

What to Do If Your Residential Fire Alarm Sounds

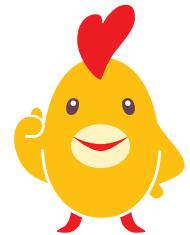


Contents

- What to Do If Your Residential Fire Alarm Sounds 1
- Guard Against Frailty! 2
- Internet Connections 3
- Please Contact Us if There is a Problem with your Veranda or Window Handrail 3
- Work to Improve Residential Equipment 4-5
- Be Aware of the Dangers When Using a Mechanical Parking Garage 6
- Comments from Residents 7
- Request During Prolonged Absences Due to Travel, Business Trip, Hospitalization, or Other Reason 7
- More Financial Institutions Allowing Payment of Rent and Other Expenses by Bank Transfer! 8
- JKK Tokyo Customer Center Telephone Numbers 8

What is a residential fire alarm?

A residential fire alarm detects smoke or heat from a fire and sounds an alarm. The Fire Prevention Ordinance of the Tokyo Metropolitan Government requires that residential fire alarms be installed, maintained, and managed.



If your fire alarm sounds...

When there is a fire

Check the source of the fire and evacuate. Call 119 and if possible engage in initial firefighting.

When there is not a fire

The fire alarm may sound as a result of detecting cigarette smoke, steam or smoke from cooking, or other substance. The alarm will stop and return to normal status when you press the alarm stop button (pull the string if the type includes a string switch) or when you ventilate the room.

The alarm may sound when you use a smoke-type insecticide. When using such a product, cover the fire alarm with a plastic bag, and remove the bag promptly after use. Also be aware that the alarm may sound when it is struck by an object or due to other impact.

Request from JKK

Residential fire alarms must be replaced around every 10 years, and residential fire extinguishers around every 5 years. There are residences where these items cannot be replaced because the tenant is absent or for other reason. There is the risk that deterioration of this equipment may cause delays in detecting a fire, or may prevent it from being used correctly for initial firefighting. If this equipment has not been replaced or is not installed, please contact JKK.

➔ JKK Tokyo Customer Center telephone number ② on page 8





Guard Against Frailty!

Review the important three key pillars for guarding against 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.

Written by: Tomoki Tanaka, Institute of Gerontology, University of Tokyo

Previously I have written about physical activity and exercise, diet, human connections, and social participation as important lifestyle elements for preventing frailty. We consider nutrition (food and oral health), exercise, and social participation to be the three key pillars for guarding against frailty. While each of these is important on its own, there is one point that is even more important. That is properly carrying out all three. This means that good health is supported by all of these three pillars – by a good balance of nutrition (food and oral health), exercise, and social participation.

For example, a person who exercises well every day but does not pay attention to diet and has limited connections to people will be less effective in preventing frailty than a person who makes limited but balanced efforts at exercise, diet, and social participation. In fact it is known from data concerning elderly persons living in the area that the rate of frailty occurrence is lowest among persons who carry out all three of these pillars. Please consider again whether you are lacking any one of the three pillars of nutrition, exercise, and social participation, and whether there is one that can still be improved. However now during the coronavirus pandemic, it is more difficult to keep all three of these pillars strong. It is important maintain a strong awareness of the need for nutrition, exercise, and social participation while also taking steps to prevent infection including avoiding crowds, closed spaces, and close-contact situations.



Figure: Three pillars of preventing frailty and enjoying a healthy, long life
From *Frailty Prevention Handbook* (Institute of Gerontology, University of Tokyo)



Information About Internet Connections



The internet services which are available vary depending on the building where you live.

Persons who would like to request new internet service or who want to change their connection method should directly contact the telecommunications provider or other party listed below.

Connection method	Telecommunications provider or other party to contact (as of August 2020)
Cable television	Local cable television company (*1)
Optical fiber cable connection or similar	NTT East (☎ 0120-116-116)
	Sony Network Communications (☎ 0570-099-130)
	KDDI (☎ 0120-92-5000) (*2)
	U-NEXT (previously: ARTERIA Networks) (☎ 0120-979-524) (*2)

*1: Requests cannot be made from buildings where cable television has not been installed.

*2: Requests for KDDI and U-NEXT cannot be made from buildings where fiber-optic cable has not been installed.

Caution

- ▶ For all connection methods, the contract, usage fees, and other related matters are the responsibility of the individual applicant.
- ▶ JKK shall bear no responsibility of any kind in the event of connection trouble.
- ▶ Before applying via a volume electronics retailer or similar place, check in advance directly with the corresponding telecommunications provider.
- ▶ For information about the use of wireless internet that does not require work in the building shared space or inside the residence, please consult directly with the service provider, not limited to the companies listed above.

Please contact us if you notice a problem with your veranda or window handrails.

JKK carries out various mandatory inspections, regular repairs, and other actions in order to provide safer and more secure housing. However we require the cooperation of residents in order to prevent accidents inside the home.

Small problems such as looseness in the veranda or window handrails, screens, panels, or other parts can lead to an accident. If you notice a problem, please notify the JKK Tokyo Customer Center.

Inquiries
JKK Tokyo Customer Center telephone number ② on page 8



Work to Improve Residential Equipment



JKK will bear the expenses for improvements to residential equipment in housing units where elderly or disabled persons live.

JKK will carry out work to improve residential equipment upon request in cases where elderly or disabled persons are living in general JKK rental housing or public housing units operated by JKK. (The improvement work that can be performed is listed in “Details of improvement work” on the following page.)

Persons who satisfy the “application conditions” listed below and who require improvements to residential equipment for daily living may request the work at any time during the year. Be aware that depending on the numbers of requests, 1 – 2 months may be required in order to carry out the work.

Application requirements

All of requirements ①, ②, and ③ below must be satisfied.

- ① A person who satisfies A, B, or C below lives in the housing unit.
 - A. A person who is age 65 or older
 - B. A person who has received a Class 4 or higher Disability Certificate (vision, hearing, or physical disability)
 - C. A person who has received a War Injury Certificate corresponding to subsection 1 or higher in Table 1-3 of the Annex Tables in the Public Officers Pension Act
- ② The resident is not delinquent in payment of rent, common service expenses, or parking area fees.
- ③ The housing unit is not in a building scheduled for reconstruction.



How to request

Application forms are available at the management office and area offices. (If you would like an application form sent to you, please request a mailed application form from the JKK Tokyo Customer Center.)

Enter the necessary information in the application form and submit it to the management office or area office for your area.

* Persons with disabilities or war injuries must attach documents verifying the disability or injury (such as a copy of the part of the Disability Certificate or War Injury Certificate where the name, address, and disability/injury class can be confirmed).

Inquiries

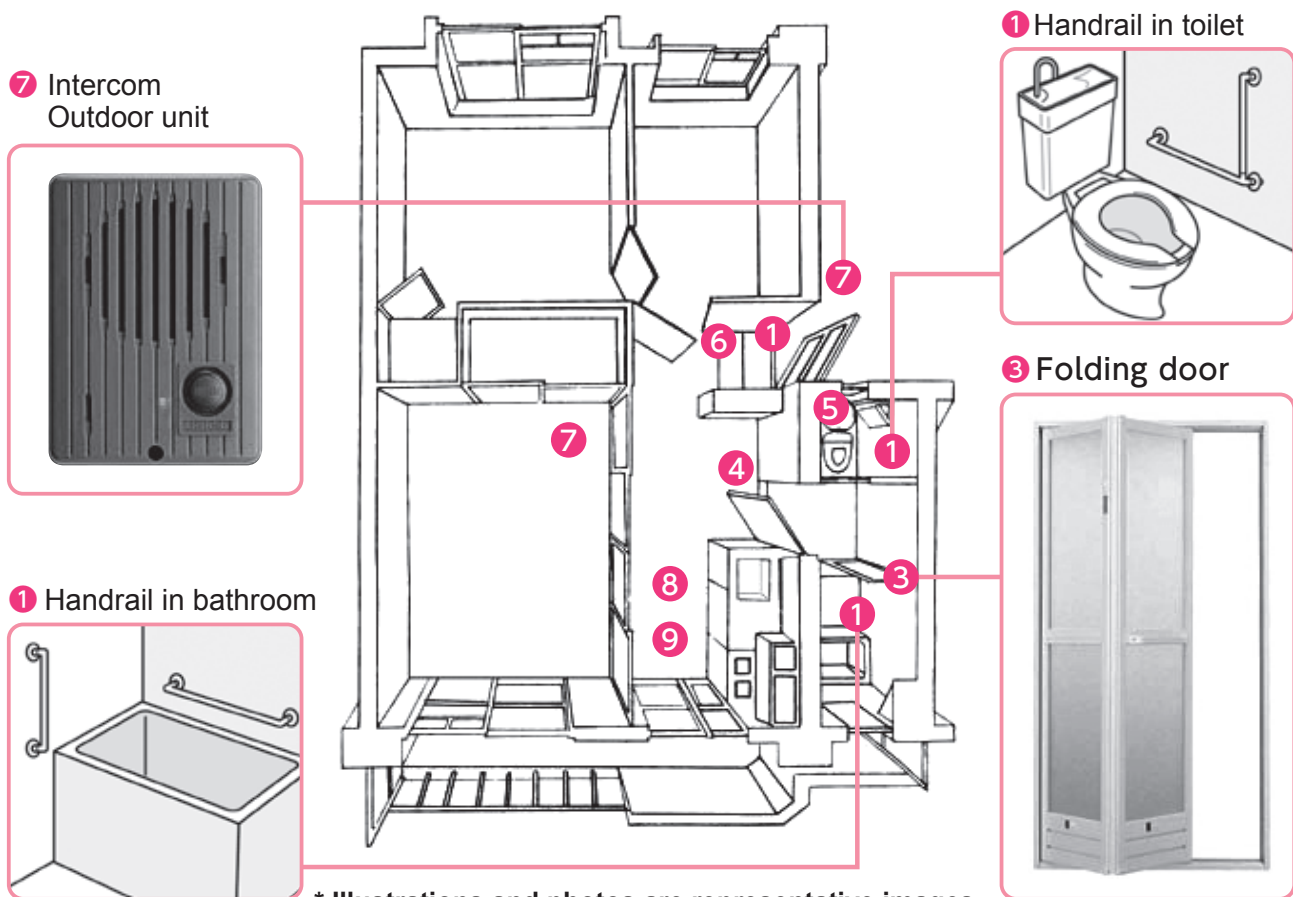


Please contact JKK Tokyo Customer Center telephone number ① on page 8.

Details of improvement work

Please request the necessary items from the following available improvement work.

- ① Installation of handrails on the inside of the entrance, toilet, and bathroom
 - * This is available to persons aged 65 or older, and persons with vision disabilities or physical disabilities.
- ② Installation of handrails at locations other than inside of the entrance, toilet, or bathroom
 - * In general, this is available to persons with physical disabilities.
 - As a new service, persons aged 65 or older may consult with us regarding steps that make walking difficult or locations where there are obstacles to step over.
- ③ Replacement of an inward-opening bathroom door with a folding door.
- ④ Elimination of the step at the washroom entrance * First floor residences only
- ⑤ Installation of an electric outlet in the toilet room * Cannot be installed in unit baths that include a toilet
- ⑥ Installation of lighting close to the entrance (inside the residence)
 - * Only when there is presently no entrance lighting
- ⑦ Installation of an intercom in the entrance (with emergency alarm on the outdoor unit)
- ⑧ Installation of a fire alarm (with rotating light) in the kitchen * Available to persons with hearing disabilities
- ⑨ Installation of a gas leakage alarm in the kitchen



* Requests are not possible regarding **equipment that has already been installed by JKK** (except for handrails).

* Specifications may differ from the illustrations and photos.

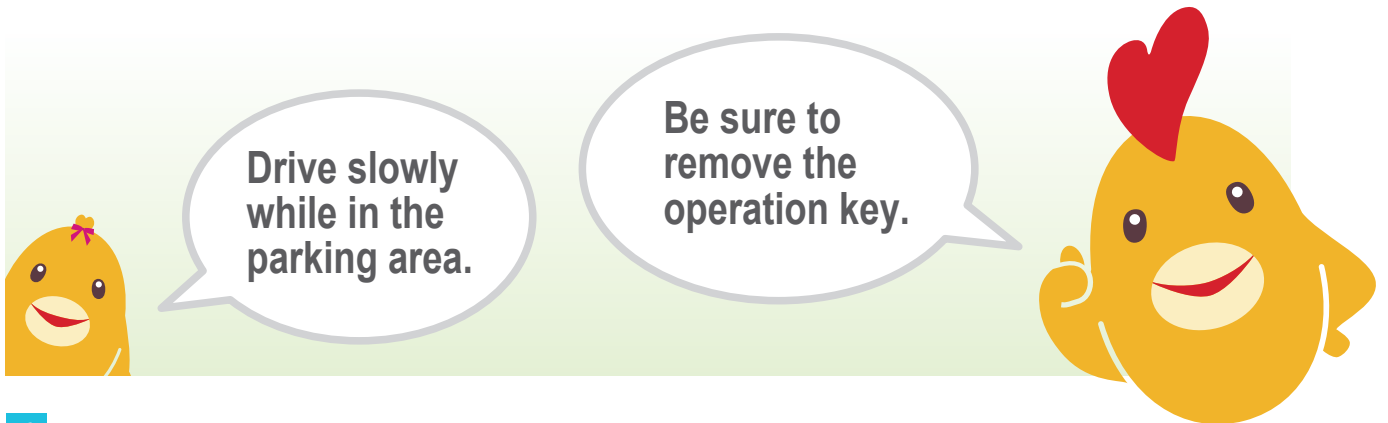
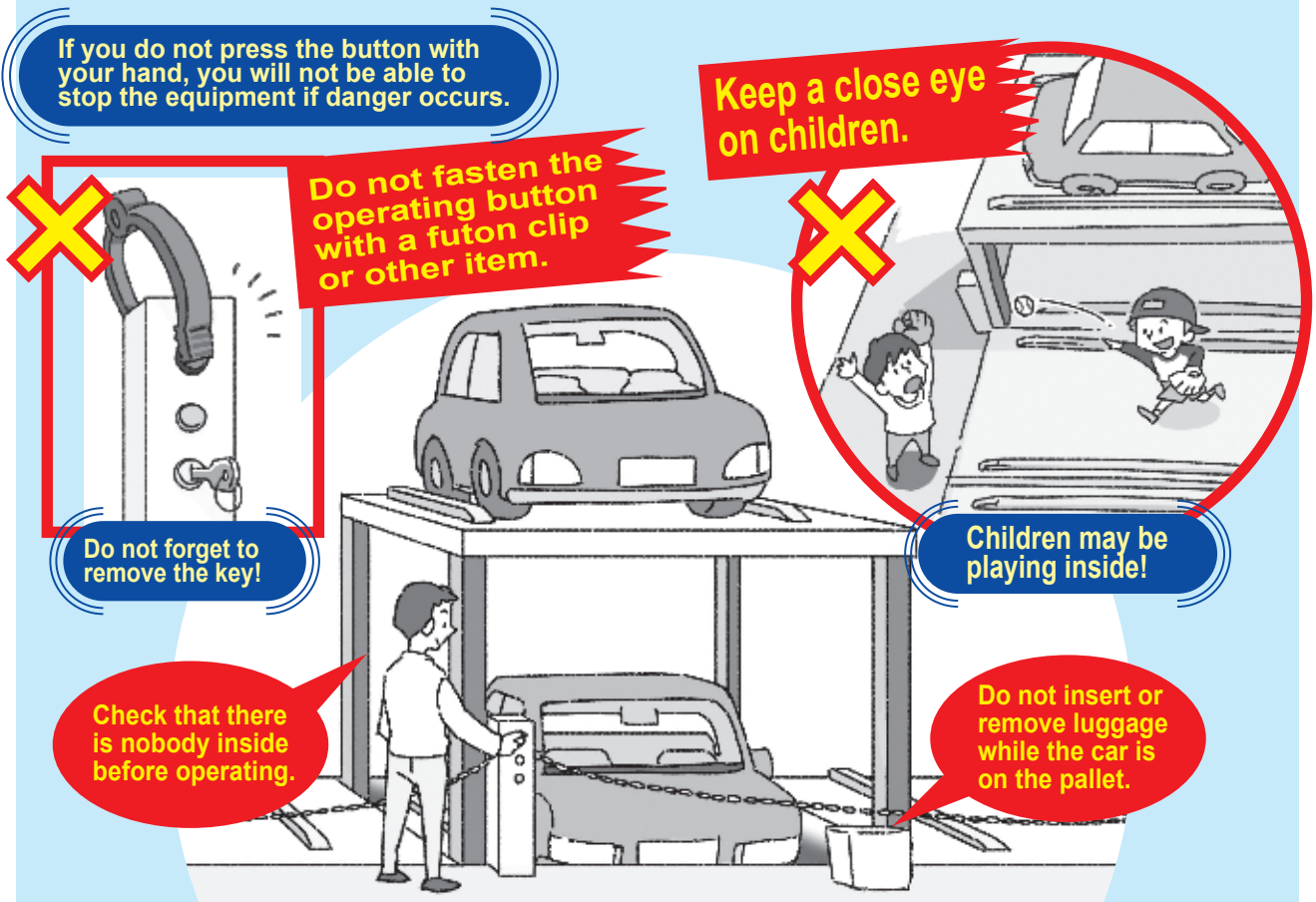
* Installation in the desired location may not be possible or may be refused due to reasons of the building structure (such as installation of a handrail in a unit bath).



Be Aware of the Dangers When Using a Mechanical Parking Garage

Because a mechanical parking garage uses large force to move the cars, any accident has the danger of being a serious accident.

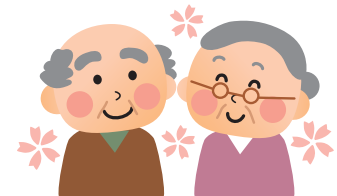
When using a parking garage, please be careful to use it safely in order to prevent accidents in the garage.



Comments from Residents

In order to provide better residence management, JKK welcomes the comments it receives on a daily basis from residents. We take this input seriously, and messages of thanks also give encouragement to our employees.

Here, we would like to introduce some comments that were mailed to us.



- ◆ We are very satisfied with our comfortable home and continually grateful for the everyday careful maintenance and management. (From a resident of JKK rental housing in Ota City)
- ◆ Thank you for responding sincerely and quickly to my request. I am truly grateful. (From a resident of JKK rental housing in Higashikurume City)



Request During Prolonged Absences Due to Travel, Business Trip, Hospitalization, or Other Reason



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

The Notification of Absence is available from the management office or your area office.

If you do not submit the Notification of Absence, the following problems may occur.

- A neighbor reports being worried that you have fallen down inside your residence, and an emergency medical team or police officer enters your home.
- A rapid response is not possible in case of water leakage, fire, or other accident.

In addition, customers who use regular delivery services (such as for newspapers, milk, or lunch boxes) should be sure to notify the service operators and temporarily stop delivery before a prolonged absence.



Payment of Rent and Other Expenses

More Financial Institutions Allowing Payment of Rent and Other Expenses by Bank Transfer!



Shinsei Bank and **AEON Bank** have begun processing bank transfers. Persons who have not yet registered for bank transfers should take this opportunity to consider doing so. 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 the current month on the 7th of every month</small>
--------------------------------	---	---	---	---

*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 on page 8

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

←Read the QR code to view [How to pay rent].

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

●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 are available **24 hours a day, 365 days a year.**

●Navi Dial

0570-03-0032

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

☎03-6279-2963



Using 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 in the morning on Mondays or the day following a holiday, as phone lines are always very busy at these times.



← Homepage

For residents of JKK housing