



English-Language Edition



Introduction

The *JKK Sumairu Book* was created to prevent problems in apartment buildings.

Please read this guidebook carefully to help create a better living environment together.

Greeting neighbors



When you move into a new apartment, be sure to introduce yourself to your neighbors and the people living above and below you.

Try to greet your neighbors on a regular basis as well—it's a way to build good relationships so that everyone will be more willing to help each other in times of need.

Residents' Associations

A residents' association is an organization set up by the residents of an apartment complex, and works to create a comfortable living environment. The association provides support in times of need. If you have any problems, please consult with the residents' association of your complex, if there is one.

Note: Not all apartments have a residents' association.

Main activities of residents' associations

- Holds disaster preparation drills
- Plans and hosts festivals and other events
- Watches over children, seniors, etc.



If you actively participate in residents' association activities, you'll be able to build relationships with neighbors that make it easier to help each other in times of disaster.

Please contact the management office to find out if your apartment has a residents' association.



Noise

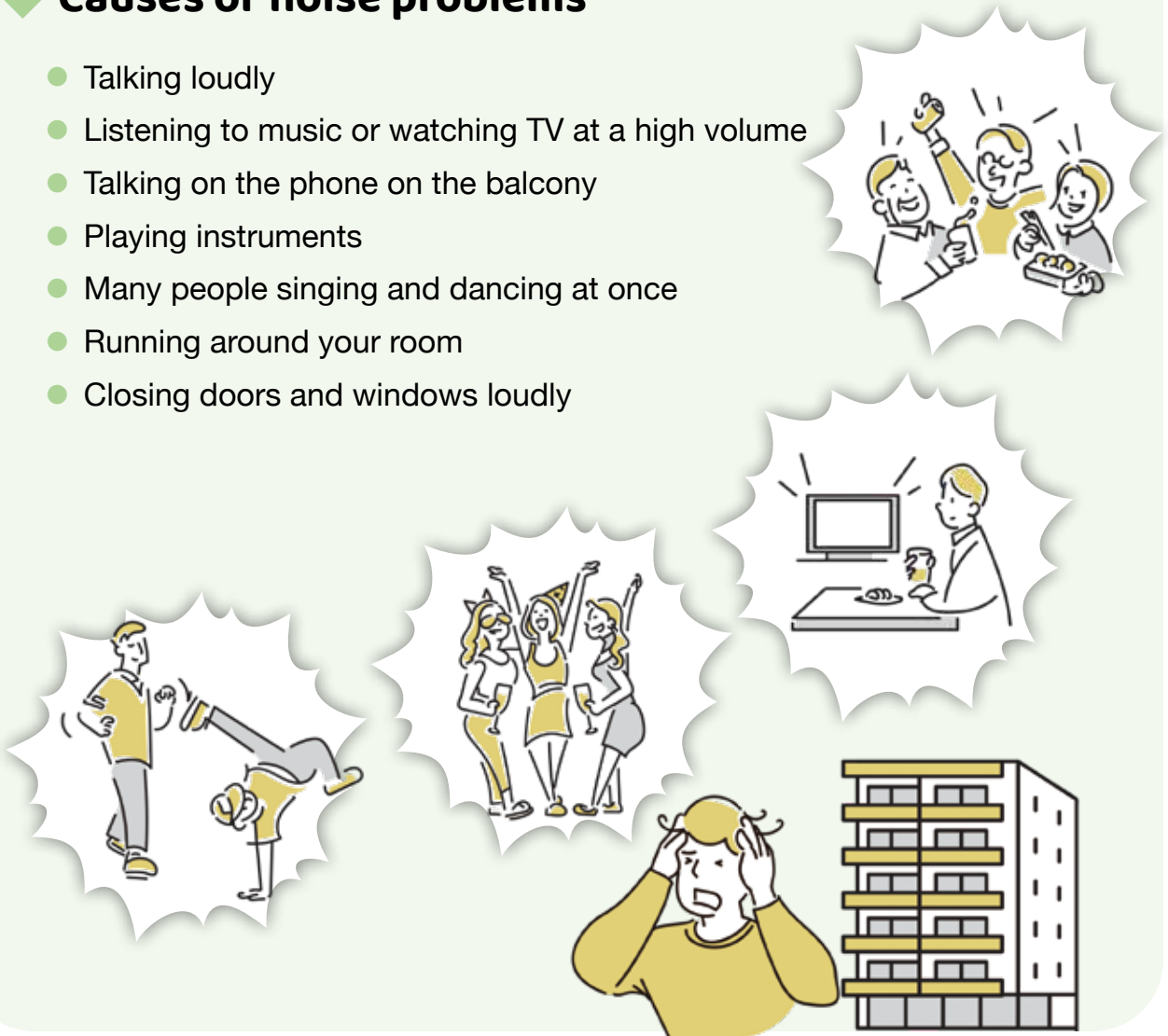
In apartment buildings, sound and vibration travel through the walls and floors and reach your neighbors.

Quiet living environments are a priority in apartment complexes, and noise is a major cause of friction between residents.

If we receive a noise complaint, we will first post a notice on the bulletin board in the common area. If the noise continues, a warning letter will be sent to the person causing the noise. If there is no improvement, it will ultimately lead to eviction.

◆ Causes of noise problems

- Talking loudly
- Listening to music or watching TV at a high volume
- Talking on the phone on the balcony
- Playing instruments
- Many people singing and dancing at once
- Running around your room
- Closing doors and windows loudly



Garbage disposal

Each municipality has garbage disposal rules about the **location and days for each type of garbage**, and you must follow them.

If you do not sort and dispose of your garbage properly, it will not be collected, which will lead to a dirty living environment.



To dispose of large-sized garbage, you must apply to your municipal government and pay a fee to have it collected. Large-sized garbage left at a collection site for regular garbage will not be taken.

Leaving garbage on the apartment grounds is considered illegal dumping, and is **subject to fines and other punishment.**

For details on how to dispose of your garbage properly, please contact your municipal government.

Types of garbage

Combustible garbage



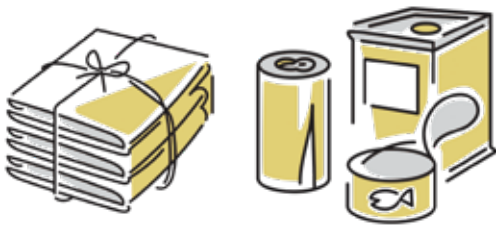
Kitchen waste, paper, etc.

Incombustible garbage



Broken plates or cups,
metal, glass, umbrellas,
etc.

Recyclable resources



Plastic containers, glass
bottles, cans, PET bottles,
newspaper, books,
cardboard, etc.

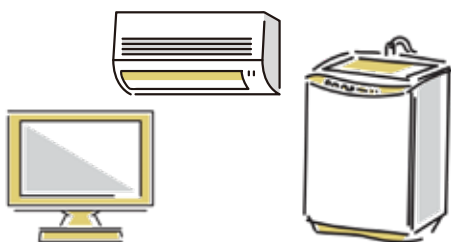
Large-sized garbage



Must apply with
municipal government

Furniture such as tables
and chairs, bicycles, futon
bedding, etc.

Electric appliances designated by the Home Appliance Recycling Law



Not collected by
municipal governments

Apply with a retailer or the Home
Appliance Recycle Reception Center

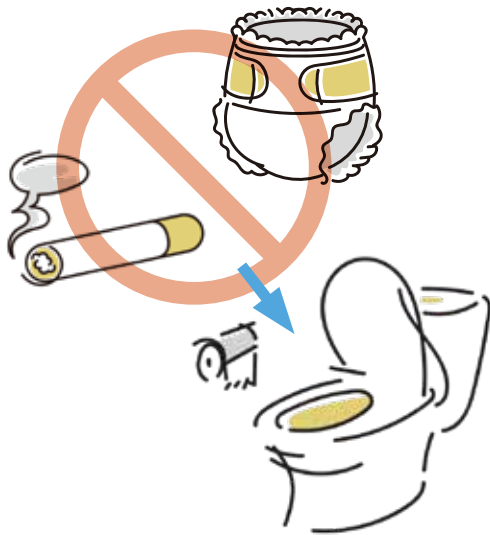
Air conditioners, TVs,
refrigerators, freezers,
washing machines, clothes
dryers, etc.

Water supply and drainage

Never flush anything other than toilet paper down the toilets. That includes flush diapers, cigarettes, sanitary products, etc.

Do not pour oil directly into the kitchen sink.

Improper use of your sink can lead to clogged pipes, waste leakage, and the need for repairs. If you cause pipes to become clogged because of improper use, **you will be responsible for all maintenance and repair costs.**



No pets allowed

As stated in your rental agreement, **dogs, cats and other pets are strictly prohibited.** The noise and smell of pets can be a nuisance to neighbors.



Use of common areas

Common areas such as hallways, staircases and balconies act as evacuation routes if a fire or other disaster occurs. Do not leave garbage or personal belongings in these areas, since doing so will hamper evacuation and endanger lives.

In addition, smoking is prohibited in all common areas, including balconies, to prevent the inhalation of secondhand smoke.



When moving out

When moving out, you will need to restore the property to its original condition. If you leave your furniture in the room, leave the place in a dirty state or the like, all garbage disposal and cleaning costs will be deducted from your deposit. **If you have a bicycle/motorcycle, please be sure to take it with you.**

If you leave large-sized garbage such as furniture at the garbage collection site or another common area, or on a balcony or inside your room instead of following the appropriate steps to apply with the municipal government for collection, **you will be charged a disposal fee.**





Inquiries

Hours

9 a.m. to 6 p.m.

(excluding Saturdays, Sundays, national holidays and during the year-end/New Year's holidays)

(1) Consultations for various procedures, rent payments, daily life

Tel: 03-6279-2962
Tel: 0570-03-0031

(2) Applications for repairs

The hotline for urgent repairs such as water leaks, accidents and fires, as well as an emergency contact regarding the safety of residents, is available 24 hours a day, 365 days a year

Tel: 03-6279-2963
Tel: 0570-03-0032

Note: The JKK Tokyo Customer Support Center only handles inquiries in Japanese.

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