

When your home fire alarm rings...

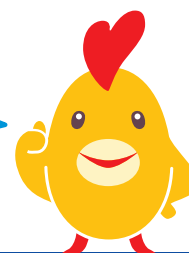


Index

- When your home fire alarm rings... 1
- Regarding the improvements to housing facilities 2
- For tenants who have been in residence for 50 or more years 4
- Guard Against Frailty! 5
- Using mechanical parking facilities 6
- Information on application/notification procedures 7
- Please make payments of rent, etc. by bank transfer! 8
- JKK Tokyo Customer Center telephone numbers 8

What is a home fire alarm?

A home fire alarm is a device that can detect smoke or heat from a fire and alert the occupants with a siren. The installation and maintenance of such devices is required by the Tokyo Fire Prevention Ordinance.



If your fire alarm rings...

When there is a fire

Check the source of the fire and evacuate the building. Call 119 and, if possible, extinguish the fire before it spreads.

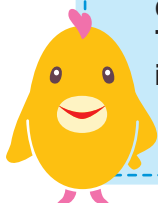
When there is no fire

The alarm may be triggered if the device detects cigarette smoke or smoke or steam from cooking. If you press the siren-off button (or pull the cord, if it has one) or ventilate the room, the siren will stop and the device will return to normal.

Because the alarm may be triggered by the use of smoke-emitting insecticides, etc., take measures such as covering the device with a plastic bag while using such products, and then promptly return the device to its normal condition after you have finished. The alarm may also be triggered by an impact, such as if something is knocked against it. Please exercise appropriate caution.

Residential fire alarms are replaced about once every ten years and residential fire extinguishers are replaced about once every five years, although there are cases in which these could not be replaced because the residents were not at home. There is a chance of fires not being discovered in time or initial fire-fighting responses not being carried out appropriately if equipment deteriorates due to aging, etc., so observe the following if fire alarms have not been replaced or installed.

➔ Contact telephone number ② for the JKK Tokyo Customer Center listed on page 8.



Regarding the improvements to housing facilities



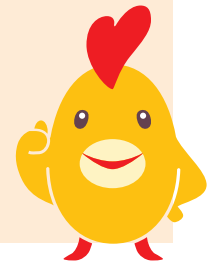
For housing units occupied by elderly people and people with disabilities, JKK will carry out improvements to housing facilities at JKK's own expense.

Upon receipt of applications, 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. (Types of improvement work performed are described under “Types of improvement work” on the following page). 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 at least 65 years of age
 - B. A person with a Physical Disability Certification Booklet of grade 4 or above (visual impairment, hearing impairment or physical handicap)
 - C. A person with a Wounded or Sick Serviceperson's Certification Booklet certifying an affliction of or above the level described in Appended Table 1, Item 3, Subsection 1 of the Pension Act
- ② The applicant must not be in arrears of rent, common-area service expenses, or parking area expenses.
- ③ The applicant's unit must not be designated as housing under a rebuilding project.



Application method

Application forms are available at management offices and call centers (residents requiring 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 then lodge it at the management office or jurisdictional area office.

* Persons with a physical disability or persons who have sustained injury or illness in the armed services must provide certifying documentation (a copy from a Physical Disability Certification Booklet or a Wounded or Sick Serviceperson's Certification Booklet indicating name, address, and classification of affliction) as an attachment to their application.

Inquiries

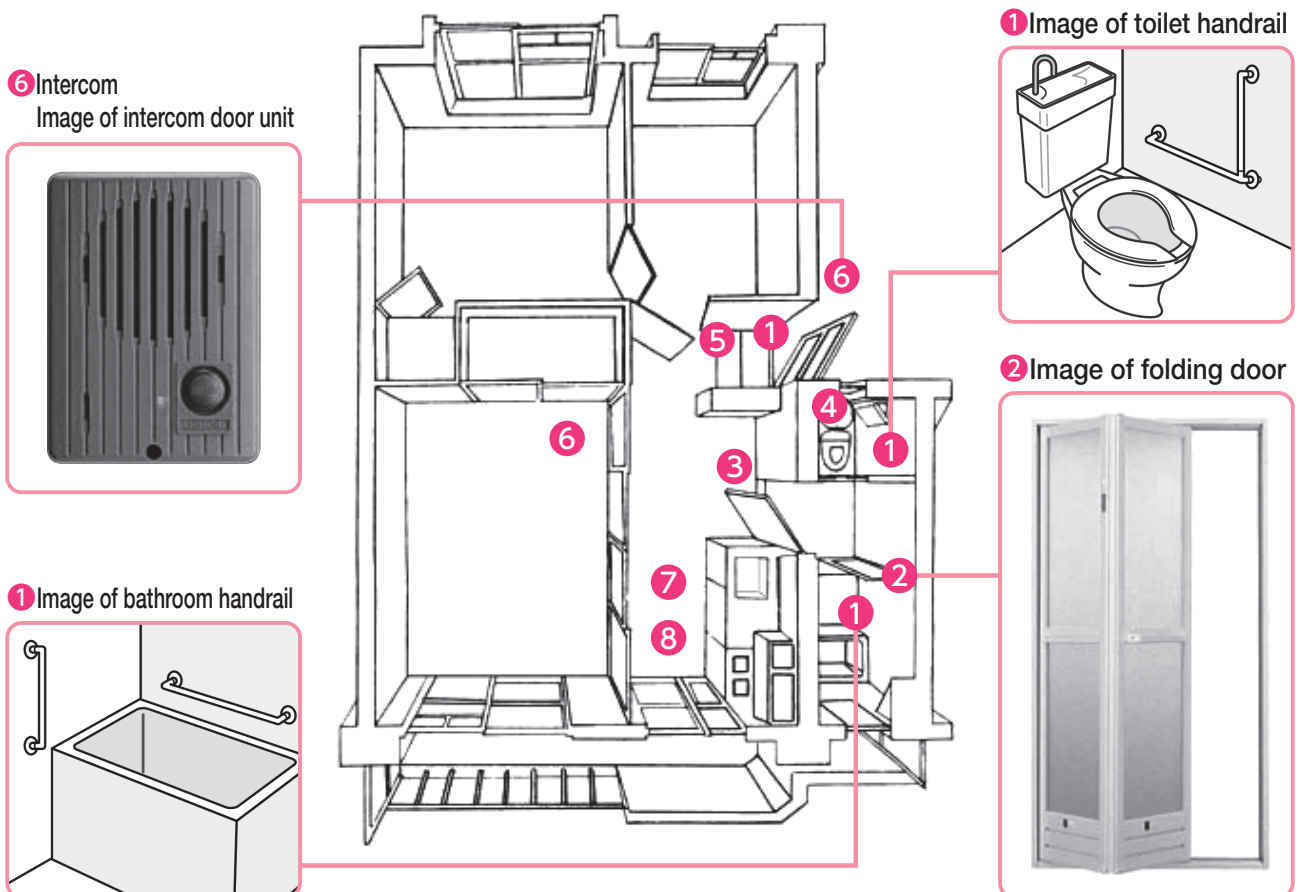
Call the JKK Tokyo Customer Center at telephone number ① on page 8 to make inquiries.



Types of improvement work

Applications can be made for the following types of improvements.

- ① Installation of handrails in the entranceway, toilet or bathroom (This service is available for residents who are at least 65 years of age, are visually impaired, or are physically handicapped)
*Inquiries regarding the installation of handrails in other locations for physically disabled residents are also accepted.
- ② Replacing inward-opening bathroom doors with center-folding doors, etc.
- ③ Removal of the raised portion at the base of the washroom doorway *Only 1st story units
- ④ Installation of a power outlet in the toilet *Except in cases where the toilet is combined with the bathroom
- ⑤ Installation of a lighting fixture near the entrance (inside the unit) *Only if there is not already a lighting fixture in the entranceway
- ⑥ Installation of an intercom in the entranceway (installation of an emergency alarm in the intercom's door unit)
- ⑦ Installation of a fire alarm (with spinning light) in the kitchen *For hearing-impaired residents
- ⑧ Installation of a gas leak alarm in the kitchen



- * Requests for improvements to facilities already installed by JKK cannot be accepted (except in regard to handrails).
- * Specifications may differ depending on the residence.
- * There are cases in which installation is not possible in requested locations or requests are rejected owing to the structural limitations, etc., of the building (installation of handrails in unit baths, etc.)



For tenants who have been in residence for 50 or more years

Repairing and Improving Tatami Mats, Sliding Doors, Paintwork and Vinyl Cloth

- It is very difficult to respond immediately to all applications for repairs and improvements to tatami mats, sliding doors, painting and vinyl cloth (hereinafter known as “Item 4 of Tatami and Floors, Etc.”) in alignment with revisions to the repair and improvement category made on September 02 last year, and we have been responding sequentially to the requests from tenants who have been in continual residence for fifty or more years since September 02, 2019. An extremely large number of applications were received, and it will require time to complete the required processes, from inspections through to repairs and improvements.
- If you are a tenant in residence for fifty or more years and have applied for “Item 4 of Tatami and Floors, Etc.” repairs and improvements involving any of the following, kindly note that these repairs and improvements cannot be carried out at JKK’s expense.

Item	Examples of the repairs to be paid by residents
① Tatami Mat Replacement	<ul style="list-style-type: none"> ■ Peeling, torn or discolored tatami mat surfaces ■ Rotting due to spilled water ■ Burn holes caused by cigarettes, etc. ■ Depressions caused by pianos or other heavy furniture ■ Outbreak of ticks
② Sliding Door and Sliding Screen (Struts, Frame) Replacement	<ul style="list-style-type: none"> ■ Warping and damage that does not affect opening/closing ■ Soiling and other damage to sliding doors and sliding screen paper ■ Discoloring to sliding doors and sliding screen paper caused by sunlight
③ Partial Wall, Ceiling, Fixture Repainting	<ul style="list-style-type: none"> ■ Peeling paint that does not affect backing material in locations other than the bathroom (walls, ceilings) ■ Soiling and other damage caused by mildew and mold
④ Partial Replacement of Vinyl Cloth on Walls and Ceilings	<ul style="list-style-type: none"> ■ Localized peeling that does not affect backing materials ■ Discoloring caused by sunlight ■ Soiling and other damage caused by mildew and mold

* If furniture needs to be moved in order to implement repairs and improvements, etc., the cost of this is to be paid by residents.

Guard Against Frailty!

Exercises: Part 4 Sitting Stretches

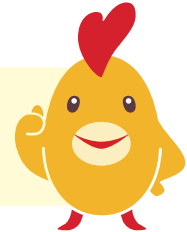
Frailty refers to deteriorating physical and mental capabilities (muscle strength, cognitive functions, etc.) due to aging that occurs prior to the need for nursing care.

When treated appropriately, it is possible to delay the onset of frailty and return sufferers to a healthy condition. Exercising and a well-balanced diet help delay muscle deterioration and prolong healthy lives (period during which it is possible to remain healthy and self-sufficient), so taking up hobbies and getting out and about are recommended.

The fourth edition of the exercise series introduces stretching that can be carried out while sitting.

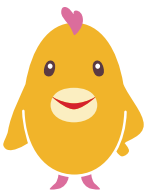
What does stretching involve...?

Stretching is a form of calisthenics that stretches the muscles and enhances their flexibility. It is carried out for relaxing the body, eradicating fatigue, and otherwise improving physical wellbeing.



Precautions

- Don't tense your body
- Don't hold your breath
- Don't use reactive forces to add momentum
- Concentrate on the area (muscles) being stretched
- Don't overdo it



Effects

- Facilitates flexibility
- Improves metabolism (raises body temperature)
- Facilitates blood circulation
- Facilitates relaxation
- Expands the range of joint movement

Upper Body

① Sit close to the edge of the chair

* Use chairs without castors that do not move

② Raise both hands in the air

* Raise them as far as they will go without applying excessive force

③ Lean backward gently, and hold the position for ten seconds

* Ten seconds are suggested, but even one or two seconds is acceptable
 * Do not lean back too far
 * Do not hold your breath, but continue breathing



④ Lower your arms

⑤ Repeat processes ① through ④ two or three times

Lower Body

① Sit in the center of the chair

* Use chairs without castors that do not move

② Stretch one leg forward

* Make sure the soles of both feet are placed flat on the floor
 * Straighten the knee of the leg being stretched as far as possible

③ Place both hands on the thigh of the leg not being stretched, lean slowly forward, and hold this position for ten seconds

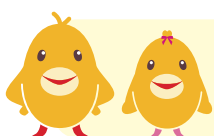
* Ten seconds are suggested, but even one or two seconds is acceptable
 * Do not force yourself to lean too far forward, just as far as it is comfortable
 * Do not hold your breath, but continue breathing

④ Return your body to the natural position, and then repeat the process with the other leg

⑤ Repeat processes ① through ④ two or three times



Maintain a well-balanced routine involving both left and right sides of the body!



Do not overdo it when stretching, but acclimatize yourself to it gradually. This will loosen up stiff muscles and improve mobility.

Mechanical Parking Facilities

Are you sure you are using the facilities safely?

Mechanical parking facilities use immense power to operate with cars loaded, and there is a risk that simple accidents can turn into severe accidents.

Care must be taken to use the equipment safely to prevent accidents related to parking facilities!

If you don't press it by hand, it won't stop immediately in times of emergency!

Do not take your eyes off children

Do not fix the operation button in place with futon pegs or similar items

Don't forget to remove the key!

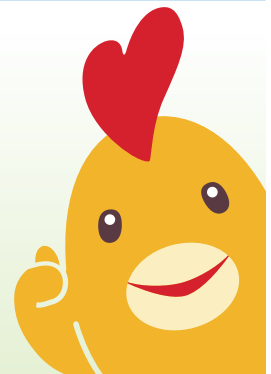
Don't let children play inside it!

Check to make sure nobody is inside before starting it up

Do not load belongings into the car while it is still on the pallet

Drive slowly within the car parking area!

Don't forget to remove the operation key!



Information on application/notification procedures

Necessary application/notification procedures must be carried out whenever family configuration and/or joint guarantor changes while residing in JKK housing.

Application to Change Resident Name(s)

Residents may apply to change name(s) of persons living together when someone ceases to reside in housing due to unavoidable circumstances, such as the death of the leaseholder.

Application for Changes in Joint Guarantor

This is the application residents must make when wishing to change the joint guarantor (guarantee system for housing rent, etc.).

* The Application for Changes in Joint Guarantor has been renewed in alignment with revisions made to the Civil Code effective from April 01, 2020. Applications that include [Maximum Sum] details representing the maximum amounts guaranteed when changing individual joint guarantors will be sent by mail.

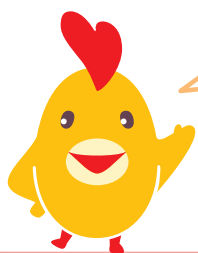
Notification of Change of Registered Matters

Residents must notify JKK Tokyo when registered matters, such as leaseholder, persons living together and/or joint guarantor and/or emergency contact changes.

Notification of Increases/Decreases 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, or relocation, etc.

- * There are eligibility requirements and conditions governing applications and notifications - therefore, be sure to contact the Customer Center in advance to confirm details before making an application or notification.
- * Forms can be filed directly with the management office or jurisdictional area office, or they can be mailed to the jurisdictional area office. When filing (handing over) forms, proof of identity of the applicant is always checked, so please carry an ID pass or some other identification document when handing over forms.
- * If appended documents need to be filed with applications or notifications, please file documents that do not carry your national identification number (My Number). (* National identification number does not have to be written down on resident card unless there is a particular reason for doing so.)



The following can be downloaded from the website

- Application for the Reissue of Certificates and Contracts
- Notification of Change to Registered Matters
- Notification of Increases/Decreases in Family Composition



▲Download form

The many questions we receive from residents in JKK housing are addressed in a 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?
?

? Is it possible to get certificates issued for the rent residents pay?
?



▲FAQ

For inquiries, call the JKK Tokyo Customer Center at telephone number ① on page 8.

Please make payments of rent, etc. by bank transfer!



Easy

Monthly sum automatically transferred from the specified bank account on the 7th of every month!

Anxiety-Free

No time wasted visiting the bank to pay!
No worries over forgetting to pay!

Bank transfer Three Advantages

Simple

Fill in the application form and submit it to your bank to commence the service approximately two months later!



Bank Transfer Application Form

The application form will be mailed to your home, so simply contact the JKK Customer Center. Procedures will be completed within around two months.

Questions regarding procedures are addressed in a Q&A format on our website!

From here→



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**
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 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**
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

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