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About the 12th Survey of Actual Conditions Among Residents of JKK Rental Housing

JKK is “Survey of Actual Conditions Among Residents of JKK Rental Housing” (questionnaire survey) around once every three years in order to acquire basic information for the management, planning, and other actions necessary to create better housing. The survey questionnaire will be mailed to 5,000 persons chosen at random from all households living in JKK rental housing.

Thank you for your understanding and cooperation.

Survey period:

From Friday, March 15, 2024 to Monday, April 15, 2024

Survey service company:

Public Opinion Research Center (YORON KAGAKU KYOKAI)



[Official] JKK Tokyo - Tokyo Metropolitan Housing Supply Corporation

Short story about father and daughter taking a new step forward with JKK Tokyo's support
Currently viewable on JKK Tokyo's official YouTube channel!

<https://youtu.be/prDrdZJuP9U>



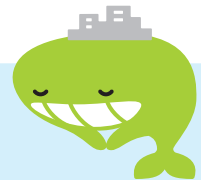
Request for Disposal or Removal of Your Bicycle upon Leaving the Residence

When leaving your JKK residence, please take your bicycle with you to your new home or dispose of it as over-sized trash. Do not leave it behind on the JKK housing premises.

If we find your bicycle in the bicycle parking area after you have left the residence, we will contact you and ask you to remove your bicycle.

Please note that, if you fail to remove your bicycle off the JKK housing premises, we will dispose of the bicycle and deduct the disposal cost from the rental deposit you paid upon moving into the JKK residence or otherwise charge you for the cost.

We ask for your understanding and cooperation to ensure comfortable use of the bicycle parking area for the JKK residents.



Use of Residential Fire Extinguishers

- Your apartment includes a residential fire extinguisher.
- In case of fire outbreak, use the residential fire extinguisher installed in your home to perform the initial response to fire. Initial response to fire is only effective or successful until the flame reaches the ceiling. Once you feel danger, evacuate to a safe place immediately and call 119. Follow the fire defense's instructions.
- Always leave the residential fire extinguisher in its regular place and carry out management and inspections as indicated in the instruction manual provided with the fire extinguisher.
- If you notice anything wrong with the fire extinguisher, please contact us at JKK Tokyo Customer Center telephone number ② on page 8.



Replacement of Fire Extinguishers

JKK replaces residential fire extinguishers once in about five years.

There may be residences where replacement has not been completed due to your absence at the time of replacement. (Each fire extinguisher has a label that indicates the expiry date for use). An expired fire extinguisher may not work properly for initial response to fire. If your fire extinguisher is not replaced,

→ please call the telephone number in ② listed under "JKK Tokyo Customer Center Telephone Numbers" on page 8.

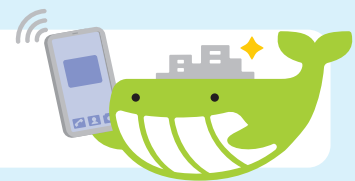
Please contact us if you notice anything wrong with the railing on a balcony or window

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.

Rattling the balcony or window railings, grates, panels, etc., may cause even a slight defect to result in an accident. If you notice something, please contact the JKK Tokyo Customer Center.

Inquiries

For inquiries, call the “JKK Tokyo Customer Center” using telephone number ② on page 8.



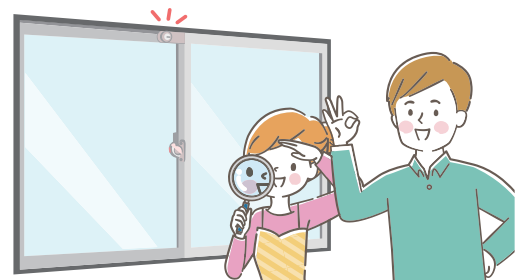
Prevent Children's Falling Accidents

When it starts getting warmer outside, there will be more days that you will open your windows or go out on the balcony.

There are cases of children falling from balconies and windows of a housing complex by climbing up objects placed on the balcony or near a window. In some cases, such falls can result in death or serious injury.

In order to prevent children's falling accidents, install an auxiliary lock in a position where children cannot reach. Also, do not place anything on the balcony or near a window that can be used to climb up.

It is impossible to constantly keep an eye on your children. Therefore, aside from watching your children, it is also important to create an environment that does not allow for falling accidents.



Work for Improving Residence Facilities



JKK will bear the expenses of improving residence facilities for elderly residents and residents with disabilities.

JKK is performing work to improve residence facilities for elderly residents and residents with disabilities.

If you meet the “Application Requirements” below and require improvement to residence facilities for everyday living, you can submit a request at any time during the year. Please be aware that depending on the request contents, 1 – 2 months may be required before the improvements are carried out.

Application Requirements

In general, requirements ①, and ② below must all be satisfied.

- ① **A person who satisfies one or more of A – C below is living in the residence.**
 - A. A person aged 65 or more
 - B. A person with a class 4 or higher physical disability certificate
 - C. A person who has received a war injury certificate of Subsection 1 or higher in Annex Table 1-3 of the Pension Act
- ② **The person is not delinquent on payment of rent, common area fees, or parking fees.**

* Renovation project buildings are not eligible for improvement work.

* Persons who do not satisfy Application Requirement ① may submit an application based on a certificate from a physician. The application may be accepted if JKK concludes that facility improvement work is necessary. First please consult with the JKK Tokyo Customer Center.

Application method

Application forms are available at management offices and call centers (residents who “want 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 submit it to the management office or jurisdictional area office.

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

Inquiries

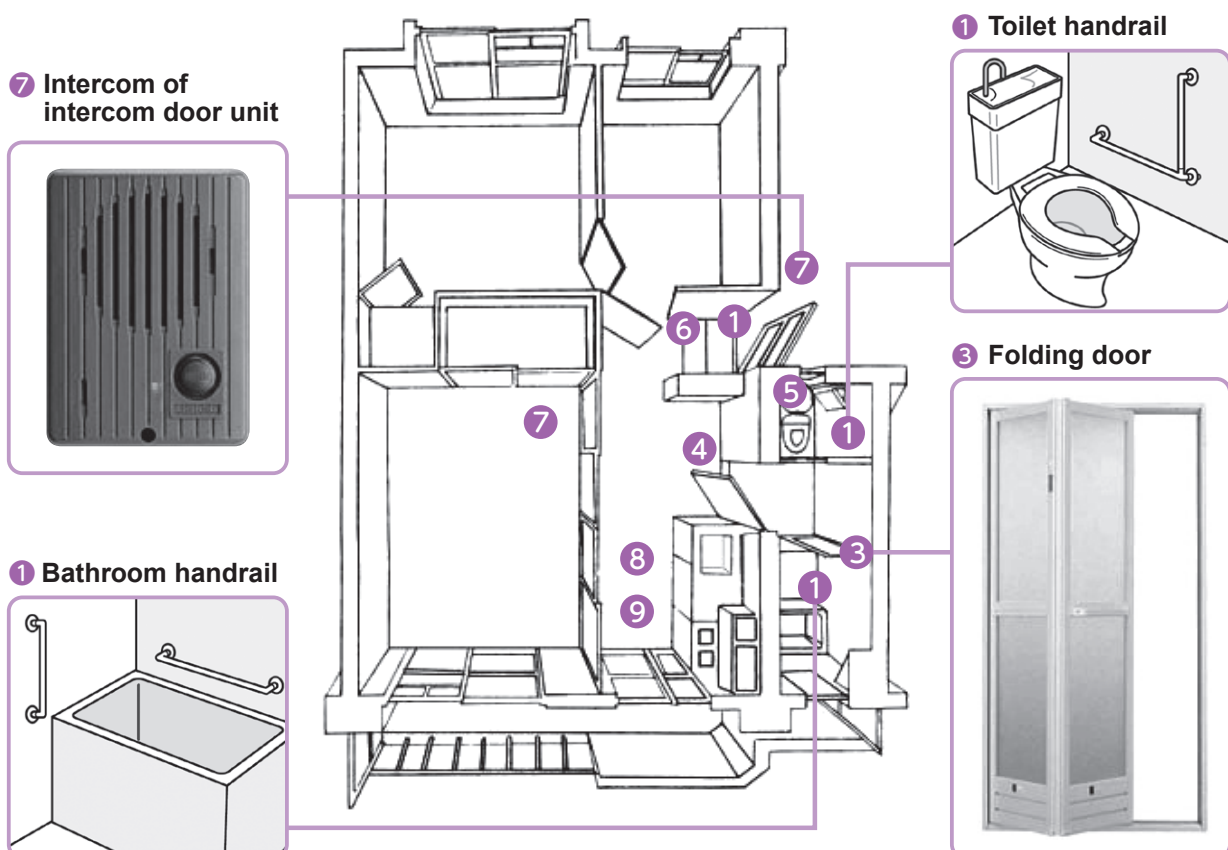


For inquiries, call the “JKK Tokyo Customer Center” using telephone number ① on page 12.

Types of improvement work

Applications can be made for the following types of improvements.

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



Illustrations and photographs are for illustrative purposes only.

- * Application for improvements which have already been carried out by JKK are not accepted (except for handrails).
- * Specifications may vary from the illustrations and photos.
- * In some cases, installation is not possible in the requested location or a request may be rejected due to structural limitations, etc., of the building (installation of handrails in unit baths, etc.)



Prevent Frailty

Enjoy frailty prevention with physical-mental activities

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

Elderly people who enjoy life and have an ikigai (“life purpose”) are known to live a long healthy life. In contrast, we also know that elderly people with low well-being often voice that they don't have a place to be or have something they want to do, and have a higher likelihood of falling into frailty. “Well-being” is a condition in which a person’s mind, body, and life are fulfilled and is also used as an indicator of happiness.

To maintain your well-being and prevent frailty, take your first step towards enjoying everyday life. Any way is possible, including having conversations with your family and friends, engaging in hobbies and social activities, enjoying art, and traveling. It is particularly important for elderly people to do physical-mental activities, or in other words, activities that activate your mind and body. While these activities may be difficult to do on your own, try finding an active friend, consult administrative services, or consciously put yourself in a new environment.



Web questionnaire survey regarding installation of electric vehicle (EV) charging equipment

JKK is setting up EV charging stations at JKK housing in turn in order to promote the adoption of electric vehicles (EVs).

We are conducting an online survey to accurately understand the JKK residents’ needs in order to reflect them into future installation of EV charging stations. The results of the questionnaire will be used as reference for selecting residences to install EV charging stations in FY2025 and on.

We ask you for your participation in the questionnaire survey.

How to complete the questionnaire

- Use the QR code below to access the web questionnaire via the JKK homepage, then complete the questionnaire.
- Questionnaire period: : From Monday, February 26, 2024 to Monday, March 25, 2024

For inquiries about the above, call:

Telephone number in ① listed under “JKK Tokyo Customer Center Telephone Numbers” on page 8.



(web questionnaire)



Connecting to the Internet



With the exception of some residences, please contact an Internet service carrier (“carrier”) yourself to use Internet services.

Visit the JKK website for the process of starting up an Internet network



Starting up an Internet network

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



Process of starting up an Internet network

① Make an application to your preferred carrier

After the carrier confirms your application, the carrier contacts JKK.
(Arrangements such as making an application for borrowing keys to the public areas of the building and other necessary applications are done by the carrier.)

② Carrier performs an inspection of the building

The carrier determines whether Internet service can be provided. If there is a problem with the pipes, etc. that prevents the cables from being passed, the carrier should report to JKK. (JKK arranges for repair service at its cost.)

③ Carrier makes an application to JKK for installation work

④ JKK approves installation work

⑤ Carrier sets up an Internet line to each residence unit

⑥ Internet network is set up

* Depending on the result of the carrier’s inspection of the building, it may take time for the Internet to be available.

Cautions

- The resident is responsible for the contract with the telecommunications provider, installation costs, service fees, and other expenses.
- JKK shall bear no responsibility of any kind for connection trouble.
- Depending on the service conditions and other factors at each building, some time may be required before service is started or it may not be possible to install the necessary line.
Please contact the telecommunications provider in advance.
- For using the Internet via wireless connection that does not use any public areas of the building or require interior work, please directly inquire with the service provider.
- Certain Internet services are unavailable while the power supply to the public areas is shut off for reasons such as inspection, failure, or accident.

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

Bank transfer procedure

1 Complete the form.

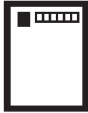


2 Submit it to the bank.




3 Notification arrives.

*Beginning of the month when transfers start




4 Bank transfers start.

*Withdrawal for each month occurs on the 7th of that month.




* 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].


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 may be made **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** 

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.**

▶ **See here for frequently asked questions concerning procedures and other matters.** 