



# Daily Life Plaza



Entrance to Utoji-land

## 2024 (Reiwa 6) April,



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

## 2024 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 2024	April 30 (Tue.)	For October 2024	October 31 (Thu.)
May	May 31 (Fri.)	November	December 2 (Mon.)
June	July 1 (Mon.)	December	January 6 (Mon.)
July	July 31 (Wed.)	For January 2025	January 31 (Fri.)
August	September 2 (Mon.)	February	February 28 (Fri.)
September	September 30 (Mon.)	March	March 31 (Mon.)

### 1. Residents Paying Through Automatic Withdrawal

If you wish to pay through automatic withdrawal, we will send you 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)” by the end of April.

This notifies you of the expected payment amount and the financial institution where the payment should be sent to.

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 Tuesday, April 30.**

If you are using automatic withdrawal, please check the amount in your payment account before the date of withdrawal.

## 2. Residents Paying Through Payment Notices

The “住宅使用料等納入通知書 (Payment Notice for Housing Fees, etc.)” for 2024 will be sent out around the 20th of each month. **Please pay your housing fee by the deadline.**

- (1) If you have lost your payment notice, you can get a new one by applying through the Metropolitan Government of Tokyo Public Service Cloud Application service, or by contacting the JKK Tokyo Customer Support Center (phone number ❶ on page 8).
- (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!

#### Easy

Your monthly payment is automatically withdrawn from your designated account on the last day of the month\*.

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

#### Secure

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



### ▶▶▶ Just Three Steps to Complete the Procedure!

Step  
1

#### Obtain an automatic withdrawal (payment) request form

Obtain the request form by applying online through the Metropolitan Government of Tokyo Public Service Cloud Application service, or by contacting the JKK Tokyo Customer Support Center (phone number ❶ on page 8).

Step  
2

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

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

Step  
3

#### Submit the form to your financial institution

Submit the form directly to 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.



**Use the Metropolitan Government of Tokyo Public Service Cloud Application service to apply for reissues of payment notices and online requests for automatic withdrawal (payment) request forms.**



You must register to use this service.

First scan the two-dimensional code at left. Once the page is displayed, click on “Search for the application procedure” → 06\_10 (For residents) Applications and claims for municipally owned housing and Tokyo Metropolitan Government subsidized housing →

⇒ Reissues of housing fee and common fee payment notices

⇒ Housing fee and common fee automatic withdrawal (payment) request forms

## 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 housing. As such, the Act on Public Housing and the Tokyo Metropolitan Housing Regulations obligate residents whose income exceeds 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 but are unable to do so due to a lack of space. For this reason, we ask over-earners to work toward 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 impairments, 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 formula below.

You can check your certified monthly income on the “令和 6 年度収入認定通知書兼使用料決定通知書 (2024 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.

## ◎ **Keeping dogs, cats, birds, and other pets is strictly prohibited**

You cannot keep dogs, cats, birds, or other animals as pets, or feed stray animals within the building grounds.

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 working on it 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**

The Tokyo Metropolitan Ordinance on the Prevention of Secondhand Smoking stipulates that Tokyo residents must strive to prevent others from being exposed to secondhand smoking.

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

Careless handling of cigarettes is also the cause of many fires. If a lit cigarette ignites laundry, bedding or the like, it can quickly cause a dangerous situation, so please handle and dispose of your cigarette butts carefully.



Detailed rules for everyday life are listed in the "Living in Public Housing" pamphlet that you received when you moved in. This pamphlet is also available on the JKK website.

JKK website > Notice to the Residents of Metropolitan Housing, etc. > Living in Public Housing



## **\*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 so as well. You must pay even if you are not enrolled in a resident association, and even if you 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.

## Learn about SDGs with Professor Panda: The Seventeen Goals



Q: How many children do you think live in extreme poverty around the world?  
➔ Answer on page 5

4



### 1. Eliminating poverty

There are many children living in extreme poverty around the world. Getting out of poverty is one key to a secure life. Various rules and systems are being considered to solve this issue.

## If You Installed a Bathtub and/or Bath Heater at Your Own Expense

If a bathtub or bath heater that you installed at your own expense malfunctions, the Tokyo Metropolitan Government will pay to replace it. If you wish to have your unit replaced, please confirm the following before applying:

### Application requirements

- (1) A bathtub or bath heater that you installed at your own expense is malfunctioning.
- (2) You must agree that your housing fee (rent) will be revised if you use this service\*1.
- (3) You are responsible for the removal and disposal of the old unit, including any associated fees\*2.
- (4) You must not be in arrears with any housing fees (rent).
- (5) You must not be an over-earner or high-income earner.

\*1: Estimated housing fee (rent) revision: Expect an increase of approximately 500 to 3,000 yen per month

- The amount of the increase depends on your household's income category.
- You will be notified of the official amount after the bathtub/bath heater replacement work is finished.

\*2: You can also ask the company conducting the replacement work to remove and dispose of your old unit (you are responsible for any related fees).

### Application procedures

Call the JKK Tokyo Customer Support Center or request an application form online.

Once you receive and complete the application form, submit it by mail or in person to your nearest Consultation Center.

Note: After your application is reviewed and is determined to meet the requirements, a contractor will contact you to conduct a site survey and conduct the replacement work.

### Application period

**Monday, April 1 to Friday, December 27, 2024**

Notes: 1. Applications may close earlier if the number of applications exceeds expectations.

2. Information regarding next year's scheduled installations will be posted on *Daily Life Plaza* at a later date.

### How to get the application form

- By phone JKK Tokyo Customer Support Center, phone number ❶ on page 8
- Online Use the "Metropolitan Government of Tokyo Public Service Cloud Application". Scan the 2-D code with your smartphone, etc. → "Search for the application procedure" → 06 Applications and claims for municipally-owned housing and Tokyo Metropolitan Government subsidized housing → Requesting an application form for bathtub/bath heater replacement



### Contact information for construction details

JKK Tokyo Customer Support Center, phone number ❷ 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 2024 to March 2025, building monitors will be making house visits to applicable households to conduct request surveys on new periodic visits/consultations.

### Target Households

Households with residents who are all eighty years old or older, who moved in before March 2024, and who do not currently receive periodic visits.

### If you are not home when the building monitor visits

The building monitor will put a questionnaire postcard in your mailbox. Please fill out the questionnaire and return it to us.



356 million children  
(from the Japan Committee for UNICEF website)



# Elevator Safety Knowledge for Earthquakes

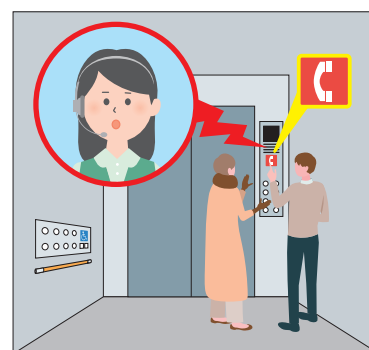
## Danger! Never use elevators to evacuate!

- ◆ 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**.



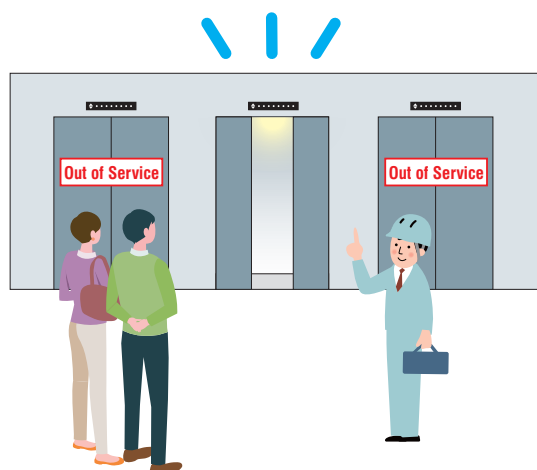
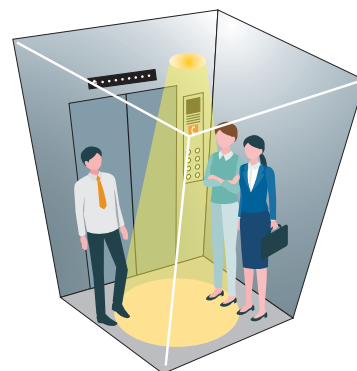
## If an earthquake strikes while you are in an elevator

- ◆ 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 restoration in buildings with multiple elevators.
- ◆ We apologize for any inconvenience this may cause to residents and ask for your understanding and cooperation.



## Notification regarding Tenancy Turnover Approval (Succession of Lessee Status)

If there are unavoidable circumstances, such as the death of the lessee or the lessee moving out due to divorce, the termination of a partnership, or the like, and the cohabitant wishes to continue living in municipally owned housing, he/she must submit a 住宅世帯員変更届 (Household Member Change Notice) form and 住宅使用承継申請書 (Tenancy Turnover Approval Application), and receive permission from the Tokyo Metropolitan Government.

As a general rule, only **a spouse or certified partner of the lessee** who received official cohabitant permission and **has been continuously residing in the property** can take over the lease.

Notes:

1. For the elderly, disabled, and others who require special consideration for residential stability, relatives within three degrees of kinship with the lessee may be approved.
2. For those in subsidized housing (designated public rental housing / special local rental housing), spouses, relatives within three degrees of kinship, and certified partners of the lessee will be approved.

### 《 Beware! 》

- **Even if the intended successor is the lessee' s spouse or certified partner, he or she is not entitled to tenancy turnover** in the following cases:
  - **The total income of the household that is seeking approval exceeds the limit for resident income** at the time of turnover (See the example below).
  - The spouse has been living with the lessee without receiving cohabitation approval.

### Example: A three-person household consisting of parents and a son.



#### Time of turnover.

Death of lessee, moving out due to divorce, etc.

If there is a person or persons in the household with income and the total household income exceeds the limit for resident income\*, approval will not be given even to the lessee's spouse.

The household may become "over-earners" when the spouse becomes the lessee, even for those currently receiving exemptions or whose income has not changed.

\* Limit for resident income:

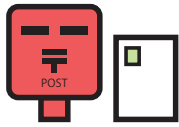
Certified monthly income of 158,000 yen. However, for households that meet certain requirements, such as the elderly or disabled, the limit may be raised to 214,000 yen.

- If you continue living in the residence for **six months after the date the lessee dies or moves out due to divorce, the termination of a partnership, or the like**, without receiving approval, you will be required to **pay an amount equivalent to the rent of a nearby similar residence (private rental housing in the neighborhood)** starting from the following month.

There are specific requirements for the approval of turnover, such as income standards based on ordinances, reasons for application, status of payment of housing fees, and length of occupancy. If you have any questions, please contact the JKK Tokyo Customer Support Center (phone number ① on page 8).

# Submit Applications and Notifications via Postal Mail or the Internet

## Complete procedures via postal mail



Some procedures, such as 使用料減免申請 (housing fee reduction application) and 世帯員変更届 (household member change notice), can be done by postal mail rather than by going 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.



## Some procedures can be completed online



Some notifications and requests for forms, such as 長期不在届 (long-term absence notification) and 模様替え届 (redecorating notification), are accepted online via the [Tokyo Metropolitan Government Administrative Procedure Cloud Application](#) service.

You can order various notifications and forms without contacting the JKK Tokyo Customer Center or going to a Consultation Center.

The number of procedures available online will continue to expand.



Government Administrative Procedure Cloud Application

Please check the JKK Tokyo website for more information on which procedures are available online. ➔



## ☆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)

We have published a page on the JKK Tokyo website listing times when it may be difficult to contact us by phone.



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

List of procedures  
Download forms



Call the Navigation Dial at

**☎0570-03-0071**

For those who are unable to 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, suspension 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 are unable to 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).

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

•The lines may be congested from 9:00 a.m. to 10:00 a.m. on Mondays and the next morning after a holiday.

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).”

Housing Policy Headquarters, Tokyo Metropolitan Government website

東京都住宅政策本部

Search



JKK Tokyo website “For residents of municipally-owned housing, etc.”

都営住宅 お住まいの皆さま

Search



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



**♻️70** *Daily Life Plaza* is made with recycled paper.  
SAVE THE GREEN EARTH!  
Made of recycled paper that is 70% wastepaper pulp.