



JoyLiv PDF edition



Public Housing Management Section, Public Housing
Division, Tokyo Metropolitan Housing Supply Corporation
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Year-End and New Year's Holiday Information

JKK will be closed for the Year-End and New Year's holidays as follows:
December 27th (Saturday) to January 4th (Sunday)

Our management offices will be closed
during the Year-End and New Year's holidays as follows:
December 30th (Tuesday) to January 3rd (Saturday)

Emergency Contact Information

In the event of an emergency repair, such as a
water leak, during the Year-End and New Year's
holiday closure, please contact



JKK Tokyo Customer Center (Available 24 hours a day, 365 days a year)



0570-03-0032



03-6279-2963

*In the event of an accident or fire, please report it to the police or fire department
first, and then contact the "JKK Tokyo Customer Center."

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



Introducing Neighborhood Association Activities

Kurume Nishi Housing (Higashikurume City) Traffic Safety Class and Safety Confirmation Drill Held!

We are pleased to report that a Traffic Safety Class and Disaster Safety Confirmation Drill were held by the Kurume Nishi Housing Association on Sunday, October 12, 2025. The day was blessed with beautiful autumn weather, and approximately 50 residents participated.



A police officer from the Tanashi Police Department's Traffic Division served as the lecturer, explaining the Traffic Penalty Notification System, which will begin applying to bicycles starting in April of next year. During the Q&A session, participants showed great interest in the system, asking questions such as "How do you ride a bicycle properly?" and "What actions result in a notification?" The officer encouraged residents to "follow the rules to prevent accidents."

We also conducted a disaster safety confirmation drill. This initiative involves signaling one's safety during an earthquake or other disaster by hanging a yellow towel on a balcony or window. During the drill, about 30% of the residents displayed yellow towels, creating a noticeable line of yellow throughout the complex. Kurume Nishi Housing is a large community with many elderly residents, so quickly confirming everyone's safety during a disaster is essential. These drills help strengthen the community's monitoring system and support creating an environment where people can live with peace of mind.



Photo on the right:
Kurume Nishi Housing
Association
Board members

In addition to holding annual disaster prevention events such as drills and study sessions, the Kurume Nishi Housing Association also places great importance on monitoring activities. The association distributes the Residents' Association News (once a month) and Disaster Prevention News (twice a year) to every household, and provides the twice-weekly Genki Dayori newsletter to those who request it. These newsletters also serve as a way to check on residents' safety, as neighbors can look out for each other by noticing the condition of mailboxes. When necessary, the association also works with local government to support a safe and secure living environment.

This initiative represents an important step toward protecting the safety and security of the community.

We will continue to introduce more community association activities in the future.



Protecting the Healthy Lifespan of Your Skin Caring for Skin Frailty

Tokyo Metropolitan Hospital Certified Skin and Continence Care Nurse

Skin frailty refers to a condition primarily seen in elderly individuals and those experiencing a decline in physical strength. If you have recently noticed increased wrinkles, sagging skin, or greater susceptibility to wounds and slower healing, you may be experiencing skin frailty.

Skin Frailty Checklist

Look at your arms and other areas and check all items that apply. If you have one or more “loss of firmness” symptoms and three or more “dryness” symptoms, you may have skin frailty.

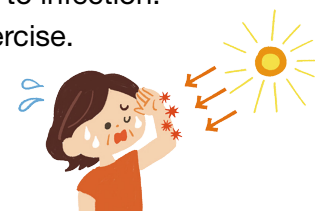
Loss of firmness	(1) Skin stretches easily when pinched
	(2) Skin does not return to its original shape after being pinched and released *If this applies, also check item (1)
	(3) Skin is thin and flaky, similar to tissue paper
	(4) Recurring purple bruises that are not painful or itchy (excluding injection marks)
Dryness	(5) White powdery skin
	(6) Small flakes, similar to dandruff, appear on the surface of the skin *If this applies, also check item (5)
	(7) Skin is not hard, but it feels prickly to the touch
	(8) Skin feels hard and rough when stroked *If this applies, also check item (7)
	(9) Areas of redness that disappear when pressed
	(10) Fine, mesh-like wrinkles



Prevention and Treatment of Skin Frailty

- Use moisturizing cream to prevent dry skin. Pay extra attention after bathing!
- When going outside, apply sunscreen year-round to protect your skin from UV rays.
- Eat a nutritionally balanced diet to ensure you get enough energy and protein.
- Be careful not to injure your skin, as even small wounds can lead to infection.
- Maintain a regular lifestyle with sufficient sleep and moderate exercise.

Prevent skin frailty and maintain healthy skin!



For more information on skin frailty, scan here▼



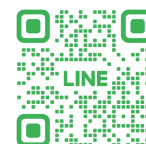
地方独立行政法人

東京都立病院機構

Tokyo Metropolitan
Hospital Organization

The Tokyo Metropolitan Hospital Organization posts health-related columns, information on metropolitan hospitals, and more on its official LINE account!"

Add the official LINE account as a friend here





Let's Practice Fire Prevention!



Main causes
of home fire

1 Cigarettes

2 Heaters

3 Stoves

4 Electrical
Cables

Main fire prevention measures...



Do not smoke on your futon, bed or near flammable objects



Do not leave the stove unattended while cooking



Do not hang laundry around the heater



Use power strips within their rated capacity, and do not bundle or twist power cords



Be careful when handling lithium-ion batteries!



There have been fire incidents involving lithium-ion batteries used in mobile batteries and similar devices. Please read the handling instructions carefully, and stop using the battery immediately if you notice any abnormalities.

In addition, fires during garbage disposal have sharply increased. **Never mix lithium-ion batteries with other garbage.** Always dispose of them according to your local government's rules.

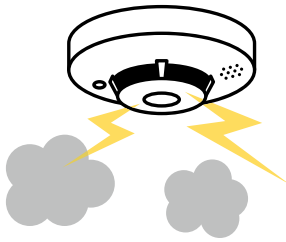
Consider Taking Out Damage Insurance

Fees such as rent and common-area service charges paid by residents in JKK housing does not include insurance coverage such as household items insurance or liability insurance in the event of a fire. To prepare for emergencies, please consider taking out damage insurance that covers your own household items as well as damage to third parties, such as from water leaks.

Household items insurance	Covers the resident's property	Covers any damage to household items to be paid to the tenant if a fire or water damage accident occurs
Tenants' liability insurance	Compensates the lessor	Covers liability for damage to be paid to the lessor if a fire or water damage occurs
Personal liability insurance	Compensates a third-party	Covers liability for damage when the resident injures another person or damages another person's property.

Please note that JKK is unable to provide support for inquiries relating to guidance and the content of insurance policies because of the regulations in the Insurance Business Act. Therefore, customers are asked to directly contact each insurance company concerning any inquiries they have.

When Your Home Smoke Detector Alarm Rings



What are smoke detector alarms?

A smoke detector senses smoke or heat from a fire and alerts the occupants with an alarm. Installation and maintenance of these devices are required by the Tokyo Fire Prevention Ordinance.

If the alarm rings . . .

**If there is
a fire**

Check the source of the fire and evacuate the building. Call 119 and, if possible, extinguish the fire before it spreads.

**If there is
no fire**

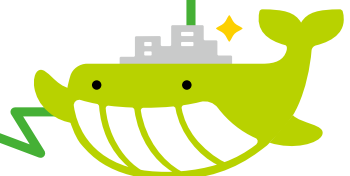
The alarm may be triggered if the device detects cigarette smoke or smoke or steam from cooking. If you press the siren-off button (or pull the cord, if it has one) or ventilate the room, the siren will stop and the device will return to normal.

The alarm may be triggered by the use of smoke-emitting insecticides, etc. When using these type of insecticides, cover the alarm with a plastic bag, then remove it immediately after using the insecticides. Please also be aware that striking the alarm with an object may trigger the alarm.

Request from JKK

JKK replaces smoke detector alarms approximately every 10 years. If your smoke detector has not been replaced because you were absent during the scheduled replacement work, the old or deteriorated alarm may fail to detect a fire promptly. This could delay the discovery of a fire in your home and make it difficult to carry out effective initial firefighting.

➡ Please contact telephone number ② for the "JKK Tokyo Customer Center" listed on page 12.



Repair Services for Long-Term Residents (Tatami, fusuma, painting and vinyl wallpaper repair services)

In September 2019, responsibility for repair costs to tatami floors, fusuma sliding doors, painting, and vinyl wallpaper (hereinafter referred to as the "four items including tatami floors"), were changed to JKK. Repairs are carried out in order, starting with residents who have lived in their units for the longest period of time.

* Please refer to the "List of Repair Cost Burden Categories for Repair Costs, etc." posted on the website for details regarding repair cost categories.



Currently eligible customers

Customers who have continually resided in their unit for over 25 years as of September 30, 2025.

(Customers who live in units contracted by September 30, 2000)

In addition, a "Notice Regarding Repair Applications" will be sent by mail to eligible customers around the end of January 2026.

- * Customers who were already notified up to last year will not be notified again; however, they may still apply for repairs.
- * Residents living in homes where relocation guidance has begun or scheduled to begin due to reconstruction (part of Soshigaya Housing, and part of Okura Housing) are excluded from the current application.

Repair application

Please refer to the "Notice Regarding Repair Applications" sent to eligible customers for information on how to apply and details about the repairs.

- Please note that repairs cannot be made at JKK's expense in the following cases, even if you are applying for repairs of the "four items including tatami floors" and have continuously resided in the unit for over 25 years.

Item	Items that cannot be repaired at JKK's expense (These items are repaired at the customer's expense)	
① Tatami floor replacement	<ul style="list-style-type: none"> ■ Worn or discolored tatami mats or edges ■ Rotting caused by spilled water ■ Burn holes caused by cigarettes, etc. 	<ul style="list-style-type: none"> ■ Dents caused by heavy objects such as pianos ■ Tick infestation
② Fusuma sliding doors and Shoji screens (struts, frame) replacement	<ul style="list-style-type: none"> ■ Warping or damage that does not interfere with opening and closing ■ Stains or damage to fusuma or shoji paper ■ Discoloration of fusuma and shoji paper caused by sunlight, etc. 	
③ Partial painting of walls, ceilings, and fixtures	<ul style="list-style-type: none"> ■ Peeling that does not affect the underlying material in kitchen and rooms other than the bathroom (walls and ceilings) ■ Mold stains 	
④ Partial replacement of vinyl wallpaper on walls and ceilings	<ul style="list-style-type: none"> ■ Partial peeling that does not affect the underlying material 	<ul style="list-style-type: none"> ■ Mold stains ■ Discoloration caused by sunlight, etc.

- * For details, please refer to the "Notice Regarding Repair Applications" sent to affected individuals.
- * If it becomes necessary to move furniture for repairs, the customer is responsible for any furniture-moving costs.

Contact Us If You Notice Defects in Balcony or Window Handrails

We work hard to ensure safe and secure living environments by conducting various legal inspections and planned repairs. However, preventing accidents inside the home also requires the cooperation of our residents.

Even small defects—such as loose railings, grilles, or panels on balconies or windows—can lead to accidents. If you notice anything unusual, please contact the JKK Tokyo Customer Center.

Inquiries

Please contact the JKK Tokyo Customer Center at telephone number ② listed on page 12.



Prevent Children from Falling from Heights

In apartment buildings, there have been cases where children climbed on objects placed near balconies or windows and fell—sometimes with fatal consequences.

To prevent children from falling from heights, install secondary locks in places out of children's reach. Also, avoid placing any objects on balconies or near windows that could be used as stepping stones.

There is a limit to how closely you can watch your child at all times. In addition to supervision, it is important to create an environment where fall accidents cannot occur.

Key points for creating a safe environment around windows and balconies

(1) Install secondary locks



(2) Do not place items that can be used as stepping stones

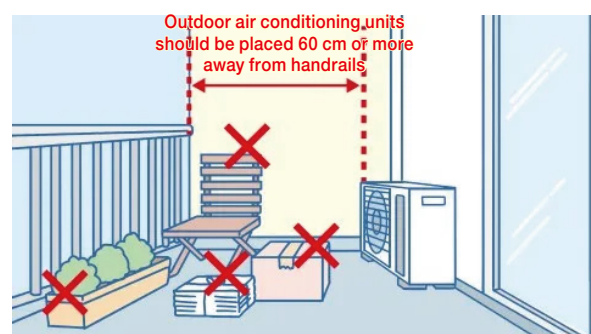


Illustration source: Public Relations Office website (<https://www.gov-online.go.jp/useful/article/202107/3.html>)

Be Mindful of Sounds in Your Home

Concrete homes can easily transmit sound. While it is impossible to avoid the everyday noises that naturally occur in daily life, these sounds can sometimes lead to unexpected complaints from neighbors above, below, or next door in housing complexes.

Please keep the following points in mind:



Volume levels of audio equipment, televisions, and musical instruments



Sounds from opening and closing doors] and windows



Sounds of people running or jumping indoors



Late-night bathing, laundry, and vacuuming noises

A spirit of mutual consideration is essential for comfortable living. Thank you for your cooperation.



Stop! Phone Fraud

Most victims of phone fraud are people who believe that “I will never fall victim to fraud” or who are shocked when they actually do fall victim. It is important to remember that “you can be tricked even if you know about fraud!” Take appropriate precautions every day to protect yourself.

Buy an e-money card at the convenience store then tell me the card number

I will refund you the money



You need to replace your cash card

This can be done at an ATM

You will receive a refund

If a caller talks about money, hang up immediately and consult with family members or friends.

Measures to avoid being tricked by fraudsters!



- ✓ Always use an answering machine to screen your phone calls.
- ✓ Use a "spam call prevention device" that can record the telephone conversation
- ✓ Decide on a code word in advance with your family
- ✓ Do not tell anyone your PIN number or any other personal information such as your family's name
- ✓ If something feels unusual, consult with your family members.
- ✓ Ignore any requests to "send money" or "buy e-money at a convenience store"

If you receive a suspicious phone call, please call **#9110** to consult the Metropolitan Police General Consultation Center or consult your local police station.

Source: National Police Agency website (<https://www.npa.go.jp/bureau/safety/life/sos47/case/>)

Request Regarding Disposal of Large-Sized Waste

We have noticed cases of large-sized waste being left at residential garbage collection points. Disposal of large-sized waste requires submitting an application to the municipal office in advance. Items left without prior application will not be collected and may cause inconvenience to other residents.

Please be sure to follow your local municipality's rules and apply before disposing of large-sized waste.



Disposal of Waste Subject to the Home Appliance Recycling Law

The Home Appliance Recycling Law applies to four types of household appliances: air conditioners, televisions (CRT, LCD, and plasma), electric refrigerators and freezers, and electric washing machines and clothes dryers. These appliances cannot be disposed of as large-sized waste.

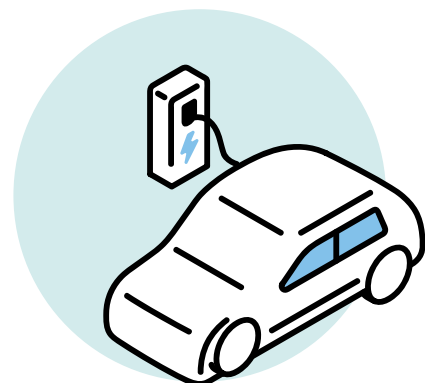
For disposal instructions, please refer to the Ministry of Economy, Trade and Industry's website.

Renewal Procedures for the Parking Fee Reduction Program for Electric Vehicle (EV) Owners

Starting in February 2023, JKK has been implementing a program that reduces parking fees at public housing complexes for up to five years for owners of EVs (electric vehicles/electric motorcycles) as well as FCVs (fuel cell vehicles/fuel cell motorcycles).

Since this program requires an annual renewal application, information on the renewal procedures was sent to program users in November 2025.

Please review the documents you received and submit your application to the management office.



For inquiries about the above

For inquiries, please contact the “JKK Tokyo Customer Center” using telephone number ① on page 12.

JKK Kids, Come Together!

My dream is to become a bus driver!





A photo of me with a rainbow!!

Now accepting applications ♪





Would you like to have your child's photo featured in JoyLiV?




UTOJIRA Art Contest

JKK held an internal four-panel manga contest featuring UTOJIRA, based on the theme "Warming People and Life." Here are the works of the top winners!


Today, a friend from the housing complex told me my smile isn't very good...

UTOJIRA, show your smile—be my example!



①


Smile



②

If I practice smiling with **big teeth** like UTOJIRA, I'll have a beautiful smile, too, won't I? ♪

Thank you!

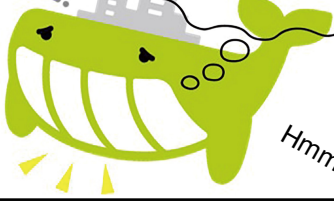


Smile Smile

③

...Those are my stomach, not my teeth...

Hmm...



④

Big smile

I created a four-panel manga that probably captures what many people are thinking.

Notification from the Tokyo Metropolitan Government

It's Not "Somebody Else's" Problem

December 10 is "Human Rights Day", and December 4-10 is "Human Rights Week."

December 4-10 is Human Rights Week. It is said that "without human rights, there is no peace." It is universally recognized that respect for human rights is the foundation of peace.

"Human rights" are "the rights held by all people to ensure life and liberty and to pursue happiness" and "the innate rights of all people to live as human beings." However, discriminatory remarks, bullying, abuse, stalking, and other behaviors that violate the human rights of others still occur today.

Building a society in which each person cares for others and respects human rights is essential.

Guide to the Tokyo Human Rights Plaza

The Tokyo Human Rights Plaza is a base facility established by the Tokyo Metropolitan Government to promote human rights awareness. It features a special exhibition based on the theme of children's rights introduced by "Sesame Street" characters, an exhibition on the "Paralympic Murals" created for the Tokyo 2020 sporting event, and a zone where visitors can experience some of the various barriers felt by the elderly, disabled people, and pregnant women. The facility also includes a library room, where you can learn, experience, enjoy, discover, and understand more about human rights. Why not visit and learn more about human rights?



Address : 1F and 2F, Shiba 256 Square Building,
Shiba 2-5-6, Minato-ku, Tokyo"

Tel.: 03-6722-0123

Open hours: 9:30 am-5:30 pm

Closed: Sundays and End-Year/
New-Years holidays

Scan here for the website



December 10-16 is "North Korea Human Rights Abuses Awareness Week." There are many abduction victims and designated missing persons related to Tokyo

In addition to abductees officially recognized by the government, there are many other cases - such as individuals designated as missing persons - in which abduction is suspected. This includes numerous people who lived in Tokyo or went missing in Tokyo, and the whereabouts of at least 50 individuals remain unknown.

Let's support the efforts to resolve the abduction issue with a united voice, so that all abductees can return home as soon as possible.

- "Abduction Victims Rescue Campaign" online photo exhibition
December 1 - 26 (Monday to Friday)

- Blue Ribbon Light-Up and Blue Ribbon Flag Raising
December 10 - 26 (Wednesday to Friday)

In addition to lighting up Tokyo Metropolitan Government Building No. 1 in blue, blue ribbon flags will be raised on Tochoumae Chuo-dori (the central street in front of metropolitan government building) in honor of the Blue Ribbon.

■ Contact information regarding "Human Rights Week" and "North Korea Human Rights Abuses Awareness Week"

Human Rights Policy Promotion Section, Tokyo Metropolitan Government Human Rights Division

Human Rights website

じんけんのとびら

Search

Door for Human Rights

Tokyo living and residence on X
(Formerly Twitter)



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 <small>*Arrives early in the month when the transfer begins.</small> 	4 Transfer begins <small>*Withdrawals are performed on the 7th of every month</small> 
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*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 you may 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 Year-End/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 water 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 any **children** who may be experiencing **abuse**?



Checklist Details



Checklist for detecting abuse (excerpt)

Look for signs such as:

- ☐ Unexplained bruises, contusions, or burn marks
- ☐ Being locked out of the house
- ☐ Clothes or body always dirty
- ☐ Not being fed properly
- ☐ Playing or wandering around late at night

If you notice anything unusual about a child or guardian, please act quickly.

Call



いちはやく
「189」

(Child Abuse Response Hotline)

Please refrain from smoking in the common areas, including balconies.



For the health and well-being of everyone, please help prevent passive smoking.