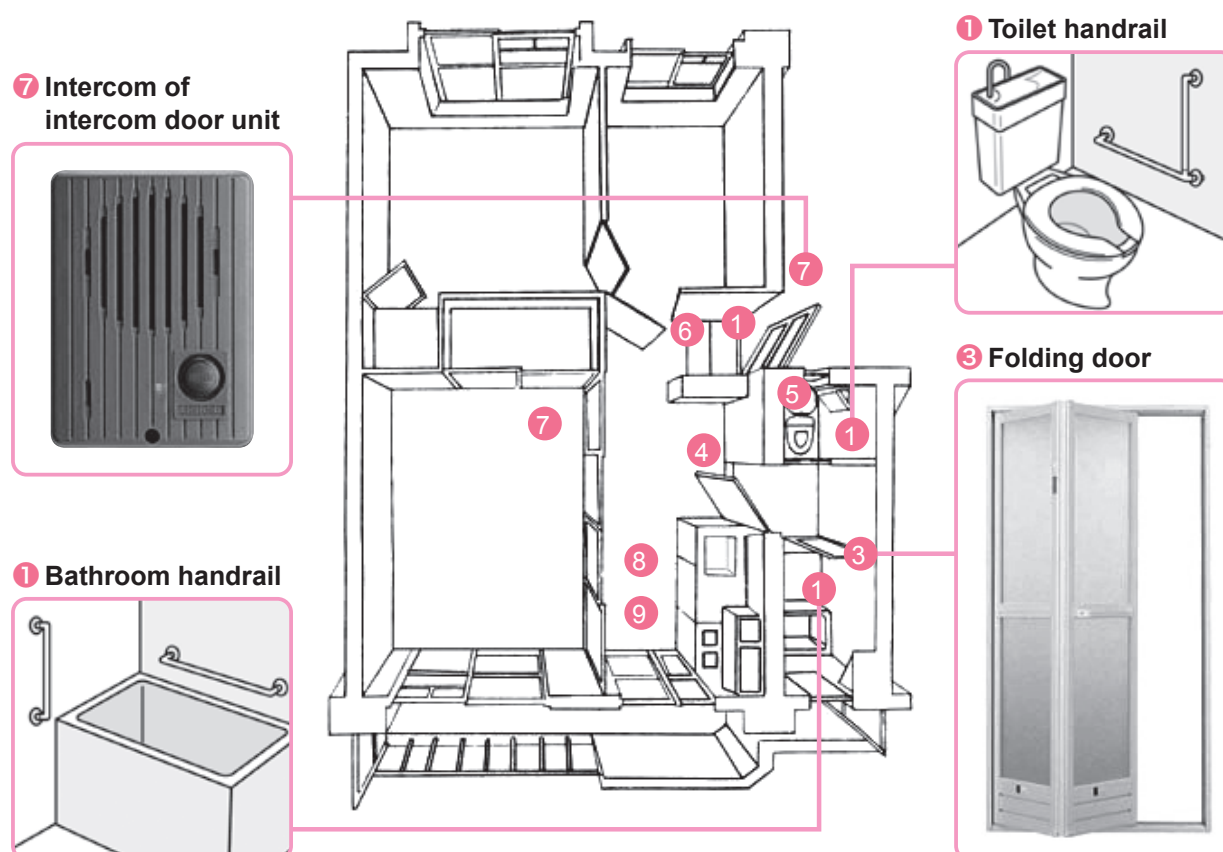


For inquiries, call the “JKK Tokyo Customer Center” using telephone number ① on page 12.

Types of improvement work

Applications can be made for the following types of improvements.

- 1 Installation of handrails inside entrances, toilets, and bathrooms**
* This service is available for residents who are at least 65 years of age, are visually impaired, or are physically handicapped.
- 2 Installation of handrails in areas other than inside entrances, toilets, and bathrooms**
* This service is available for residents who are at least 65 years of age and are physically handicapped.
- 3 Replacing inward-opening bathroom doors with center-folding doors, etc.**
- 4 Removal of the threshold of the washroom doorway (the raised bottom part of the doorway)**
* Only 1st story units
- 5 Installation of a power outlet in the toilet room**
* Except in cases where the toilet is part of the bath room.
- 6 Installation of a lighting fixture near the entrance (inside the unit)**
* Only in cases where there is not a lighting fixture in the entranceway already.
- 7 Installation of an intercom in the entranceway (installation of an emergency alarm in the intercom's door unit)**
- 8 Installation of a fire alarm (with a spinning light) in the kitchen**
* For hearing-impaired residents.
- 9 Installation of a gas leak alarm in the kitchen**



Illustrations and photographs are for illustrative purposes only.

- * Application for improvements which have already been carried out by JKK are not accepted (except for handrails).
- * Specifications may vary from the illustrations and photos.
- * In some cases, installation is not possible in the requested location or a request may be rejected due to structural limitations, etc., of the building (installation of handrails in unit baths, etc.)



Use convenient bank transfers for payment of rent and other expenses.

Bank transfers can now also be registered for **Shinsei Bank** and **AEON Bank**. Residents who have not yet registered for bank transfers should please take this opportunity to consider using bank transfers. Bank transfers will start around 2 months after submitting the bank transfer request form to the financial institution.

Bank transfer procedure	① Complete the form. 	② Submit it to the bank. 	③ Notification arrives. <small>*Beginning of the month when transfers start</small> 	④ Bank transfers start. <small>*Withdrawal for each month occurs on the 7th of that month.</small> 
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* The bank transfer request form is available at the management office and area offices. If you wish to have one mailed to you, please contact the Customer Center.

For the financial institutions where this service is available and the required procedures, please call or check the homepage



Contact JKK Tokyo Customer Center telephone number ① below.

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

← Scan the QR code to view a page related to bank transfers.



JKK Tokyo Customer Center Telephone Numbers

★ Persons wishing to contact an area office should also use this telephone number.

Reception hours 9:00 AM – 6:00 PM (Closed on Saturdays, Sundays, national holidays and during the year-end and New Year holidays)

① Consultations regarding procedures, payment of rent, or living conditions

● Navi Dial

 **0570-03-0031**
ナビダイヤル®

● For persons unable use Navi Dial (0570 service), and persons using a mobile phone free-call or discount service:

☎03-6279-2962



② Requests or inquiries regarding repairs

Emergency calls regarding water leakage and other emergency repairs, accidents, fires, or the safety of residents may be made **24 hours a day, 365 days a year.**

● Navi Dial

 **0570-03-0032**
ナビダイヤル®

● For persons unable use Navi Dial (0570 service), and persons using a mobile phone free-call or discount service:

☎03-6279-2963



Navi Dial

Calls to Navi Dial (0570 service) from a landline phone will be charged the local call rate (excluding public phones and PHS). When calling Navi Dial (0570 service) from a mobile phone, the free-call or discount services offered by the telecommunications company do not apply.

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



▶ See here for frequently asked questions concerning procedures and other matters.

