

Daily Life Plaza



Entrance to
Utoji-land

2025 (Reiwa 7) March

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

About Requests for Income Recertification

We sent the “令和7年度収入認定通知書兼使用料決定通知書 (Certified Income Report and Housing Fee Notice for 2025)” in February (households residing in 都民住宅 (Subsidized Housing) have not been sent these notices).

For households whose certified monthly income will decrease due to the following grounds, by requesting that your income be reconfirmed before Monday, March 31, your housing fees (rent) from April 2025 may be re-evaluated.

Note that if you request a reconfirmation of your income after April, your housing fees will change beginning the month after you make the request.

Grounds

- (1) If there was a change in the composition of your household
(You must carry out the procedures for tenancy turnover approval applications or cohabitation applications, or file a notification of a change in the members of your household.)
- (2) If the earner has retired (or closed their business)
- (3) If income has decreased due **to a change in employment, etc.**
- (4) If there was a special declaration, etc., that was not declared which was corrected at the municipality and approved
- (5) If the household was granted a new disability certificate or intellectual disability certificate, etc.

How to complete the procedure

Please contact the JKK Tokyo Customer Support Center (phone number ❶ on page 6) for information about necessary documents, and then complete the procedure at the Consultation Center.



The JKK Tokyo website publishes information regarding the procedure.
You can also download the forms there.

都営住宅 再認定請求

Search



If you have not submitted your 収入報告書 (Income Report) or other necessary documents, please be sure to submit them to the Consultation Center in charge before Monday, March 31.

If you have not submitted your 収入報告書 (Income Report) or other necessary documents, you will be charged housing fees equivalent to the rent for similar apartments in the neighborhood (i.e., private rental housing) from April 2025, as shown in the 令和7年度収入認定通知書兼使用料決定通知書 (Certified Income Report and Housing Fee Notice for 2025) that has already been sent to you. **However, if you do submit the documents by Monday, March 31, housing fees that correspond to your income will be applied.**

Note: Be aware that if you submit documents after April, housing fees that correspond to your income will go into effect the month after the month that we receive your documents.

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The deadline (date of automatic withdrawal) to pay for March housing fees, etc., is Monday, March 31.

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

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

【 High-Income Earner Certified Monthly Income Calculation Method 】

| | | | | | | |
|------------------------|---|---|---|----------------------------|---|------------------------------|
| Total Household Income | — | $(380,000 \text{ yen} \times \text{No. of Residents Excluding Lessee})$ | — | Special Exemptions (*1 *2) | — | Income Earner Exemption (*3) |
| 12 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 The calculation 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)*1, 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)*2, and 350,000 yen for ひとり親 (single-parent households)*2.

*1 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.

*2: 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 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.

| | |
|--------------------------------------|---|
| General Housing Fee Reduction | 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 ^{*2} , such as having a member with a disability or illness ^{*1} , may be able to receive a special reduction of 75%. |
| Special Housing Fee Reduction | 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 ^{*1} that meet certain conditions ^{*2} —can apply for a 50% reduction in the applicable categories for housing fees. |

^{*1} This does not apply to some disabilities or illnesses.

^{*2} 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

| |
|---|
| Total income of all household members – (380,000 yen × number of family members, excluding the lessee) – special deduction amount ^{*3} |
| 12 months |

^{*3} 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 ^{*4} |
| Elderly dependents | 100,000 yen ^{*4} |
| Regular disabilities | 270,000 yen |
| Special disabilities | 400,000 yen |
| Widows | 270,000 yen ^{*5} |
| Single parent | 350,000 yen ^{*5} |

^{*4} 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.

^{*5} 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.

To Residents Who Require Proof of Payment Status for 2024 Housing Fees

If you pay your housing fees (rent), etc. via direct debit, and require proof of their payment status for 2024 (納入状況通知書 (Notice of Payment Status)), please submit a request via one of the methods below.

Please note that the “納入状況通知書 (Notice of Payment Status)” will be issued and sent in mid-April 2025 or later.

(1) Online request

We will issue the notice in the form of data. You can download it from the “Public Service Cloud Application.”



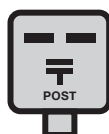
To apply, use the “Tokyo Metropolitan Government Public Service Cloud Application.” You will need to register as a user for the application.



Scan the 2-D code above
“Search for the application procedure”
06_10(For residents) Applications and claims for municipally-owned housing and Tokyo Metropolitan Government subsidized housing
➔ Request a [Housing fee and common fee] “Proof of Payment Status”(If you pay by direct debit)

(2) Postal mail request

We will send you a notice in a return envelope. You must pay for the envelope (stamp), etc., yourself.



Place the following items in an envelope and send it to the address listed below.

<Example>

Request for Proof of Housing Fees Payment Status
(1) 12345678
(2) Taro Kosha
(3) From April 2024 to March 2025

- A return envelope with an affixed 110-yen stamp and your return address written on it
- A note that lists the following information from (1) to (3)
 - (1) Lessee Number (8-digit number)
 - (2) Lessee Name
 - (3) Duration of Proof (From April 2024 to March 2025)

Note: The website for online applications using the Tokyo Metropolitan Government Administrative Procedure Cloud Application system is scheduled to change in April 2025. Information about the new site will be provided in the April edition of *Daily Life Plaza*.

■ Inquiries and Postal Mail Requests

150-8322 (there is no need to write the address on the postcard)
Payment Management Desk, Municipally-Owned Housing Collection Section,
JKK Tokyo ☎ 03-3409-2261 (main line)

About the Way to Dispose of Oversized Garbage (粗大ゴミ)

When disposing of oversized garbage (粗大ゴミ), you must apply to the municipality where you live in advance.

If you try to dispose of oversized garbage (粗大ゴミ) without applying, it will not be collected, and cause problems for other residents. We ask that you follow the rules of your municipality, and put out oversized garbage (粗大ゴミ) after applying.

For more information about collection days, collection methods, etc., please follow instructions from your jurisdiction's garbage collection office.



About Connecting to the Internet

The formats of Internet connection that can be used differ for each residence.

For this reason, you need to inquire with an Internet service telecommunication provider before starting to use Internet services.

The JKK Tokyo website has a page that guides you through the procedure for connecting to the Internet. You can access the page by scanning the 2-D code below with your smartphone, tablet, etc.

■ Typical example of procedures (from the JKK website)

(1) You apply to the telecommunication provider you wish to use

You: Please choose a telecommunication provider and apply to them

Telecommunication provider: Contacts JKK Tokyo (to make the necessary applications, to apply for a rental key for the common areas, and other arrangements)

(2) The telecommunication provider carries out a survey in the building (to determine whether the service can be provided)

Note: If cables cannot be installed because of issues with piping, etc., the telecommunication provider should contact JKK Tokyo (we will arrange for a company to amend the situation using Tokyo government funds).

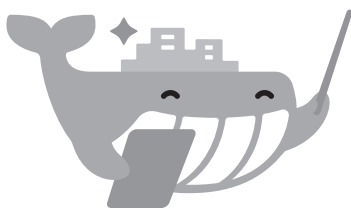
(3) The telecommunication provider applies to JKK Tokyo regarding work to establish an Internet connection

(4) JKK Tokyo approves of the work to establish an Internet connection (we will not refuse the application if it is possible to establish the connection)

(5) The telecommunication provider carries out work to establish an Internet connection for each home

(6) Internet connection established (each household has an individual contract with the telecommunication provider)

It takes about four or five months from the initial application to the establishment of the Internet connection.



To residents of municipally owned housing, etc.
> Installation and repair of housing facilities >
Air conditioning and Internet

<https://www.to-kousya.or.jp/nyukyosha/toei/>

Air conditioning and Internet

Residents are responsible for installing their own air conditioners. Please note that you do not have to notify JKK when installing an air conditioner, but you may be unable to do so because of the building structure or other reasons. For notes and FAQs on purchasing an air conditioner, please click here.



➡ If you are thinking about installing an air conditioner

Information about establishing an Internet connection, including FAQs, is provided here.



➡ About establishing an Internet connection

Points to note

- ✓ You will be responsible for the contract with the telecommunication provider and all installation costs, usage fees, and other fees.
- ✓ Some formats of Internet services use the power supply of common areas. If the power supply is interrupted due to an inspection, malfunction, accident, or the like, Internet services will not be available.
- ✓ Please note that the Tokyo Metropolitan Government and the Tokyo Metropolitan Housing Supply Corporation will not be held responsible in any way regarding your Internet connection, including connection failures.
- ✓ Depending on the usage conditions and other conditions of each residence, opening a new line may take some time or may not be possible. Please check with the telecommunication provider you wish to use in advance.
- ✓ Check with the telecommunication provider you wish to use directly before applying at an electronics retail store or agent.
- ✓ For wireless Internet services that do not require construction work performed in common areas or in your unit, contact the service provider you wish to use directly.

Learn about the SDGs with Professor Panda: The Seventeen Goals



Q: What percentage of the world population lives in urban areas?
Answer on page 6.

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11. Sustainable Cities and Communities

Urban areas have a high population, and since many shops and other facilities cluster in these areas they are very convenient. However, that population density also leads to issues such as housing shortages, increased traffic congestion, and increased waste. The impact of disasters is also greater. We are seeking to create a city in which everyone can live safely and comfortably.

These Kinds of Sounds Travel to Other Residents

Loud noises from everyday life can travel through walls and windows.
Please take extra care at night and in the early morning.



Some people may find other noises unpleasant, such as the sound of beating a futon on the balcony. We ask that you all be considerate of one another so that everyone can live comfortably in their residences.

☆ 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.



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

Q Search



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

都営住宅 お住まいの皆さま

Q Search



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!



55% More than half of the world's population lives in urban areas, and that percentage is expected to continue to rise.
(Source: Edu Town SDGs website)