



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

## The New JKK Tokyo begins!

JKK Tokyo's most important mission is to support the lives of Tokyo residents and contribute to society through housing. One of its fundamental principles is to create the future of Tokyo by boldly accepting the challenge to pioneer initiatives.

On April 1, 2022, the logo, character, etc. will be updated to reflect the attitude and thoughts of public housing.

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### New logo mark



The logo shows "sunlight shining through a window into a room" from the upper right to the lower left, and represents "JKK Tokyo delivering sincere, friendly and warm services." The arrow strongly pointing to the upper right also represents the dynamic attitude of all staff members working toward a common goal and initiatives that are ahead of their time. The shape is a combination of curves and straight lines, expressing business activities which create the optimal solution for various issues, from both the software and hardware perspectives. "Making life warm with people" expresses JKK Tokyo's attitude to create warm "living" for "people" while supporting them.

### New character



**Profile**  
"UTOJIRA" is a whale fairy with an ideal town of JKK Tokyo on its back. Floating in the air, it gently watches over the residents. It is loved by the residents because of its mysterious presence naturally warms the hearts of those who see it. His hobby is taking a nap among the greenery.

### New name for the management staff

The staff working at the JKK Housing management office will be renamed the "JKK Front Desk Staff." We will continue to do our best to help you become familiar with application and notification submissions, patrolling and management within the premises, etc!

The website and Twitter provides the latest information on housing management, campaigns etc. and events.

JKK東京 JKK Tokyo Official website  
<https://www.to-kousya.or.jp/>



Twitter  
[Official] JKK Tokyo  
(Tokyo Metropolitan Housing Supply Corporation)  
@JKKTOKYO\_info



## Introducing local community activities



Kosha Heim  
Honancho Garden Court

“Smiles and smiles, hand in hand, the circle of the community”

## Kizuna Saloon Garden



Introducing “**Kizuna Salon Garden**” at “Kosha Heim Honancho Garden Court”, a JKK rental residence located in Suginami-ku, Tokyo.

### “Kizuna Saloon Garden”

“Kizuna Salon” is where local residents can meet and interact. The salon was established and is operated by Suginami Ward Council of Social Welfare.

Ring toss, darts\*, handicrafts, and coloring pictures are planned and held at “Kizuna Salon Garden” at Kosha Heim Honancho Garden Court, so housing residents and local citizens can casually interact with each other, and people of all ages, including the elderly and households with children, can participate with enjoyment.



\* Darts is an indoor game in which players throw short arrows with feathers at a circular target to score points.

### We interviewed everyone!

To better aim the arrow to hit the target when playing darts, keep your back straight. This also naturally leads to good posture. In addition, to calculate scores for many different games, your brain is stimulated, which helps prevent frailty in the elderly.

In addition, when members interact with each other on a regular basis, they may notice any physical or mental changes and serve as a bridge to the Regional Comprehensive Support Center by helping to look out for each other.

Continuity is important in community activities. By keeping the number of participants small each time, everyone can be satisfied with the event and think, “I’m glad I went!” At the same time, everyone can enjoy themselves even during the COVID-19 crisis without reducing the opportunities to get together.

### Scenes of activities

So people can enjoy darts according to their level of experience and proficiency, the event is divided into “soft darts day” for beginners and “hard darts day” for experienced players. Here, we will cover soft darts activity for beginners.

First, everyone did stretches to warm up, and then they began playing. The players cheered each other on and when they finished throwing their darts, scores were calculated and written down. Everyone was lively and happy, and it was amazing how fired up they were to get a better score the next time.

At first, everyone stretches.



Three darts are thrown in one round



The numbers on the target hit by the darts are calculated.



Everyone writes his score on the whiteboard.



\* This article is based on an interview conducted on November 18, 2021.

JKK will continue to support community activities for the residents and activities that promote interaction with people in the region.

## Prevent Frailty!

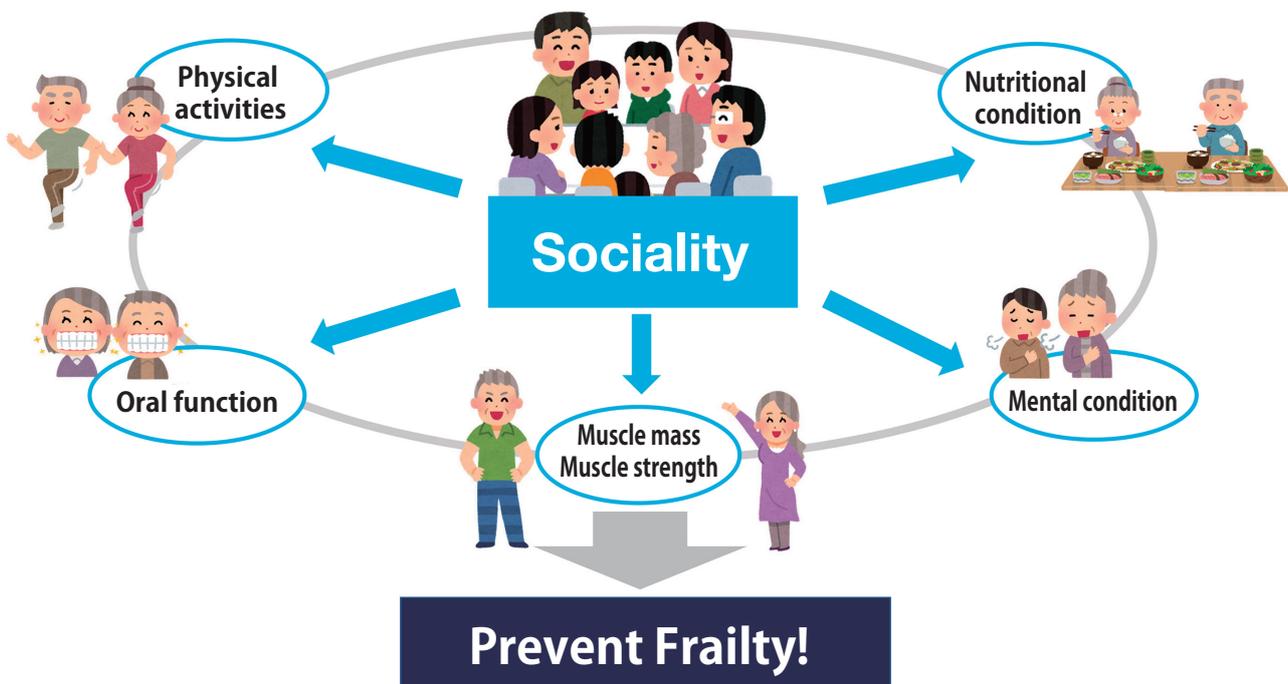
### “Kyouiku to Kyouyou” for frailty prevention

When the body and mind deteriorate, and social connections weaken, it is called frailty.  
By preventing frailty, one can lengthen the time one is healthy.

Tomoki Tanaka, Institute of Gerontology, The University of Tokyo

Maintaining muscle mass and strength is very important to prevent frailty in old age. For this reason, a well-balanced and nutritious diet and exercise are said to be important. However, many people find it difficult to make a conscious effort to eat and exercise on a daily basis.

In recent years, it has become clear that expanding one's life, interacting with others, and participating in social activities can help prevent loss of muscle mass and strength and reduce the risk of developing physical frailty (sarcopenia) in the future. This is because rich socialization increases physical activity, has a positive effect on oral function such as articulation and mental health, and improves nutritional condition, resulting in increased muscle mass and strength. Incidentally, studies have shown that women are more likely to increase physical activity and men are more likely to be positively influenced in their heart and in nutritional conditions.



Of course some people are limited in the connection with the society due to the physical and mental reasons, but those who are not confident they can continue eating properly and exercising daily, we especially encourage them to consider “**Kyouiku to Kyouyou (Today I have a place to go, today, I have something to do),**” as the first step of prevent frailty.

## Regarding housing facility improvements



**For elderly people and people with disabilities, JKK will carry out improvements to housing facilities at JKK's own expense.**

JKK will carry out improvements to housing facilities for JKK rental housing and JKK-operated metropolitan housing units occupied by elderly people and people with disabilities.

Residents who meet the “application conditions” below and who require improvement of housing facilities for daily living can make a request for improvements at any time of year. Please note that, depending on the circumstances of the request, it may take 1 to 2 months for the work to be carried out.

### Application conditions

Applicants must meet each of the following criteria: ①, ② and ③.

- ① Someone residing in the unit must meet at least one of the following conditions: A, B or C.
  - A. A person is at least 65 years of age
  - B. A person has a “Physical Disability Certification Booklet”, grade 4 or above (visual impairment, hearing impairment or physical handicap)
  - C. A person has a “Wounded or Sick Serviceperson's Certification Booklet” certifying an injury/disease of the level or higher described in Appendix Table 1, Item 3, Subsection 1 of the Pension Act
- ② A person with no arrears of rent, common-area service expenses, or parking area expenses
- ③ The applicant's unit is not designated as part of a rebuilding project

### 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 8.**

## 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)**

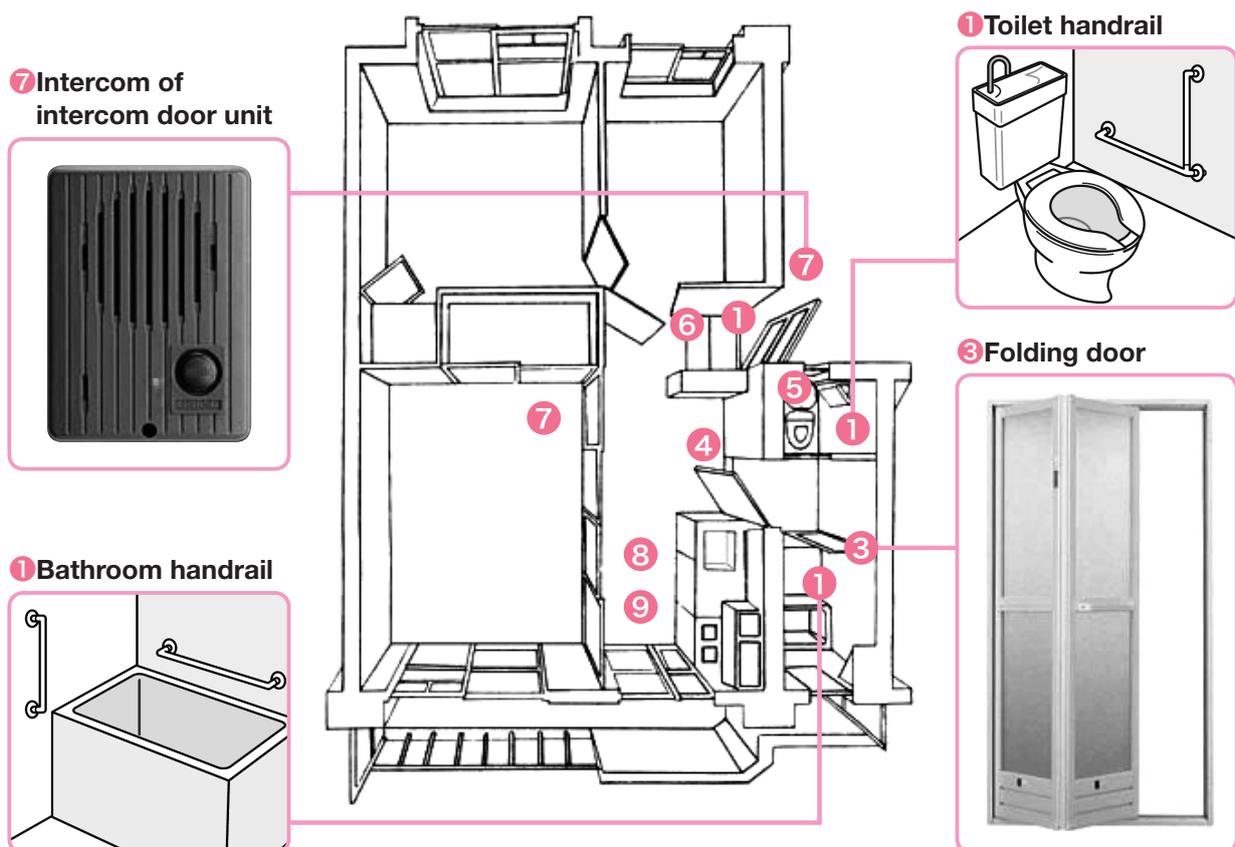
\* Only in cases where there is not a lighting fixture in the entranceway already.

**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.)



# Internet connection

The type of Internet service which is available will vary depending on the unit where you live. When applying for Internet service for the first time, or for a faster Internet (fiber optic line), please directly inquire to one of the following communication companies or your preferred telecommunications carrier. Steps to receive Internet service and FAQs can be found on the JKK website.

Connection method	Contact information for individual communication companies (as of March 2022)								
CATV cable	<b>Cable TV companies in the local area</b> (*1)								
Internet (VDSL, LAN cable)	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">NTT East Japan</td> <td style="text-align: right;">☎0120-116-116</td> </tr> <tr> <td>Sony Network Communications Inc. (NURO Hikari)</td> <td style="text-align: right;">☎0570-099-130</td> </tr> <tr> <td>KDDI Corporation</td> <td style="text-align: right;">☎0120-92-5000(*2)</td> </tr> <tr> <td>U-NEXT (Arteria Networks)</td> <td style="text-align: right;">☎0570-060-602(*2)</td> </tr> </table>	NTT East Japan	☎0120-116-116	Sony Network Communications Inc. (NURO Hikari)	☎0570-099-130	KDDI Corporation	☎0120-92-5000(*2)	U-NEXT (Arteria Networks)	☎0570-060-602(*2)
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Internet (Fiber optics cable)	<b>In addition to the above, please contact the telecommunications carrier of your choice.</b> (*3)								

\*1 If your building does not have cable TV installed, application is not possible.  
 \*2 Application is only possible if the company has already connected an Internet line to your residence building.  
 \*3 Some telecommunications carriers use NTT's Hikari (optical fiber) to provide Internet access (fiber optics collaboration). (such as ○○ Hikari)  
 For carriers participating in such fiber optics collaboration, please check with your preferred telecommunications carrier to see if installation is possible.

Cautions

- Regardless of connection method, contract and usage fees, and any installation fees by the telecommunication carrier, shall be borne by the applicant.
- JKK shall not be held liable for any problems which may occur, including connection failures, etc.
- Please check with each telecommunications carrier in advance, as time may be needed to connect the Internet line or extending such line to your residence may not be possible, depending on the availability at each property.
- For wireless access to the Internet in common areas of a building or without construction within the building, please contact the service provider directly, not the telecommunications carriers described above.
- LAN cable, VDSL cable, and CATV cable systems use the power supply in the common area. In the event of power supply interruption due to inspection, malfunction, accident, etc., Internet service will not be available.

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## Please contact us if you notice anything wrong with the railing on a veranda or window

While JKK endeavors to provide safe and reliable housing through the performance of various legal inspections and planned repairs, the cooperation of each resident is needed to prevent accidents from occurring within residences.

Rattling the balcony or window railings, grates, panels, etc., may cause even a slight defect to result in an accident. If you notice something, please contact the JKK Tokyo Customer Center.

Inquiries



For inquiries, call the “JKK Tokyo Customer Center” using telephone number ② on page 8.

# Please cooperate with the Self-defense firefighting

**Q.** What is Self-defense firefighting training?

Check!!

**A.** Emergency preparedness

Apartment buildings are required to conduct periodic firefighting, notification and evacuation drills in accordance with the firefighting plan. Carried out one or twice a year for public housing.



**In order to avoid panicking in time of disaster, always be prepared.**

**Q.** What should you do specifically?

Check!!

**A.** Firefighting training, notification training, and evacuation drills are mainly implemented.

**○ What is firefighting training?**

Learn how to use a fire extinguisher and indoor fire hydrant and confirm their locations.

#### How to use a fire extinguisher

- ① Bring the fire extinguisher near the fire.
- ② Remove the safety pin.
- ③ Point the nozzle towards the source of the fire.
- ④ Squeeze the lever.
- ⑤ Disperse the contents of the fire extinguisher.

#### How to use the indoor fire hydrant

- ① Press the start button.
- ② Unwind the hose.
- ③ Open the valve.
- ④ Spray the water

**○ What are notification training and disaster training?**

Notify the fire department and confirm procedures to evacuate from the building.

#### Call 119

- Type of disaster (fire or emergency).
- Where (address/building name)?
- What is burning?
- Is anyone injured or delayed evacuation?

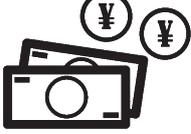
#### Evacuation points

- Confirm the evacuation route beforehand.
- Cover your mouth with a handkerchief, etc., stay in a low body position (avoid inhaling smoke).
- Once evacuated, do not return.

**Actual work will be carried out by management.  
We appreciate your cooperation.**

# Use the convenient bank transfer to pay rent or other bills

Registration for bank account transfers from **Shinsei Bank and Aeon Bank** is also possible. If you have not registered for a bank account transfer, please take this opportunity to do so. A bank account transfer will take effect two months after submitting a bank account transfer application to your financial institution.

<b>Bank transfer procedures</b>	<b>① Fill out the form</b> 	<b>② Submit it to the bank</b> 	<b>③ Receive notification</b> <small>* Transfers are performed at the beginning of the month</small> 	<b>④ Transfer begins</b> <small>* Withdrawals are performed on the 7th of every month</small> 
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\* A bank transfer application form can be obtained from the management office and contact center. Contact the Customer Center if you wish to receive it by mail.

For participating institutions and application procedures, please call or visit our website.



**Inquiries**

Use Tel. No. ① of the “JKK Tokyo Customer Center”

**Website address**

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

← Scan the QR code to view “Paying Rent”.



## “JKK Tokyo Customer Center” telephone numbers

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

**Reception hours** 9:00 a.m. - 6:00 p.m. (Closed Saturday, Sunday, national holidays, end of year and New Year holidays)

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

●Navi-Dial

 **0570-03-0031**

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

**☎03-6279-2962**



### ② Application for repairs and inquiries

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**

●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**

Calls can be made at local call rates from a fixed landline telephone (excluding public telephones and PHS). When making a call from a mobile phone, any free dial or discount services by the phone company will 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 it is not an urgent matter, please avoid calling at these times.



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

