

Daily Life Plaza



Entrance to
Utoji-land

2024 (Reiwa 6) June

JKK東京

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

“収入報告書 (Income Report)” Forms Will Be Sent Out on June 13 (Thu.)

Housing fees (rent) for municipally-owned housing are determined according to such factors as household income, size/location of the residence, etc. For this reason, we require all residents of municipally-owned housing to submit their “収入報告書 (Income Report),” along with documents proving their income, etc., by the prescribed deadline every year. This report is then used to determine your housing fees for the next year.

The “収入報告書 (Income Report)” forms will be sent out on Thursday, June 13. Fill in the form, attach any necessary documents, and then submit them using the return envelope included with the form by Monday, July 8.

Submitting a “収入報告書 (Income Report)” is an obligation for all households living in municipally-owned housing. Please make sure to submit this report. 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), regardless of your household income.

There is a housing fee reduction and exemption system for households having low income and living difficulties. For more information, please contact the JKK Tokyo Customer Support Center (phone number ❶ on page 6).

Households that are currently receiving housing fee reductions will not be sent a “収入報告書 (Income Report)” form, as there is no need for them to submit the report. However, these residents will be required to report their income when they apply for an extension of their housing fee reduction. Please make sure to report your income during the designated period for making an extension application. Failure to do so will result in you being charged housing fees equivalent to the rent for similar apartments in the neighborhood, starting the next year.

Residents that moved into 改良住宅 (Renovated Housing), 再開発住宅 (Redeveloped Housing), etc., on or after April 2, 2022 are not obligated to submit a “収入報告書 (Income Report).” Depending on your income, however, submitting the report may grant you a housing fee reduction.

• Inquiries

We will be accepting calls from June 14 (Fri.) – July 8 (Mon.) at the following phone number.

JKK Tokyo Income Report Helpline ☎03-6812-1512 9:00 a.m. – 6:00 p.m. (excluding weekends)

Note: For about a week after the helpline opens, we tend to receive a very high volume of calls. If your call does not go through, please wait a while and try again.

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The deadline (date for direct debits) to pay for June's housing fees, etc., is Monday, July 1.

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

Overview of Procedures Regarding Municipally-Owned Housing, etc.

If you are a resident of municipally-owned housing, etc., and there is a change to your family structure (cohabitation, moving out, death, birth, etc.), you must file the change with the municipality, and also **complete the following procedures at a JKK Tokyo Consultation Center.**

Note: Those in partnership relationships are also included under the category of “spouse.”

The approval conditions required by ordinances and necessary documents differ for each procedure. Please contact us for more details.



■ Inquiries Regarding

Various Procedures for Municipally-Owned Housing, etc.

Customer Support Center, JKK Tokyo (phone number ① on page 6)

Online OK This mark means that you can use the “Tokyo Metropolitan Government Public Service Cloud Application” to make a notification.



Cohabitation

If residents wish to have their relatives live with them, they must submit a “住宅同居申請書 (Cohabitation Application)” to the JKK Tokyo Consultation Center and receive approval from the Tokyo Metropolitan Government. There are two types of cohabitation approval, as follows.

Official Cohabitation Approval

This type of approval is for indefinite cohabitation. It is restricted to situations where there are unavoidable circumstances, and approval of cohabitation is appropriate according to social convention (marriage, etc.), and the lessees meet standards for income, etc., according to ordinances. Cohabitation will be approved for the lessee's spouse and relatives within one degree of kinship with the lessee (parents and children).

Please be advised, however, that official cohabitants are not guaranteed tenancy turnover approval (succession of lessee status) if the lessee were to die, move out, etc.

Limited-Time Cohabitation Approval

This type of approval is for limited cohabitation (one year, as a general rule). It is restricted to situations where there are special circumstances, such as providing nursing care, and the lessees meet standards for income, etc., according to ordinances. Cohabitation will be approved for relatives within three degrees of kinship with the lessee (parents, children, grandparents, grandchildren, brothers, sisters, aunts, uncles, nieces, nephews, etc.).

Note: For those in 都民住宅 (Subsidized Housing) (地域特別賃貸住宅 (Designated Public Rental Housing) / 特定公共賃貸住宅 (Special Local Rental Housing)), spouses and relatives within three degrees of kinship with the lessee will be officially approved.

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, etc., he/she must submit a “住宅世帯員変更届 (Household Member Change Notice)” and a “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 cohabitation approval and has been continuously residing in the property can take over the lease**, and only if they meet the standards specified in ordinances, such as income and the reason for application.

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. (Specific requirements are posted on the website.)

Note: For those in 都民住宅 (Subsidized Housing) (地域特別賃貸住宅 [Designated Public Rental Housing] / 特定公共賃貸住宅 [Special Local Rental Housing]), spouses and relatives within three degrees of kinship with the lessee will be approved.

Special Note

Even if the intended successor is the lessee's spouse, he/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.
- The spouse has been living with the lessee without receiving cohabitation approval.

Learn about the SDGs with Professor Panda: The Seventeen Goals



Q: What part of the world has the highest risk of children dying before the age of five?

→ Answer on page 5

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3. Ensure healthy lives and promote well-being for all at all ages

In some parts of the world, malnutrition and other factors contribute to high infant mortality and poor health. In Japan, poor eating habits and stress are a few of the factors that can lead to a decline in physical and/or mental health.

The goal is to create a world where everyone has access to hospital care and vaccinations without worrying about money.

Please notify us as soon as possible if a lessee passes away or something else happens to him or her

In the event that a household does not meet the standards for turnover, we will ask the household members to promptly vacate the residence. However, in that situation, we will take factors such as time it takes to find a new residence into account and establish a grace period for moving out. **The grace period for moving out is six months from the day that the reason for turnover, such as the death of the lessee, occurs (not six months from the day that we are notified about the death, etc., of the lessee).**

From the month after the end of the grace period for moving out to the vacation of the residence, we will charge you a housing fee equivalent to the rent for similar apartments in the neighborhood (private rental housing in the neighborhood).

If the death, etc., of the lessee is filed more than six months after the fact, the grace period will be deemed over, and **you will be charged the difference between the housing fees you have already paid and the rent for similar apartments in the neighborhood, for the months since the end of the grace period.**

Even if you meet the criteria for tenancy turnover, if you file the application late (i.e., six months or more have passed since the date the reason for turnover occurred), you must pay the rent for similar apartments in the neighborhood, in the same manner as above.

Household Member Change (Moving Out, Death, Birth, etc.)

In the event that a lessee or household member who has been approved for tenancy in municipally-owned housing, etc., moves out or passes away, or in the event of the birth of a child, you must submit a “住宅世帯員変更届 (Household Member Change Notice)” to the Consultation Center (if a child is born to a resident who is a limited-time cohabitant, you must complete an application for cohabitation.).

It is also necessary to notify the Consultation Center when a resident who received Limited-Time Cohabitation Approval has moved out after the expiration of their approval.



Special Note

Be aware that crossing out household members or making additions to your annually submitted 収入報告書 (Income Report) does not count as filing a notice. You must submit a separate “住宅世帯員変更届 (Household Member Change Notice)” to the Consultation Center.

Room Interior Remodeling (Replacement of Bathtubs or Bath Heaters, Installation of Handrails, etc.)

Online OK (Partially)

In general, laws and ordinances prohibit an individual from installing objects or remodeling the interior in municipally-owned housing, which is public property. Permission **to remodel at your own expense may be granted, however, when there are unavoidable circumstances—such as a physical disability—and it is determined that the remodeling will not interfere with housing management.**

There are two different procedures to follow. Please contact the JKK Tokyo Customer Support Center (phone number ❶ on page 6) in advance to inquire about the types of work each procedure covers.

Main types of work that require submitting applications for remodeling

- Replacement of tatami mats with wooden flooring, and elimination of steps
- Replacement of bathtubs and bath heaters
- Refurbishment/replacement of kitchen counters and sinks
- Refurbishment of toilets
- Installation of lifts for the physically disabled Other

Main types of work that require submitting notices of remodeling

- Installation of handrails •Elimination of steps and installation of ramps
- Installation of a warm-water bidet toilet seat*
- Installation of a second front door lock*
- Replacement of a bathroom door with a folding door
- Installation of an emergency alarm system and other disaster-prevention equipment
- Installation of an intercom* Other

* There is no need to meet requirements for unavoidable circumstances such as physical disability for installations of a second front door lock, warm-water bidet toilet seat, or intercom.

During the remodeling work, please be considerate of your neighbors and be aware of noise and vibration issues. Once the dates for the work are set, you, as the tenant (client) or the contractor, should prepare and distribute fliers announcing the remodeling dates and details to your neighbors.

Extended Absences

Online OK

As a general rule, if the lessee and all cohabitants (household members) are absent for over one month due to a work relocation, a business trip, medical treatment or some other reason, they will be asked to leave municipally-owned housing, etc.

However, an extended absence of up to a year will be recognized in cases where residents have submitted a 長期不在届 (Extended Absence Notice) that fulfills the notice criteria to the Consultation Center. Even in these cases, we will ask households to return their residence if the duration of their absence exceeds one year.

Note: If the lessee or cohabitants (household members) are temporarily moving out, they must file a 一時転出届 (Temporary Relocation Notice).

Moving Out (Vacation of Residence)

Residents who are moving out of municipally-owned housing, etc., are required to submit a “住宅返還届 (Residence Return Notice)” to the Consultation Center at least 14 days before the day of the move.

If you submit the notice late, your moving-out date (the day you return the residence) will be deemed 14 days after we receive the notice, and you will be charged the housing fee (rent) until that particular date.

Before the day you move out (the day you return the residence), please return the three keys to the residence that you received when moving in (this also includes spare keys, if you had them made, as well as crescent lock keys and other attached keys) to the Consultation Center.

When moving out you are asked, in principle, to return the residence to the state it was in when you moved in. Also, dispose of any 粗大ゴミ (oversized garbage) from your move according to regulations set by your municipality. Please also contact the resident association to inform them that you are moving out.

Do You Have Any Late Housing Fee Payments?

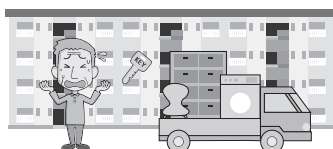
(1) If you continue making late payments, you will receive a notice or warning letter.



(2) Your tenancy rights will be taken away, and you may even be taken to court.



(3) If the court rules against you, you will be forced to surrender your residence.



(4) You will be required to pay off all late payments even after you vacate the residence.



To Continue Living in Municipally-Owned Housing Without Worries

1 Make sure to pay your housing fee by the deadline.

2 If you do end up falling behind on your payment, make the payment as soon as possible.

Notes:

1. Please make use of the very convenient automatic withdrawal system to pay your housing fees.
2. Contact the JKK Tokyo Customer Support Center (phone number ❶ on page 6) if you wish to pay via automatic withdrawal or for consultations about late payments.

Prevent Children from Falling!

As the weather improves, people naturally tend to go outside more. During the warmer seasons, the risk of accidents involving children falling in apartments and other housing complexes also increases. Sometimes these accidents are fatal.

If you see children in a hallway, stairwell or other common area acting recklessly, such as climbing on a hand-rail, reprimand them to prevent falls. The little things you can do—such as talking to children and watching out for them—can go a long way toward protecting them from accidents.

Tree Pruning, Pest Extermination in Your Housing Complex

! Tree Pruning, etc.

Residents of the complex are requested to carry out everyday forms of maintenance for the trees, hedges, and other foliage planted by the government. However, in any of the cases given below, you can submit an application, after which we will survey the issue and carry out pruning or other work as needed, using government funds. Please contact the JKK Tokyo Customer Support Center in any of the cases below. (phone number ② on page 6)

- ☐ Blocking too much sunlight
- ☐ Blocking pathways
- ☐ Blocking the light from streetlamps
- ☐ Causing issues related to crime prevention
- ☐ Causing other disturbances in everyday life

! Pest Extermination

If you find dangerous pests on trees, we will carry out a survey and take action if necessary. Please contact the JKK Tokyo Customer Support Center in such cases. (phone number ② on page 6)

Asian giant hornet

This hornet becomes more active over the summer and fall. It is extremely dangerous if it stings you.



Tea tussock moth (larva)

This caterpillar can be found on camellias, camellia sasanquas, and similar trees. We have received an increasing number of inquiries from people who have suffered skin irritation or other issues after directly touching the poisonous hairs on the black parts of this caterpillar, or after being stung by poisonous hairs that were blown onto them by the wind. When cutting grass, pruning, or carrying out other work in your housing complex, please cover your skin with long sleeves, gloves, or other equipment, and check for caterpillars before starting work.



Residents are responsible for the extermination of any pests or the like in their residence. Using insecticidal smoke or the like for extermination can cause the fire alarm to be activated due to this smoke.

When using such methods, we ask that you cover the fire alarm temporarily with a plastic bag or the like, to protect it from the smoke.

We also ask that you inform your neighbors in advance before carrying out this procedure, so that they do not mistake the smoke for a fire.



Message from the Tokyo Bureau of Social Welfare

Counseling Services for Hikikomori (Shut-ins) and Their Family Members

The Tokyo Hikikomori Support Net accepts consultations via phone, email, and home visitations, as well as in person at its support desks.

It also hosts online consultation sessions conducted by peer supporters (people with experience as hikikomori or their family members).

東京都ひきこもりサポートネット

Search



Tokyo
Hikikomori Support Net

● Phone consultations about Hikikomori

☎0120-529-528

Hours: Mon. – Sat. 10 a.m. – 5 p.m.
(excluding holidays and the year-end / New Year's holiday)

● Email consultations about Hikikomori

Hours: 24 hours a day via the website
In principle, replies will be sent within three business days.



Africa

Have You Submitted Your “都営住宅明渡努力状況報告書 (Municipally-Owned Housing Surrender Efforts Report)”?

- Households with a 2024 certified monthly income* exceeding the surrender standard (313,000 yen) and that may be identified as high-income earners for 2025 will be sent a “高額所得者制度説明通知 (High-Income Earner Notice)” and a “都営住宅明渡努力状況報告書 (Municipally-Owned Housing Surrender Efforts Report)” before they are actually identified as high-income earners. These households will also be asked to begin preparing to surrender their residence at that time. (Date for sending documents: late April of this year)
- The deadline to submit the “都営住宅明渡努力状況報告書 (Municipally-Owned Housing Surrender Efforts Report)” was May 31 (Fri.), 2024. Any households who have not submitted the report yet are requested to do so as soon as possible.
- Residents who, after their identification as a high-income earner, do not have a concrete plan for the surrender of their residence and/or refuse to surrender their residence, will be sent a surrender demand through a procedure in accordance with the Tokyo Metropolitan Housing Regulations, etc.* This time, the “都営住宅明渡努力状況報告書 (Municipally-Owned Housing Surrender Efforts Report)” will be sent to households with a 2024 certified monthly income exceeding the surrender standard.

Online Application (Submission)

- You can submit an application online for the “都営住宅明渡努力状況報告書 (Municipally-Owned Housing Surrender Efforts Report)” via the QR code at the right or via the site linked below.
 - Tokyo Metropolitan Government Public Service Cloud Application
<https://e-apply.metro.tokyo.lg.jp/s/>

Note: You need to register as a user before using the application system.



☆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)

We have published a page on the JKK Tokyo website listing times when it may be difficult to contact us by phone.



Expected busy hours →



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

Some procedures can be completed online. Please visit the website for more information.



Call the Navigation Dial at

☎0570-03-0071

For those who are unable to 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 are unable to 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 after a holiday.

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

東京都住宅政策本部

Search



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

都営住宅 お住まいの皆さま

Search



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



Made of recycled paper that is 70% wastepaper pulp.

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