



# Daily Life Plaza



Entrance to  
Utoji-land



JKK東京

## 2025 (Reiwa 7) April



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

## 2025 Payment Schedule for Housing Fees, etc.

The deadline to pay for housing fees, etc., is at the end of each month. However, if the last day of the month is a bank holiday, the deadline is extended to the first business day of the following month.

Housing Fees	Deadline (Date of Withdrawal)	Housing Fees	Deadline (Date of Withdrawal)
For April 2025	April 30 (Wed.)	For October 2025	October 31 (Fri.)
May	June 2 (Mon.)	November	December 1 (Mon.)
June	June 30 (Mon.)	December	January 5 (Mon.)
July	July 31 (Thu.)	For January 2026	February 2 (Mon.)
August	September 1 (Mon.)	February	March 2 (Mon.)
September	September 30 (Tue.)	March	March 31 (Tue.)

### 1. Residents Paying Through Automatic Withdrawal

If you wish to pay through automatic withdrawal, we will send you a “住宅使用料等納入通知書兼口座振替案内書 (Payment Notice for Housing Fees, etc. and Automatic Withdrawal Form)” by the end of April.

This notifies you of the expected payment amount and the financial institution where the payment should be sent to.

For residents whose fee reduction will expire in the middle of the financial year: The amount in the column for housing fees immediately following the expiration of your fee reduction period will **show the amount to be paid if you do NOT file the paperwork to extend the reduction.**

This form was already sent last December to those living in Special Local Rental Housing (地域特別賃貸住宅) and Designated Public Rental Housing (特定公共賃貸住宅).

**Make sure to deposit the required amount in the payment account by the day before withdrawal at the latest.** The withdrawal will not go through if there are insufficient funds. We also recommend that you update your bank passbook regularly to stay informed about your account situation. If we are unable to withdraw the payment from your account, we will send you a payment slip around the 20th of the next month. Make the payment at your nearest financial institution.

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**The deadline (date of automatic withdrawal) to pay for April housing fees, etc., is Wednesday, April 30.**

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

## 2. Residents Paying Through Payment Notices

The “住宅使用料等納入通知書 (Payment Notice for Housing Fees, etc.)” for 2025 will be sent out around the 20th of each month. **Please pay your housing fee by the deadline.**

- (1) If you have lost your payment notice, you can get a new one by applying through the “List of Online Procedures” page on the JKK Tokyo website, or by contacting the JKK Tokyo Customer Support Center (phone number ❶ on page 8).
- (2) We provide payment notice envelopes with braille writing for those who are visually impaired. Contact the JKK Tokyo Customer Support Center (phone number ❶ on page 8) if you wish to use this service. We ask family members, caretakers, and the like to communicate the information in the payment notices to the visually impaired resident.

### It's easy, convenient, and secure. Take advantage of automatic withdrawals/payments!

#### Easy

Your monthly payment is automatically withdrawn from your designated account on the last day of the month\*.

\* Or the next business day if the last day is a financial institution holiday.

#### Secure

No need to line up at a financial institution.  
No need to worry about forgetting to pay.



### ▶▶▶ Just Three Steps to Complete the Procedure!

Step  
1

#### Obtain an automatic withdrawal (payment) request form

Obtain the request form by applying online through the Metropolitan Government of Tokyo Public Service Cloud Application service, or by contacting the JKK Tokyo Customer Support Center (phone number ❶ on page 8).

Step  
2

#### Fill in the form and affix your personal seal or write your signature registered with your financial institution

Fill in the details of the account you wish to use, including the account holder number and other necessary matters, and either affix your personal seal or write your signature in the appropriate place to match what you registered with your financial institution.

Step  
3

#### Submit the form to your financial institution

Submit the form directly to the service counter of the financial institution you want to use.

Generally speaking, automatic withdrawal/payment will begin the following month if you complete the registration process in the first half of the month, and the month after the next if you complete it in the second half.

If we are unable to withdraw the payment from your account, we will send you a payment slip the following month. Take the payment slip to a financial institution service window and make the payment there.



**Access the “List of Online Procedures” page on the JKK Tokyo website to apply for reissues of payment notices and online requests for automatic withdrawal (payment) request forms.**

Scan the QR code at right to access the “List of Online Procedures” on the Residents of Municipal Housing page on the JKK Tokyo website for:

- > Copies of new and reissued application forms, etc.
- > Copies of housing fee payment slips
- > Housing fee account transfer (automatic withdrawal) request forms



## Over-earners Must Work to Vacate Their Apartment

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. As such, the Act on Public Housing and the Tokyo Metropolitan Housing Regulations obligate residents whose income exceeds the limit for municipally-owned housing (over-earners) to work as best they can to vacate their apartments.

There are many people who wish to live in these apartments but are unable to do so due to a lack of space. For this reason, we ask over-earners to work toward vacating their apartments.

We are also planning to send a “収入超過についてのお知らせ (Notice to Over-earners)” to these residents in mid-May.

### Q&A about Over-earners

#### Q Who is considered an over-earner?

A Residents who have lived in municipally-owned housing for 3 years or more, and have exceeded the resident income limit.

The resident income limit is 158,000 yen in certified monthly income. For households with elderly individuals, individuals with impairments, etc., the limit is relaxed slightly, and is 214,000 yen in certified monthly income.

#### Q What is certified monthly income?

A Certified monthly income is your monthly income as determined by your “収入報告書 (Income Report),” which you are asked to submit every year by July 7.

You can check your certified monthly income on the “令和7年度収入認定通知書兼使用料決定通知書 (2025 Certified Income Report and Housing Fee Notice)” and the attached pamphlet, etc. sent to you in February. The calculation method is also posted on the JKK Tokyo website.



JKK Tokyo website Residents of Metropolitan Housing, etc.  
> FAQ > Housing fee procedures



#### Q How does your housing fee change if you become an over-earner?

A From the period in which you become an over-earner, your housing fee will increase every year (with greater percentage increases every year), until it is at approximately the same level as the rent for similar apartments in the neighborhood (private rental housing in the neighborhood)

## Building and Facility Inspections Based on Laws and Regulations

JKK Tokyo regularly inspects fire and building equipment—as well as facilities such as elevators, water tanks and pumps—in the buildings and meeting rooms of the apartment complexes, in accordance with laws and regulations.

A company contracted by JKK Tokyo will carry out the inspections. When you see a post or notice that an inspection is coming up in your apartment building or meeting room, please cooperate with the procedure.

### Learn about the SDGs with Professor Panda: The Seventeen Goals



Q: How do we prevent food loss?  
Think about what you can do!

→ Answer on page 8.



### 12. Responsible Consumption and Production

Both producers and consumers must aim to conserve resources and reduce waste. Food loss—meaning when food is thrown out without being eaten—is a major problem in the world.

## Notification regarding 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, the termination of a partnership, or the like, and the cohabitant wishes to continue living in municipally owned housing, he/she must submit a 住宅世帯員変更届 (Household Member Change Notice) form and 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 **a spouse or certified partner of the lessee** who received official cohabitant permission and **has been continuously residing in the property** can take over the lease.

Notes:

1. 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.
2. For those in subsidized housing (designated public rental housing / special local rental housing), spouses, relatives within three degrees of kinship, and certified partners of the lessee will be approved.

### 《 Beware! 》

- Even if the intended successor is the lessee' s spouse or certified partner, he or 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 (See the example below).
  - The spouse has been living with the lessee without receiving cohabitation approval.

### Example: A three-person household consisting of parents and a son.



Lessee  
(father)



Spouse of lessee  
(mother)



Cohabitant (son)  
(Has high income)

#### Time of turnover.

Death of lessee, moving out due to divorce, etc.

If there is a person or persons in the household with income and the total household income exceeds the limit for resident income\*, approval will not be given even to the lessee's spouse.

The household may become "over-earners" when the spouse becomes the lessee, even for those currently receiving exemptions or whose income has not changed.

\* Limit for resident income:

Certified monthly income of 158,000 yen. However, for households that meet certain requirements, such as the elderly or disabled, the limit may be raised to 214,000 yen.

- If you continue living in the residence for **six months after the date the lessee dies or moves out due to divorce, the termination of a partnership, or the like**, without receiving approval, you will be required to **pay an amount equivalent to the rent of a nearby similar residence (private rental housing in the neighborhood)** starting from the following month.

There are specific requirements for the approval of turnover, such as income standards based on ordinances, reasons for application, status of payment of housing fees, and length of occupancy. If you have any questions, please contact the JKK Tokyo Customer Support Center (phone number ❶ on page 8).

# The Online Application Website Has Switched to LoGo Form

Note: Available in Japanese only.

Until last fiscal year, online applications were conducted through the Metropolitan Government of Tokyo's public cloud application service. Starting on April 1, online applications are now accepted through LoGo Form.

All procedures that were available online are still available, so please use this new online application site.

You will need to create a new account to use LoGo Form. This is true even if you had an account for the Metropolitan Government of Tokyo public cloud application service.

**電子申請システム LoGoフォーム**

いつでもどこでも  
スマホ・パソコンで  
手軽に手続き

24時間  
利用できます

まずはマイページから  
新規アカウント登録！

ログインIDとなる  
メールアドレスを入力

ココから

メール受信  
URL をクリック

利用者情報を入力し、利用規約等に同意する

登録完了！

**[LoGo フォーム]  
アカウント登録のご案内**

LoGo フォームのアカウント登録をお申込みいただきありがとうございます。

以下のURLにアクセスし、アカウント登録を完了してください。

<https://logoform.jp/registration/>

【ご注意】

- ・本メール受信時点では会員登録は完了していません。
- ・アカウント登録用のURLの有効期限は24時間

**LoGoフォーム  
新規アカウント登録**

1 2 3

アカウントを作成します。項目へ入力し、「確認」を押してください。  
下記情報は電子申請時、フォームに自動入力されます。

【アカウント種別】

☒ 個人 ☐ 法人 ☐ 必須

アカウント種別はあとから変更できません。

【利用者情報】

氏名

氏  姓

東京都

パスワード

パスワード確認

☐ 二段階認証を利用する

有効にした場合、ログイン時に毎回、確認コードが記載されたメールをお送りします。確認コードを正しく入力された場合のみログインできるようになります。

☒ LoGoフォーム利用規約およびプライバシーポリシーに同意してアカウント登録を進める

確認

**LoGoフォーム  
新規アカウント登録**

1 2 3

● アカウント登録しました

登録したメールアドレスにアカウント情報をお送りしました。アカウント情報は大切に保管してください。マイページから申請履歴の確認や登録情報の編集ができます。

マイページへ

logoform.jp

Once you have created an account, please access the “List of Online Procedures” on the Residents of Municipal Housing page on the JKK Tokyo website to check the available procedures.

Examples of available online procedures: Household member change notifications, redecoration applications, parking and storage space use certification requests, etc.



Complete online  
applications  
through the JKK  
Tokyo website



Even some procedures that are not available online can be done via postal mail, such as applications for reducing housing fees.

By using these online or postal procedures, you can file notifications and request forms without having to pay for transportation to the consultation center or wait in line. Please make use of these convenient online and postal procedures.

The consultation center is usually very busy in late April. Please apply for the fee reduction/exemption for May as soon as possible.



Postal rates were revised in October 2024. Please be careful when mailing application documents, etc.  
Note: Items may be returned to the sender if the fee is insufficient. Please mail your application well in advance of the deadline.

## Inquiries regarding the new online application site

Please contact the JKK Tokyo Customer Support Center (phone number 1 on page 8).



# Elevator Safety Knowledge for Earthquakes

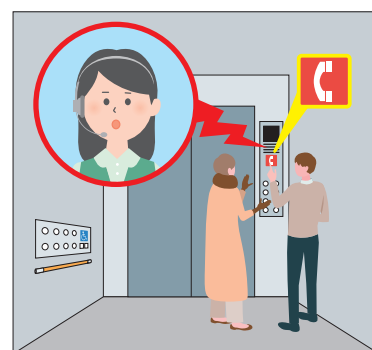
## Danger! Never use elevators to evacuate!

- ◆ Even if an elevator is moving **right after an earthquake**, it may stop suddenly due to aftershocks, blackouts, malfunctions, and building damage, leaving you **stuck inside**.



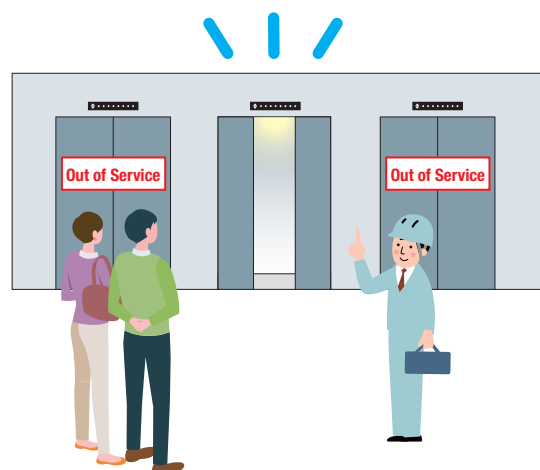
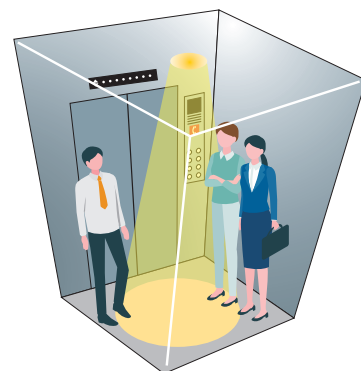
## If an earthquake strikes while you are in an elevator

- ◆ Elevators have safety systems that automatically stop the elevator at the nearest floor when they detect an earthquake. If you feel a tremor, however, press the buttons for **all** floors immediately, get off on the first floor the elevator stops on, and evacuate by using the stairs or other means.
- ◆ If you do become trapped in an elevator, **please do not try to get out. This is very dangerous**. Please use the intercom to report the situation and wait for rescue. To use the intercom, **press and hold the emergency call button for at least five seconds**.
- ◆ Even if an earthquake causes a power outage, emergency lighting inside the elevator will activate. Please remain calm, contact the outside, and wait for rescue.



## Asking for your understanding and cooperation regarding elevator restoration

- ◆ If an earthquake of intensity 4 or higher on the Japanese scale occurs, **the elevator maintenance and management company will come to fix the elevator without any notification from residents**.
- ◆ If many elevators stop due to earthquakes or other disasters, it will **take a significant amount of time** to restore all of them to service.
- ◆ Buildings where people are trapped and hospitals and other buildings that vulnerable disaster victims use will receive priority. If a major earthquake strikes, it may take some time for all elevators to be restored, as **“one elevator per building”** is the general rule for restoration in buildings with multiple elevators.
- ◆ We apologize for any inconvenience this may cause to residents and ask for your understanding and cooperation.



## If You Installed a Bathtub and/ or Bath Heater at Your Own Expense

If a bathtub or bath heater that you installed at your own expense malfunctions, the Tokyo Metropolitan Government will pay to replace it. If you wish to have your unit replaced, please confirm the following before applying:

### Application requirements

- (1) A bathtub or bath heater that you installed at your own expense is malfunctioning.
- (2) You must agree that your housing fee (rent) will be revised if you use this service\*1.
- (3) You are responsible for the removal and disposal of the old unit, including any associated fees\*2.
- (4) You must not be in arrears with any housing fees (rent).
- (5) You must not be an over-earner or high-income earner.

\*1: Estimated housing fee (rent) revision: Expect an increase of approximately 500 to 3,000 yen per month

- The amount of the increase depends on your household's income category.
- You will be notified of the official amount after the bathtub/bath heater replacement work is finished.

\*2: You can also ask the company conducting the replacement work to remove and dispose of your old unit (you are responsible for any related fees).

### Application procedures

Call the JKK Tokyo Customer Support Center or request an application form online.

Once you receive and complete the application form, submit it by mail or in person to your nearest Consultation Center.

Note: After your application is reviewed and is determined to meet the requirements, a contractor will contact you to conduct a site survey and conduct the replacement work.

### Application period

**Tuesday, April 1 to Friday, December 26, 2025**

Note: Applications may close earlier if the number of applications exceeds expectations.

#### ■ How to get the application form

- By phone JKK Tokyo Customer Support Center, phone number ❶ on page 8
- Online Scan the QR code on the right with your smartphone, etc. to access the "List of Online Procedures" on the Residents of Municipal Housing page on the JKK Tokyo website.
  - > New and reissued application forms, etc. > Request bathtub/bath heater replacement application form



#### ■ Contact information for construction details

JKK Tokyo Customer Support Center, phone number ❷ on page 8

## 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.

From April 2025 to March 2026, building monitors will be making house visits to applicable households to conduct request surveys on new periodic visits/consultations.

### Target Households

Households with residents who are all eighty years old or older, who moved in before March 2025, and who do not currently receive periodic visits.

### If you are not home when the building monitor visits

The building monitor will put a questionnaire postcard in your mailbox. Please fill out the questionnaire and return it to us.



# Replacement of Household Fire Alarms

We are currently in the process of replacing household fire alarms in municipally-owned apartments. We are obligated to install and maintain these fire alarms under the Tokyo Fire Prevention Ordinance, and as such, need to be regularly replaced almost every 10 years. If the fire alarm is not replaced for reasons such as nobody being home, the detection of fire could get delayed. We ask you for your cooperation if we notify you that fire alarm replacement work will be carried out.

If you cannot see any household fire alarms installed in your apartment, please contact JKK Tokyo Customer Support Center (phone number ❷ below)

The year of installation is printed on this part of the alarm.



## ◆ Watch out for door-to-door salesmen, scammers or other dishonest tradesmen that visit your home to sell you this kind of equipment. ◆

The replacement work will be handled by a company commissioned by JKK Tokyo. There will be no fee for this work. Residents do not need to purchase their own fire alarms.

### If Your Fire Alarm Goes Off...

#### ◆And There Is a Fire◆

Check to see what caused the fire, and evacuate your apartment. Call 119, and if possible, work on extinguishing the fire in its initial stages with available means. After calling the fire department, please also report the fire to the JKK Tokyo Customer Support Center (phone number ❷ below).

#### ◆And There Is No Fire◆

Press the stop button on the fire alarm, or pull the string attached to the alarm. This will stop the fire alarm, and return it to its usual state. Afterwards, make sure to ventilate the room.

## ☆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

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!**



Eat a variety of foods without being picky, check the best-before date so you are able to finish everything, don't buy too much, make the appropriate quantity do so that there are no leftovers, etc.

8

Daily Life Plaza No. 396