



JoyLiv PDF edition



Public Housing Management Section, Public Housing Division, Tokyo Metropolitan Housing Supply Corporation
Terrace Shibuya Mitake 1-15-15 Shibuya, Shibuya-ku, Tokyo 150-8543

Table of Contents

◆ Price Revision for the Elderly Monitoring Service..... 2	◆ Disposal of Large Items of Garbage / Bicycles and Motorcycles..... 9
◆ Health Column: Begin Dementia Prevention..... 3	Upon Moving Out
in the Working-Age Generation	◆ Handling Residential Fire Extinguishers..... 10
◆ Introducing Disaster-Prevention Community Activities..... 4	◆ Discontinuation of the Annual "Receipt Notice"..... 10
(Kosha Heim Seishin)	◆ JKK Kids, Come Together! / UTOJIRA Art Contest..... 11
◆ Disaster Prevention Community Activities..... 5	◆ Bank Transfer Information..... 12
◆ Housing Facility Improvement..... 6 & 7	◆ Repair Requests via Email Form..... 12
◆ Information About Internet Access..... 8	◆ "JKK Tokyo Customer Center" Contact Information..... 12

Safety Confirmation in Emergencies

If you have not seen or have been unable to contact someone at the housing complex recently, if newspapers or mail have been left unattended, or if lights have been left on and you believe it is necessary to check on their safety, please contact the JKK Tokyo Customer Center at telephone number ② on page 12.

We will assess the situation and, if necessary, take appropriate action, such as entering the room in the presence of the police.

JKK Tokyo strives to ensure swift and accurate safety checks by developing response manuals and strengthening cooperation with local governments and neighborhood associations.

Requests for Long-Term Absences

❗ Even if it is only for a short time, if you will be away for more than 3–4 days ...

If you will be away from home for even 3–4 days due to travel or visiting family, please take steps to make your absence less noticeable in order to help prevent crime.

- Suspend regular deliveries such as newspapers, milk, and lunch boxes.
- Do not leave laundry hanging on the balcony.

❗ If you will be away for 30 days or more, please submit a "Notice of Absence".

If you will be away for more than 30 days due to travel, business trip, hospitalization, etc., please be sure to **submit a "Notice of Absence" to the management office.**

* The "Notice of Absence" form is available at the management office and at the contact center serving your jurisdiction.

If you do not submit a Notice of Absence, you may encounter the following issues ...

- ◆ If a neighbor or other person reports that someone has collapsed indoors, we may enter the room to check on their safety.
- ◆ If an accident such as a water leak or fire occurs, we may not be able to respond promptly.

Price Revision for the Elderly Monitoring Service

In consideration of the increasing number of elderly households in JKK housing, we have provided a monitoring service that uses devices such as sensors, in cooperation with a company.

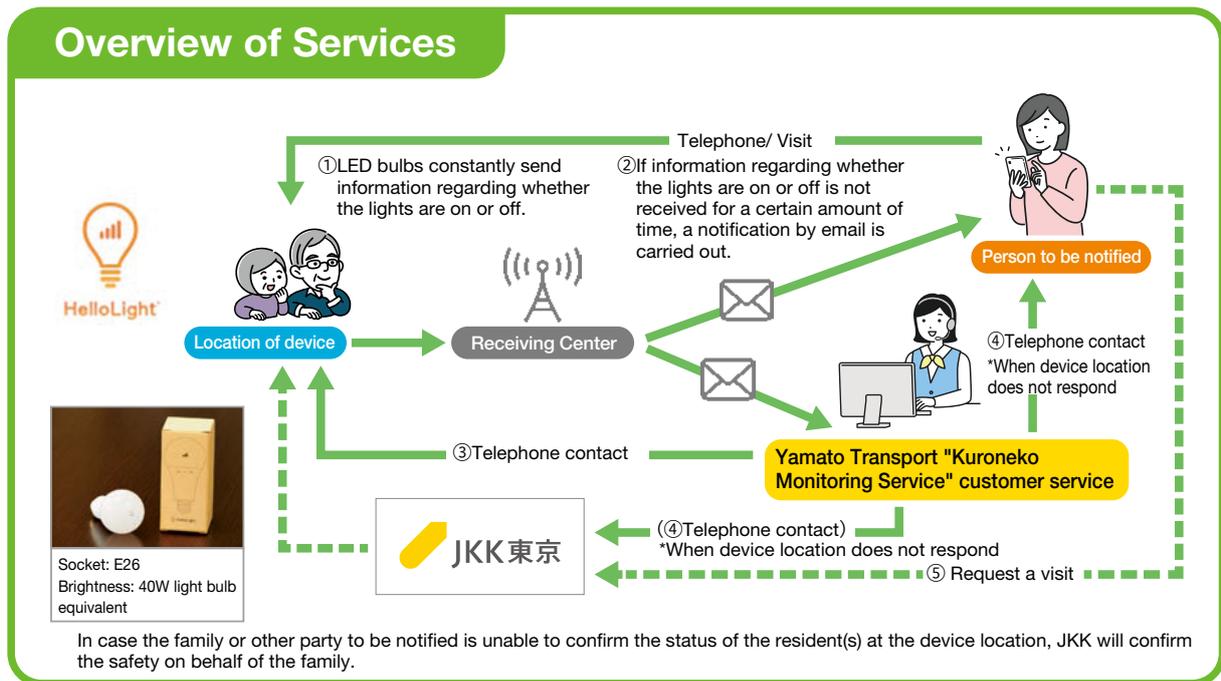
If you are interested in using this service, please apply using the contact information shown below.

From April 2026, service fees will be revised as follows:

Yamato Transport “Kuroneko Monitoring Service”	Before change:	After change:
	1,078 yen (tax included)	⇒ 1,738 yen per month (tax included)

What is a "Monitoring Service" for the elderly?

Install a “Hello Light” LED light bulb with communication functionality in restrooms and other frequently used area on a daily basis. If a light is not turned on or off for a certain period of time, a notification will be sent to the pre-registered email address.



If the bulb is not turned on or off between 9:00 am the previous day and 8:59 am the current day, the system will detect this as an abnormality and send a notification by email to the pre-registered notification address between 9:00 am and 10:00 am of the current day.

Application / Inquiries

Yamato Transport “Kuroneko Monitoring Service” customer service

Tel.: **0120-86-2220**

Reception hours: 9:00 am– 6:00 pm
(Closed during End of Year and New Year holidays)

Scan this 2D code to access the application screen





Health Column

Begin Dementia Prevention in the Working-Age Generation



In Japan, an ultra-aging society, the number of people with dementia is expected to continue increasing. It is important to understand the mechanisms behind the onset of dementia and take steps to prevent it while you are still of working age.

Lifestyle-Related Diseases as Risk Factors for Dementia

Factors that increase the risk of developing dementia include diabetes, high blood pressure, dyslipidemia, and obesity. These are known as lifestyle-related diseases.

Various research studies have shown that the earlier diabetes develops, the higher the risk of developing dementia later in life. Proper blood sugar control—especially during middle age—is essential for preventing dementia.

Alzheimer's disease is the most well-known type of dementia, but another common type is vascular dementia. Vascular dementia is caused by stroke (cerebral infarction or cerebral hemorrhage). Therefore, preventing stroke is an important way to reduce the risk of dementia. High blood pressure, dyslipidemia, and obesity are all risk factors for stroke, so managing these conditions also helps prevent dementia.

In addition, poor blood pressure control can increase the risk of cerebral microbleeds (small areas of bleeding from tiny blood vessels in the brain). Microbleeds often have no noticeable symptoms, but they can lead to the destruction of brain tissue where they occur. They are believed to be associated not only with vascular dementia but also with the progression of Alzheimer's disease.



Tokyo Metropolitan
Tama Northern Medical Center
Kazumasa Arie, MD
Chief Neurologist

Prevention of Lifestyle-Related Diseases Is Key to Dementia Prevention

With dementia prevention in mind, let's think about exercise and diet, which are key to preventing lifestyle-related diseases.

When it comes to exercise, aerobic activities are recommended because they help burn body fat. If you are still working, try to incorporate exercise into your daily routine—for example, by using the stairs at the station during your commute. As a general guideline, aim for 150 minutes of exercise per week. You can achieve this by exercising for about 20 minutes on weekdays and around one hour on one of the weekend days.

Regarding diet, try to maintain a well-balanced diet. When thinking about preventing lifestyle-related diseases, some people assume they should avoid meat—but that is not the case. It is important to eat a balanced diet that includes appropriate portions of meat, along with other essential nutrients.



Increase Brain Stimulation

To help prevent dementia, it is beneficial to stimulate your brain by going outside and exposing yourself to a variety of sounds and experiences, including languages other than your native language and music. The more diverse the external stimulation you receive, the more active your brain becomes. Even during your working years, continue to challenge yourself with new activities and experiences to keep your brain engaged and stimulated.

For more information on dementia prevention, 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 provides helpful health columns and information on Tokyo Metropolitan Hospitals on its official LINE account!

Scan here to add our official LINE account as a friend



Introducing Disaster-Prevention Community Activities

Kosha Heim Seishin **“Our Town, Seishin” Event Held**
 ~Play! Learn! Building Smiles and Bonds for the Future~

A community exchange event titled “Our Town, Seishin – Play! Learn! Building Smiles and Bonds for the Future” was held at the JKK housing complex Kosha Heim Seishin in Edogawa City, together with residents of the neighboring UR rental housing complex Kasai Clean Town Seishin Plaza.



Kosha Heim Seishin Neighborhood Association and JKK staffs

Now in its second year, the event was planned with the goal of strengthening community ties in Seishin, an international neighborhood, under the theme of disaster prevention. More than 200 people attended, including children, seniors, and residents of various nationalities, making it a lively and engaging day from start to finish.

A wide range of hands-on disaster-prevention activities and exhibits were offered, many of which were especially enjoyable for children. The event provided a valuable opportunity for participants to learn about disaster preparedness while having fun.



Tasting of alpha rice by the Kosha Heim Seishin Neighborhood Association



Introduction to the "Japanese for Work" training course by JICE



Smoke simulation experience house by Kasai Fire Department



Vehicle and equipment display by the Self-Defense Forces Tokyo Regional Cooperation Headquarters



AED training experience provided by Kasai Fire Department



Mini fire engine ride experience



Parent-and-child early-stage firefighting experience



Disaster-prevention games using paper cups



Triangular bandage-making using plastic bags



Making paper plates and slippers from newspaper



Disaster-prevention lecture by a professor from Aomori University

Connections within a local community not only enrich daily life but also become a powerful source of support in times of disaster. In recent years, community ties have tended to weaken; therefore, events like this provide valuable opportunities for residents to meet face-to-face and strengthen relationships—an important step in disaster preparedness. These accumulated connections help build a community capable of supporting one another in times of emergency.

JKK Tokyo remains committed to fostering safe and secure communities by promoting disaster-prevention awareness and encouraging local interaction.



Support for Community Disaster-Prevention Activities



JKK supports volunteer disaster prevention organizations in public housing by providing disaster prevention equipment, etc.

We encourage organizations which have not received this support to apply.

We also provide assistance to housing communities that are considering establishing a voluntary disaster prevention organization.

Details of the support

1 Support for establishing a voluntary disaster prevention organization.

- For housing without a voluntary disaster prevention organization, support such as consultation regarding its establishment, and information provision, is carried out.

2 Provision of disaster prevention kits

- Disaster prevention kits are provided according to number of households under management in the public housing.

3 Expenses to purchase disaster prevention equipment are subsidized.

- Expenses related to purchasing disaster prevention equipment, such as helmets and first aid kits are subsidized.

4 Subsidies for expenses related to the introduction of AED and for taking courses to acquire lifesaving certification.

- Expenses to purchase AED, lease / rental are subsidized.
* AED ... automated external defibrillator.
- Expenses to take courses to acquire basic lifesaving certification and advanced lifesaving certification are subsidized.

5 A place to store the disaster prevention equipment is provided.

* Organizations which have already received the above described 2 to 4 subsidies are not eligible for this support.



Conditions for a voluntary disaster prevention organization

1 Organizations that are comprised of more than half of the households in the housing complex, are registered with the municipal government and public agencies, etc. related to disaster prevention, and carry out voluntary disaster prevention activities.

2 Organizations that JKK determined to meet the above criteria.

To receive support, certain conditions apply. For more details, please contact telephone number ① for the “JKK Tokyo Customer Center” on page 12.

Regarding Housing Facility Improvements



For elderly people and people with disabilities, JKK will carry out improvements to housing facilities at JKK's own expense.

We carry out housing improvement work for units where elderly people and people with disabilities reside.

People who meet the following “application conditions” and require improvements to housing facilities in daily life can apply for the improvements throughout the year. Please note that, depending on the circumstances of the request, it may take 1 to 2 months for the work to be carried out.

Application conditions

In principle, both of the conditions shown in ① and ② below must be met.

- ① Someone residing in the unit must meet at least one of the following conditions: A, B or C.
 - A. A person is at least 65 years of age
 - B. A person has a “Physical Disability Certification Booklet”, grade 4 or above (visual impairment, hearing impairment or physical handicap)
 - C. A person who holds a “Wounded or Sick Serviceperson’s Certification Booklet” certifying an injury/disease at or above the level specified Appendix Table 1, Item 3, Subsection 1 of the Pension Act
- ② A person with no arrears of rent, common-area service expenses, or parking area expenses

* Reconstruction project housing is excluded from this improvement work.

* We will accept your application even if you do not meet application condition ① but we have decided that improvement work is necessary based on a doctor’s medical certificate. If you are unsure about this matter, consult “JKK Tokyo Customer Center”.

Application method

Application forms are available at management offices and call centers (residents who want application forms to be mailed to them are requested to call the “JKK Tokyo Customer Center” and state this fact).

Fill in all the required areas of the application form and submit it to the management office or jurisdictional call center.

* Persons with a physical disability or persons who have sustained injury or illness while serving in the armed services must provide certification documentation (a copy from a “Physical Disability Certification Booklet” or a “Wounded or Sick Service-person’s Certification Booklet” indicating name, address, and classification of disability) as an attachment to their application.

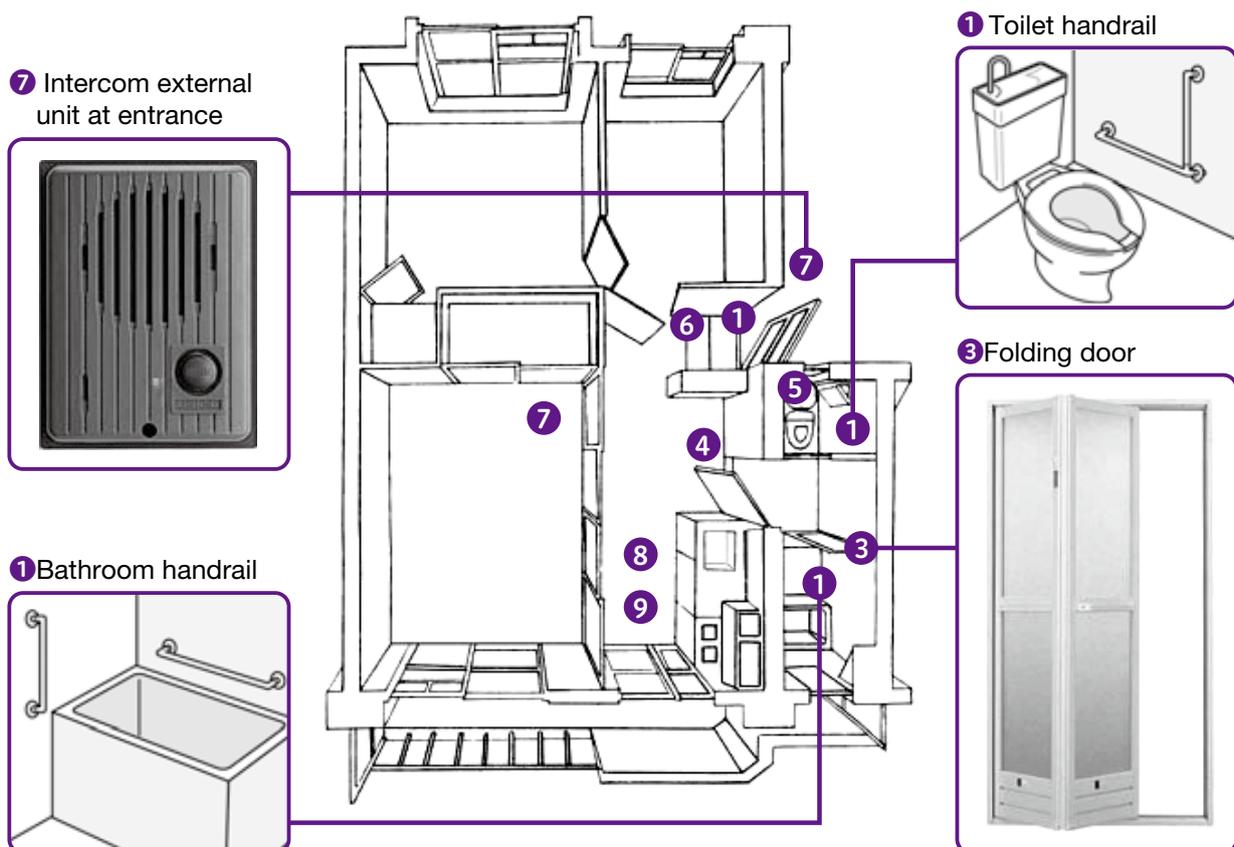
Inquiries

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

Types of improvement work

Applications can be made for the following types of improvements.

- 1 Installation of handrails inside entrances, toilets, and bathrooms**
* This service is available for residents who are at least 65 years of age, are visually impaired, or are physically handicapped."
- 2 Installation of handrails in areas other than inside entrances, toilets, and bathrooms**
* This service is available for residents who are at least 65 years of age, are visually impaired, or are physically handicapped."
- 3 Replacing inward-opening bathroom doors with center-folding doors, etc.**
- 4 Removal of the threshold of the washroom doorway (the raised bottom part of the doorway)**
* Only 1st story units
- 5 Installation of a power outlet in the toilet room**
* Except in cases where the toilet is part of the bath room.
- 6 Installation of a lighting fixture near the entrance (inside the unit)**
*Only in cases where there is not a lighting fixture in the entranceway already.
- 7 Installation of an intercom in the entranceway (installation of an emergency alarm in the intercom's door unit)**
- 8 Installation of a fire alarm (with a spinning light) in the kitchen**
*Applicable for people over 65 years old and those with a visual impairment.
- 9 Installation of a gas leak alarm in the kitchen**



Illustrations and photographs are for illustrative purposes only.

- * Application for improvements which have already been carried out by JKK are not accepted (except for handrails).
- * Specifications may vary from the illustrations and photos.
- * In some cases, installation may not be possible at in the requested location or a request may be rejected due to structural limitations, etc., of the building (installation of handrails in unit baths, etc.)



Information About Internet Access



Customers should contact their Internet service provider (hereafter referred to as the “Internet provider”) regarding the use of Internet services.

Please refer to the JKK website for details on the procedure for setting up an Internet connection.



Information for setting up an Internet connection

<https://www.to-kousya.or.jp/nyukyosha/kousya/internet.html>

FAQ

Q.

When applying to an Internet provider for Internet access, the provider told me to ask the housing management company for permission so I would like to check with you about this.

A.

When installing an Internet line, only certain installation methods and procedures are permitted. Customers should first just apply to the Internet provider. Then the Internet provider will contact JKK to coordinate the necessary inspection, decide whether the Internet line can be installed, confirm the installation procedure, and arrange for key preparation.

Cautions

- The customer is responsible for entering a contract with the Internet provider, any associated installation fees and usage fees.
- JKK shall not be held liable for any problems which may occur, including connection failures.
- Please check with each Internet provider in advance, as time may be needed to connect the Internet line or extending such line to your residence may not be possible, depending on the availability at each property.
- For information about using wireless Internet in common areas of the building or using Internet services that do not require interior construction, please contact the service provider directly.
- In the event of power supply interruptions in common areas due to an inspection, malfunction, accident or similar circumstances, some Internet services will not be available.



Request Regarding Disposal of Large Items of Garbage

Cases where large items of garbage have been left at the residential garbage collection point have been observed.

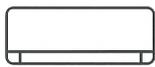
Disposal of large items of garbage requires prior submission of an application to the municipal office.

If large items of garbage are put out without submitting an application, they will not be collected and may cause problems for other residents.

Please be sure to follow the rules of your municipality and submit an application before putting out large items of garbage.



Items cannot be disposed of as large-sized waste



The following four household appliances are subject to the Home Appliance Recycling Law. These appliances cannot be disposed of as large items of garbage.

- Air conditioners
- Televisions (CRT, LCD and plasma)
- Electric washing machines & clothes dryers
- Electric refrigerators & freezers

Please refer to the Ministry of Economy, Trade and Industry website for information on how to dispose of these appliances.

Please Do Not Leave Your Bicycles and Motorcycles When Moving Out

When moving out of the residence, be sure to move your bicycles and motorcycles to your new address or dispose of them as large items of garbage so that they are not left behind on the housing grounds.

If any bicycles or motorcycles are left behind in the bicycle parking area after you have moved out, JKK will contact you to request their removal.

Please note that if you are unable to remove the items yourself, we may dispose of them and deduct the disposal costs from your security deposit.



We would like to ask for your understanding and cooperation to ensure that all residents can continue to enjoy using the bicycle parking area.



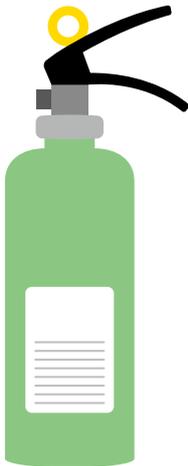
Regarding Handling Residential Fire Extinguishers

- Your apartment includes a residential fire extinguisher.
- If you discover the outbreak of fire, use the residential fire extinguisher installed to extinguish it in the early stages.

Extinguishing the fire in the early stages refers to the time from when the fire starts until the flames reach the ceiling. If you feel you are in danger, immediately evacuate to a safe location, call 119 and follow the directions of the fire department.

- Leave the residential fire extinguisher in its regular place and familiarize yourself with its use, and perform maintenance and inspections according to the instructions in the attached manual.

Replacing fire extinguishers



JKK replaces home fire extinguishers about once every five years. Some units have not had their fire extinguishers replaced because the resident was not at home or similar reason. The expiration date is printed on the fire extinguisher, so please check yours.

A fire may not be adequately extinguished in its early stages if the fire extinguisher has passed its expiration date. Therefore, if your fire extinguisher has not been replaced, please contact telephone number ② for the “JKK Tokyo Customer Center” listed on page 12.

Discontinuation of the Annual “Receipt Notice”

Previously, we have issued an annual “Receipt Notice” (pressed postcard format) around April to customers who pay their JKK Housing rent and other fees by direct debit. As part of our efforts to support the SDGs and protect the natural environment, we have discontinued the issuance of these notices beginning with the fiscal year 2024 statement (issued in fiscal year 2025).

If you require a receipt in the future, please request one by calling telephone number ① on page 12 for the “JKK Tokyo Customer Center.”

* Please note that we may not be able to issue a receipt depending on your contract status and other conditions.



JKK Kids, Come Together!



Hina dolls on display in the entrance hall ♡
Mimi, grow up healthy!



Mizuki and Chihiro,
your smiles are
our family treasures!

Now accepting applications ♪



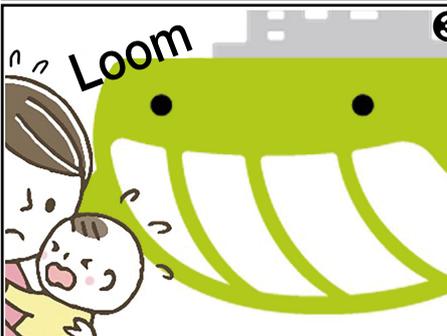
Would you like to post a photo of your children on JoyLiV?



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!

Sure to
make you
smile.

<p>My name is UTOJIRA, the whale fairy.</p> <p>I watch over the residents with kindness every day.</p> 	<p>Oh?</p>  <p>No matter what I do, my baby won't stop crying. What should I do?</p> <p>Waah Waah</p> 
<p>Loom</p> 	<p>*Adults can't see UTOJIRA.</p>  <p>My baby suddenly stopped crying. What did I do? I'm not sure—but I'm glad!</p> <p>Kaka, burble-</p> 

UTOJIRA quietly watches over the residents. While adults cannot see UTOJIRA, babies just might.

Use the Convenient Bank Transfer to Pay Rent or Other Bills

Bank transfer procedures

1 Fill out the form

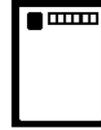


2 Submit it to the bank



3 Receive notification

*Arrives early in the month when the transfer begins.



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 “JKK Tokyo Customer Center” telephone number ①

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

← Scan this 2D barcode to open a page with information about bank transfers

You can also apply for repairs within your residence using the email form!

At the JKK Tokyo Customer Center, repair requests for issues inside your residence can be submitted by email in addition to by phone. Please feel free to use this service.



Requests that can be submitted via the email form

Repair requests for issues inside your residence

For example:

"There is no hot water in the kitchen,"
"The toilet lock is too stiff to use,"
and "I changed the light bulb in the entrance, but the light still won't turn on."



Requests that cannot be submitted via the email form

Emergency repair requests, etc.

*For emergency repairs—such as water leaks, water outages, fires, or to report concerns about a resident's safety—please contact us by phone. We accept emergency inquiries outside of regular business hours.

Repair requests for common areas

*Please also contact us by phone for repair requests related to common areas.

“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.



Scan here to access the "Repair Request Email Form" (for in-unit repairs only)

