

Daily Life Plaza

2022 (Reiwa 4) September



JKK東京



Issued By: Public Housing Management Division, Tokyo Metropolitan Housing Supply Corporation |
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About the Sending of “不足書類のお知らせ (Notice of Insufficient Documents) for “収入報告書 (Income Reports)”

We are reviewing the収入報告書 (income reports) submitted by residents of municipal housing. If our review shows that you are missing any necessary documents, we will send you a不足書類のお知らせ (notice of insufficient documents). Once you know what you still need to submit, please promptly send the missing documents.

Please note that failure to submit the missing documents will result in you being charged housing fees equivalent to the rent for similar apartments in the neighborhood (private rental housing in the neighborhood) starting from April 2023, so be sure to submit the documents.

About Households That Have Not Submitted Their “収入報告書 (Income Reports)”

The “収入報告書 (Income Report)” is an important document that will decide your housing fees from April 2023. Failure to submit a “収入報告書 (Income Report)” will result in you being charged housing fees equivalent to the rent for similar apartments in the neighborhood (private rental housing in the neighborhood). If your household has not submitted the form yet, submit it along with the necessary documents.

Households Receiving General Housing Fee Reductions or Special Housing Fee Reductions

You do not need to submit a “収入報告書 (Income Report)” form (the forms have not been sent to you). However, the process of filing an application for housing fee reductions/exemptions will take the place of submitting a 収入報告書 (Income Report) form, so be sure to go through the process during the renewal period. Failure to do so will result in you being charged housing fees equivalent to the rent for similar apartments in the neighborhood (private rental housing in the neighborhood), starting the next fiscal year.

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The deadline (date of automatic withdrawal) to pay for September housing fees, etc., is September 30 (Fri.).

We ask that those using automatic withdrawal check the amount in their payment account before the date of withdrawal.

Notification regarding Tenancy Turnover Approval (Succession of Lessee Status)

If there are unavoidable circumstances, such as the death of the lessee or the lessee moving out due to divorce or the like, and the cohabitant wishes to continue living in municipally owned housing, he/she must submit a 住宅世帯員変更届 (Household Member Change Notice) form and 住宅使用承継申請書 (Tenancy Turnover Approval Application), and receive permission from the Tokyo Metropolitan Government.

As a general rule, only **spouses of the lessee** who received official cohabitant permission and **has been continuously residing in the property** can take over the lease.

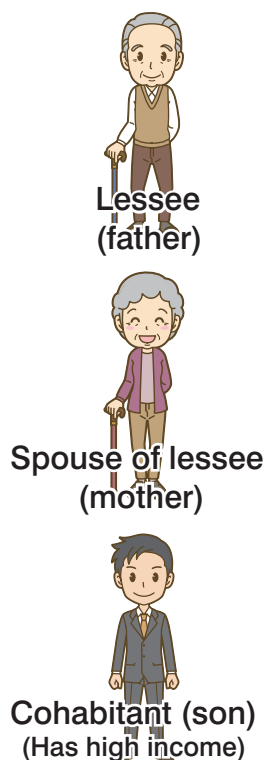
Notes:

1. For the elderly, disabled, and others who require special consideration for residential stability, relatives within three degrees of kinship with the lessee may be approved.
2. For those in subsidized housing (designated public rental housing / special local rental housing), spouses and relatives within three degrees of kinship with the lessee will be approved.

《 Beware! 》

- Even if the intended successor is the lessee's spouse, he or she is not entitled to tenancy turnover in the following cases:
 - The total income of the household that is seeking approval exceeds the limit for resident income at the time of turnover. (See the example below.)
 - The spouse has been living with the lessee without receiving cohabitation approval.

【Example: A three-person household consisting of parents and a son.】



Time of turnover.

Death of lessee, moving out due to divorce, etc.

If there is a person or persons in the household with income and the total household income exceeds the limit for resident income, approval will not be given even to the lessee's spouse.

The household may become "overearners" when the spouse becomes the lessee, even for those currently receiving exemptions or whose income has not changed.

* Limit for resident income:
Certified monthly income of 158,000 yen. However, for households that meet certain requirements, such as the elderly or disabled, the limit may be raised to 214,000 yen.

- If you continue living in the residence for **six months after the date the lessee dies or moves out due to divorce, etc.** without receiving approval, you will be required to **pay an amount equivalent to the rent of a nearby similar residence (private rental housing in the neighborhood)** from the following month.

There are specific requirements for the approval of turnover, such as income standards based on ordinances, reasons for application, status of payment of housing fees, and length of occupancy. If you have any concerns, please contact the JKK Tokyo Customer Center (phone number ❶ on page 8).

Building Monitors Will Visit Your Apartment Complex on Request

● Regular visits to the elderly and disabled

If you are unable to come to the consultation center in person, you can request a building monitor to visit you once every two months to help with various applications and consultations.

Please feel free to consult if any of the following applies:

Note: Consultations may be conducted by phone or other means to prevent spreading COVID-19.

Target Households

- (1) Households where the only members are 65 years old and above
- (2) Households where the only members are disabled
- (3) Households where the only members are 65 years old and above, as well as disabled

Building monitors are JKK Tokyo Consultation Center staff members. They will always bring ID when visiting residents.



Applying for Periodic Visits/Consultations

If you would like to request new periodic visits/consultations, contact the JKK Tokyo Customer Support Center.

(Contact telephone number ❶ of the JKK Customer Center listed on page 8.)

Building monitors also visit households with members that have recently turned 65, 70 or 75 years old, as well as households with only people 80 years of age or older, to conduct periodic visit preference surveys.

We will publish information on the periodic visit preference survey in the October issue.

Support Provided during Periodic Visits

- (1) Provide consultation and act as intermediaries with regards to applications, income reports, repairs, etc.
- (2) Introduce residents to the relevant organizations related to welfare

* Building monitors will not do tasks such as handling money or serving as proxies for obtaining Certificates of Residence.

● Housing Complex Management, such as Exterior Maintenance of Common Areas

In addition to visiting the elderly and handicapped as stated above, building monitors regularly patrol housing complexes and inspect things like the outer walls of buildings and park equipment to maintain housing complex safety. They also provide corrective guidance about unauthorized parking and the like, and help maintain a peaceful living environment for all residents.

Main Inspection Targets

- Cracks and/or chipping in the building's outer wall
- Damage to playground equipment and potential risks in surrounding areas
- Sunken areas of roads/sidewalks, damage to fences, etc.



Watch Out for Heatstroke!

There is still a high risk of heatstroke even after September arrives, so please do not let your guard down. There is a risk of heatstroke on hot and humid days, as well as on days when the temperature suddenly spikes. Keep the following measures in mind and take preventive action.



(1) Regular hydration



(2) Use air conditioners



(3) Wear a hat or use a parasol when going outside

Household Measures during Typhoons Producing Heavy Rain and Strong Winds

Our customer support center receives many inquiries during disasters such as heavy rain and typhoons. Please refer to the information below about preparations you can take yourself.

■ Preparing for strong winds

- To prevent windows from breaking, bring objects that may get blown away (hangers, flowerpots, laundry poles, etc.) inside.
- Lock the windows and close the curtains to prepare for objects flying in from outside.
- Place shatterproof film or curing tape (in an X shape) on window glass.



■ Indoor flooding countermeasures

- Keep balcony gutters clean.
- Be aware that rainwater will blow in through the windows of toilets, bathrooms and the like if you leave them open.
- If rainwater is entering from the window frame or entrance door, create a wall of rags or towels along the rail of the window or door to stop it, and be sure to wipe up the water frequently.
- Move belongings and appliances that are near windows to a safer location. Unplug cords as well, since there is a possibility of short circuits or electric shocks.

■ If the ceiling is leaking

- To keep the floor dry, place a newspaper, towel or other rag under the area where the rainwater is falling, and a bucket over that. This will keep the accumulated water from splashing around.

Note: Since waterproofing work cannot be done when it is raining, please use household items for emergency measures.



■ Measures for the hallways and other common areas

- Clean the drainage trenches so that they do not become clogged with leaves and other debris.
- Rainy days are dangerous because the floors of the entryway, stairs and outer hallways can get wet and slippery. Please be careful when passing through.

■ Measures for elevators

- Elevators may malfunction if rain gets them wet, so close the elevator hall window when it rains.
- If the elevator stops, please contact the elevator maintenance company directly.

■ Measures if electricity or water stops

- Remain calm. Check the circuit breaker of your room and switch it back on if it is off. If this does not restore the power, please confirm that your neighbors are also experiencing the same loss of power and/or water stoppage. If they are having the same problems, have a representative of your group contact the JKK Tokyo Customer Service Center.

Information about preparing for disasters is posted on the JKK Tokyo website.

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



Stockpile Daily Necessities

After a disaster strikes, you may not be able to purchase daily necessities for several days. To prepare for such situations, you should keep a stockpile of daily necessities on hand.



The “daily stockpiling” requires no special preparations. **Just keep extra quantities of things you use at home on a daily basis**, and you will be able to live at home for the foreseeable future in the event of a disaster.

Reference: Tokyo Disaster Prevention Information website
<https://www.bousai.metro.tokyo.lg.jp/index.html>

Buy a little more food and daily necessities, and consume them as you normally would

(1) Buy extra

➔

(2) Eat/ use

(3) Restock as you use the items

+

Items especially necessary during a disaster

- Portable gas cylinder stoves
- Flashlights
- Disposable toilets
- Rechargeable battery-powered radio, etc.

For females
Sanitary products, etc.

For infants and the elderly
Diapers, medicine, etc.

Join in Self-Defense Fire Drills

You cannot predict when and where disasters like fires and earthquakes will strike. It is important to conduct drills regularly to protect yourself and minimize damage when disasters happen.

Practicing self-defense fire drills that consider the new normal of preventing the spread of COVID-19.

Self-Defense Fire Drills for the New Normal

Even if it is impossible for all residents to gather for a drill, households as well as individuals should still take steps to raise their awareness of fire and disaster prevention.

- Ex:
- (1) Confirm evacuation routes, evacuation sites, and locations of fire extinguishers and other firefighting equipment.
 - (2) Access the Digital Classroom (電子学習室) page on the Tokyo Fire Department website and watch videos such as “How to use a fire extinguisher (消火器の使い方),” “How to call 119 (119番通報要領)” and “How to evacuate (避難方法).”

Available on the Tokyo Fire Department Official YouTube Channel, Tokyo Fire Department official app and Tokyo Fire Department website.

ネットで自衛消防訓練

Search

<https://www.tfd.metro.tokyo.lg.jp>



Infection Prevention Measures to Take When Conducting Practical Training

- Avoid the three Cs (closed spaces with poor ventilation, crowded places, talking or speaking while in close contact)
- Ensure that there is sufficient distance between participants, and in particular that they are not face-to-face
- All participants must wear masks, and equipment should be disinfected before and after use

Inquiries About Self-Defense Fire Drills and Contact Information

JKK Tokyo Municipal Management Division, Municipal Management Section, Fire Prevention Management Supervisor
 JKK Customer Support Center (phone number ❶ on page 8)

Beware of Household Noise

~ Comfortable Living Starts with Individual Consideration ~

The floors and walls of your room are shared with adjacent rooms. Therefore, noise from your household is easily transmitted through concrete walls, drains and windows.

○ Noise from televisions, audio equipment, games or instruments

If you are watching TV, using audio equipment, playing games or playing instruments, please adjust the volume based on the time of day. In particular, please keep the volume down and avoid playing instruments in the early morning and late at night.



○ Sounds of opening and closing doors

Please open and close doors quietly and slowly. Please also consider using products to reduce the amount of noise you generate—such as cushioning tape for doors—which are available at home improvement stores and the like.



○ Sounds of children jumping and running around

Please be aware that the vibrations of jumping and running will reach the surrounding rooms.

○ Talking loudly in places such as hallways, staircases and gardens near the building

Please be aware that your voice will echo in corridors and staircases, so keep your volume down.



○ Sound of beating a futon

Please be aware that when you are beating a futon on the balcony the sound will reach the surrounding rooms.

Cotton dust produced when beating a futon will spread, which can be a nuisance to neighbors.

○ Sounds of vacuum cleaners and washing machines early in the morning and late at night

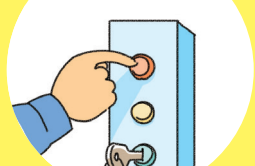
Please be considerate of your neighbors when you use a vacuum cleaner or washing machine early in the morning or late at night, since these appliances generate sound and vibrations.

Use the Automated Parking System Appropriately

Do not cause dangerous situations

Use the control interface appropriately

- It is dangerous to tape down or otherwise fix a button to one setting
- Always press the button yourself
- Make sure not to leave your key behind



Tokyo Metropolitan Government

Keep your eyes on your children

- It is dangerous for children to touch the equipment
- It is dangerous for children to play in the automated parking system



Tokyo Metropolitan Government

Keep the pallets activity-free

- Do not load/unload your car, get your passengers in the car, etc., while your car is on the pallet



Tokyo Metropolitan Government

- Make sure to read the instruction manual for the system before you use it.

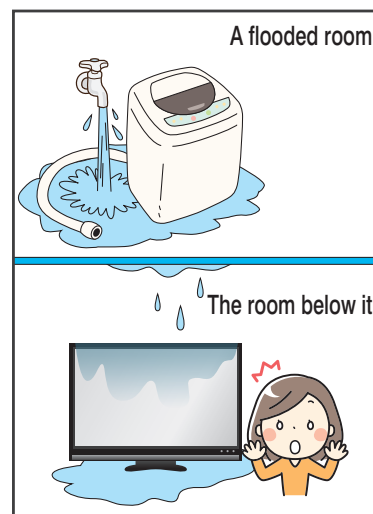
Watch Out for Water Leaks!

There has been an increase in leaks due to people being careless in their daily activities and other reasons.

Leaks do not only affect your room. They also cause trouble for the people who live on the floor below you.

Key points to prevent leaks

- Regularly clean the drains of your washing machine, sink, bathroom and shower room.
- Regularly check to make sure the part that connects your washing machine to the water tap and drain is not loose.
- When you leave your home while water service is suspended, tightly close the faucets in the sink and other places.
- Regularly clean the sink, and avoid leaving tableware and garbage in it.



If there is a leak...

Leaks do not only affect your room. They also cause trouble for the people who live on the floor below you. If your negligence causes water damage to someone else's household possessions, you will have to pay compensation for damages yourself. Let's all be careful to prevent leaks.

Enrolling in fire insurance for rental housing (household possession insurance), which provides compensation for damage to your household possessions or those of a third party in case of an accident is also a way to protect yourself.

Handling of Residential Fire Extinguishers

~To everyone living in buildings equipped with fire extinguishers~

- There are fire extinguishers installed within residences in some housing complexes.
- If a fire breaks out, use the installed fire extinguisher to conduct initial fire-fighting activities.
- Do not move the fire extinguisher from its designated position. Use, manage and inspect the extinguisher according to the included instruction manual.

Exchange of fire extinguishers

Fire extinguishers are replaced roughly every five years. However, there are residences where we have been unable to replace the old ones due to reasons such as the residents not being home. (The expiration date is marked on fire extinguishers.) Since expired fire extinguishers may prevent proper initial firefighting activities, please contact the JKK Tokyo Customer Support Center (phone number ② on page 8) if your fire extinguisher has not been replaced.

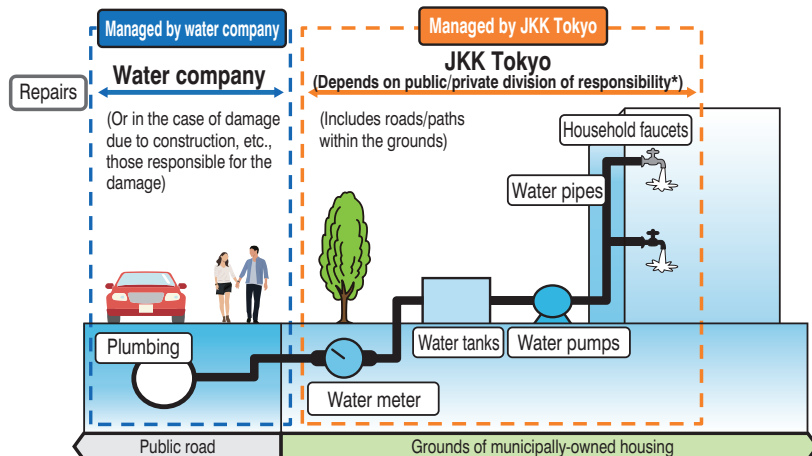
Applications for Replacement of Broken Bathtubs and Bath Heaters You Installed Yourself for FY2022 Are Now Closed

Applications for the current fiscal year for replacement of broken bathtubs and bath heaters installed at your expense are now closed. Information regarding applications for the next fiscal year and beyond will be announced at a later date.

Management Authority Over Water Pipes and Water Supply Equipment

Water pipes and water supply equipment within the grounds of municipally-owned housing (excluding water meters) are under our management. Contact the JKK Tokyo Customer Support Center if you experience leaks, cut-off water supply, etc.

Sample Water Supply System (Differs according to housing type)



* Some repairs are paid for by the Tokyo Metropolitan Government, and some by residents.

About asset division:
 All equipment from the water pipe joints to household water faucets belong to JKK Tokyo.
 (Water meters, however, belong to the water company.)

■ **Contact information in case of leaks, cut-off water supply, etc.**
 Contact telephone number ② of the JKK Customer Center listed below.

Contact the JKK Tokyo Customer Support Center with any questions/comments!

Hours: 9:00 a.m. to 6:00 p.m. (excluding weekends, holidays, and year-end/New Year's holiday)

① For questions about fee reduction procedures, housing fee payments, and/or day-to-day living

Call the Navigation Dial at

☎0570-03-0071

For those who cannot call the Navigation Dial number, and/or are using free minutes, discount services, etc., on their cell phones

☎03-6279-2652



② For application or consultation regarding repairs For emergency repairs (leaks, etc.), accidents and/or fires, cut-off of water supply, emergencies that threaten resident safety, etc. Open 24/7, 365 days a year.

Call the Navigation Dial at

☎0570-03-0072

For those who cannot call the Navigation Dial number, and/or are using free minutes, discount services, etc., on their cell phones

☎03-6279-2653



What is Navi-dial?

When using a landline, you can make calls at the local rate (excluding public phones and PHS).
 When using a cellphone, toll-free minutes or discount services of your phone company do not apply.

- Charges apply to calls to all of the above phone numbers.
- The Customer Support Center tends to **receive a high volume of calls from 9:00 to 10:00 a.m. on Mondays and the day after holidays, which means it can take longer for us to get to your call.** We ask that you avoid this timeframe if you are calling for a non-emergency matter.
- You can greatly reduce the amount of time it takes for us to handle your call by telling us your "名義人番号 (Lessee Number)."

Our Official Website

Housing Policy Headquarters, Tokyo Metropolitan Government
<https://www.juutakuseisaku.metro.tokyo.lg.jp/>



Tokyo Metropolitan Housing Supply Corporation
<https://www.to-kousya.or.jp/>



Foreign-language versions of Daily Life Plaza are available on the JKK Tokyo website.



Made of recycled paper that is 70% wastepaper pulp.
 Made with ink that does not contain petroleum solvents.

Daily Life Plaza is made with recycled paper.
 SAVE THE GREEN EARTH!