



Daily Life Plaza



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2023 (Reiwa 5) August



Issued By: Public Housing Management Division, Tokyo Metropolitan Housing Supply Corporation | Cosmos Aoyama, 5-53-67 Jingumae, Shibuya-ku, Tokyo 150-8322

Did You Submit Your “収入報告書 (Income Report)”?

The deadline was **Friday, July 7.**

The “収入報告書 (Income Report),” sent to households (sent on June 13 (Tue.)) that resided in municipally-owned housing or 福祉住宅 (Welfare Housing) on or before May 16, 2023, is an important document that will decide your housing fees next fiscal year (from April 2024 to March 2025). If you have not submitted it, please attach the necessary documents, place it in the return envelope and submit it immediately.

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), so be sure to submit your form.

If you are receiving general housing fee reductions or special housing fee reductions for your housing fees, you do not need to submit the “収入報告書 (Income Report)” (the documents have not been sent to you). However, the process of filing a “使用料減免申請 (Housing Fee Reduction Application)” will take the place of submitting a “収入報告書 (Income Report)”, so be sure to complete procedures 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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It's back again this year! Enjoy the kids page!

Read it together with your children

Summer Homework Support Project



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Make a local safety map!

The deadline (date of direct debits) to pay for August's housing fees, etc., is Thursday, August 31.

If you are using direct debit, please check the amount in your payee account before the date of the direct debit.



About the High-Income Earner System

If you are certified as a high-income earner, you will have to vacate municipally-owned housing.

Municipally-owned housing is public housing offered at very low costs, as a safety net for low-income households struggling to find a place to live.

Municipally-owned housing must be provided on a fair and appropriate basis to those who are truly struggling to afford housing. There are many people who wish to live in these apartments who are unable to do so due to a lack of space.

As such, the Act on Public Housing and the Tokyo Metropolitan Housing Regulations obligate residents whose incomes exceed the limit for municipally-owned housing (high-income earners) to work as best they can to vacate their apartment (Article 29 of the Act on Public Housing and Article 31 of the Tokyo Metropolitan Housing Regulations), and we strongly urge residents certified as high-income to surrender their residences.

Q. Who is a high-income earner?

A. High-income earners are households that have lived in municipally-owned housing for five years or longer, and their certified monthly income (calculated using the High-Income Earner Certified Monthly Income Calculation Method below) has exceeded the surrender standard (313,000 yen) for two consecutive years.

High-Income Earner Certified Monthly Income Calculation Method

$$\frac{\text{Total Household Income} - (380,000 \text{ yen} \times \text{No. of Residents Excluding Lessee}) - \text{Special Exemptions}^{(*1 *2)} - \text{Income Earner Exemption}^{(*3)}}{12 \text{ months}}$$

Since the high-income earner certified monthly income calculation uses an income earner exemption, the calculation method differs from the calculation for certified monthly income listed on the “**収入認定通知書兼使用料決定通知書 (Certified Income Report and Housing Fee Notice)**.”

***1** Includes measures related to switching from employment income deductions or public pension deductions to basic deductions (maximum 100,000 yen).

***2 What are the Special Exemptions?**

Households whose lessees and/or cohabitants fulfill the following conditions and are able to provide evidence in their “**住民税課税 (非課税) 証明書 (Residence Tax Declaration (or Tax Exemption) Certificate)**” are eligible for special exemptions with regards to the formula above.

The amounts are as follows: 250,000 yen for **特定扶養 (designated dependents)**†, 100,000 yen for **老人扶養 (elderly dependents)**, 270,000 yen for **障害者 (individual with impairment)**, 400,000 yen for **特別障害者 (individual with severe impairment)**, 270,000 yen for a **寡婦 (widow)**‡, and 350,000 yen for **ひとり親 (single-parent households)**†.

† In addition to those classified as **特定扶養 (designated dependents)** on the “**住民税課税 (非課税) 証明書 (Residence Tax Declaration (or Tax Exemption) Certificate)**”, dependent relatives between 16 and 18 years of age.

‡ The exemption will be applied to the lessee or cohabitant, and be deducted from the income of the subject. However, if their income is under the deduction amount, then that amount will be deducted.

***3 What is the Income Earner Exemption?**

With regard to the income of household members other than the lessee and their spouse, up to 1,248,000 yen per member will be deducted.

Q. Will I be contacted before I am recognized as a high-income earner?

A. In the first year that the household income exceeds the surrender standard amount, we will send a “**高額所得者制度の説明通知 (High-Income Earner System Notice)**” and a “**明渡努力状況報告書 (Housing Surrender Efforts Report)**” that must be submitted. Even before residents are recognized as high-income earners, we will conduct seminars in stages, provide individual explanations about the High-Income Earner System, and ask residents about their concrete plans for surrendering residences.

Q. What happens if I am recognized as a high-income earner?

A. You will be asked to surrender your municipally-owned housing. Residents who, after their identification as a high-income earner, do not have a concrete plan for the surrender of their residence, will be referred to the Tokyo Metropolitan Housing Regulations High-Income Earner Review Board.

Q. What happens if I am referred to the Tokyo Metropolitan Housing Regulations High-Income Earner Review Board?

A. If a response is given that we may issue a surrender demand, then we will request that you surrender your residence with a deadline of six months after that date. If you do not agree to surrender your residence, we will rescind your authorization to live in municipally-owned housing, and take legal action to demand that you surrender it.

About Recognition of High-Income Earners in Fiscal Year 2024

We will calculate your certified monthly income in 2024 based on your previously submitted “収入報告書 (Income Report),” and households whose certified monthly income exceeded the surrender standard (313,000 yen) in fiscal year 2023 (income in 2021) and fiscal year 2024 (income in 2022) will be certified as high-income earners in fiscal year 2024 (certified on April 1, 2024).

If you are certified as a high-income earner, please think about your household situation, and make systematic preparations for changing residences.

We will notify households which qualify as high-income about their certified monthly income by sending a “高額所得者認定通知書兼使用料決定通知書 (High-Income Earner and Housing Fee Notice)” in late February 2024, so please check it.

Calculation examples for households exceeding the surrender standard for fiscal year 2024

Household members	Fiscal year 2024 certified income → 2022 income	Special Exemptions	Income Earner Exemption
Lessee	3,100,000 yen (salary income)	100,000 yen(*)	
Spouse	2,000,000 yen (salary income)	100,000 yen(*)	
Child ①	1,100,000 yen (salary income)	100,000 yen(*)	1,000,000 yen
Child ②	2,000,000 yen (business income)	400,000 yen (individuals with severe disabilities)	1,248,000 yen
Total	8,200,000 yen	700,000 yen	2,248,000 yen

*The calculation includes measures related to switching from employment income deductions or public pension deductions to basic deductions (maximum 100,000 yen).

(The total income of the entire household – 380,000 yen multiplied by (No. of Residents Excluding Lessee) – Special Exemptions – Income Earner Exemption)/12 months

= (8,200,000 yen – 380,000 yen × 3 – 700,000 yen – 2,248,000 yen)/12 months

Certified monthly income Surrender standard

= 342,666 yen > 313,000 yen

Households that have a certified monthly income exceeding 313,000 yen in fiscal year 2023 (2021 income) and fiscal year 2024 (2022 income) will be certified as high-income earners on April 1, 2024.

To High-Income Earners and Over-Earners: Move-In Applications for Available Housing from Public Housing and the Urban Renaissance Agency

Tenant recruitment for available housing from the Tokyo Metropolitan Housing Supply Corporation and UR (the Urban Renaissance Agency) will be conducted for over-earners and high-income earners, in order to support them in moving from municipally-owned housing. If you would like a pamphlet, please make a request via one of the methods shown below.

●Deadline for requesting pamphlets: August 31, 2023 (Thu.) ●Pamphlets to be sent in early September

(1) Online request

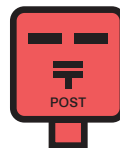


Use the “Tokyo Metropolitan Government Public Service Cloud Application.” You will need to register as a user for the application.



Scan the 2-D code above → “Search for the application procedure”
→06_30(For over-earners and high-income earners)
Applications and requests for municipally-owned housing
→Request a pamphlet for available Tokyo Metropolitan Housing and UR residences

(2) Request via a postcard (63 yen)



Write all the details from (1) to (4) and send the postcard to the address for pamphlet requests below.

- (1) Clearly indicate that you are requesting a pamphlet for available Tokyo Metropolitan Housing and UR residences
- (2) Your address (3) Your name (4) Your “名義人番号 (Lessee Number; eight digits)”

In addition to the above-mentioned tenant recruitment, we are recruiting tenants for JKK housing and Tokyo Metropolitan 都民住宅 (Subsidized Housing) on a first-come first-serve basis.

For more details, contact us or check the JKK Tokyo website.

■ Inquiries and Pamphlet Requests

150-8322 (there is no need to write the address on the postcard)

Income Investigation Desk, Municipally-Owned Housing Collection Section, JKK Tokyo, ☎03-3409-2261 (main line)



When Bathtubs or Bath Heaters Installed at Your Expense Break –Replacing Bathtubs and Bath Heaters at Tokyo’s Expense–

Tokyo is underwriting the cost of replacing bathtubs and bath heaters that residents have installed at their own expense. Applications from residents due to malfunction will be accepted as follows:

1. Application requirements

Applicants must meet all of the following requirements.

- (1) Bathtubs and/or bath heaters installed at your own expense have broken.
- (2) Since your housing fee (rent) will be revised if your bathtub or bath heater is replaced, you must agree to the revision. (*1)
- (3) You must pay the cost of removing and disposing of the bathtub and/or bath heater you installed. (*2)
- (4) You must not have any overdue housing fees (rent) or parking fees.
- (5) You must not be an over-earner or high-income earner.

*1 Rough estimate of changes to housing fees (rent): an increase of around 500 to 3,000 yen per month

- The amount differs depending on your household’s income category.
- You will be notified of the official amount after the replacement work is finished.

*2 You can also ask the contractor performing the replacement work to remove and dispose of your old bathtub/bath heater.

(You will be responsible for any related fees.)

2. How to apply

Call our Customer Support Center or go online to request an application form.

Once the application form arrives, please follow the instructions and submit it via postal mail.

○Period for acceptance of application forms: **August 1 (Tue.) to 23 (Wed.), 2023**

○Application deadline (by mail): **Must arrive by September 1 (Fri.), 2023**

3. Process for procedures after application (schedule)

- | | |
|---|---------------------|
| ○Reviewing the application | September 2023 |
| ○Sending review results and notification of construction to you | Mid-September 2023 |
| ○Inspecting the premises and conducting the construction
(a builder specified by the public corporation will contact you as ready) | Late September 2023 |

★If after the reviewing there are more applications than planned, selections will be made by a lottery draw.

If a lottery draw is needed it will be held in late September. Inspection of the premises and construction work will take place in late October.

■How to get the application form

○By phone Customer Support Center, JKK Tokyo, phone number ❶ on page 12

○Online Use the “Tokyo Metropolitan Government Public Service Cloud Application” (you will need to create a new account).



Scan the 2-D code with your smartphone, etc.,

→Search for an application procedure

→06_10(For residents) Applications and claims for municipally-owned housing and Tokyo Metropolitan Government subsidized housing

→Request an application form for bathtub/bath heater replacement

■Inquiries About Construction Details

Customer Support Center, JKK Tokyo, phone number ❷ on page 12



It's back again
this year!
Enjoy the kids page!



Summer Homework Support Project

Make a local safety map!

What's a safety map?

A safety map is a map that shows places to be careful of along school routes and near areas where kids go to play. It helps keep kids safe.

Kids check for themselves (in an inspection) and make notes on the map about dangerous and safe places.

Making this map helps kids understand the difference between dangerous and safe places, and helps them be aware of hazards and remember not to go to dangerous areas.



This summer break, why not try making a safety map of the area you live in?

This shows what you'll need to make one

What you need

- A map you can carry with you
- A camera
- A notebook
- A binder
- A pen or pencil
- Imitation vellum paper
- Sticky notes
- Colored pens
- Paste and tape
- Something to print photos with (a printer and paper)

See the next page for instructions



The safety map in this article was made by JKK Tokyo representatives with local information from teachers, parents, and kids who attended the "Shinmachi Terakoya" study support session as part of the Tokyo Minna de Salon program held at the Fuchu Shinmachi 3-chome Apartment gathering place.

We would like to thank everyone for their assistance.



This feature was brought to you with the help of...

Incorporated NPO Amafessional TAMA

Carrying out activities in Fuchu City with the aim to make a place for kids to spend time after school.

- "Shinmachi Terakoya" study support session
Every Wednesday from 4:30 p.m. at the Fuchu Shinmachi 3-chome East gathering place
- Kids cafeteria Third Saturday of every month Free for kids; 300 yen for adults





Make a local safety map!



Step 1 (Do prep study)

Think about safe and dangerous places



- Places where people can't easily see you
- Dark places
- Scary places, etc.

Dangerous

For example...

- Tall walls
- Cars are often parked on the road
- Few streetlights
- Lots of trees
- Not many people
- Graffiti and trash
- Lots of cars pass through

Safe

For example...

- Places where people can help you
- Bright places where you can look around you
- Places where people can easily see you, etc.
- Police box
- 110 Kids Emergency Shelter
- Convenience store
- Wide sidewalks
- Many streetlights
- People are there looking out for you



My big bro broke his finger when a car drove by him here!

Lots of cars go through here in the mornings, too

There aren't many lights on here at night. It's scary, so I'll never go here at night

There aren't many people here. This is a shortcut from the bus stop, but it's better to take a brighter route home



A big tree has been cut down and now the street is bumpy



There's a Kids Emergency Shelter sticker here. I can get help here if I see someone scary

Step 2 (Do fieldwork)

Check things for yourself

Take a map and camera, and walk along your way to school and to the places you usually play at

Check for safe and dangerous places

- Take photos and write notes
- Write information on the map
- Take notes of the housing complex's good points

Step 3 (Organize things)

Organize the information you have found

- Copy what you wrote onto sticky notes, and stick them onto the map
- It's easy to tell the difference between dangerous and safe places if you use different colored sticky notes for each type



I always play in the East gathering place. Many kids play with RC cars!

The East gathering place has pretty cherry trees in front of it

110 Kids Emergency Shelters (This is called "子ども緊急避難の家" in Fuchu City)

There are homes and stores that can help kids who feel that they are in danger. They have a sticker like in the image on the right. Look out for them in your fieldwork.



There's construction work here so I can't go through



Watch out for heatstroke while doing fieldwork. Wear a hat, and don't go out when it's very hot. Take a water bottle with you too.

Step 4 (Make the map)

Draw a map on a large sheet of paper, and write notes about what you found



- Paste photos on and draw pictures to make a unique map
- Write why each place is safe or dangerous

Step 4 Make the map: Extra idea



Look at the disaster prevention maps on the website of your ward or city. You can easily know where to evacuate if a disaster happens, and what kind of disasters can happen. Write in the map about what you have learned.



Finish!



Preventing Heatstroke Is Important!



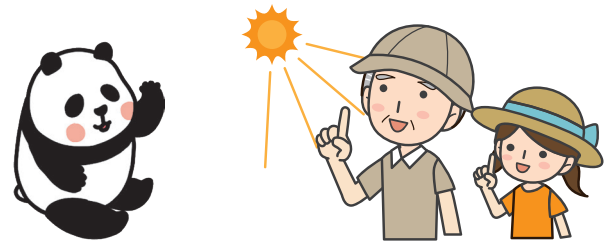
Drink water regularly



Avoid the heat



Use air conditioners and fans



Elderly people and children should take extra care

Why not use the gathering place at your municipally-owned housing to help build a local place for people to be and build deeper connections?

A place for everyone to gather and connect together



Inquiries regarding applications for hosting programs

JKK Tokyo
Municipal Management Section,
Public Housing Management
Division

Tel: 03-3409-2261
(main line)
Hours: 9:00 a.m. to
6:00 p.m. (weekdays)

For details, check the
JKK Tokyo website.



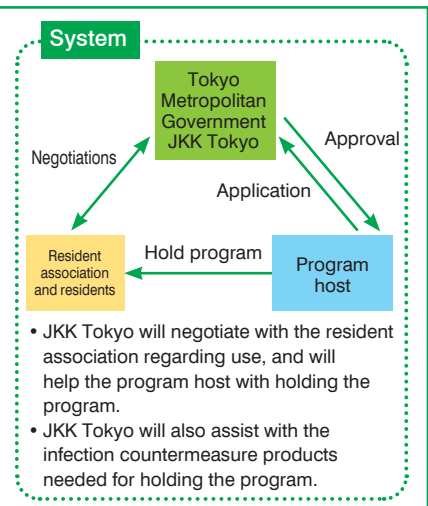
We have received opinions from people who want to make a place that local residents can stop by easily, or to use the gathering place of local municipally-owned housing. In light of this, JKK Tokyo will act as a go-between with housing complex resident associations!



Municipally-owned housing gathering place

Project overview

- Program content
Activities that will promote local exchange (local community exchange, health promotion, childcare support exchange, culture and art exchange, etc.)
* We will not accept proposals for commercial projects.
- Location
Gathering places, squares, and other open spaces for municipally-owned housing, etc. (Air conditioning and other amenities can be used in some locations.)
If you use these amenities, you must pay the expenses incurred for running them.
*This project does not provide grants.

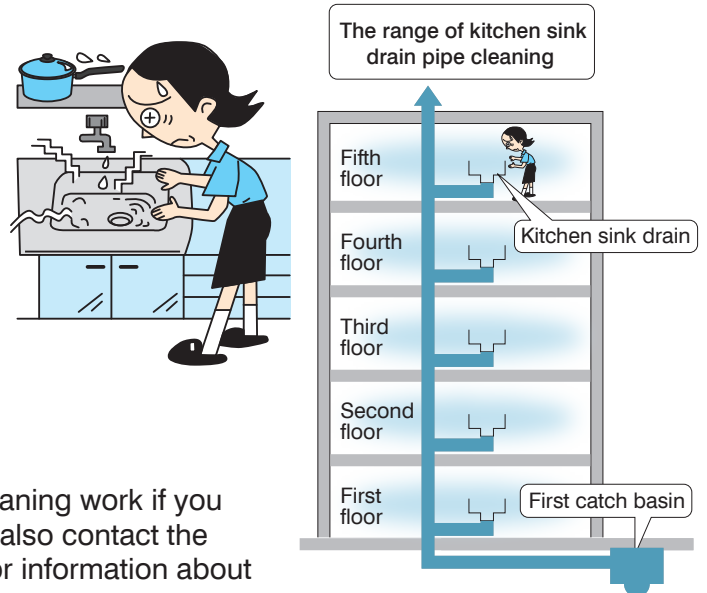


Kitchen Sink Drain Cleaning

In the Tokyo Metropolitan Housing Regulations, it is mandated that everyone must pay sufficient care to their residences and the common facilities, and maintain them in a proper condition. Due to this rule, Tokyo asks all residents to clean their kitchen sink drains about once a year.

A lot of oil and grease collects in the drains, and grime adheres to the inside of the pipes. If left alone, it may cause foul odors or result in clogged pipes.

Drain pipes in mid- to-high-rise residences are shared facilities which pass through the upper and lower residences, meet beneath the first floor, and drain to the outside. For this reason, it is necessary to clean the entire building's pipes at once.



Key Points to Note for the Cleaning Work

Please refer to these key points to note for the cleaning work if you are hiring a contractor to do the cleaning. You can also contact the Tokyo Metropolitan Housing Supply Corporation for information about contractors.

● Before signing a contract

Receive an estimate from the cleaning contractor and confirm work matters (the extent of the work, the method, the date and time, accident response, the warranty, etc.) before you sign the contract.

We recommend getting estimates from multiple contractors and comparing factors such as price when hiring a contractor.



● Before start of work

Confirm the cleaning procedures in advance such as by requesting a work plan from the contractor. (Cleaning consists of shooting high-pressure rinse water through the drain pipes.)

Request that the contractor take photos of necessary areas during the cleaning.

● During the work

Make sure to be present when the cleaners are working in your residence, and check the work with your own eyes.

● After the cleaning

After the work is completed, check to make sure that there are no leaks from the pipes under the sink or anywhere else, and that there are no foul odors. When the drain pipes are cleaned, dirty water will be discharged at first. When the work is over, it will become clear. Check photos to make sure that the water is in this condition after the cleaning is over.

Contact the Tokyo Metropolitan Housing Supply Corporation if you have any questions.

Information about requesting Tokyo to handle the cleaning at residents' expenses will be provided in the October issue.

■ Inquiries About Kitchen Sink Drain Cleaning

Customer Support Center, JKK Tokyo, phone number ② on page 12



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.

Fire laws and ordinances mandate holding regular fire drills. You must carry out a drill at least once a year. Get together with residents to hold fire drills, and check evacuation routes and evacuation sites in the event of a disaster.



Joining fire drills

- If you want to hold a fire drill or if the local resident association intends to participate in a local disaster prevention drill, please contact the fire station and the Tokyo Metropolitan Housing Supply Corporation Fire Prevention Management Supervisor in advance.
- When holding a fire drill, make sure to thoroughly check the situation in the drill site and surrounding area, and take care to avoid accidents and injuries. You may wish to refer to 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 from the Digital Classroom (電子学習室) page on the Tokyo Fire Department website.

Tokyo Fire Department Digital Classroom (電子学習室) Search



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

- If it is difficult to get together and hold drills, you can boost your awareness for fire and disaster prevention by viewing videos on the Digital Classroom (電子学習室) page described above.

■ Inquiries About Self-Defense Fire Drills and Contact Information

Fire Prevention Management Supervisor, Municipal Management Section, JKK Tokyo Customer Support Center, JKK Tokyo, phone number ❶ on page 12

Handling of Residential Fire Extinguishers

For everyone living in buildings equipped with residential fire extinguishers

- There are residential 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. If the fire spreads, evacuate, and do not risk fighting the fire any more. However, make sure to call 119 and follow the instructions from the fire station.
- Do not move the residential fire extinguisher from its designated position. Use, manage and inspect the extinguisher according to the included instruction manual.
- For more information, please contact Customer Support Center, JKK Tokyo (phone number ❷ on page 12).

Exchange of fire extinguishers

Household fire alarms are replaced about every 5 years. There are apartments, however, where we have not been able to replace these 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 Customer Support Center, JKK Tokyo (phone number ❷ on page 12) if your fire extinguisher has not been replaced.



JKK Tokyo is Looking for Communication Liaisons

In municipally-owned housing, etc., the resident association in each housing complex recommends residents as communication liaisons to perform some necessary tasks. We will ask for new communication liaisons in complexes when these posts become vacant.

Application Conditions

- Generally, residents under 70 years of age that we can reach during the day
- * You will need a recommendation from your Resident Association to be selected for the position. Please contact the Resident Association of your apartment.
- * Please be aware that you may not be selected, depending on other circumstantial conditions.

Work Responsibilities

- Distribution, posting, etc., of Daily Life Plaza, JKK Tokyo notices, etc.
- Water quality testing for the specialized water supply, private water supply, special small water supply, etc. (Some apartments do not require testing.)
- Reporting emergencies like fires, accidents, etc.
- * Communication liaisons are not responsible for receiving applications, repair requests, etc., as well as giving instruction on day-to-day living, etc.

Communication liaisons will be paid an allowance (starting at 6,000 yen/month) according to the number of households under their management, etc. Please contact Customer Support Center, JKK Tokyo (phone number ❶ on page 12) for details and to find out whether your apartment has a communication liaison, etc.

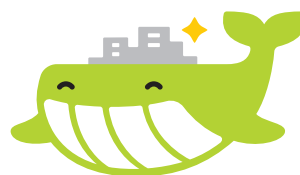
JKK Website Posts Information for Residents Online

We have renewed our FAQ regarding procedures, etc.

The JKK Tokyo website gives information about frequently asked questions from residents in municipally-owned housing, etc., regarding procedures and other matters in a Q&A format.

We renewed this page in December 2022. As a result, you can now search by keywords, in addition to the previous category search. Please check it out and make use of the information there.

We will continue to update the content of this page going forward.



Municipally-Owned Housing Residents Search

The JKK Tokyo website provides other information for residents of municipally-owned housing, etc.



Cleaning of Water Tanks, Etc.

Cleaning of the water tanks, rooftop tanks, and water towers of your building will be conducted between August 2023 and March 2024. Cleaning dates will be determined through meetings between the government-contracted cleaning business operator and the residences' representatives, and residents will be notified through flyers and other methods.



Things to Note for Water Tank Cleaning

When the water supply is suspended, it may lead to leaks, so please take note of the points below.

- **Store water before water service is suspended**
Before water service is suspended, store water to use for drinking and flushing the toilet.
- **While water service is suspended, be sure to turn off all the faucets**
While water service is suspended, turn off all of your faucets. Water will emerge from the faucets if they are open when service resumes, which can splash the surrounding area, overflow sinks and washbasins, and cause leaks. In addition, be sure to follow the points below to avoid leaks when water service is suspended.
 - (1) For faucets whose tips rotate upward, be sure to face them downwards and turn them off
 - (2) Do not plug the drains of sinks and washbasins
 - (3) Tell your family members and children who are staying at home not to leave the faucets on
- **Check the water condition after water service is restored**
Dirty water (cloudy white or red water) may emerge from the faucets right after the water service resumes. The water will return to normal after you let the faucet run for a while, so turn on the faucets other than the toilet and the hot-water faucet, and check the condition of the water.



Inquiries About Water Tank Cleaning

Facilities Maintenance Section, Facilities Maintenance Division, JKK Tokyo
Customer Support Center, JKK Tokyo, phone number ② 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 the year-end / New Year's holiday)

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

Certain applications can be now accepted online! Scan this code for more detail.



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, suspension 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).

When using a cellphone, toll-free minutes, or discount services of your phone company do not apply.

- **The lines may be congested from 9:00 a.m. to 10:00 a.m. on Mondays and the next morning of holidays.**

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).”

Housing Policy Headquarters, Tokyo Metropolitan Government website

Housing Policy Headquarters,
Tokyo Metropolitan Government



JKK Tokyo website “For residents of municipally-owned housing, etc.”

Municipally-Owned Housing Residents



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