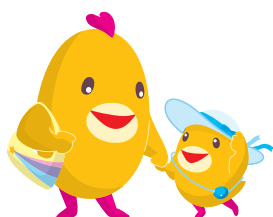


Beware of Heat Stroke

Three basics for a "new life style"

- ① **Maintain social distance**
- ② **Wear a mask**
- ③ **Wash your hands, avoid the
 "Three Cs (Closed areas / Crowded places / Close-contact)"**



Be sure to practicing these,
 and take countermeasures
 to prevent heat stroke even
 more than normal years!

Index

● Beware of Heat Stroke	1
● Be prepared for a typhoon!	2
● Prevent and exterminate any mosquitoes to enjoy a comfortable summer! ...	2
● We would like to notify everyone about hot water supply equipment replacement construction ...	3
● Information on application/notification procedures ...	4
● Support for Community Disaster-Prevention Activities ...	5
● Prevent Frailty!	6
● Introducing local community activities	7
● Using Public Corridors, Stairways and Balconies ...	8
● Precautions When Using Elevators	9
● Financial agencies which can transfer funds from your bank account for house rent, etc., have increased! ...	9
● Housing support system for elderly long-term residents ...	10
● Notification from Environmental Bureau of the Tokyo Metropolitan Government ...	11
● Prevent phone fraud!! The Five Articles of Understanding ...	11
● Internet connection	12
● JKK Tokyo Customer Center telephone numbers ...	12

Points in preventive actions for a "new life style"!

● **Wear a mask**

Wearing a mask is effective in preventing the spread of airborne droplets. However, wearing a mask during hot / humid weather in the summer can also increase the risk of heat stroke. When you can maintain a sufficient distance (2m and more) from other people outdoors. Moreover, avoid working and exercising with a heavy load while wearing a mask.

● **Avoid heat**

Use air conditioning and fans wisely, to adjust the room temperature. However, maintain good ventilation, use a ventilating fan and open window even while using air conditioner to prevent infection.

● **Daily health management**

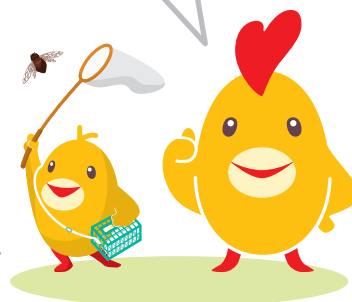
Check your body temperature and health daily. Knowing your normal body temperature will help you to detect any changes in your body condition. When you do not feel good, do not push yourself, stay home and rest.

● **Fluid replenishment**

Frequently drink fluids even before you get thirsty. Exercise and work to build stamina, if you sweat a lot, don't forget to take in some salt too.

**In these cases, don't hesitate
 to call an ambulance!**

- My consciousness is not normal
- I can't take in fluids on my own



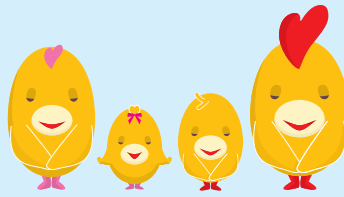
*Elderly persons, children, and persons with disability are especially prone to suffer heat stroke, so please be extra careful!
 Persons who are close by can also actively offer help.

Be prepared for a typhoon!

If you leave your personal items on the balcony, they may be blown away by strong wind and break a glass door, etc., so please place them inside your room.

Moreover, if the drain outlet in the balcony is clogged, water will not flow out, so please regularly remove any trash, etc. from the outlet.

If rainwater leaks inside from the sash, please use fabric and plastics to prevent a flood.



Preparation for disaster, etc. is described on the JKK Tokyo website.
<https://www.to-kousya.or.jp/nyukyosha/saigai/taifu.html>



Prevent and exterminate any **mosquitoes** to enjoy a comfortable summer!

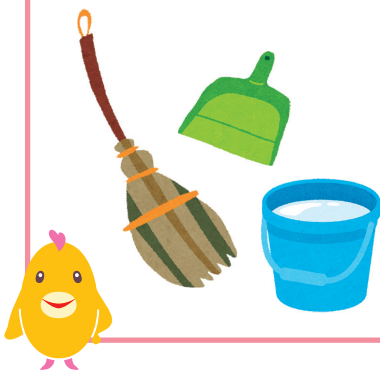
The arrival of the summer also heralds the arrival of a large number of mosquitoes. In recent years, the threat of contagious diseases carried by mosquitoes has been of concern.

Daily efforts to prevent the emergence of mosquitoes are important.



Eliminate any stagnant water

Regularly clean all drains to prevent mosquitoes from laying eggs.



Avoid exposing your skin

Wear long-sleeved shirts and long pants when outdoors to reduce the amount of skin exposed.



Use insect repellent

Insect repellent spray is a chemical that coats the skin, etc. to prevent blood-sucking activity of mosquitoes. Make sure you observe all applicable precautions when using repellent.



We would like to notify everyone about hot water supply equipment replacement construction

● Regarding rooms with hot water supply equipment prepared by **this public corporation**

- In housing built after 1983, hot water supply equipment (hot water dispenser, bath boiler) has been installed from the beginning of management. This public corporation has carried out replacement construction according to the planned repair work during the renewal period.
- In housing built before 1983, hot water supply equipment was not installed from the beginning of management. This public corporation has installed hot water supply equipment through repair construction of vacant housing. Consequently, since the time of installation is different for each unit, even in the same housing complex, each targeted customer will be notified before the replacement construction is carried out.

*Units in which a bath tub / bath boiler has been privately installed are not eligible.

● Regarding units where the a bath tub / bath boiler has been **privately** installed

If you would like to replace the bath tub / bath boiler by this public corporation, the following applications are accepted.

*Expenses to remove the bath tub / bath boiler before replacement shall be borne by the customer.

Application of "Bath tub / hot water supply equipment installation work"

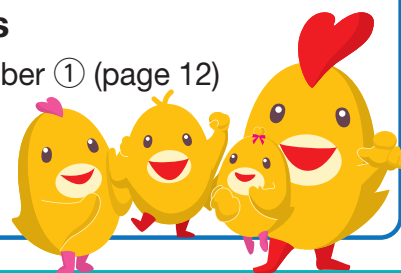
Eligible households	Household which have privately installed a bath tub / bath boiler
Housing Rent	The amount of the house rent you are paying will increase approx. 4%. However, a one-point hot water supply (bathroom) will be approx. 3%.
Hot water supply system	Except for certain units, hot water supply will be in two locations (bathroom and kitchen). *For the Minamisuna housing, housing for reconstruction, and commercialization housing, it will be one-point hot water supply (bath room).

Installations are carried out in sequential order, we appreciate the patience shown by households waiting for installation.

Inquiries

- **Inquiries regarding the water supply system, etc.**
⇒ "JKK Tokyo Customer Center" telephone number ② (page 12)
- **Inquiries regarding application details**
⇒ "JKK Tokyo Customer Center" telephone number ① (page 12)

*Application forms can be received and submitted to the Management Office for your housing.



Information on application/notification procedures

If your family composition changes while living in public housing, please follow the notification procedures.

Application to Change Resident Name(s)	In the cases where someone ceases to reside in the housing, such as the death of the leaseholders or some other unavoidable circumstance, an application to change the name(s) of the persons living together shall be submitted.
Application to Change Joint Guarantor	This application is for when the residents wish to change the joint guarantor (guarantee system for housing rent, etc.). *According to the revised Ordinance enacted April 1, 2020, the format of the application to change the joint guarantor has been revised. Applications that include "Maximum Sum" details representing the maximum amounts guaranteed when changing individual joint guarantors will be sent by mail.
Notification of Change of Registered Matters	Residents must notify JKK Tokyo when registered matters, such as the leaseholder, persons living together, and/or joint guarantor and/or emergency contact changes.
Notification of an Increase/Decrease in Family Composition	This form is to be submitted if there is a change in the number of persons residing with you, due to birth, death, relocation, etc.

*Each application and notification have specific requirements and conditions. Please check with the Customer Center in advance, and follow the procedures.

*Regarding methods to submit a document, you can directly submit it to the Management Office or Reception Center which holds jurisdiction, or send it by postal mail to the Reception which holds jurisdiction. When submitting a document, the identity of the applicant is confirmed. Please bring an identification document when visiting the office.

*Some attachments may need to be submitted along with application or notification document. In such case, please submit a document which does not include your personal identification number ("my number"). (*For your residence certificate, your personal number will not be shown, unless specifically requested.)



The following documents can be downloaded from the website.

- Notification of Change of Registered Matters
- Notification of an Increase/Decrease in Family Composition
- Application for Reissuance of Certificates and Contracts



▲Download form

Many questions received from residents in JKK housing are addressed in Q&A format on our website!

The leaseholder has died.
Are there any application or notification procedures that the family members living together must carry out?

Can a certificate of the amount of rent paid be issued?



▲FAQ

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



Support for Community Disaster-Prevention Activities



This public corporation supports the volunteer disaster prevention organization of public housing which satisfies certain conditions, such as the provision of disaster prevention equipment.

We look forward to receiving applications from organizations that are still not receiving this support.

We will also continue to provide support for housing that has not established a voluntary disaster prevention organization to encourage their establishment. If you have any inquiries, please contact us.

Details of the support

1 Support to establish of a voluntary disaster prevention organization

- For housing without a voluntary disaster prevention organization, support such as consultation regarding its establishment, and information provision, is carried out.

2 Provision of disaster prevention kits

- Disaster prevention kits are provided according to number of households under management in the public housing.

3 Expenses to purchase disaster prevention equipment are subsidized

- Expenses related to purchasing disaster prevention equipment, such as helmets and first aid kits are subsidized.

4 Subsidies for expenses related to the introduction of AED and to take courses to acquire lifesaving certification

- Expenses to purchase AED, lease / rental are subsidized. *AED...automated external defibrillator.
- Expenses to take courses to acquire basic lifesaving certification and advanced lifesaving certification are subsidized.

5 A place to store the disaster prevention equipment is provided

*Organizations which have already received the above described subsidies **2 ~ 4** are not eligible for this support.

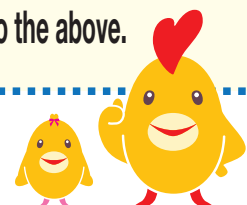


Conditions for a voluntary disaster prevention organization

1 The organization is comprised of more than half of the households in the residential block, registered to the municipal government and public agencies, etc. related to disaster prevention, and carries out voluntary disaster prevention activities.

2 In cases where the public corporation determines that an organization corresponds to the above.

To receive support, certain conditions apply. For more details, please contact "JKK Tokyo Customer Center" telephone number ① on page 12.



Prevent Frailty!



Avoid "COVID-19 frailty" due to an inactive life!



Check your muscle mass by the "finger ring test"

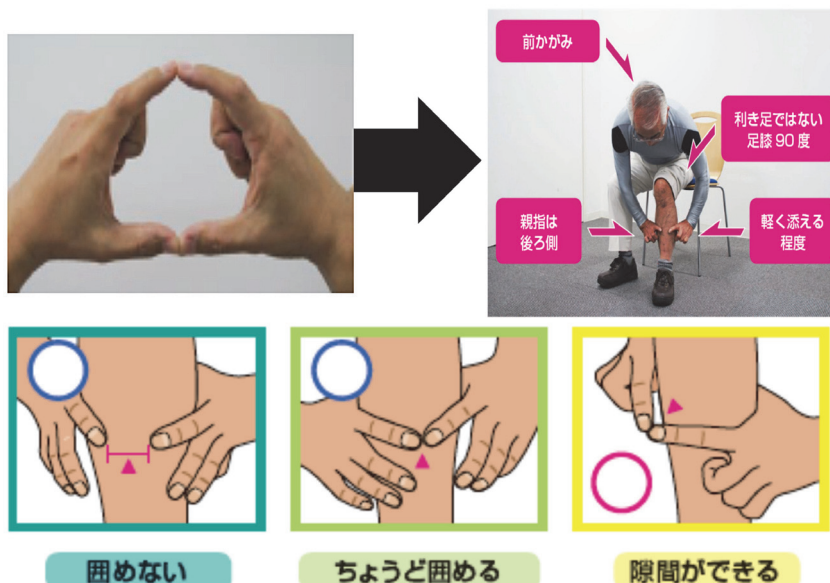
Tomoki Tanaka, Institute of Gerontology, The University of Tokyo

1. Avoid "COVID-19 frailty" due to a lockdown

While living under lock down due to the COVID-19 pandemic has continued, many persons are worried about increased frailty. In fact, lockdowns have significantly affected the life habits of the elderly. Decreased muscle mass and walking speed has been reported. Elderly persons with worsening health conditions due to the COVID-19 pandemic have commented that "With fewer opportunities to go out decreased, I have noticed a decrease in muscle strength, and I have been eat less for the past six months," "I am more forgetful, I often forget what I was told." "I used to be on positive side, but now I worry more." Similarly, there may be many people who are worried about their body weight and body strength, due to the changes in life habits due to the COVID-19 pandemic.

2. A simple method to check muscle mass

「指輪っか」テスト：筋肉量の簡易チェック法



Tanaka T, Iijima K et al. Geriatr Gerontol Int 2018

Fig. Check your muscle mass with the finger ring test!

A reduction in muscle mass has been observed in many elderly persons due to the COVID-19 pandemic. How about you? The "finger ring test" as a good method to check one's actual muscle mass condition. As shown in the figure, this is a simple test. Simply wrap the calf of your non-dominant leg, with a "finger ring" using both hands. If your calf muscle is thick and you cannot form a "finger ring," you don't have to worry, even though effect of swelling and fat can be calculated. On the other hand, if your calf is so thin you can form a "finger ring," you may have decreased muscle mass. Especially, if there is a lot of space, be careful. Actually, many people have experienced worse results from this "finger ring test" and thinner calves under COVID-19 conditions. The people who can form a "finger ring" around their calf should be consciously maintain a balanced diet and increase their physical exercise. In addition, regular checkups are important.

Introducing local community activities

"10 muscle training exercises"**Tanpopo Umezono (plum garden)**

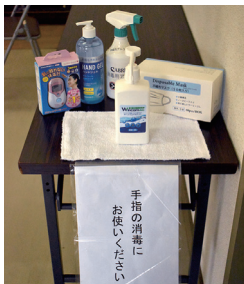
Umezono 3 chome Jutaku



In Kiyose City, the "10 muscle training exercises to widen out your living," or "10 exercises" for short, are held at various halls and salons in the city. These "10 exercises" provide training to gain and maintain muscle strength and body movement needed for daily life motions and have been developed by Fujioka City, Gunma prefecture, and Gunma University.

**"10 muscle training exercises"**

This training is beneficial for daily life motions such as walking, standing, sitting, stepping over, climbing, stepping down, getting an object from a high place, picking up an object that has been dropped. The level increases every 3-4 months from "beginner," "intermediate," and then "advanced," to obtain 10 types of training over approx. one year.



Reception on the day of the event



Kiyose Shin-ai Community General Support Center
Mr. Mori, life support coordinator

This activity was initiated by the life support coordinators of "Kiyose Shin-ai Community General Support Center." These "10 exercises" are carried out at the residential community salon in Umezono 3 chome as an approach to promote consultation regarding anxieties in daily life and to provide a place for communication.

Furthermore, in consideration of COVID-19 conditions, the activities are carried out along with infection countermeasures, such as disinfection and body temperature check at the entrance, and wearing a mask while exercising.



Training is carried out with sufficient space between individuals to avoid close contact.

The "10 exercises" can also freely begin at home. Employees of a public corporation also tried the "10 exercises".

Please experience it for yourself!



There are two kinds of training, one while standing, and one while sitting.



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

At "JoyLiV," we wish to continue to introduce community activities by the residents, as well as activities that promote interaction with the people in the region.

Using Public Corridors, Stairways and Balconies

1 Do not place anything in the public corridors or in the staircases

Public corridors and staircases are vital evacuation routes. Placing baggage and bicycles, etc., in these locations not only obstructs normal traffic but will also hinder evacuation in the event of a disaster, etc.

2 Objects should not be placed in such a way that they block the opening and closing of fireproof doors

Placing objects in front of fireproof doors may prevent them from functioning and lead to the spread of fire, so this should be avoided at all costs. Clear away any objects that are placed in front of fireproof doors.

3 Do not place objects near the balcony partitions, etc

Partitions between balconies and the evacuations hatches equipped with ladders have been installed to provide evacuation routes in the event of fire. Placing objects near to these will block the evacuation routes, so doing so should be avoided.

4 Make sure nothing drops over the balcony when hanging futons or laundry

Hang all futons or laundry on the inner side of the balcony, and hold them firmly in place to prevent them from being blown away by the wind.

Also, do not place items on or hang items over the balcony fence, as this increases the risk of them dropping.

5 Do not throw away water on the floor of the balcony

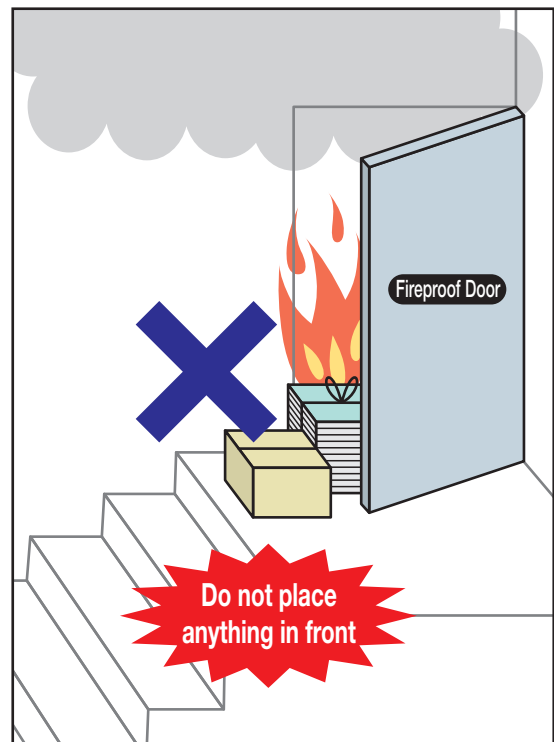
Balcony floors are not completely waterproof. As a result, discarding water on the balcony may result in leaks to the apartment below. Also, if the drain traps are blocked by mud or other items, this may cause water leaks when it rains. Be sure they are cleaned regularly.

6 Consider other residents when smoking in public areas, on the stairs and on balconies, and be careful how you handle any fire

The smell and fumes while smoking in public areas, on the stairs and on the balconies may inconvenience other residents and subject children to second-hand smoke.

There are also many cases in which cigarettes that have not been completely extinguished have led to a fire. Failure to completely extinguish cigarettes increases the chance of fire spreading to laundry or futons, and is extremely dangerous.

Also, be especially careful when discarding cigarette butts in consideration of your neighbors.



Precautions When Using Elevators

~ To Residents of Buildings Containing Elevators ~

You are requested to observe the following when using the elevators.

(Failure to observe these may result in accidents or malfunctions caused by hands and fingers getting caught in closing doors.)

- ◆ **Do not touch or lean against the door.**
Also, do not bang anything against the doors, or get anything caught between the doors.
*If long rope-like items (skipping ropes, scarfs, purses with shoulder straps, etc.) get caught in the doors and the elevator starts moving, it could result in a serious accident. Please pay special attention.
- ◆ **Exit the elevator after the doors have fully opened. You may become caught in the doors if you bang into them while they are still opening, or the doors may malfunction.**
*Take particular care when using strollers, trolleys, etc.
- ◆ **Make sure that children are accompanied by grown-ups when they use the elevators.**
- ◆ **Do not jump up and down or otherwise cause a fuss while in the elevator.**
- ◆ **Press the buttons carefully.**
- ◆ **Make sure you don't drop trash, small items or anything else in the door's operating grooves.**



~ Payment of house rent, etc. ~

Financial agencies which can transfer funds from your bank account for your house rent have increased!

Bank transfers by Shinsei Bank, Aeon Bank are now possible. If you wish to apply for a bank transfer or change the registered account, please fill out the bank transfer application form with the necessary information and **submit your application to teller window of the financial agency**. Bank transfers will begin approx. two months after application has been submitted.



*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.

Details can be confirmed by telephone or by visiting our website.



Inquiry details Page 12 "JKK Tokyo Customer Center" telephone number ①

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

← Read the QR code to view 【Paying Rent】.



For elderly long-term residents Regarding the **Housing Support System**

What is the Housing Support System for elderly long-term residents?

This system targets elderly persons who have lived in public rental housing for a long time, so they can **register in advance** the type of dwelling unit and layout to which they would like to move (hereinafter referred to as "alternate unit") with a public corporation. When such alternate unit becomes available (vacant), the public corporation preferentially introduces the registered persons.

Eligible households

- Households which have lived in the same domicile within public housing for **25 years or longer**, or the age of the applicant or main income earner is **70 years and older** at the time of application.
- Households which are not delinquent in their rent at the time of the application or at the time of the contract lease of the alternate unit.

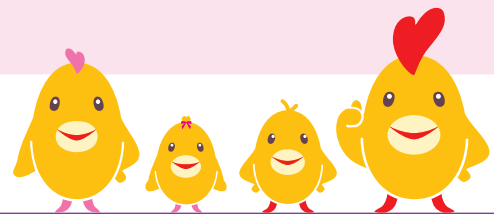
Units for which one can apply.

- When the price of rent in your current unit is lower than that of the alternate unit at the time of the application.

*Excluding some residences, such as new constructions.

Income screening

- Exempted.



For application and inquiries

Consultation telephone number for seniors seeking an alternate unit.

Please call 03-6812-1351

(Hours open 9:30-18:00. Closed Sundays and holidays)

*Applications are not accepted at the Information Center or the Management Office of each housing.

Notification from Environmental Bureau of the Tokyo Metropolitan Government

Points are awarded for purchasing devices with high energy-saving functions!

Targeted equipment		Number of points (1 points= 1 yen)
Air conditioner	Uniform Energy Saving Label with a 4-star rating or higher.	12,000-19,000 depending on the cooling capacity
Refrigerator	Energy efficiency standard achievement rate 100% and higher	11,000-21,000 depending on the rated internal volume
Water heater	High efficiency water heater	10,000



- ◆ When any of the above described equipment is purchased to replace an older unit by March 2022, "Zero Emission Tokyo Points" which can be exchanged for gift certificates, etc. will be awarded. (However, the program will end when the funds are used up) Regarding details such as where to send your application, please consult the Call Center or the website.
- ◆ All application can processed over the Internet. In such case, a photo of the documents can be taken with a smart phone, etc., and uploaded. Documents do not need to be sent by postal mail which is convenient. Please take advantage of this method.



Call center

☎ 0570-005-083 ☎ 03-6634-1337

Website

<https://www.zero-emi-points.jp>

Prevent phone fraud!! The Five Articles of Understanding

Part

1

Keep your answering machine on even when you're at home, do not answer a phone call from a thief!

Part

2

You cannot receive a refund from your ATM.

Part

3

Be careful if the conversation turns to your cash card or money. Hang up the phone!

Part

4

Decide a secret password exclusively for the family

Part

5

Don't mistakenly believe "I won't be tricked"

Would you like to listen to an actual phone call from a scam artist?

On the "Specific Fraud Elimination Action Program Tokyo," website, a phone call recording from a scam artist and his latest modus operandi has been uploaded.



If you receive a suspicious phone call, call 110 or contact your local police station.

Excerpt from "the Metropolitan Police Department Newsletter Spring, vol. 95, March 28, 2021"

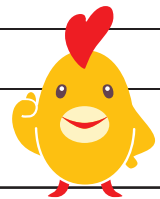


Internet connection



The type of Internet service which is available is different for each unit. If you want to applied for Internet service for the first time, or would like to change your connection method, please directly inquire to the following communication companies.

Connection method	Available communication companies (as of August 2021)
Cable TV	Local Cable TV companies (*1)
Fiber cable connection, etc.	NTT East Japan (☎0120-116-116)
	Sony Network Communications Inc. (☎0570-099-130)
	KDDI Corporation (☎0120-92-5000) (*2)
	U-NEXT Co., Ltd. (Formerly: Arteria Networks Corporation) (☎0120-979-524) (*2)



*1 If your building does not have cable TV installed, application is not possible.

*2 If your building does not have fiber optic cables installed, application for KDDI and U-NEXT is not possible.



- ▶ Both the contract fee and usage fee shall be borne by the applicant, regardless of the connection method.
- ▶ In cases of a communication connection failure, this public company shall not be held responsible.
- ▶ When applying at an electronics retail store, etc., please directly check with the communication company whether or not service is possible in advance.
- ▶ For wireless Internet use which does not require a common element in the building and interior construction, please directly consult with the service provider, not the companies described above.

JKK Tokyo Customer Center telephone numbers

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

Reception hours **9:00 a.m. - 6:00 p.m.**

(Closed on Saturday, Sunday, national holidays and year-end 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 Improvement and repair applications and inquiries

Emergency contact regarding urgent repairs and improvements for water leaks, etc., accidents, the outbreak of fire, and the safety of residents accepted **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 fixed landline telephones (excluding public telephones and PHS). If calling from a mobile phone, any free-call or discount services of the phone company will not apply.

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



← Website

For public housing residents