

Daily Life Plaza



Entrance to
Utoji-land

2025 (Reiwa 7) September

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 the Sending of “不足書類のお知らせ (Notice of Insufficient Documents)” for “収入報告書 (Income Reports)”

We are reviewing the 収入報告書 (income reports) submitted by residents of municipally-owned housing. If our review shows that you are missing any necessary documents, we will send you a 不足書類のお知らせ (notice of insufficient documents). Once you know what you still need to submit, please promptly send the missing documents.

Please note that failure to submit the missing documents will result in you being charged housing fees equivalent to the rent for similar apartments in the neighborhood (private rental housing in the neighborhood) starting from April 2026 so be sure to submit the documents.

About Households That Have Not Submitted Their “収入報告書 (Income Reports)”

The “収入報告書 (Income Report)” is an important document that will decide your municipally-owned housing fees from April 2026. Failure to submit a “収入報告書 (Income Report)” will result in you being charged housing fees equivalent to the rent for similar apartments in the neighborhood (private rental housing in the neighborhood). If your household has not submitted the form yet, submit it along with the necessary documents.

Households Receiving General or Special Housing Fee Reductions

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. 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), starting the next fiscal year.

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The deadline (date of automatic withdrawal) to pay for September housing fees, etc., is September 30 (Tue.).
If you are using direct debit, please check the amount in your payee account before the date of the direct debit.

Building Monitors Will Visit Your Apartment Complex on Request

• Regular visits to the elderly and disabled

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.

Please feel free to consult with us if any of the following applies:

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



Target households

- (1) Households where the only members are 65 years old and above
- (2) Households where the only members are disabled
- (3) Households where the only members are 65 years old and above, as well as disabled

Support provided during periodic visits

- (1) Provide consultation and act as intermediaries with regards to applications, income reports, repairs, etc.
- (2) Introduce residents to the relevant organizations related to welfare

Note: Building monitors do not perform tasks such as handling money or serving as proxies for obtaining Certificates of Residence.

Applying for periodic visits/ consultations

If you would like to request new periodic visits/consultations, contact the JKK Tokyo Customer Support Center (phone number ① on page 6.)

Building monitors also visit households with members that have recently turned 65, 70 or 75 years old, as well as households with only people 80 years of age and above, to conduct periodic visit preference surveys.

We will publish information about the periodic visit preference survey in the October issue.

• Housing complex management, such as exterior maintenance of common areas

In addition to visiting the elderly and disabled, as stated above, building monitors regularly patrol housing complexes and inspect things like the outer walls of buildings and park equipment to maintain housing complex safety. Building monitors also maintain the living environment pleasant by providing correctional guidance to anyone inconveniencing others such as by unpermitted parking.

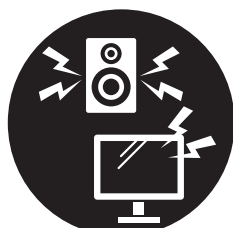
Main inspection targets

- Cracks and/or chipping in the building's outer wall
- Damage to playground equipment and potential risks in surrounding areas
- Sunken areas of roads/sidewalks, damage to fences, etc.



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.**



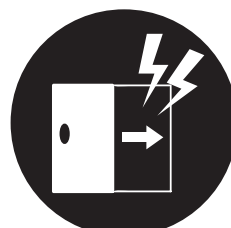
TV and music



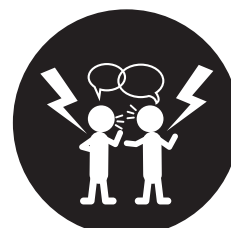
Electrical appliances



Footstep



Opening and closing doors



Talking

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

Household Measures during Typhoons Producing Heavy Rain and Strong Winds

Please read the following section to see what preparations you should take in the event of a typhoon, heavy rain or strong winds. Please note that our customer support center receives many inquiries during typhoons and the like, so the lines may be busy.

■ Preparing for strong winds (preventing glass from breaking)

- Take inside anything that could be blown away by the wind.
- Lock the windows and close the curtains.
- Place shatterproof film or curing tape (in an X shape) on window glass. For frosted glass, place tape on the outside and peel it off promptly when no longer necessary.



■ Indoor flooding countermeasures

- Keep balcony gutters clean.
- If rainwater is entering from the window frame or entrance door, create a wall of rags or towels along the rail of the window or door to stop it, and be sure to wipe up the water frequently.
- Move belongings and appliances that are near windows to a safer location. Unplug cords as well, to prevent short circuits or electric shocks.

■ Measures for rainwater seeping through the ceiling

- To keep the floor dry, place a newspaper, towel or other rag under the area where the rainwater is falling, and a bucket over that. This will keep the accumulated water from splashing around.

Note: Since waterproofing work cannot be done when it is raining, please use house hold items for emergency measures.



■ Measures for the hallways and other common areas

- Clean the drainage trenches to prevent them from becoming clogged with leaves and other debris.
- Rainy days are dangerous because the floors of the entryway, stairs and outer hallways can get wet and slippery. Please be careful when passing through.

■ Measures for elevators

- Elevators may malfunction if rain gets them wet, so close the elevator hall window when it rains.
- If the elevator stops, please contact the elevator maintenance company directly.

■ Measures if electricity or water is cut off

- During a power outage, see if your circuit breaker has tripped.
- During the suspension of water supply, make sure to keep the faucet closed.
- In any case check the state of other rooms as well and have your representative call JKK Tokyo Customer Support Center (phone number ② on page 6.)

Information about preparing for disasters is posted on the JKK Tokyo website.
<https://www.to-kousya.or.jp/nyukyosha/saigai/taifu.html>



Learn the SDGs with Professor Panda: The Seventeen Goals



Q: One of the key factors for achieving a fair society is having citizens actively participating in politics, such as by voting in elections. Do you know the age at which Japanese citizens gain the right to vote?

➡ Answer on page 6.

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16 平和と公正を
すべての人に



16. Peace, Justice and Strong Institutions

Many people around the world do not have the luxury of safety due to wars and other forms of violence. In these areas, children are unable to attend school, and many people lose their homes. To achieve a more peaceful society, all people must be protected by laws and have access to other fair systems.

For all people!

国勢調査 2025

Please Cooperate with the National Census!

The national census, which occurs once every five years, will be conducted from September 20 to October 8, 2025.

All people and households living in Japan—including foreign nationals—are counted in the census.

Note: Please be aware of fraud and suspicious phone calls or emails claiming to be related to the census.



You can respond 24/7 using the online questionnaire!

Census 2025 Campaign Website

国勢調査2025

Search

<https://www.kokusei2025.go.jp/>



Prepare for Disasters!

It is essential to prepare a stockpile of food and daily necessities. This will allow you to remain at home during a disaster.

“Daily stockpiling” requires no special preparations. Just keep extra quantities of things you use at home on a daily basis, and you will be able to live at home for the foreseeable future in the event of a disaster.

Tokyo stockpile navigation website
<https://www.bichiku.metro.tokyo.lg.jp/>



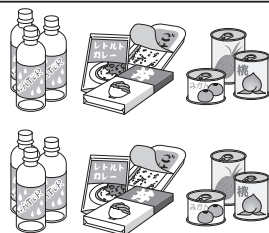
Tokyo stockpile navigation



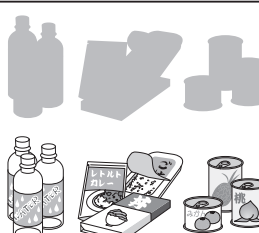
Bosai-kun, the official character of Tokyo Disaster Preparedness

An example of daily stockpiling from the Tokyo Metropolitan Government

STEP 1 Buy a little bit more than you need



STEP 2 Use/eat



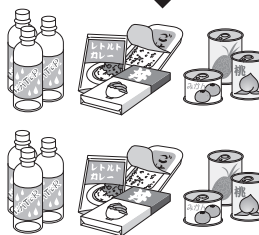
Consume older items first

STEP 4 Use/eat

Essential items to be prepared and minimum necessary amount



STEP 3 Restock consumed items



Items especially necessary during a disaster

(Items that were useful in actual disaster areas)

- Portable gas cylinder stoves
- Flashlights
- Disposable toilets
- Rechargeable battery-powered radio, etc.



If your household includes women, also be sure to stock up on hygiene products, and diapers and other supplies if there are infants or senior citizens.

Make sure you always have a little bit more than you need

Source: “Let’s Build Daily Stockpiles” by the Tokyo Metropolitan Government
https://www.bousai.metro.tokyo.lg.jp/_res/common/bichiku/pamph_r6_7.pdf



Eight Actions to Protect You from Hyperthermia (Heat Illness)

今年の夏も
沸とう京

- 1 Stay hydrated** Make sure to drink water—about half a cup every hour—and do so before you feel thirsty.
- 2 Use air conditioners freely** On days when the temperature and humidity are high, use your air conditioner freely instead of worrying about saving energy.
- 3 Choose cool clothing** Choose well-ventilated, quick-drying clothing, and use neck coolers or the like.
- 4 Use hats and parasols** Direct sunlight can raise the temperature of your head by 5 to 10°C, so wear a hat or use a parasol.
- 5 Use cooling shelters** When you go outside, take frequent breaks in cool places such as cooling shelters.
- 6 Spread awareness** Talk to your family, friends and coworkers to spread awareness of hyperthermia prevention measures.
- 7 Checking the Wet Bulb Globe Temperature (WBGT)** The WBGT is a heat index that factors in temperature, humidity and sunlight. Staying aware of this index is an effective way to avoid hyperthermia.
- 8 Maintain a regular lifestyle** Eat three balanced meals a day and get plenty of sleep to make your body more resistant to hyperthermia.

Applications Accepted for 2026 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 FY2026 will be announced in the November edition of Daily Life Plaza. They will be added to your monthly housing fees starting from April 2026.

● Application method

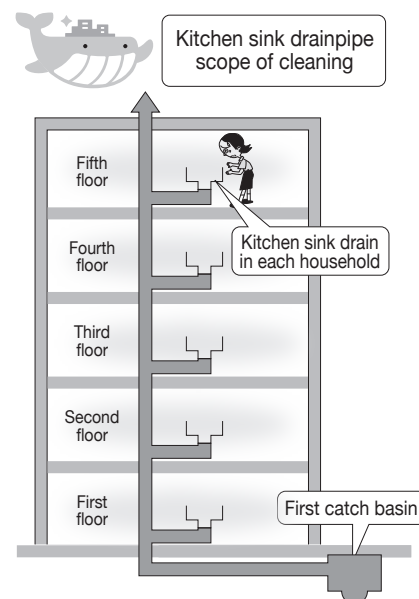
For housing complexes requesting cleaning for the first time, please contact the JKK Tokyo Customer Support Center (phone number ❶ on page 6) through your representative (resident association).

For housing complexes requesting cleaning following last year, we have sent an application form for 2026 in late October to your representative.

● Period for accepting applications/where to apply

- (1) Period: From November 4 (Tue.) until November 28 (Fri.), 2025
- (2) Where to apply: Your Consultation Center in charge

Note: If you are applying for a renewal, you can do so online. Application procedures will be available in the October edition of Daily Life Plaza.



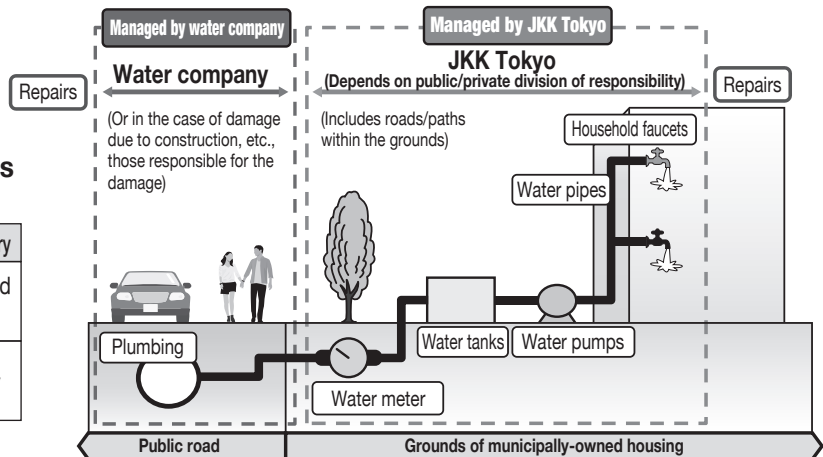
Contact Information in Case of Leaks, Suspension of Water Supply, Etc.

Contact the JKK Tokyo Customer Support Center if you experience leaks, suspension of water supply, etc. on the premises.

After investigating what caused the leaks and suspension of water supply, repairs are paid for either by water companies, or by the Tokyo Metropolitan Government and residents according to the public/private fee payment categories for municipally-owned housing etc.

Management category of water pipes and waterworks facilities

Location	Management category
Grounds of municipally-owned housing(except water meters)	Municipally-owned housing etc.
Water meter	Water company



Contact information in case of leaks, suspension of water supply, etc.

Contact phone number ② of the JKK Customer Center listed below.

JKK Tokyo Customer Support Center

The phone lines are often very busy on Mondays and the day after a holiday.
If you are not in a rush, please call on a different day.

Hours 9 a.m. to 6 p.m. (excluding Saturdays, Sundays, national holidays and during the year-end/New Year's holidays)

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

Click here for the list of online applications for municipally-owned housing, etc.



0570-03-0071

☎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.



0570-03-0072

☎03-6279-2653



• **Navi-Dial is not covered by the free calls or fixed-rate calling plans that mobile phone carriers offer.**

In addition, call charges vary depending on your connection and device.

For the actual process, please listen to the rate guidance at the beginning of the phone call or visit the Navi-Dial website.

Note: There are no charges for the rate guidance that plays at the beginning of the phone call.

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

Please click here for the FAQ regarding procedures, etc.



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



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



Eighteen years old

6

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