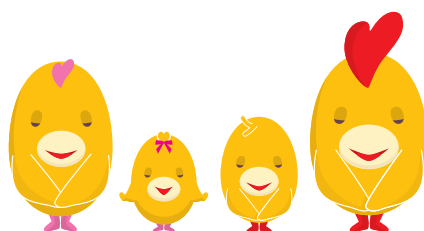




Work/Details	Residential Complex Name/Scheduled Building No.			
<b>Iron/Steel Component Painting</b> The iron and steel components on doors, pipes and bicycle parking areas, etc., will be painted to prevent corrosion.	Tomin Heim Azusawa	1	Tama New Town Atago No.1	1, 2
	Kosha Heim Matsugaya	11-3	Tama New Town Atago No.2	1
	Kosha Heim Matsugaya No.2	1-3	Hirao Jutaku	1~41
	Kiso Jutaku	13, Ro-1~Ro-10		
<b>Window Frame Repairs</b> Window sashes will be replaced.	Tama New Town Atago No.1	1,2	Tama New Town Atago No.2	1
<b>Road Repairs</b> Repairs will be made to the roads and gutters, etc., within the estate.	Kosha Heim Shirahigehigashi	–	Tama New Town Matsugaya	–
	Horie Jutaku	–	Kiso Jutaku	–
<b>Estate Maintenance</b> Maintenance will be carried out within the estate.	Horifune Jutaku	–	Tama New Town Matsugaya	–
	Horie Jutaku	–	Kiso Jutaku	–
<b>Park Amusement Equipment Repairs</b> Parks located within the estate will be maintained.	Tomin Heim Tachikawa Izumicho	–	Fussa Kamidaira Jutaku	–
<b>Bicycle Parking Area Repairs</b> Bicycle parking areas will be repaired.	Tomin Heim Nishigotanda 4 chome	–	Tomin Heim Minamishinozakimachi 5 chome No.2	–
	Tomin Heim Toyo 6 chome	–		
<b>Large Tree Trimming</b> Large trees will be trimmed.	Kosha Tower Tsukuda	–	Senjuhigashicho Jutaku	–
	Hommuracho Jutaku	–	Horie Jutaku	–
	Tomin Heim Toyo 6 chome	–	Shinden Daini Jutaku	–
	Etchujima Jutaku	–	Tomin Heim Kamiyugi	–
	Minamisuna Jutaku	–	Tomin Heim Minamiosawanishi	–
	Minamisuna 7 chome Jutaku	–	Kosha Heim Minamiosawa No.2	–
	Nishiojima Jutaku	–	Kosha Heim Minamiosawa 5 chome	–
	Kameido 9 chome Jutaku	–	Enoshimamichihigashi Jutaku	–
	Ishikawacho Jutaku	–	Fujimicho Jutaku	–
	Gotokuji Jutaku	–	Fujimichohigashi Jutaku	–
	Tsurumaki Jutaku	–	Kasumidai Daiichi, Daini Jutaku	–
	Akatsutsumi Jutaku	–	Tamagawa Jutaku	–
	Karasuyama Matsuba-dori Jutaku	–	Kiso Jutaku	–
	Kosha Heim Roka-koen	–	Koganei Honcho Jutaku	–
	Matsunoki Jutaku	–	Koganei Nukui Jutaku	–
	Nakadaicho Jutaku	–	Hirayama Jutaku	–
	Maenochi Daini Jutaku	–	Kurumenishi Jutaku	–
	Kosha Heim Hikarigaoka No.2	–	Hirao Jutaku	–
Okinocho Jutaku	–	Kosha Heim Oimachi	–	
<b>Water Supply Pump Repairs</b> Water supply pumps will be replaced or repaired.	Kosha Heim Kanda	–		

Work/Details	Residential Complex Name/Scheduled Building No.			
<b>Pressurized Water Supply Pump Installation</b> Pressurized pumps that are not connected to existing water tanks will be installed for supplying water.	Tomin Heim Minamisuna 1 chome	1	Hirao Jutaku	1~41
	Minamisuna 7 chome Jutaku	18		
<b>Rooftop Water Tank Repairs</b> The water tanks on rooftops will be repaired.	Kosha Tower Komatsugawa	–	Tomin Heim Kaigan 3 chome	–
	Tomin Tower Daiba Sanbangai	–		
<b>Ventilation Equipment Repairs</b> The ventilation equipment in each residence will be repaired.	Kosha Heim Konan 3 chome	1	Kosha Heim Nakamurakita	1
	Kosha Heim Kameido 7 chome	1	Kosha Heim Minamikasai 5 chome	5
	Kosha Heim Kanda	1	Kosha Heim Matsugaya No.2	1~3
	Kosha Heim Nakarokugou	1	Kosha Heim Matsugaya No.3	1, 2
	Kosha Heim Minamikamata	1		
<b>Water Heater Replacement</b> The water heaters will be replaced.	Kosha Tower Tsukuda	1	Kosha Heim Sakashita	A~E
	Kosha Heim Nakarokugou	1	Kosha Heim Maenochi	1
<b>Fire Extinguisher Replacement</b> The fire extinguishers in each residence will be replaced.	Tomin Heim Yakuoji	1	Kosha Heim Kugayama	D, E
	Kosha Heim Takadanobaba	1~3	Kosha Heim Sasazuka	1
	Kosha Heim Sengoku	1, 2	Zoshiki Jutaku	1, 2
	Kosha Heim Shirahigehigashi	1	Ekoda Jutaku	1~11, 13, 14
	Minamisuna 7 chome Jutaku	1	Kosha Heim Kamisaginomiya	1, 2
	Shiohama Jutaku	1	Kosha Heim Honancho Garden Court	1, 2
	Nishiojima Jutaku	8, 9	Horifune Jutaku	1, 2
	Tomin Heim Toyo 6 chome	1	Nakadaicho Jutaku	1~10
	Tomin Heim Shiohama 2 chome No.2	1	Nishidai Jutaku	5
	Kosha Heim Yashiokita	7	Maenochi Daini Jutaku	1
	Kosha Heim Yashionishi	16	Shingashi 1 chome Jutaku	4
	Kosha Heim Yashiominami	47	Kosha Heim Mukaihara	5, 6
	Tomin Heim Nishigotanda 4 chome	1, 2	Tomin Heim Nerima Hikawadai	1
	Tomin Heim Higashishinagawa 3 chome No.1	1	Kosha Heim Kotakecho	1, 2
	Tomin Heim Minamioi 5 chome	1	Senjuhigashicho Jutaku	1, 2
	Kosha Heim Omorihigashi	4, 5	Aoi 5 chome Jutaku	1
	Tomin Heim Minamirokugou 2 chome	1, 2	Tomin Heim Kahei 1 chome	1
	Tomin Heim Kugahara 5 chome	1	Haruecho Jutaku	1~3
	Kosha Heim Nishimagome	1	Horie Jutaku	1~8
	Kosha Heim Nakaikigami	1	Haruecho Tsubaki Jutaku	1, 2
	Akatsutsumi Jutaku	1~9	Tomin Heim Minamishinozakimachi 5 chome	1
	Okura Jutaku	1~3, 13, 14, 18~30	Hachioji Izumicho Jutaku	1~9
	Kosha Heim Kyodo	1~4	Kosha Heim Minamiosawa	1~5
	Kosha Heim Chitose-Karasuyama	5~8, 11	Kosha Heim Minamiosawa No.2	1~3

Work/Details	Residential Complex Name/Scheduled Building No.			
<b>Fire Extinguisher Replacement</b> The fire extinguishers in each residence will be replaced.	Kosha Heim Hachioji Midoricho	1, 2	Kosha Heim Hino Osakaue	1, 2
	Akishima Tamagawacho Jutaku	1~5	Tanashi Minamishiba Jutaku	1~7
	Tamagawa Jutaku	1-1~1-15, Ro-1~Ro-15	Yamato Shibanaaka Jutaku	1-1~1-23
	Kosha Heim Musashioka	1	Kiyose daita Jutaku	1-1~1-17, 6-14~6-18
	Koganei Honcho Jutaku	5-1~5-4, 6-1~6-6, 7-1~7-5, 8-1~8-5	Umezono 3 chome Jutaku	1, 2
			Kosha Heim Kiyose daita	1-18
	Koganei Nukui Jutaku	1~4, 6~9	Shimosato Daini Jutaku	1~7
Kosha Heim Hino Shinmei	1	Tama New Town Atago No.1	1, 2	
<b>Bathroom Dryer Repairs</b>	Kosha Heim Kanda	1	Kosha Heim Kameido 7 chome	1
	Kosha Heim Konan 3 chome	1		
<b>Public Lighting Repairs</b> The lights on the stairs, in the corridors and in other public areas will be replaced with LED lamps.	Saginomiyanishi Jutaku	1~19	Kosha Heim Matsugaya No.3	1, 2
	Tomin Heim Azusawa	1	Kiso Jutaku	1~13, Ro-1~Ro-10
	Kosha Heim Hikarigaoka No.4	9	Hirayama Jutaku	1~23
	Kosha Heim Matsugaya	11-3	Tomin Heim Kokubunji Izumicho	1~3
	Kosha Heim Matsugaya No.2	1~3	Hirao Jutaku	1~41
<b>Outdoor Lighting Repairs</b> The outdoor lights will be replaced with LED lamps.	Saginomiyanishi Jutaku	—	Hirayama Jutaku	—
	Tomin Heim Azusawa	—	Tomin Heim Kokubunji Izumicho	—
	Kiso Jutaku	—	Hirao Jutaku	—
<b>Parking Lot Lighting Repairs</b> The lights in the parking lot will be replaced with LED lamps.	Tomin Heim Azusawa	—	Tomin Heim Kokubunji Izumicho	—
	Kiso Jutaku	—	Hirao Jutaku	—
	Hirayama Jutaku	—		
<b>Common Television Antenna Repairs</b> The common television antenna will be repaired.	Kachidoki Sunsquare	1	Tomin Heim Minamishinozakimachi 5 chome	1
	Tomin Tower Daiba Ichibangai	2	Koganei Honcho Jutaku	5-1~5-4, 6-1~6-6, 8-1~8-5
	Tomin Heim Minamioi 5 chome	1		
	Tomin Heim Tamagawa 2 chome	25, 27	Aoi 5 chome Jutaku	1
	Tomin Tower Tamagawa 2 chome	26		
<b>High-Voltage Transformer Substation Repairs</b> The high-voltage transformer substation will be repaired.	Kosha Heim Shirahigehigashi	1		
<b>Automatic Fire Alarm Repairs</b> The automatic fire alarms will be repaired.	Kosha Heim Minamisunaekimae	1	Tomin Heim Minamirokugou 2 chome	1, 2



## Inspections to be Implemented at the Same Time as Repairs and Improvements to Ensure Safe Living Environments

The banisters will be checked and inspections carried out for looseness and deterioration.



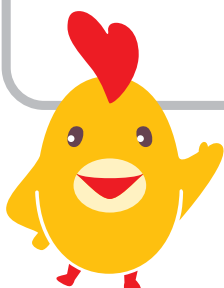
Inspections will be carried out on loose bolts supporting the bannisters.



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

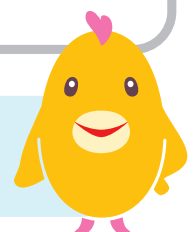
While JKK endeavors to provide safe and reliable housing through the performance of various legal inspections and planned repairs, the cooperation of each resident is needed to prevent accidents from occurring within residences.

Looseness or other minor problems with railing, bars and panels, etc. on verandas and windows could potentially lead to an accident. If you notice any problems, please report them the JKK Tokyo Customer Center.



Inquiries

JKK Tokyo Customer Center telephone number ② (page 12)



# The Categories for Repair and Improvement Payment Responsibility Have Changed



The parties responsible for the payment of repairs and improvements when they are deemed necessary for homes and apartments occupied by tenants is determined in accordance with the List of Repair and Improvement Cost Payment Categories handed over by JKK when the occupancy contract is concluded.

The List of Repair and Improvement Cost Payment Categories has been revised up until now in accordance with necessity, and this is to notify tenants that the categories for repair and improvement payment responsibility have once again been revised in alignment with revisions to civil laws, revisions to the Ministry of Land, Infrastructure, Transport and Tourism's standard rental housing contract, and consideration given to circumstances within the rental housing market.

## 1 Date on Which the Revisions Come into Effect

September 2 (Monday), 2019

## 2 Repairs and Improvements to be Paid by Tenants

The repairs and improvements to be paid by tenants are the eleven items listed below.

Repair and Improvement Items	Repair and Improvement Details
① Sliding Screen Paper	Recovered
② Sliding Door Paper	Recovered
③ Tatami Surface	Replaced or Reversed
④ Tatami Edges	Replaced
⑤ Accessories (multi-purpose sleeve covers, towel racks, coat hangers, paper holders, curtain runners, etc.)	Replaced
⑥ Faucet Packing, Valve Seat	Replaced
⑦ Rubber Stoppers and Chains for Bathtubs and Wash Basins, etc.	Replaced
⑧ Sink Drain Rubber Stoppers, Drain Traps, Trash Trays, Bathroom Drain Traps, Trash Trays	Replaced
⑨ Water Trays, Grills and other Accessories for Gas Cooker Tables	Replaced
⑩ Light Bulbs, Fluorescent Lights (including LED bulbs, lamp starters, etc.)	Replaced
⑪ Other Minor Repairs and Improvements	Replacement of batteries, air-filters, switch strings, nets for mosquito nets, etc.

## 3 Repairs and Improvements Carried Out by JKK

Repairs and improvements other than those paid by tenants will be carried out by JKK after inspections to establish the cause and condition and after the payment category and contents have been identified.

## 4 Repair Costs Incurred by Tenants Changed to JKK Payment

The results of revisions will lead to certain costs being incurred by JKK.

However, note that tenants will be required to cover these costs in event of the following.

- Soiling, breakages and damage caused intentionally or accidentally by the tenant or due to breach of the obligation of care, and all soiling, damage or discoloration caused by regular maintenance (simple maintenance, tightening hinges and screws, oiling, cleaning, etc.) to an extent that does not subject the residence to irreparable harm.
- Removal work and costs involved in moving furniture in accordance with the implementation of repairs and improvements.

( 1 ) Applications for items ① through ⑱ will be accepted from September 2, 2019.

Repair and Improvement Items	Repair and Improvement Details
① Window Sashes (Window Panes)	Replaced
② Curtain Rails, Pipes	Replaced
③ Wooden Fixtures and Fittings (Windows, Panels)	Replaced
④ Door Locks and Keys	Replaced
⑤ Door Scopes (Peep Holes)	Replaced
⑥ Mail Boxes	Replaced
⑦ Door Chains	Replaced
⑧ Doors	Replaced
⑨ Door Name Plates	Replaced
⑩ Ventilator Outlets	Replaced
⑪ Draining Boards	Replaced
⑫ Mirrors, Bathroom Washstands	Replaced
⑬ Toilet Seats, Lids	Replaced
⑭ Bathtubs	Replaced
⑮ Bathtub Covers	Replaced
⑯ Shower Heads, Hoses	Replaced
⑰ Gas Valve Boxes	Replaced
⑱ Milk Trays	Replaced
⑲ Cushion Floors	Partially Recovered

( 2 ) It is difficult to respond to all tenant applications for the four types of repairs and improvements listed between ⑳ and ㉓ at the same time, so they will be sequentially implemented from the tenants who have been in continued residence for the longest periods.

⑳ Tatami Mat Replacement	Rotting and warping, etc.
㉑ Sliding Door (Slat, Frame) Replacement	Damage and warping, etc., to the slats and frame owing to defective opening/closing
㉒ Partial Wall, Ceiling, Fixture Repainting	Remarkable peeling that may affect the material underneath
㉓ Partial Vinyl Cloth Replacement	Remarkable peeling that may affect the material underneath

### Tenants in Continual Residence for 50 or More Years

Tenants who have been in continual residence for more than fifty years will be notified individually once all preparations for establishing a work implementation system has been completed. Contact us if you do not receive this notification.

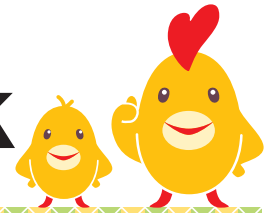
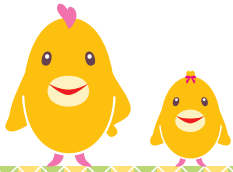
### Tenants in Residence for Less Than 50 Years

Applications from tenants who have been in residence for less than fifty years will be dealt with sequentially from the tenants who have been in continued residence for the longest periods after decisions have been made for accepting applications from tenants who have been in residence for fifty or more years.





# Notification of Rebuilding Work



JKK is currently moving ahead with reorganization and rearrangement centered on rebuilding work for homes that were constructed many years ago and are nearing refurbishment periods. We hereby notify tenants that the FY2019 Rebuilt Homes plan has been determined and the homes listed below have been selected for rebuilding, which is scheduled to commence in approximately three years' time.

## 1. FY2019 Rebuilt Homes

Name	Address
Ishikawacho Jutaku	Ota Ward
Tsurumaki Jutaku	Setagaya Ward
Koganei Honcho Jutaku (Buildings 7-1 to 7-5)	Koganei City

### ◇ What are Rebuilt Homes?

Homes that have been selected for rebuilding and for which detailed tenant briefings and tenant moving procedures have been started.

## 2. Selected Homes for which Rebuilding will Commence in Approximately Three Years

Name	Address
Soshigaya Jutaku	Setagaya Ward

### ◇ What are Homes Selected for Rebuilding?

Homes for which rebuilding will commence approximately three years later. Tenants will not be recruited for vacant homes and planned repairs and improvements will not be carried out during this period, but repairs and improvements necessary for daily life will be made on selected homes.

### The following initiatives have been established in alignment with the implementation of rebuilding work.

- ① Notifications will be delivered to tenants whose homes have been selected for rebuilding.
- ② Briefing sessions will be held approximately one year prior to the commencement of rebuilding work, during which details on the rebuilding work and methods for moving tenants, etc., will be explained, and site offices will be established to answer all pertinent questions and seek the understanding and cooperation of tenants. ( \* )
- ③ Guidance on places to move to and financial assistance for the cost of moving, etc., will be provided to tenants in alignment with rebuilding plans, and assistance will also be provided to tenants intending to return to their homes after rebuilding has been completed to lighten the burden of rent. ( \* )

\* Briefing sessions and moving guidance in alignment with rebuilding plans will only be provided for tenants who have concluded fixed-term rental contracts.

**We look forward to your understanding and cooperation.**



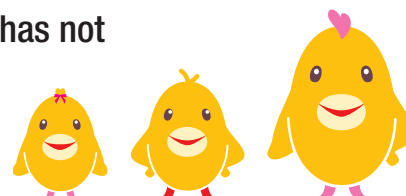
## Support for Community Disaster-Prevention Activities

JKK has been supporting self-initiated disaster-prevention organizations for public housing that satisfies a certain set of conditions since FY2013 by providing disaster-prevention resources, equipment and materials.

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

We will also continue providing support for housing that has not established self-initiated disaster-prevention organizations to encourage their establishment.

Contact us if you have any inquiries.



**Support Period** Up until March 31, 2024

### Support Contents

- ① Provision of disaster-prevention sets (generator, floodlights, rescue equipment)
- ② Financial assistance for the purchase of disaster-prevention resources, equipment and materials
- ③ Financial assistance for the purchase of AED equipment
- ④ Financial assistance for attending life-saving classes
- ⑤ The use of land for gathering purposes free of charge
- ⑥ Provision of locations for storing disaster-prevention resources, equipment and materials



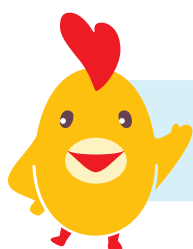
\* AED: Automated External Defibrillator

\* Organizations that are already in receipt of the assistance listed between ① and ④ above are not eligible for receiving the items listed.

### Support Eligibility

Local autonomous associations or other groups that implement self-initiated disaster-preventions activities attended by the majority of the total of resident families.

Large-scale housing complexes consisting of 500 or more apartments are eligible to receive support even if the number of households representing the group does not exceed the majority.



Certain conditions are in effect to receive support. Contact JKK Tokyo Customer Center telephone number ① on page 12 for further details.

# Introduction to Support Provided for JKK Tokyo Property Occupancy

JKK provides a wide range of support for people occupying JKK properties through a priority system, a rent discount system and other such systems.

## Single-Parent Households Occupancy Support

**[Support ①: Relaxation of Income Examinations]**

In the event of the applicant's monthly income not satisfying income standards, it is possible to add the monthly income received from "Child Care Allowances" and "Child-Rearing Allowances" provided by local autonomous authorities when the income examination is carried out.

**[Support ②: Child Development Discount]**

It is possible for **single-parent families** moving into certain vacant homes in urban areas to receive a **20% discount** on the monthly rent either up until the child is eighteen years of age, or for a period of three years.

**[NEW]**

**Newly-Married and Married Couple Households**

## Occupancy Support

**[Support ①: Priority Application System for Families with Children]**

A system in which priority is given for a period of seven days from the official launch of application receipt for apartments stipulated by JKK.

(\*New-married couples have been added to eligible households)

**[Support ②: Couple Support]**

Married couples moving into certain vacant homes in urban areas will receive a **20% discount** on the monthly rent for a **period of three years** if **either the applicant or his/her spouse is forty years old or younger**.

\* Other occupancy support systems, such as the "Anxiety-Free Neighborhood Registration System" and the "Step 35 Discount System", are available! See our website for details on the system and eligible residences.

# Friend introduction fair



**Campaign period** June 1 (Saturday) to July 31 (Wednesday)

**Introducers and contract conclusers**  
Gift coupons for both!

**Introduce a Friend**  
Presents for both introducer and contract concluser!

**10,000** Gift Card Worth Present

If the introducer is a **child-rearing household**  
Both introducer and contract concluser will also receive

**10,000** Gift Card Worth Present

If your friends are looking for an apartment, please introduce them to JKK Tokyo rental housing. Visit our website for details or to download the "Friend introduction fair" introduction form.  
<http://www.to-kousya.or.jp/chintai/campaign/2019summer/>



[JKK housing registration center] Hrs: 9:30-18:00 (Closed: Sun, Nat Hols)

**03-3409-2244** (Main)

[Lessor]

**JKK** Tokyo Metropolitan Housing Supply Corporation

Promotion expiration: 31 July 2019

## Guide to Classical Music Concerts by the Tokyo Metropolitan Symphony Orchestra

All residents of JKK housing will be eligible for a draw for invitations to classical music concerts this year also. You are invited to apply if you like classical music or wish to experience musical performances at close hand.

- Application Eligibility** All residents of general JKK rental housing and metropolitan housing (JKK-type)
- Number of Invitees** 40 Couples (80 People)
- Concert Details** The list of Classical Music Concerts by the Tokyo Metropolitan Symphony Orchestra is as listed below.
- Application Method** Write in the following information on a postcard and send it to the address listed below: ① the application number (one only) for the concert desired taken from the List of Classical Music Concerts by the Tokyo Metropolitan Symphony Orchestra, ② the name of the residential building you live in, the ZIP code and your address, ③ your name (including furigana), and ④ your telephone number.  
\* Note that the cost of postcard stamps rose to 62 yen on June 1, 2017.
- Address to Send Applications** Cosmos Aoyama, 5-53-67 Jingumae, Shibuya-ku 150-8322  
PIC of [Classical Concert Gift], Tokyo Metropolitan Housing Supply Corporation
- Application Deadline** Must arrive by **June 28 (Friday), 2019**
- Points to Note When Applying** Only one application from each household for a single concert will be accepted. Multiple applications will be invalidated. Also, note that applications will be invalidated if any details are missing or if the value of the postage stamp is insufficient.
- Draw Winner Announcement** Draw winners will be notified. A selection process will be carried out if excessive numbers of applications are received. The concert tickets will be sent to draw winners approximately two weeks before the Application Number No.1 concert, and approximately one month before all other concerts.

### ◆ List of Classical Music Concerts by the Tokyo Metropolitan Symphony Orchestra ◆

Application Number	Date/Time	Concert Program	Number of Invitees/Venue
No.1	<b>July 16 (Tuesday), 2019</b> 19:00 Start	Conductor: Kazuhiro Koizumi Cellist: Dai Miyata Dvorak: Cello Concerto in B Minor Brahms: Symphony No.2 in D Major	<b>10 Couples (20 People)</b> Tokyo Bunka Kaikan (Ueno, Taito-ku)
No.2	<b>September 08 (Sunday), 2019</b> 14:00 Start	Conductor: Kazushi Ono Pianist: Joaquin Achucarro Sibelius: The Swan of Tuonela Rachmaninoff: Piano Concerto No.2 in C Minor, Others	<b>10 Couples (20 People)</b> Tokyo Metropolitan Art Space (Nishi-Ikebukuro, Toshima-ku)
No.3	<b>December 14 (Saturday), 2019</b> 14:00 Start	Conductor: Alan Gilbert Mahler: Symphony No.6 in A Minor <Tragische>	<b>10 Couples (20 People)</b> Suntory Hall (Akasaka, Minato-ku)
No.4	<b>March 22 (Sunday), 2020</b> 14:00 Start	Conductor: Kazushi Ono Flautist: Yusuke Yanagihara R. Strauss: Songs from the Opera Der Rosenkavalier Ravel: Pavane Pour Une Infante Défunte, Others	<b>10 Couples (20 People)</b> Suntory Hall (Akasaka, Minato-ku)

\* Note that desired seats cannot be specified.

#### [Use of Personal Information]

The personal information obtained from applicants will be used for sending information to draw winners, inquiries, and sending out the invitations, and for no other reason.

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)

● Consultation regarding various procedures, payment of rent, living conditions

① ▶  **0570-03-0031**

● Application or consultation regarding repairs


② ▶  **0570-03-0032**

\*Call phone No. ② for emergency repair of leaks, etc., accidents, fire, or other issues pertaining to the safety of residents.

- Calls to 0570 numbers will be charged at the local-call rate if made from a landline. (Public telephones and PHS excluded)
- If calling from a mobile phone, any free-call or discount services of the phone company will not apply.

**(Call center operates 24 hours a day, 365 days a year)**

● For those who are unable to use the phone numbers above, or those using mobile phone free-call/discount services

 **03-6812-1171** \*After you select the relevant inquiry item through the automated answering system, your call will be connected to an operator.

⇒ For consultations regarding various procedures, payment of rent, or living conditions, press [4].

⇒ Press [3] to connect to staff for advice about applying for repairs, urgent repair of leaks, accidents and fires, and ascertaining the safety (whereabouts) of residents.

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.**