

Daily Life Plaza



Entrance to
Utoji-land

2025 (Reiwa 7) 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 2025 and March 2026 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 Friday, 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.

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

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

^{*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.

Applications Accepted for FY2026 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, etc.).

● 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.

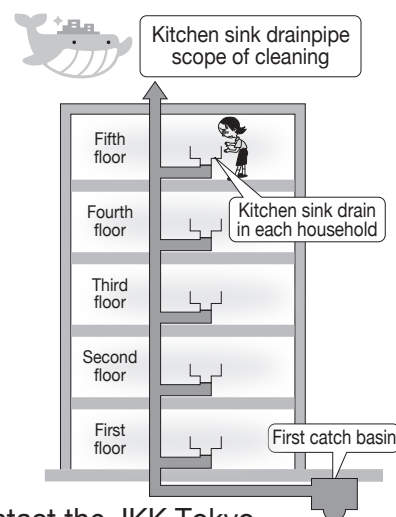
● Application method

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, etc.).

For housing complexes requesting cleaning following last year, we will send 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.



[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 2025 can apply online. Online application is not available for newly applying for housing complex.

Apply from the JKK Tokyo website



JKK Tokyo website > Residents of Municipally-Owned Housing, etc.
> List of Online Applications > Resident Association-related procedures
> 8. Applications for Kitchen Sink Drainpipe Cleaning (for renewal applications)
Note: If you are applying for the first time, you must register a new account on LoGo Form.

Application form



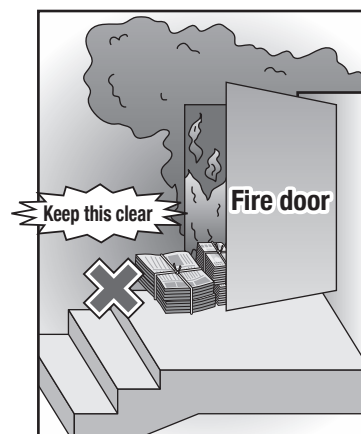
Notes When Using Common Areas

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

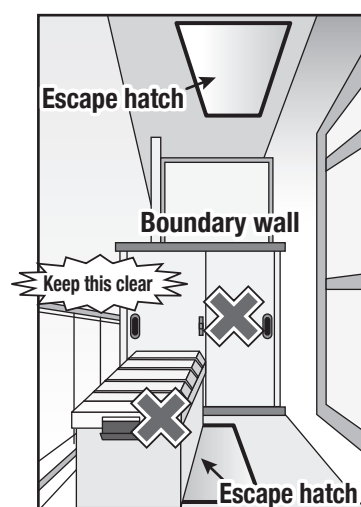
Do not place objects in front of a fire door, since they will prevent it from opening and closing properly and help fires spread. Please clear away any objects you've placed there.



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.

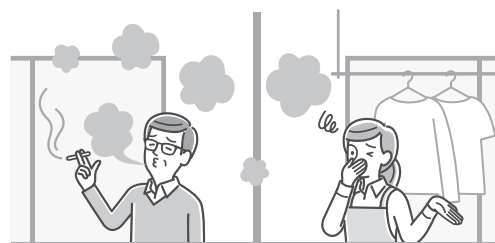
In addition, if the drain's grate is blocked by dirt or trash, rainwater may overflow and lead to leaks, so work with other residents to clean it regularly.

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 the SDGs with Professor Panda: The Seventeen Goals



Q: "North-South cooperation" refers to developed countries providing economic and technical support to developing countries. What is the term for developing countries cooperating with each other to support each other's development?

➔ Answer on page 6.



17 パートナリーシップで
目標を達成しよう



17. Partnership for the Goals

For humans to create a better world, countries and people around the world must cooperate to a greater degree than ever before. It is also vital for nations, businesses, experts, individuals and the like to leverage their respective positions and strengths, join hands, and confront challenges together.

Do Not Put Anything on the Balcony Guardrail

To prevent items from falling off balconies due to wind or other causes, please refrain from the following:

- Placing items such as flowerpots on the guardrail
- Hanging items like futons, mats and laundry on the guardrail
- Installing antennas (satellite TV, wireless, etc.) on or outside the guardrail, etc.

If an object falls, it can cause an accident or serious injury if it hits someone or something.

When drying futons (including sheets and covers) on your balcony, always use a futon rack and futon clips to hang them inside the balcony to prevent them from falling.

Secure the drying rack with a cord or use a rope as a rack instead.

Falling objects have a high risk of leading to accidents, so please take care to prevent this.



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).

Stop Customer Harassment

The Tokyo Metropolitan Ordinance on Prevention of Customer Harassment was implemented in April 2025.

The following actions may be considered customer harassment. You must carefully consider how you convey opinions or requests to workers so that your actions are not deemed as customer harassment.

- Verbal abuse or actions that insult someone's character
- Keeping someone tied up on a call or obscene remarks/actions over the phone, etc.
- Prolonged lingering or stalking behavior
- Overly persistent demands
- Exposing faces or name tags on social media, or defaming individuals by name

The Tokyo Metropolitan Government disseminates information regarding customer harassment.

- Information about the ordinance
- Video contents
- Useful columns, etc.



Tokyo No
Customer Harassment
Support Navi



To Prevent the Spread of Influenza

✓ Wash your hands properly

Follow steps 1 to 6 below
(the whole process should take about thirty seconds)

1. Wet your hands under running water, apply soap, and rub your palms thoroughly
2. Scrub the backs of your hands to spread the soap
3. Scrub your fingertips and between your nails thoroughly
4. Wash between your fingers
5. Wash your thumbs with your palms
6. Wash your wrists
7. Rinse thoroughly with water and dry your hands well with paper towels or a clean towel

✓ Practice proper cough etiquette

- Wear a mask if you have symptoms such as a cough
- If you have to cough or sneeze, cover your mouth and nose with a tissue or the like and turn away from others. If you do not have a tissue, cover with your sleeve or the inside of your jacket instead of your hands.

Please also visit the Tokyo Metropolitan Government website:

- ◆ About influenza transmission routes and prevention measures
- ◆ If you think you might have the flu



Use masks properly

Putting a mask on

- Make sure the mask covers both your mouth and nose completely
- Place the ear loops on your ears
- Adjust the mask so there are no gaps around your nose and your chin is completely covered



Removing your mask

The mask's surface may be contaminated with the flu virus, so avoid touching it. Only touch the ear loops when removing it.



✓ Vaccines are effective to prevent the illness from becoming severe. Consult with your family doctor.

■ Inquiries:

Supply Management Desk, Medical System Maintenance Section, Infectious Disease Control Division, Tokyo Metropolitan Government Bureau of Public Health ☎03-5320-4214

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!



South-south cooperation

6

Daily Life Plaza No. 402