

# Daily Life Plaza



Entrance to  
Utoji-land

## 2024 (Reiwa 6) October

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

## Request Survey for Periodic Building Monitor Visits/Consultations

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.

The building monitor will visit target households between October 2024 and March 2025 to survey your requests.

### Target Households

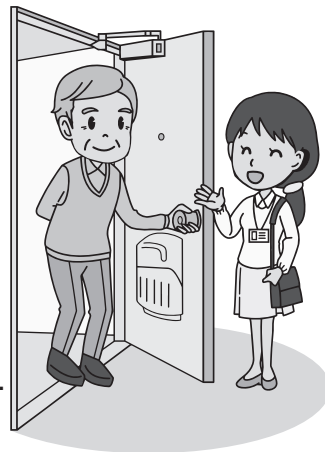
The following households that are not currently receiving periodic visits/- consultations are eligible:

- Households in which all members are 65 years old or older and the youngest resident is 65, 70 or 75 years old
- Households comprising only members with disabilities (eligible every five years).

Note: For households with only people 80 years of age or older, surveys are conducted as needed.

### If you are not home

If you are not home, a questionnaire postcard will be mailed to your mailbox. Please fill out the questionnaire and return it to us.



### Building Monitors Conduct the Following Duties

- (1) Provide consultation and act as intermediaries with regards to applications, income reports, repairs, etc.
- (2) Introduce residents to welfare-related institutions
- (3) Visually inspect buildings and facilities

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

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**The deadline (date of automatic withdrawal) to pay for October housing fees, etc., is Thursday, October 31.**

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

# About the Housing Fee Reduction System

## What is the Housing Fee Reduction and Exemption System?

Municipally-owned housing fees are determined by the total income of your household, according to the 収入報告書 (Income Report) that you submit each year. The Housing Fee Reduction and Exemption System is targeted at low-income households who are suffering hardships or households with special situations, such as having a member with disabilities or illnesses. Based on applications, the system reduces the certified housing fees even further. (The system does not apply to 都民住宅 (Subsidized Housing).)

**The system consists of general housing fee reductions and special housing fee reductions.**

<b>General Housing Fee Reduction</b>	Households with a certified monthly income (including tax-exempt pensions) or 65,000 yen or lower can apply to have their housing fees reduced by 10 to 50%. In some cases, households with extremely low income that meet certain conditions <sup>*2</sup> , such as having a member with a disability or illness <sup>*1</sup> , may be able to receive a special reduction of 75%.
<b>Special Housing Fee Reduction</b>	Households with a certified monthly income of 158,000 yen or lower—and single-parent households or households with members having a disability or illness <sup>*1</sup> that meet certain conditions <sup>*2</sup> —can apply for a 50% reduction in the applicable categories for housing fees.

<sup>\*1</sup> This does not apply to some disabilities or illnesses.

<sup>\*2</sup> For more information about certain conditions, please contact the JKK Tokyo Customer Support Center (phone number ❶ on page 6).

## How Certified Monthly Income is Calculated

$$\frac{\text{Total income of all household members} - (380,000 \text{ yen} \times \text{number of family members, excluding the lessee}) - \text{special deduction amount}^{*3}}{12 \text{ months}}$$

<sup>\*3</sup> Includes measures related to switching from employment income deductions or public pension deductions to basic deductions (maximum 100,000 yen).

**Special deductions (As a general rule, we need to be able to confirm them via 住民税課税証明書 [Residence Tax Declaration Certificate] or other documents.)**

Type of deduction	Deduction amount
Designated dependents	250,000 yen <sup>*4</sup>
Elderly dependents	100,000 yen <sup>*4</sup>
Regular disabilities	270,000 yen
Special disabilities	400,000 yen
Widows	270,000 yen <sup>*5</sup>
Single parent	350,000 yen <sup>*5</sup>

<sup>\*4</sup> The deduction is also available for those who can be confirmed as dependents by the 住民税課税証明書 (Residence Tax Declaration Certificate) or other documents and meet the age and other requirements by the exemption's scheduled starting date.

<sup>\*5</sup> The deduction will be applied to the income of the person himself/herself. If your income is less than the deduction amount, the amount of your income will be deducted.

## How to Newly Receive a Housing Fee Deduction

### You Must Apply to Receive a Housing Fee Reduction

#### Application procedure

##### 1 Check the necessary documents

Please check with the JKK Tokyo Customer Support Center (phone number ❶ on page 6). Also, the “使用料減免申請のしおり (Housing Fee Reduction Guide)” is distributed at the Consultation Center.


In addition to the necessary documents for all applicants listed under (1) to (3) below, there are also (4) Other necessary documents based on the household situation.

- (1) 使用料減免申請書 (Housing Fee Reduction Application Form)
- (2) 住民票 (Certificate of Residence) for all household members (with relationships listed)
- (3) Most recent 住民税課税証明書 (Residence Tax Declaration Certificate) and other documents
- (4) Other necessary documents based on the household situation (these vary by household situation)

You may need to affix your personal seal if we need to investigate pensions, etc., so please bring it with you.

##### 2 Where to submit the application form

We accept applications at the Consultation Center, local offices, and the building monitor office. If you receive periodic visits from the building monitor, he or she can help you with the documents.

This article on the reduction system continues on the next page. 

### 3 Notification of results

If the household meets the criteria, the housing fee exemption will be applied from **the month following the month of application.**

We will send you a “使用料減額免除通知書 (Notice of Housing Fees Reduction)” around the 20th of the first month in which the reduction applies. Please confirm your housing fees after application in this notice.

### How to Renew a Housing Fee Deduction

If your household is currently receiving a fee reduction, the application form for renewing the fee reduction will be sent to you sometime around the 20th of the month before the month that it expires. Please apply for renewal by the

deadline printed on the application form. You can mail the application form to the Consultation Center in charge. Please contact the JKK Tokyo Customer Support Center (phone number ❶ on page 6) if the application form does not arrive or you lose it. We will send you a new application form.

## Applications Accepted for 2025 Kitchen Sink Drainpipe Cleaning

For housing complexes whose residents would like to request kitchen sink drainpipe cleaning at their residences, we will receive the necessary fees for cleaning as common fees, and Tokyo will handle the cleaning once a year as a proxy for residents. Please apply within the application period through your representative (resident association).

#### • Scope of cleaning

Among the kitchen sink drainpipes, the scope of cleaning will cover the sinks to the first catch basin outdoors.

#### • Conditions for applying

- (1) As a general rule, the approval of all residents (if you are a new housing complex, a list of signatures) is necessary for each housing complex. However, we may accept individual building applications. For more information, please contact the JKK Tokyo Customer Support Center (phone number ❶ on page 6).
- (2) The fees for FY2025 will be announced in the November edition of *Daily Life Plaza*. They will be added to your monthly housing fees starting from April 2025.

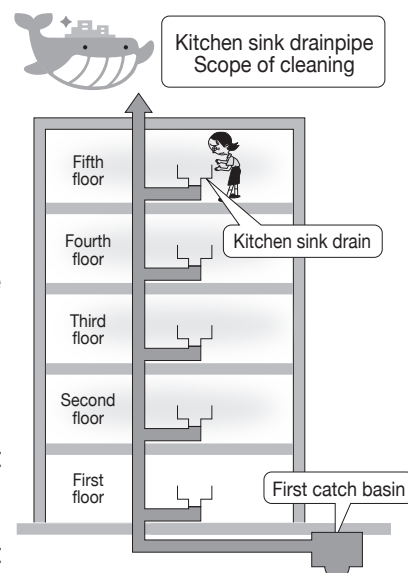
#### • Application method

For housing complexes requesting cleaning for the first time, please contact the JKK Tokyo Customer Support Center (phone number ❶ on page 6) through your representative (resident association).

For housing complexes requesting cleaning following last year, we have sent an application form for 2025 in late October to your representative.

#### • Period for accepting applications / where to apply

- (1) Period: From November 1 (Fri.) until November 29 (Fri.), 2024
- (2) Where to apply: Your Consultation Center in charge (if you are applying following last year, you can apply online as shown below).



## [For housing complex that had the same work done last year] About applying online

Any housing complex resident who wishes to have drainpipes cleaned following 2024 can apply online. Online application is not available for newly applying for housing complex.

To apply online, use the “Tokyo Metropolitan Government Public Service Cloud Application.”

Scan the 2D code → “Find an application procedure” → 06\_20 Municipally-owned housing/ 都民住宅 (Subsidized Housing) built by the Tokyo Metropolitan Government Applications (for resident association) → Apply to have kitchen drainpipes cleaned (housing complex which had the same work done last year)



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

# Notes When Using Common Areas

## 1 Placing things in shared hallways and staircases is not allowed

Shared hallways and staircases are important evacuation routes. Belongings, bicycles and other objects not only block regular traffic, but also become obstacles when evacuation is necessary due to fires or other emergencies.

## 2 Placing things that will block fire doors from opening and closing is not allowed

Do not place objects in front of a fire door, since they will prevent it from opening and closing properly and help fires spread. Please clear away any objects you've placed there.



## 3 Placing things near boundary walls is not allowed

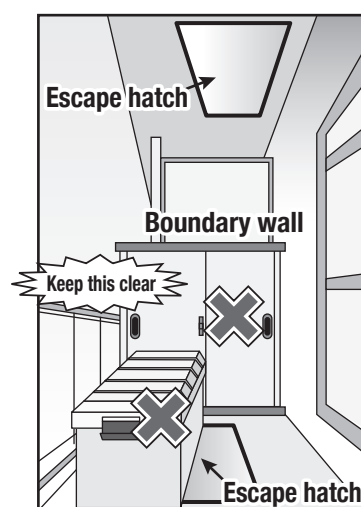
Boundary walls and escape hatches that go down to lower floors are installed to serve as emergency exits in case of fires and other emergencies. Placing objects near them will obstruct escape.

Children may also climb objects left on the balcony, which could lead to accidents.

## 4 Avoid pouring water onto the floors of shared hallways, staircases and balconies

The floors of shared hallways, staircases and balconies are not fully waterproof. If you wash these floors with water or allow discharged water from a running air conditioner to drip onto them, it may leak down to the floor below. Do not wash floors with water, and use a hose or something similar to direct the water discharged from air conditioners into the drain.

In addition, if the drain's grate is blocked by dirt or trash, rainwater may overflow and lead to leaks, so work with other residents to clean it regularly.

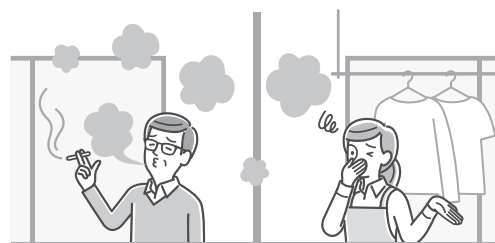


## 5 When smoking in shared hallways, staircases or balconies, be considerate to those around you and handle fire with care

According to the Tokyo Metropolitan Ordinance to Prevent Exposure to Secondhand Smoke, Tokyo residents must try to prevent others from inhaling secondhand smoke.

Smoking in shared hallways, staircases, and balconies produces odors and secondhand smoke, which may annoy neighbors, so be considerate and avoid doing so.

Careless handling of cigarettes is also the cause of many fires. A cigarette that is not completely put out is very dangerous, since it may ignite laundry or bedding. Please dispose of cigarette butts carefully.



## Learn SDGs with Professor Panda: The 17 Goals



Q: In how many countries can you drink water straight from the tap?

→ Answer on page 6.



## 6. Ensure availability and sustainable management of water and sanitation for all

Many areas of the world do not have access to clean water. People can get sick from drinking unfiltered water, and many are forced to defecate outside in unsanitary conditions because there is no running water for toilets.

The goal is for everyone in the world to have reliable access to safe and clean water.

## Do Not Put Anything on the Balcony Handrail

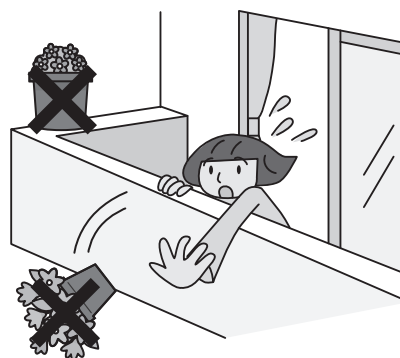
DO NOT place objects on the balcony railing, since they may fall due to wind or other factors. A falling object can cause serious injury and other accidents.

When drying futon or other bedding, be sure to use a futon rack placed inside the balcony, and use futon clips to prevent the bedding from falling.

Falling objects are especially dangerous in high-rise buildings of fifteen stories or more. If you live in such a building, please obey the following rules, regardless of the floor you are on:

- Do not hang laundry higher than the balcony railing
- Make sure bedding, rugs and other laundry do not overhang the balcony railing
- Do not install planters, antennas (for satellite broadcasting, wireless, etc.) or the like on the balcony railing

The risk of accidents caused by falling objects is high for these buildings, so be sure to take additional measures to prevent them.



## Beware of Spray Can Accidents

Spray can products such as insecticides, hair sprays and deodorants contain flammable gas and there are reports of accidents caused by spray cans in municipally-owned housing, etc., such as explosions and fire.

Make sure to pay attention to the following when using a spray can.

- Keep away from fire.
- Do not ignite any combustion equipment such as bath boilers after using the spray can.
- Make sure to ventilate thoroughly during and after use.
- Keep the spray can away from high temperatures, such as near heaters and direct sunlight.
- Make sure to use up the content before disposal.



## 収入報告書 (Income Reports) Are Overdue!

**If your household has not yet submitted the documents, submit them immediately.**

If you are receiving fee reductions/exemptions for your housing fees, 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.

If the applicable period for fee reductions/exemptions for your household has concluded and you have not applied for a fee reduction/exemption or gone through the 収入報告書 (Income Report) procedures, please contact the JKK Tokyo Customer Support Center (phone number ❶ on page 6).



# Message from the Bureau of Social Welfare, Tokyo Metropolitan Government

## Information on Tokyo Metropolitan Government joint consultation sessions for hikikomori (acute social recluses); no application required

The Tokyo Metropolitan Government has programs to support both the hikikomori themselves and their families. Private support groups and related organizations in Tokyo that support hikikomori will hold a joint consultation session. Use this session to find better support for hikikomori.

### [Dates, times and locations]

Second session (for residents in the eastern part of the twenty-three special wards): November 3 (Sun./national holiday), Sumida City Hikifune Culture Center (Sumida City)

Third session (for residents in the Tama area): November 24 (Sun.), Musashino Swing Hall Rainbow Salon (Musashino City)

All sessions take place from 1 to 4 p.m. (The first session [for those in the western part of the twenty-three special wards] took place on September 23.)

### [Eligibility] Hikikomori and their families

[Program] Includes presentations and booths explaining the activities of various organizations. Visitors can speak directly with representatives of these organizations. The support groups and other related organizations participating will vary from session to session.

Stage presentations (1 to 2 p.m.): Presentation of activities by private support groups and related organizations

Booths (2 to 4 p.m.): Explanations and consultations at each booth

Organized by Tokyo Metropolitan Government

[How to participate] You do not need to register. Just come to the venue of the desired session.

For more information, please visit the website.

東京都ひきこもりに関する合同相談会

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## ■ Inquiries for joint consultation sessions for hikikomori

**Tokyo Hikikomori Support Net ☎0120-529-528**

(Department in charge: Life Support Desk, Community Welfare Division, Community Welfare Department, Bureau of Social Welfare, Tokyo Metropolitan Government ☎03-5320-4039)

## ☆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



**Note: Free minutes or discount services offered by your phone company will not apply if you call the Navi Dial number from a mobile phone.**

•There is a charge for all calls.

•Please note that the lines for the customer support center **may be congested from 9:00 to 10:00 a.m. on Mondays and the morning after a holiday.** We ask that you avoid this timeframe if you are calling for a non-emergency matter.

•Please have your “名義人番号” (lessee number) ready to ensure that we can handle your request faster.



Housing Policy Headquarters, Tokyo  
Metropolitan Government website

東京都住宅政策本部

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

都営住宅 お住まいの皆さま

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



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



Eleven countries, including Japan.

Source: “The Current State of Japan’s Water Resources 2023,” by the Ministry of Land, Infrastructure, Transport and Tourism.

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