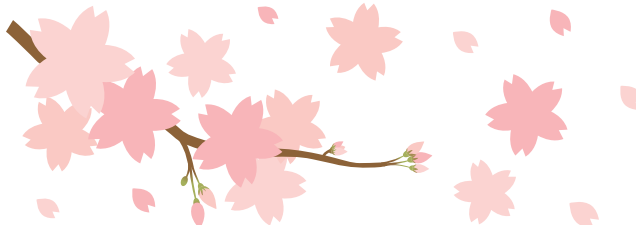




Public Housing Management Section, Public Housing Division, Tokyo Metropolitan Housing Supply Corporation  
Terrace Shibuya Mitake 1-15-15 Shibuya, Shibuya-ku, Tokyo 150-8543



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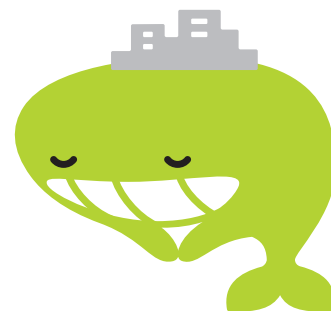
## Checking on Safety During Emergencies

If you haven't seen someone recently or cannot contact someone, you notice that newspapers and mail are accumulating in a mail box or that the lights are constantly on, etc. within the housing complex, please contact the JKK Tokyo Customer Center.

After investigating the situation and it is decided that there is a need, JKK will contact the police and have them accompany JKK into the apartment, etc., to check.

In addition to preparing a response manual to ensure swift and accurate action with regard to the need to confirm the safety of residents, JKK is also actively adopting measures to strengthen communications between the local city and town halls and local authorities, etc.

\* When urgent confirmation regarding safety is needed, please contact "JKK Tokyo Customer Center", telephone number (2) listed on page 4.



# Start of a "Monitoring Service"

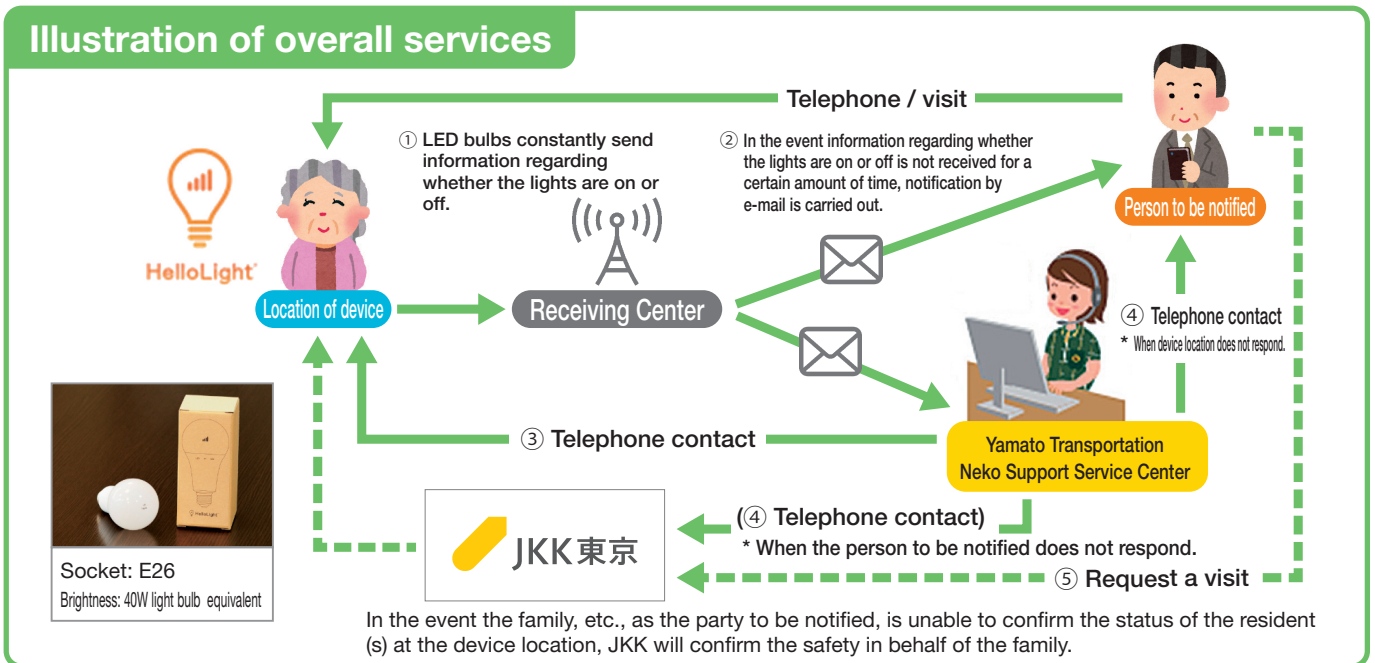
In consideration of the increased number of elderly households, we will provide the monitoring service which uses devices such as sensors. If you are interested in using the service, please contact us at [contact info] regarding the monitoring services provided by each company.

## Yamato Transportation "Kuroneko Monitoring" Service

Monthly cost  
1,078 yen (tax included)

With the installation of a "Hello Light" LED light bulb equipped with a communication function in restrooms and other areas which are used on a daily basis, if a light is not turned on or off for a certain period of time, JKK will contact the pre-registered notification address.

### Illustration of overall services



If a light bulb is not turned on or off from 9:00 a.m. the previous day until 8:59 a.m. the current day, the system detects this as an abnormality and will send a notification by email to the pre-set notification address between 9:00 a.m. and 10:00 a.m. of the current day.

### Application / Inquiries

Yamato Transportation Neko Support Service Center

Tel.: **0120-545-425**

Business hours 9:00 a.m. - 6:00 p.m. (Closed End of Year and New Year holidays)

Scan the QR code below to access the application screen.



# Service" for the Elderly

In public housing, JKK has decided to install sensors, in cooperation with two companies. Please contact the address below for more information

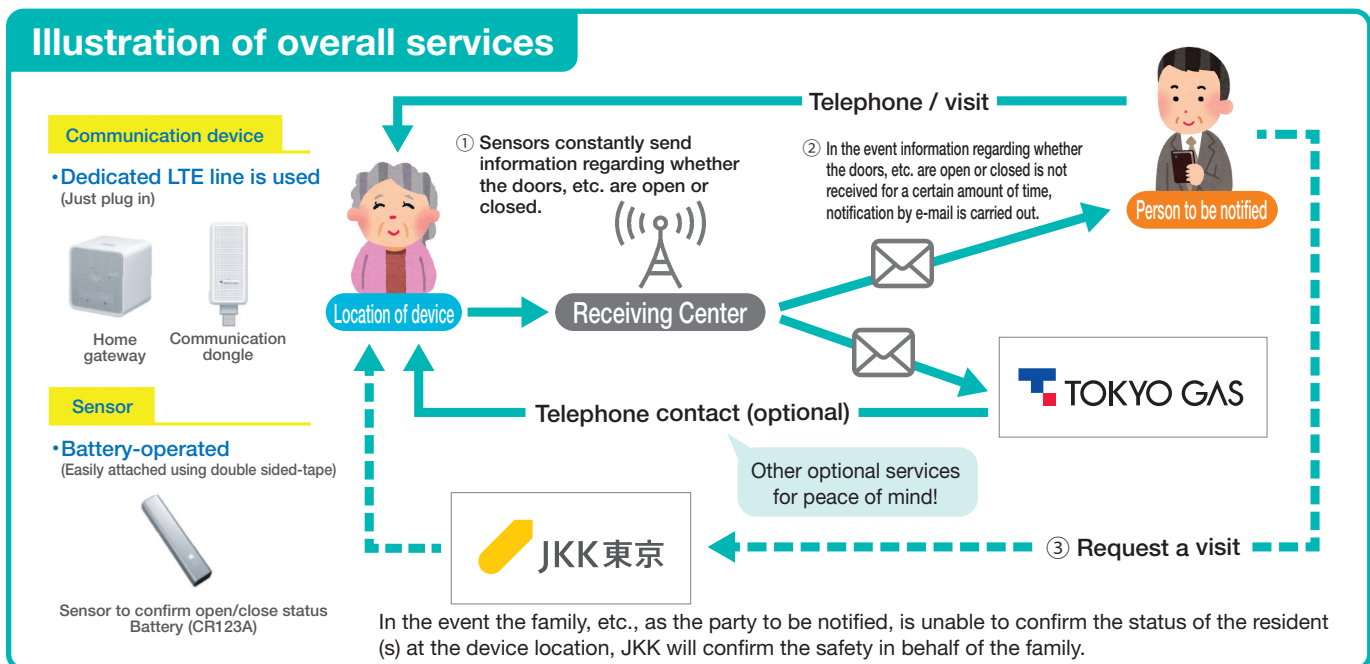


## Tokyo Gas "Moshimo no Tayori"

Monthly cost  
990 yen (tax included)

A sensor is installed in a restroom or other area which is used on a daily basis to confirm the opening or closing of doors, etc. If the doors are not opened or closed for a certain period of time, JKK will contact the pre-registered notification address.

### Illustration of overall services



If the door is not opened or closed from 8:00 a.m. the previous day until 7:59 a.m. the current day, the system detects this as an abnormality and will send a notification by email to the pre-set notification address between 8:00 a.m. and 12:00 p.m. of the current day.

### Application / Inquiries

**Tokyo Gas Co., Ltd. Station 24**

**Tel.: 0120-117744**

Business hours 9:00 a.m.- 5:00 p.m. (Excluding Sundays and Holidays)

Scan the QR code below to access the application screen.



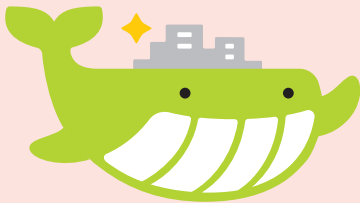
# Requests During Long Absences

If you are planning to be away from home for an extended period of time due to reasons such as travel, a business trip or hospitalization, please be sure to submit a "Notice of absence" to the management office.

"Notices of absence" can be obtained from management offices and area offices.

## If a notice of absence is not submitted, the following problems may occur.

- In some cases, if JKK receives a call such as "maybe the resident has collapsed in their home!?" from neighbors, etc., JKK may decide to enter a room to confirm the safety.
- In the event of an emergency such as a water leak or fire, an immediate response may not be possible.



For residents who use regular delivery services (e.g., newspaper, milk, bento (lunchbox)), please remember to contact each service and request a suspension of deliveries if you will be away for an extended period of time.


## "JKK Tokyo Customer Center" telephone number

★Persons wishing to contact the local office, please use this telephone number.

**Business hours** 9:00 a.m.- 6:00 p.m. (Closed Saturdays, Sundays, National Holidays, End of Year and New Year Holidays)

### ① Consultation regarding various procedures, payment of rent, living conditions

●Navi-Dial

 **0570-03-0031**  
ナビダイヤル®

●Residents who are unable to use Navi-Dial and residents using free cell phone call services and discount services


**☎03-6279-2962**



### ② Application/inquiry for repair

Emergency contact regarding urgent repairs and improvements for water leaks, etc., accidents, fire, and the safety of residents available 24-hours a day, 365-days a year

●Navi-Dial

 **0570-03-0032**  
ナビダイヤル®

●Residents who are unable to use Navi-Dial and residents using free cell phone call services and discount services

**☎03-6279-2963**



#### Using Navi-Dial

For calls from a fixed land line, local call rates apply (excluding public telephones and PHS).  
For calls from a mobile phone, free dial or discount services by the phone company do not apply.

\* **Phone lines are always very busy between 9:00 am and 10:00 am Monday mornings and the day after a holiday.** If the matter is not urgent, please avoid calling at these times.



▶ Click here for frequently asked questions about procedures, etc.

