

## Information About New Year's Holiday Season

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- The JKK holidays during the year-end and New Year period will be as follows.  
➔ **December 29 (Friday) through January 3 (Wednesday)**
- The management office holidays during the year-end and New Year period will be as follows.  
➔ **December 30 (Saturday) through January 4 (Thursday)**

## Contact in case of emergency

In the event of water leakage or other problem requiring emergency repairs during the year-end and New Year period, or in the event of an accident or fire, please contact the following.

### JKK Tokyo Customer Center

**☎0570-03-0032** (24 hours a day, 365 days a year)

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

**⇒☎03-6279-2963**

\* Please be sure to also report accidents and fires to the police and fire department.

## Introduction of Disaster Preparedness Community Activities

Kosha Heim Shimura

# Disaster Preparedness Committee was formed!



We interviewed the people at Kosha Heim Shimura Disaster Preparedness Committee in Itabashi City, which started disaster preparedness activities last December, to hear about how they got to start up the Disaster Preparedness Committee and their future efforts.

### How the Disaster Preparedness Committee Started

Disaster preparedness activities were already being conducted in the neighborhood association, and we strongly felt that Kosha Heim Shimura also needed disaster preparedness. In the meantime, we found out that JKK was supporting disaster preparedness activities.

We were able to enlist approval from a majority of the residents to establish a disaster preparedness organization.



(From the left) Ms. Yasuda, Chairman Ishida, Ms. Ishida, and Ms. Sato

### Purchasing Emergency Supplies and Introducing an AED

In purchasing emergency supplies, the Committee members held five meetings where exhaustive consideration was given to the selection of items to be purchased. We prioritized items that are difficult to purchase as individuals: a stretcher, a wheelchair, vests with number bibs, power generator, and magnet sheets for safety confirmation in the wake of a disaster, to name a few. Providing the magnet sheets to the residents was one of the best things about starting up the Disaster Preparedness Committee.

We also purchased an AED, considering that many elderly people live in Kosha Heim Shimura. While the members of the Committee have already received a lecture on AED, we would like to regularly brush up how to use the AED to ensure that we can smoothly use it in the event of a disaster.



Transceivers and helmets were donated by residents



Magnet sheets for safety confirmation at times of disaster

If you are safe and unhurt, attach the green "I'm alright!" magnet on the outside of your apartment unit door. If you need help, attach the red "Need rescue!" magnet. If no sticker is attached to the door, a Committee member will check up on the resident in person.



AED placed at the entrance of residence

### Future Activities

The Committee plans to hold drills for using fire extinguishers, emergency toilet setup training, and evacuation drills. In addition to disaster preparedness activities, we will hold events where residents can "connect" with each other.

Residents can get to know each other in person through disaster preparedness activities and events, which is important for building relationships that enable mutual help in emergency situations.

Why not join the activities if you have an interest in the Disaster Preparedness Committee? Please feel free to contact a Committee member or the front staff (residence manager).

Chairman's comment that "the Committee wishes to promote close, face-to-face relationships" sticks in my mind.



# Prevent Frailty

## Better “Living Safe” Than Sorry

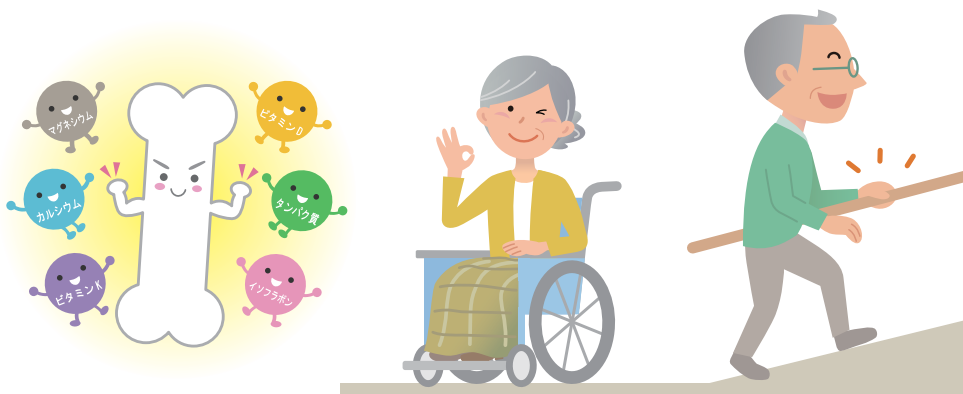
**Frailty is a state of deterioration of the body and mind, where ties to society are weakened  
Preventing frailty can extend the years that you remain healthy.**

Tomoki Tanaka, Institute of Gerontology, University of Tokyo

One of the top reasons for needing long-term care is falling and fractures. It is important to use specific caution and efforts to prevent falls and injuries. It is known that elderly people with reduced mind and body functions are prone to falling over, which can easily result in fractures and other injuries. At the same time, these people may also experience frailty due to limiting themselves from participating in social activities and active living from fear of falling. It is important to prevent falling while still engaging with society.

Healthy living habits involve nutrition, exercise, and social participation, and are essential to maintain a healthy state of mind and body, including balancing ability and other physical functions, as well as nutritional conditions for bones and muscles. While it may become more difficult to keep up your current habits the older you get, still try to continue doing them when possible.

Meanwhile, the surrounding environment and living conditions are some perspectives that are surprisingly often overlooked. It has been reported that elderly people who live in safe, secure homes that are well-organized and have handrails are less likely to experience falling and injuries even with reduced physical functions. Look over your home and other places you frequent in everyday life from a fall-prevention viewpoint.



# Repairs for Long-term Residents

(Handling of repairs to tatami mats, sliding doors, paint, and wallpaper)

The repair/replacement of tatami, wood sliding doors, painted home surfaces, and wallpapers (“four floor and wall items”) are now funded by JKK as of September 2019. We are currently working on these repairs starting from residents with the longest continuous residence.

\* For more information on the coverage of home repairs, refer to the “List of Division of Coverage of Home Repairs” published on the JKK website.



## Current subject residents

**Residents who have 35 years or more of continuous residence as of September 30, 2023**

**(Residents who are living in a residence contracted on or before September 30, 1988)**

Eligible residents will receive the “Notice of Application for Home Repair” by postal mail some time during or after late-January of 2024. We ask for your patience.

\* This notice will not be sent again to those who have already received it by last year. Application for home repair is still accepted.

\* Residents who are living in residences for which relocation notice has been started or will be starting soon in the course of a reconstruction project (Akatsutsumi Jutaku, Kamishakujii Jutaku, part of Soshigaya Jutaku, and part of Okura Jutaku) are not eligible for making this application.

## Requesting repairs

For the request procedure and repair details, please see the Notification of Request for Repairs form that will be sent to eligible residents.

- If you have been in continuous residence for more than 35 years and would like to request repairs of the 4 Repair Items, please be aware that repairs cannot be provided at JKK expense when any of the following circumstances applies.

Item	Items that <b>cannot be repaired</b> at JKK expense (The resident is required to pay for the repairs.)
① Replacement of tatami mats	<ul style="list-style-type: none"> <li>■ Wear or discoloration of tatami surfaces or edges</li> <li>■ Corrosion caused by spilt water</li> <li>■ Burn holes caused by cigarettes or other reason</li> <li>■ Indentations caused by heavy objects such as pianos</li> <li>■ Occurrence of mites</li> </ul>
② Replacement of paper or other sliding doors (frames and edges)	<ul style="list-style-type: none"> <li>■ Warpage or damage that does not interfere with opening and closing</li> <li>■ Dirt or damage to the sliding door paper</li> <li>■ Discoloration of sliding door paper caused by sunlight or other reason</li> </ul>
③ Partial repainting of walls, ceilings, or furniture	<ul style="list-style-type: none"> <li>■ Peeling (of walls or ceiling) which does not affect the base material in a room or kitchen other than the bathroom</li> <li>■ Fouling caused by mold</li> </ul>
④ Partial replacement of vinyl wallpaper on walls or ceilings	<ul style="list-style-type: none"> <li>■ Partial peeling that does not affect the base material</li> <li>■ Discoloration caused by sunlight or other reason</li> <li>■ Fouling caused by mold</li> </ul>

\* For details, please read the “Notice of Application for Home Repair” sent to eligible residents.

\* Residents who need their furniture moved for home repair are required to do so at their own responsibility and expense.

## Procedure for Renewal of Parking Fee Reduced Payment Plan for EV Owners

JKK offers a parking fee reduced payment plan valid for a maximum of five years starting February 2023, targeting owners of electric vehicles (EVs), including electric automobiles and motorcycles, and fuel cell vehicles (FCVs), including fuel cell automobiles and motorcycles.

This plan requires an application of renewal every year. We sent a notice of renewal procedure to those using this plan in November 2023.

Please read the notice and attachments and submit your application documents to the administration office.



### For inquiries about the above, call:

Telephone number in ① listed under “JJK Tokyo Customer Center Telephone Numbers” on page 12.

## Request Concerning Setting-Out of Oversize Trash

There have been cases when residents set out oversize garbage at the garbage collection station on the residence grounds. You must apply in advance to the municipality where you live in order to set out oversize garbage. Oversize garbage which is set out without an application will not be collected and will inconvenience other residents.

Be sure to follow the rules of your municipality and apply before disposing of oversize garbage.



### Disposal of Refuse Subject to the Home Appliance Recycling Act

Home appliances subject to the Home Appliance Recycling Act are the following four: home-use air conditioners, televisions (CRT, LCD, plasma), electric refrigerators/freezers, and electric washing machines/clothes dryers. These home appliances cannot be disposed of as oversize refuse.

Please check the disposal of home appliances on the Ministry of Economy, Trade and Industry website.



# When a Residential Fire Alarm Sounds...



## What is a residential fire alarm?

A residential fire alarm sounds to warn residents when it detects the smoke or heat of a fire. Installation, maintenance, and management of these devices is required by the Tokyo Fire Prevention Ordinance.

## When a fire alarm sounds...

### When there is a fire

Check the source of the fire and evacuate. Report the fire by calling 119, and perform initial firefighting when possible.

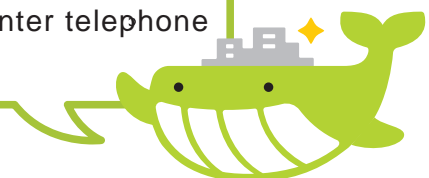
### When there is no fire

A fire alarm may sound when it detects cigarette smoke or heat or smoke from cooking. The fire alarm will stop and return to normal either when the fire alarm stop button is pressed (or when the string is pulled if it is a type with a string), or else when the room is ventilated. Using insecticides which produce smoke may also cause a fire alarm to sound. Before using such products, cover the fire alarm with a plastic bag or otherwise protect it, and immediately restore the normal conditions when use is finished. Be aware that a fire alarm may also sound if it is struck with an object or subjected to other impact.

## Request from JKK

Residential fire alarms will be replaced by JKK after around 10 years.

In apartments where replacement was not possible due to resident absence or other reason, deterioration of the fire alarms may result in delayed detection of fires and make it impossible to perform initial firefighting correctly. Therefore please contact us at JKK Tokyo Customer Center telephone number ② on page 12.



# Work Together to Prevent Fires!

Main causes of household fires

1 Stove burners

2 Cigarettes

3 Arson

4 Heaters

## Main ways to prevent fires:



### Do not leave the stove while cooking!

If you must step away from the burner while cooking, be sure to turn off the flame first.



### Do not smoke in bed!

Many cases of fire start from falling asleep while smoking in bed. Make it a habit not to smoke in bed or on a futon.



### Do not place objects in shared spaces!

Keep the area around your residence neat and tidy.



### Be sure to turn off before going out or going to sleep!

Do not place flammable objects in the area around a heater.

# Block Phone Frauds!

Most victims of phone frauds never think or imagine that they would ever be victimized. You must take precautions in usual life with the awareness that “you may still be swindled even when you know about it.”

## Precautions for fraud

### ① Block frauds with answering machine!

Turn on the answering machine even when you are home, so that you can tell whether the caller is someone you know or not.

### ② Block frauds by ignoring calls from strangers!

Use a spam call prevention device that plays a warning message to the caller or records calls.

### ③ Block frauds by not telling your personal information!

Any talk about money or card over the phone is a fraud. Do not tell the caller your family's names, banks, or other personal information.

Call #110 or consult your local police station when you receive a suspicious call.

As excerpted from “Metropolitan Police Department Newsletter Autumn Edition September 2023”

### Interested in hearing the actual calls made by fraud criminals?

The Phone Fraud Eradication Action Program Tokyo website publishes the voices of fraud calls and explains the latest fraud techniques used.



# Preventing Heat Shock

Heat shock is something that occurs during the winter when a person suffers a large change in blood pressure in a place where there is a sudden change in temperature such as a bathroom, dressing room, or toilet. Heat shock puts a significant load on the person's heart, circulatory system, and other organs.

Particular caution is required among elderly persons and persons with high blood pressure, diabetes, or other ailments.



## Primary countermeasures

### Warm the bathroom or dressing room before getting in the bath.

Use the shower for hot water or take the cover off the bath after filling it.



\* Be careful of fire and ventilation whenever using a heating device, including in dressing rooms and toilets.

### Keep the bath temperature to 41°C or less.

Try to stay in the bath for no more than 10 minutes.



### Avoid taking baths immediately after eating or after drinking alcohol.

Be careful when taking baths late at night or early in the morning when air temperatures are low.



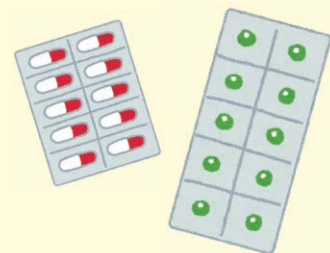
### Drink water before and after a bath.



### Do not stand up in the bath tub suddenly.



### Avoid taking baths after taking sedatives, sleeping pills, or other medication.





## Being Considerate About Living Noises

In group living, there are many cases when residents are unaware of the noise they make until it is pointed out by a neighbor or a person living below. With remote working and other changes, time spent at home is increasing and the living noises that occur unconsciously every day can become a problem.

A spirit of mutual consideration is important for comfortable living. We ask for your cooperation.



## Use convenient bank transfers for payment of rent and other expenses.



\* 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 below.

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

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



Notice from the Tokyo Metropolitan Government

# Something that Concerns Everyone

December 10 is Human Rights Day and the period from December 4 to December 10 is Human Rights Week.

December 4 to December 10 is Human Rights Week. The understanding that respect for human rights is a foundation of peace is shared worldwide, and it is said that “there is no peace without human rights.”

“Human rights” are described as “the right of all person to life, liberty, and the pursuit of happiness” or “the right of a person to live as a human being granted to every person who is born.” However even now there are problems resulting from neglect of other persons’ human rights, including discriminating statements, bullying and abuse, and stalking.

It is important that we construct a society where everyone shows consideration for one another and respects human rights so that everyone can live happily.

## Information about the Tokyo Metropolitan Human Rights Plaza

The Tokyo Metropolitan Human Rights Plaza is a hub for promoting human rights established by the Tokyo Metropolitan Government. In addition to the featured exhibit themed on children’s rights navigated by Sesame Street, the Plaza also has the Paralympics mural as a legacy from 2020 Tokyo Olympics, a hands-on zone where visitors can experience various barriers that elderly people, people with disabilities, and pregnant women go through, and library sections. Visitors can experience, interact with, become aware of, and understand human rights. Come pay a visit to the Plaza to learn about human rights.



Location: 1F/2F Shiba 256 Square Building,  
2-5-6 Shiba, Minato-ku, Tokyo  
TEL: 03-6722-0123  
Open hours: 9:30 – 17:30  
Closed: Sundays, year-end and  
New Year holidays

Access the website



## December 10 – 16 is North Korea Human Rights Abuses Awareness Week. There are many abductees and designated missing persons with connections to Tokyo.

In addition to abductees recognized by the government, there are many persons such as designated missing persons for whom the possibility of abduction cannot be excluded. These include many persons who live in Tokyo or disappeared from Tokyo, and there are at least 50 persons whose whereabouts are currently unknown.

We hope that every person will lend their voices to and support a resolution of the abduction problem so that all abductees can return to their home countries as soon as possible.

- “Abductee Rescue Movement” online photo exhibition  
December 1 (Friday) – 28 (Thursday)
- Tokyo Metropolitan Government offices blue ribbon illumination & blue ribbon flags  
December 10 (Sunday) – 28 (Thursday)

The Tokyo Metropolitan Government No. 1 Building will be illuminated in blue, and blue ribbon flags will be placed along Chuo-dori Street in front of the offices.

Human Rights Policy Promotion Section, Human Rights Division,  
Bureau of General Affairs, Tokyo Metropolitan  
Government: 03-5388-2588 (direct line)

Human Rights Division homepage

Jinken no Tobira  Search

Tokyo Metropolitan Government - Living and Housing X  
(former Twitter)



# Information About Applications and Notifications

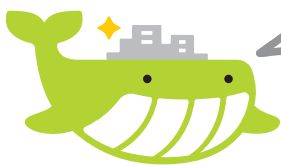
If there has been a change in family composition during your residence, please check the JKK website and take the necessary procedures.

Request this change when the names of the persons living in the residence changed due to death of the renter, moving out, or other reason.	➔	<b>Requesting a name change</b>
If you wish to live with a family member other than the family you registered at the time of starting residence	➔	<b>Application for living together</b>
Request this when you want to change your guarantor (using the system for guaranteeing payment of rent and other expenses).	➔	<b>Requesting a change of guarantor</b>
Submit this notification when there was a change to the notification information or emergency contact information of the renter, persons living in the same residence, or guarantor.	➔	<b>Notice of change to registered information</b>
Submit this notification when there was a change in the composition of the persons living with you due to birth, death, moving out, or other reason.	➔	<b>Notification of change in family composition</b>

\* Each request or notification is subject to qualification requirements and conditions. Please check with the Customer Center in advance before completing the procedure.

\* Upon your submission of the documents, we will do an identification check of the person submitting the documents. Please bring your identification document(s) when you come to the center.

\* In some cases you may have to submit other documents attached to the request or notification. At this time, please submit documents which do not contain your Individual Number (My Number). (\* Your Individual Number will not be printed on a copy of your resident register unless you specifically request it.)



## The following documents can be downloaded from the homepage.

- Notification of change to registered information
- Notification of change to family composition
- Request for certificate and additional copy of the contract
- Request for new cohabitant
- Notification concerning use of the adult guardianship system



▲ Download forms

We receive many questions about procedures and other matters sent to us by residents of JKK housing. These are posted in Q&A format on the homepage.

? ? ? ?  
How does the process of the application for changing ownership proceed?

? ? ? ?  
Can I have a rent amount certificate or a certificate of rental contract issued?



▲ Frequently Asked Questions

To contact us, please call JKK Tokyo Customer Center telephone number ① on page 10.

# Play with UTOJIRA

We publish content where you can play with UTOJIRA, JKK Tokyo's image character! Enjoy making paper crafts and videos of strolling with UTOJIRA. Check it out!

Utojiland | JKK Tokyo website

JKK東京の

ユトジランド



Strolling with UTOJIRA @Instagram



Paper crafts



Download patterns



Instructions @YouTube



Gift of smartphone wallpaper

## 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**  
ナビダイヤル®

● 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 may be made **24 hours a day, 365 days a year**

●Navi Dial

 **0570-03-0032**  
ナビダイヤル®

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

**☎03-6279-2963**



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

### NEW Call Crowdedness Prediction

We now inform you of times when calls are difficult to get connected.

