



JoyLiv PDF edition



Public Housing Management Section, Public Housing  
Division, Tokyo Metropolitan Housing Supply Corporation  
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\ Be Prepared! /



## Disaster Preparedness Supplies



In the event of a disaster, everyone's needs are different. Stockpile supplies based on your household's specific requirements.

A good guideline is to have enough to last three days to one week. By keeping a little extra food and daily necessities on hand—and replenishing them as you use them (a “rolling stock”)—you can maintain your supply without added strain.

Also, prepare an emergency evacuation backpack so you can quickly access essential items in case of an emergency.

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## Basic Supplies to Stockpile at Home

- ☐ Drinking water (3 liters per person per day × 3 days or more \*ideally, a week's supply)
- ☐ Emergency food (Ready-to-eat rice, canned goods, retort pouch meals, dried noodles, nutritional supplements, etc.)
- ☐ Paper plates, paper cups, disposable chopsticks, plastic wrap, plastic bags
- ☐ Cooler box, ice packs (for storing perishable or refrigerated items)
- ☐ Flashlight, battery-operated lantern, spare batteries
- ☐ Hand-crank radio
- ☐ Mobile battery (power bank)
- ☐ Portable toilet or toilet bags, toilet paper
- ☐ Wet wipes
- ☐ Wet towels for body wiping, dry shampoo
- ☐ Hygiene products (face masks, oral care items)
- ☐ First aid kit (band-aids, household medicine, prescription record notebook)
- ☐ Water tank or jugs, simple water purifier
- ☐ Cash (including coins), a copy of your ID
- ☐ Local hazard map, disaster preparedness manual



## What to Pack in Your Emergency Backpack

- ☐ Drinking water (several 500ml plastic bottles)
- ☐ Emergency food (One day's worth)
- ☐ Helmet or protective hood
- ☐ Headlamp, flashlight, portable radio
- ☐ High-capacity mobile battery (power bank), charging cable
- ☐ Clothing (jacket, underwear, socks, etc.)
- ☐ First aid kit (band-aids, thermometer, household medicine, bandages, prescription record notebook, etc.)
- ☐ Anti-theft alarm, whistle (for signaling help)
- ☐ Writing utensils, notepad, paper map
- ☐ Multi-tool knife (includes can opener, scissors, screwdriver, etc.)
- ☐ Garbage bags (opaque), quick-drying towels, work gloves
- ☐ Hygiene products (masks, oral care items, sanitary products, etc.)
- ☐ Portable toilet, tissue paper
- ☐ Rain gear (folding umbrella, raincoat)
- ☐ Cold-weather gear (disposable hand warmers, aluminum thermal sheets, etc.)
- ☐ Sleep accessories (eye mask, earplugs, etc.)
- ☐ Valuables (cash, insurance card, ID, etc.)
- ☐ Hand fan, folding fan
- ☐ Wet towels for body wiping, dry shampoo

## Preparations for families with children

- ☐ Milk, baby bottles
- ☐ Baby food, portable cutlery
- ☐ Diapers, baby wipes, diaper disposal bags
- ☐ Favorite toys, picture books
- ☐ Baby carriers

## Preparation for families with elderly people

- ☐ Nursing care products (adult disposable underwear, cleaning wipes)
- ☐ Hearing aids, eyeglasses
- ☐ Dentures, cleaning agents
- ☐ Regular medications, prescription record notebook
- ☐ Folding chair (for resting at the evacuation shelter)

Let's continue making preparations that suit your lifestyle as part of your daily routine.

## Precautions Regarding Elevators During Earthquakes

### ! Please do not use elevators during earthquakes!

Elevators are equipped with seismic sensors, and the doors will be opened and the lights extinguished to encourage evacuation after stopping at the nearest floor when an earthquake is detected. The doors will close automatically after a certain period of time (15 to 20 seconds), but they can be reopened by pressing the "Open" button.

Elevators will recommence operations after a certain period of time depending on the magnitude of the earthquake, but you are advised not to use them for evacuation purposes in consideration of aftershocks.



### ! When trapped inside an elevator during an earthquake...

If the emergency call button inside the elevator is **pressed for five seconds or more**, the elevator maintenance company, manager's office, or the elevator hall interphone on the 1st floor will be alerted and you can speak with the personnel.

Never force open the doors. Failure to observe this may result in you falling into the elevator well.



### ! In the event there is no one at the front desk, please check to make sure no one is trapped in the building.

#### 1 Check for people trapped inside with the use of the interphone.

There is interphone on the first floor, use it to call to the person in the elevator, and confirm if anyone is trapped inside.

#### 2 Check for people trapped inside at the relevant elevator hall.

- (1) Confirm the floor where the elevator is stopped by the floor number indicator, and confirm if anyone is trapped inside by looking through the security window. Moreover, if you confirm a person is trapped in the elevator, please instruct the person to push the "Open" button to open the door. If the door does not open, please inform to the elevator maintenance and management company.
- (2) If the floor number indicator is off and you do not know where the elevator is stopped, please call inside the elevator at each floor. If anyone is trapped inside, please inform the elevator maintenance and management company.



## ! Restoring Elevator Operations After Earthquakes

Generally, if an earthquake measuring four or more on the Japanese scale occurs, the maintenance companies will restore only one elevator per building to ensure that the minimum number of routes up and down the building are available (this will reduce restoration time by approximately 30 percent in comparison with restoring them all). Priority will be given to rescuing people trapped in elevators, and restoration will then be carried out with priority placed on hospitals and other buildings containing vulnerable people, important public facilities and high-rise buildings 60m (20 floors) or more in height.

Therefore, restoration of all elevators will require time, especially for buildings 60m and lower (19 floors or less) and residences with multiple elevators, your understanding is appreciated.

Furthermore, if an earthquake measuring four or more on the Japanese scale occurs, the elevator maintenance and management company will automatically respond in this order, even if you don't contact us.



## In the Event of a Large-Scale Earthquake, A Post-Earthquake Rapid Inspection of Damaged Buildings\* is Carried Out

When a major earthquake occurs, JKK will promptly carry out a post-earthquake rapid inspection of damaged buildings. However, this may take some time depending on the severity of the earthquake. When an earthquake occurs, immediately take cover. Do not wait for the inspection results but take action in response to the situation, such as evacuating to a shelter.

\* For buildings managed by building management associations or similar entities, emergency damage assessments may be conducted under the Tokyo Metropolitan Government's Disaster Relief Volunteer Program.

### What is a post-earthquake rapid inspection of damaged buildings?

An earthquake is comprised of a main quake and aftershocks. For major earthquakes, aftershocks of the same magnitude as the main quake are likely to occur. The purpose of the "post-earthquake rapid inspection of damaged buildings" is to prevent secondary disasters due to aftershocks, etc., by determining the risk of collapse or toppling of buildings damaged by the earthquake due to subsequent aftershocks, etc. as soon as possible, and to provide information of hazards while using the building until it is permanently restored.



**Dangerous**  
**Do not enter**

Please evacuate to the shelter



**Be careful**  
**Risk of secondary damage**

Enter only when necessary  
(Depending on damage condition)



**Investigation completed**

The risk level is neither "Dangerous" nor "Be careful"

We request that residents of the building comply the response determined as a result of the inspection.

Detailed information on disaster preparation can be found on the JKK Tokyo website. Please check.

Scan here to go to the JKK Tokyo website ➡




## Please Cooperate with Self-Defense Fire Drills.

**Q. What are self-defense fire drills?**  **Check!!**

**A. Emergency preparedness**

Apartment buildings are required to regularly conduct firefighting, reporting, and evacuation drills as part of their fire prevention plans. JKK Housing carries out these drills once or twice a year.

 **It is important to be regularly prepared so you can remain calm and act quickly in an emergency.**

**Q. What exactly do we do?**  **Check!!**

**A. We mainly conduct firefighting, reporting, and evacuation drills.**

### ○ Firefighting drills...

Learning how to use fire extinguishers and indoor fire hydrants and confirming their locations.

#### How to use a fire extinguisher

- ① Carry it near the source of the fire
- ② Remove the safety pin
- ③ Point the nozzle toward the fire
- ④ Squeeze the lever
- ⑤ Discharge

#### How to use an indoor fire hydrant

- ① Press the start button
- ② Extend the hose
- ③ Open the valve
- ④ Discharge water

### ○ Reporting and evacuation drills...

Learning how to report to the fire department and evacuate the building.

#### Call 119

- Type of disaster (fire or other emergency)
- Where (address/building name)
- What is on fire
- Are there any injuries or individuals unable to escape?

#### Evacuation procedure

- Check your evacuation route on a regular basis
- Cover your mouth with a handkerchief or similar object, and stay low while evacuating to avoid inhaling smoke.
- Once you evacuate, do not return.



Our staff will inform you when self-defense fire drills are in place.  
We encourage your participation in these drills.

## Notice of Change in Management Office Business Hours

Effective October 1, 2025, the management offices' hours will change as follows:

- **Management Offices Open Full Day:** Closing times will be one hour earlier.

Business Hours: 9:00 AM - **4:00 PM** (Lunch Break: 12:00 PM - 1:00 PM)

Closed: Thursdays and the year-end/New Year's holiday period

- **Management Offices Open Half Day (Afternoon):** Closing times will be one hour earlier.

Business Hours: **1:00 PM - 4:00 PM**

Closed: Wednesdays, Thursdays, and the year-end/New Year's holiday period

- **Management Offices Open Half Day (Morning): No changes to hours.**

Note: Business hours of management offices may vary for some housing.

Please note that the JKK Tokyo Customer Center will continue to accept phone inquiries until 6:00 p.m. on weekdays, as usual. If you have any questions regarding your home, please feel free to contact us.



# Modification of Residences

When remodeling and carrying out other repairs inside the home, it is necessary to apply to JKK to receive approval

## Modifications requiring approval (Examples)

Installing a handrail or assistive device in a corridor or living space, etc.\*

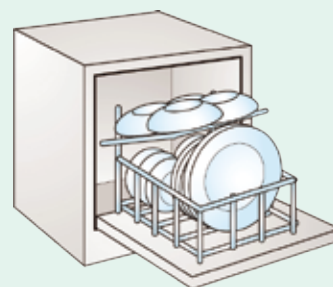


\* There are cases in which JKK will cover the costs involved in installing handrails, etc., for elderly people and people with disabilities if applied for separately.

I want to install an intercom with a camera



I want to install a dish washer.



### You must submit an “Approval application for housing modification, etc.”

- ★ You will need to pay the installation costs yourself.
- ★ Approval may not be granted, depending on the type of modification. (Approval cannot be granted for extensions/reconstructions or modification of common areas.)
- ★ As a general rule, you should restore the apartment to its original state when you move out.



|                           |  |
|---------------------------|--|
| Documents to be attached  | <ul style="list-style-type: none"> <li>• Floor plan of a room (a drawing showing the area to be remodeled. This can be a hand drawing).</li> <li>• Catalogs or other material about the products to be installed. (Copies are acceptable.)</li> <li>• Other documents, as needed.</li> </ul> |
| Location for applications | <ul style="list-style-type: none"> <li>• Management office or jurisdictional area office</li> </ul>  |

## Modification not requiring an application (Examples)

| Item  | Applicability   |
|---|---|
| Concrete plugs<br>(Anchor bolts inserted into holes drilled into walls, etc.) | <ul style="list-style-type: none"> <li>• For securing furniture, etc.</li> <li>• Hole (no more than 9mm wide and 2.5cm deep)</li> </ul> <p>* Cannot be installed near electrical switches, power sockets or circuit breakers.</p>   |
| Installation of air conditioners, etc.  | <ul style="list-style-type: none"> <li>• If there is a place to put the outdoor unit and the air conditioner can drain away water</li> <li>• If a panel is installed at a window and is set up with an intake/outtake air port, and the outdoor unit is installed on the balcony</li> <li>• If a room facing onto a common corridor has an air duct sleeve and air conditioner power socket</li> </ul> <p>* Please see the JKK website for details.</p> |

For everyone who is considering installing an air conditioner in public housing



If you plan to do some remodeling, please consult with the JKK Tokyo Customer Center. Contact us: Call the “JKK Tokyo Customer Center” using telephone number ① on page 12



## Are you getting quality sleep?

### Could it be... Sleep Apnea Syndrome (SAS)?!"

"Waking up feeling groggy, experiencing excessive daytime sleepiness, or being told that you snore or stop breathing during sleep—have you experienced any of these symptoms?

What you might dismiss as simple fatigue or the effects of aging could actually be signs of Sleep Apnea Syndrome (SAS).



Tokyo Saiseikai Central Hospital  
Chief of the Department of Pulmonary Medicine  
Saeko Takahashi

### What is Sleep Apnea Syndrome (SAS)?

Sleep Apnea Syndrome (SAS) is a condition in which breathing repeatedly stops during sleep, preventing the body from getting the oxygen it needs. The most common type is Obstructive Sleep Apnea (OSA), which occurs when the airway becomes blocked, usually at the back of the throat. Because it happens during sleep, the condition often goes unnoticed—many people only become aware of it when a family member points it out.

Obesity is a well-known risk factor for Obstructive Sleep Apnea (OSA). However, studies have shown that Asians, including Japanese individuals, are more likely to develop OSA even without being obese, due in part to anatomical features such as smaller or receding chins.

### It's Dangerous If Left Untreated!

If left untreated, Sleep Apnea Syndrome (SAS) can increase your risk of serious health conditions, including high blood pressure, diabetes, stroke, myocardial infarction, and even sudden death. It may also lead to drowsy driving and impaired concentration.

Try the following self-check:

#### STOP-Bang Test (Three or more "Yes" answers indicate a high risk)

|              |   |
|--------------|---|
| S (Snore)    | Do you snore?   |
| T (Tired)    | Do you feel sleepy during the daytime?  |
| O (Observed) | Has anyone observed you stop breathing during your sleep?                         |
| P (Pressure) | Are you taking high blood pressure medication?                                    |
| B (BMI)      | Is your Body Mass Index (BMI) 30 or higher?                                       |
| A (Age)      | Are you 50 years old or older?  |
| N (Neck)     | Is your neck circumference thick (43cm or more for men / 41cm or more for women)? |
| G (Gender)   | Are you male?   |



If you think you might have Sleep Apnea Syndrome (SAS), we recommend consulting a doctor. SAS is typically diagnosed through a sleep study, during which sensors are placed on the finger or nose during sleep to monitor breathing patterns, blood oxygen levels, and sleep depth. There are both simple screening tests and more detailed diagnostic tests—some of which can even be done at home.

SAS is often difficult to detect on your own, but if left untreated, it can be life-threatening. It's worth getting checked for your loved ones.

#### Tokyo Saiseikai Central Hospital

1-4-17 Mita, Minato-ku, Tokyo

(3 min. walk from Akabanebashi Exit, "Akabanebashi" station, Toei Oedo Line)



▼Website here



#### Tokyo Saiseikai Mukojima Hospital

1-5-10 Yahiro, Sumida-ku, Tokyo

(7 min. walk from "Keisei Hikifune" station, Keisei Oshiage Line)



▼Website here



JKK Tokyo and Social Welfare Organization Saiseikai Imperial Gift Foundation Inc., have concluded the comprehensive collaborative agreement to ensure the health, safety, and security of our residents.

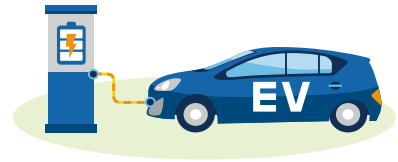
## Kamest Musashi-Koganei

## Become Familiar with Electric Vehicles (EV)!

Holding hands-on events for both adults and children to enjoy

Many interesting contents have been prepared at the Community Salon, including an exhibition of EVs from major domestic and foreign manufacturers with test drives, as well as a mini solar car craft workshop and science experiment show!

How about experiencing the attractiveness of EV at this time?



**Date/Time** October 18 & 19 (Saturday and Sunday)  
10:00-16:00 both days (tentative)

**Location** Kamest Musashi-Koganei  
4-7-33 Honcho, Koganei city

**Access** 15 min. walk from "Musashi-Koganei Station" on JR Chuoh Line or  
2 min. walk from "Honcho Jutaku" bus stop with 9 min. bus-ride  
from "Musashi-Koganei Station"

Scan here for details of  
the event



(JKK website)

## Inquiries

For inquiries, call the "JKK Tokyo Customer Center" using  
telephone number ① on page 12.



## Utojira Art Contest

JKK held an internal four-panel manga contest featuring the character Utojira, centered around the theme "Warming People and Lives." We would like to introduce the works of the top winners.



## A Day in the Life of Utojira

Yutojira is a little clumsy, but warm-hearted. I imagined a day in Yutojira's life and drew it.

# JKK Child-Rearing Support Declaration

JKK continues to actively promote initiatives that support families with children, such as providing family-friendly housing with child-oriented floor plans and amenities, collaborating with local communities to create safe, welcoming spaces for children.

We believe that a warm, caring environment is essential for children—the leaders of tomorrow—to grow up freely and joyfully.

Thank you for your continued understanding and cooperation in helping us build living spaces filled with children's smiles.



## A New Housing Relocation Registration System for Child-Rearing Support Has Been Established!

Applications open from October 31st!

### What is the Housing Relocation Registration System for Child-Rearing Support

This program is designed to support families with children. If a family currently living in a JKK housing unit wishes to relocate to a larger floor plan within the same housing complex - due to the birth of a child or the growing needs of children - they can **pre-register** their desired relocation conditions. When a suitable larger unit becomes available, priority will be given to eligible households.

### Eligible Households

- Households that have lived in the same JKK Housing unit for **three years or more** and **have children under the age of 18** at the time of application. (This includes households with a pregnant woman.)
- Households that have no outstanding rent or other unpaid fees at the time of application and at the time of signing the lease for the new unit.

### Eligible Units for Relocation Applications

- The new unit must have a larger floor plan than your current unit within the same housing complex.

1K・1R・1DK < 1LDK < 2K・2DK < 2LDK < 3K・3DK < 3LDK < 4DK < 4LDK

➡ Larger

\* When comparing units, please refer to the floor plan type only (e.g., 2DK), and do not consider any additional symbols or letters, such as "S" in "2DK+S."

\* This service is not available for some housing units.

Example:

Families currently residing in a 2DK unit can apply for a 2LDK or larger unit in the same housing complex.

### How to apply:

Please apply through our website.

\* Applications are not accepted at the Housing Consultation Center or the management office of each housing complex.

JKK Tokyo website is here ▶



### For inquiries:

Housing Consultation Hotline for Child-Rearing Households: **03-3498-9068**

Business Hours: Monday to Saturday 9:30 AM - 5:00 PM (Closed Sundays and Holidays)



## Online Applications for the Living Nearby Worry-Free Registration System will be available!



Starting October 31st, you can conveniently apply online through our official website. Please take advantage of this opportunity!

**Inquiries: 03-3409-2244 (Main)**

Business Hours: Monday to Saturday 9:30 AM - 5:00 PM  
(Closed Sundays and Holidays)

JKK Tokyo website  
is here ▶



### <We have made some changes to the Living Nearby Worry-Free Registration System>

- To use this system, you must relocate to another JKK housing complex.  
(Relocations within the same housing complex are not eligible.)
- \* Please note that certain conditions apply, so we encourage you to check the detailed requirements on our website before applying.

## JKK Kids, Come Together!



Happy 2nd Birthday,  
Lippi!



Anu is 2 years  
and 7 months old.

On the official Instagram  
We are currently sharing information  
about fun play equipment and events  
happening in the housing complex!

Follow us!



JKK Tokyo  
Official Instagram



## Getting Your Air Conditioner Ready for the Winter Season!

In the coming season, as it becomes colder in the morning and evening we are reminded that winter is approaching.

At this time, try to operate your air conditioner when it becomes chilly in November. Since the air conditioner has been idle since the end of summer, you may experience problems due to mechanical failure or smell a musty or strange odor when you start using it again.

In order to live comfortably, performing a test run and cleaning the Air-Con filter before the extremely cold weather arrives is recommended.

In the event problems are detected in an air conditioner installed by JKK as a result of the test operation, please promptly notify us.

### Example of test operation procedures

- ① Insert the electrical plug into the electrical outlet.  
(If the unit has been plugged in for a long time, disconnect it and wipe off any dust)
- ② Check the battery of the remote control unit, if the display is clearly shown.
- ③ Set the operating mode to "heater" and set temperature to its highest. Once the air current becomes warm, let the air conditioner run for about 10 minutes, making sure warm air comes out. After 30 minutes, check for any strange sounds or unpleasant odors which should not occur during the operation.
- ④ The following may indicate a possible failure. For air conditioners installed by JKK, please contact JKK.

- Warm air does not come out.
- Abnormal noise and odor.
- The warning light is on.



\* JKK does not handle cases where the air conditioner was purchased / installed privately, so please contact the store of purchase or the manufacturer.

\* Procedures for a test operation may vary depending on the model. Please check the use manual for details.

\* Regularly clean the air conditioner filter. (If the filter is clogged with dust, etc., the air current is reduced, the room does not become warm, and your electricity bill may increase.)

## Parking Fee Reduction Scheme for People with Disabilities

Since December 2023, JKK has introduced a scheme to reduce monthly parking fees by 10% to support the daily lives of JKK residents or a person they live with who rent a parking space, if they meet the eligible level of disability and their monthly household income is below a certain level.

For details, please see the application guide available from the management office, then submit your application form to the management office.



Please see the website for details about the scheme.



### 3 Surveys to Improve Life, Statistical Surveys

# 統計調査

Surveys conducted by the government



センサスくん  
Census-kun



みらいちゃん  
Mirai-chan



Can be looked at:  
Household Finances

Household Finance Survey

## 家計調査

Reveals how household money is spent.



Can be looked at:  
Employment

Labor Force Survey

## 労働力調査

Reveals employment and unemployment situations



Can be looked at:  
Prices

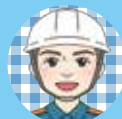
Retail Price Survey

## 小売物価統計調査

Reveals changes in the prices of goods and services.



How much does food cost in a month?



How many people are looking for work?



I wonder what month radishes are cheapest?



Maybe I should go see a movie for a change.



There are more working women than before, aren't there?



What is the difference between prefectures with high and low prices?

What's the answer



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

Statistics Bureau of Japan

◀ For more information, from here. \*This code may not be readable on some devices or apps.

Please respond when a statistical surveyor visits you.



You can respond online.



Your personal information will be strictly protected.



Please be aware of "fake surveys" disguised as statistical surveys.



Statistical results are used in various initiatives to improve people's lives.



Ministry of Internal Affairs and Communications Statistics Bureau and Prefectures

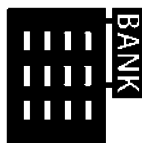
# Use the Convenient Bank Transfer to Pay Rent or Other Bills

## Bank transfer procedures

### ① Fill out the form

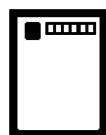


### ② Submit it to the bank



### ③ Receive notification

\*Transfers are performed at the beginning of the month



### ④ Transfer begins

\*Withdrawals are performed on the 7th of every month



\*A bank transfer application form can be obtained from the management office and contact center. Contact the Customer Center if you wish to receive it by mail.

For participating institutions and application procedures, please call or visit our website.



**Inquiries** Page 12 “JKK Tokyo Customer Center” telephone number ①

**Website address** <https://www.to-kousya.or.jp/>

← Scan the QR code to open a page containing information about bank transfers



## “JKK Tokyo Customer Center” Contact Information

Phone lines are typically busy on Mondays and the day after holidays, so it may be experience difficulty getting through. If your inquiry is not urgent, we recommend calling on another day.

**Reception Hours** 9:00am - 6:00pm (closed on Saturdays, Sundays, national holidays, and the New Year holidays)

### ① For procedures, rent payments, housing consultations



**0570-03-0031**



**03-6279-2962**



### ② For maintenance and repair requests and inquiries

Emergency repairs (such as leaks, accidents, fires, and tenant safety issues) are available **24 hours a day, 365 days a year.**



**0570-03-0032**



**03-6279-2963**



- Navi Dial calls are not covered by free call or flat-rate plans offered by telecommunications carriers. Call charges vary depending on your line and device. Please refer to your carrier's fee guide or the Navi Dial website for details. Note: No call charges are incurred during the initial fee guidance message that plays at the beginning of the call.
- Providing your “resident code” when calling can help shorten the time required for your inquiry.

Here is the link for various notices and frequently asked questions regarding procedures and repairs.



## Are you aware of the Tokyo Metropolitan Ordinance for the Prevention of Customer Harassment?

**Derogatory language and behavior**

**Tying up phone lines with excessive calls, using obscene language, etc.**

**Prolonged loitering or stalking**

**Mental attacks or slander on social media**

If these actions **harm an employee's work environment**, they may **constitute customer harassment**.

In addition, the following may be considered forms of customer harassment: physical or psychological attacks against employees; intimidating language or behavior; demands for kneeling; persistent verbal or physical aggression; discriminatory or sexual conduct; personal attacks or harassment directed at employees; and excessive demands for product exchanges, monetary compensation, apologies, or other unreasonable or vague actions.



TOKYO No-Customer Harassment Support Navi



東京都 産業労働局 雇用就業部 労働環境課  
〒163-8001 東京都新宿区西新宿2丁目8番1号  
東京都庁第一本庁舎21階