

Guide to Your Life in the Residence

Office for Housing Policy, Tokyo Metropolitan Government

Tokyo Housing Supply Corp. (JKK Tokyo)

Preface

Metropolitan dwelling houses, regional special rental residences, and specified public rental housing (hereinafter, “metropolitan housing”) are the shared precious asset which the government and Tokyo metropolitan government cooperated to build in accordance with Public Housing Law and Tokyo Metropolitan Government Ordinance on Housing, etc. Therefore, unlike private rental residences, various regulations and obligations are imposed.

Please note that residents regarded as high income-earners are subject to demand to vacate.

Additionally, unlike general dwelling houses, rules and protocols about various matters including management of shared facilities such as assembly rooms and plaza are necessary in communal life in the dwelling houses. This guide briefly explains what we want you to know and what we want you to observe. Please keep it in a place convenient for you and use it at any time.

Both Tokyo Metropolitan Government and Tokyo Housing Supply Public Corp. continue the effort toward better house management. So, we would like you to cooperate with each other, with regard for others’ lives, and take care to live a comfortable apartment life.

- The content of this guide is as of April 2025. Standards and permit requirements are subject to change because of revision of laws or regulations. When there is any revision, it is informed in the monthly PR magazine “Residents’ Plaza” together with what should be known to residents. The latest version of “Guide to Your Life in the Residence” is put on the homepage of Tokyo Housing Supply Public Corp.

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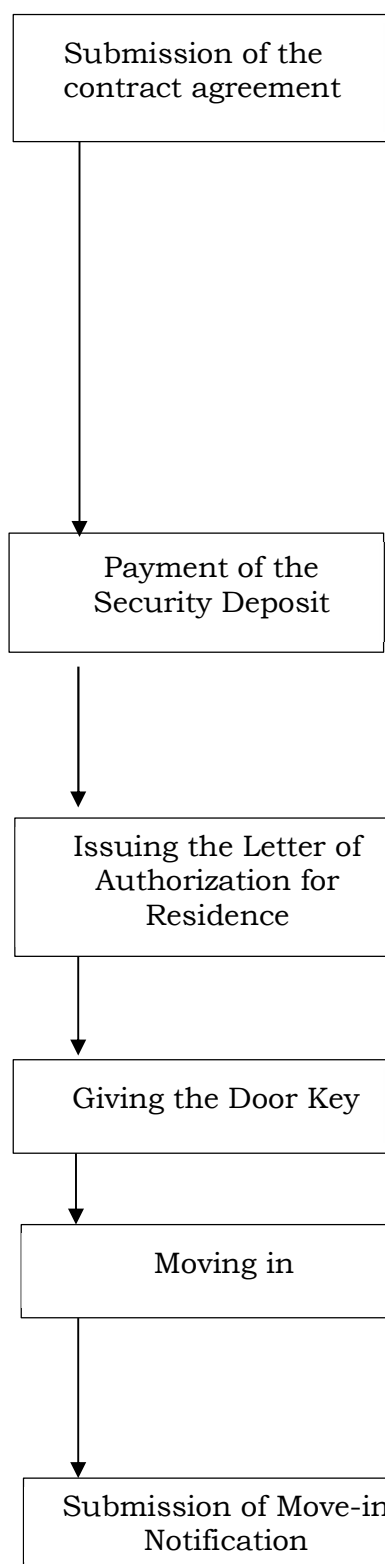
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I. Procedure until you Move in

1-1 Procedure until You Move in



- **Contract agreement** is a document in which you swear that you will surely follow provisions stipulated in the Tokyo Metropolitan Government Ordinance on Housing, etc. and that you will not violate them. You shall write the contact information which you choose on the agreement.
- We might make contact to the **contact person** in case of emergency. If, in an unlikely event, you fail to pay the rent, we might tell the fact to the contact person and claim for the payment through them (we do not demand the rent, etc. of the contact person).
- Please choose an adult individual whose address is within Japan, or a corporate which has a base which can be contacted, etc. as your contact information.
- As a **security deposit**, two months' rent shall be paid.

The collected deposit is used as a fund to spend to expand shared facilities.

In general, the security deposit will be returned when the resident leaves the apartment (not with interest) (please refer to page 53).
- **By receiving the letter of authorization for residence**, you become the formal occupant of Metropolitan Housing, etc. on the date of the authorization and simultaneously you have both the right and obligation about the use of the residence. Please keep the letter together with the receipt of the security deposit.
- **Giving the Key:** When the procedure is finished, please show your letter of authorization for residence at the office or branch in charge of the residence to receive the key.
- You must move into the apartment within 15 days of approval. Unless there is an unavailable circumstance, the approval is rescinded after the period.

Additionally, please be sure to register as a resident. Besides, please carry out the procedures for paying the rent by bank transfer (the form is given together with the letter of approval). (please refer to page 44)
- The move in notification shall be submitted together with the copy of the residents' card showing relation of all members with the householder to the window of Tokyo Housing Supply Public Corp.in charge within 30 days of approval. You can submit the move in notification online.

1-2 Reminder when Moving in

(1) Application for Utilities

Use of utilities such as power, gas, water, telephone, internet shall be applied by the residents themselves. It is recommended that the procedure is finished a few days before moving in.

※ If you decline to live in the residence for some unavoidable reasons, please be sure to cancel them also.

(2) Reporting any Damage or Fault

Those who plan to move in the vacant rooms should check any anomalies such as crack of glass, etc., and please report the problem to JKK Tokyo Customer Center if any.

Those who plan to move in to newly built rooms should check any anomalies within two weeks of the occupancy and submit the check form to the window center of JKK Tokyo.

If any anomalies are found after that, please report them within 3 months.

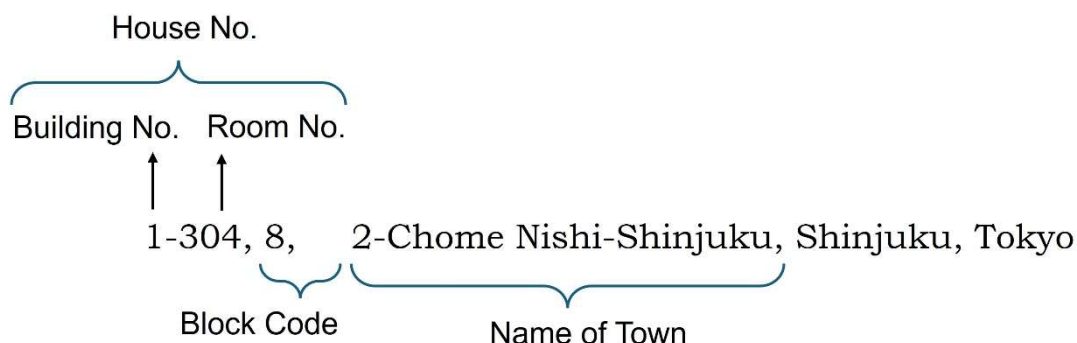
If you break glasses or *fusuma*, or if you report any breakage more than 3 months after moving in, the repairment shall be at your expense.

Additionally, vacant rooms are repaired so that any hindrance of daily life may be eliminated. Since there are old rooms among metropolitan houses, please understand that some stains are unavoidable.

(3) Address Format

○ For areas where residential address system is enforced:

(example)



○ For areas where residential address system is not enforced:

(example) ○-○ ○○Apartment,

Number ××, ○○-machi, ○○-shi, Tokyo,

1-3 Residents' Association, etc.

(1) Submitting Forms to Residents' Association, etc.

When you move in, please submit “* Notification of Moving-in*” (a form to write your name, room number, and the date of moving in, etc.) and receive guidance on the following matters:

- Amount of utility cost for the shared area (equivalent for apartment management charge of private rental housing)
 - Rules in taking out the trash
 - Other information from the residents' association
- When you move into the house, please be sure to tell the chairperson of the residents' association about parking delivery trucks, carrying goods through shared area, and using elevators for long hours beforehand.

(2) Role of the Chairperson of Residents' Association

Tokyo Metropolitan Government thinks that residents' associations are necessary for people living in Metropolitan Housing to realize management of shared areas and welfare of residents.

Since Metropolitan Housing does not collect management charges, unlike private apartment houses, there is no apartment manager or cleaning company for each apartment. Residents' associations play some roles in these activities.

Residents' associations play important roles in building friendship among residents, creating comfortable environments, and preventing fire and disaster, etc. Comfortable living environments are created by actively participating in activities of association and assisting it.

While activities of association are decided by the residents themselves, **management of shared areas and bearing the expense of their operation and maintenance are obligation of all residents.**

Among management jobs jointly operated are cleaning of building sites, corridors, staircases, assembly rooms, and garbage collection points.

Additionally, among the cost jointly born by residents are electric charge for streetlamps, corridor lights, feed water pumps, and elevators, etc., and utility charge for assembly rooms.

II. Facilities

2-1 Facilities in each Room

(1) Entry

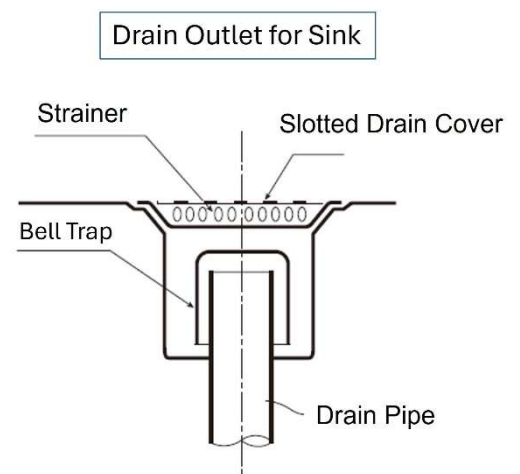
- Be sure to put up a nameplate on the door. Immediately after you move in, please show the name of the householder clearly. Unless there is a nameplate, mail might not be delivered.
- Since room key is an important item which protects your life and property, please take special care not to lose or be stolen. Additionally, because all keys are given, JKK Tokyo does not have any master key to your rooms. If, in an unlikely event, the key is lost, the whole lock including the cylinder must be replaced at your expense.
- Please open and close the door so that those walking in the corridor or staircase may not be annoyed. If the door is opened or closed violently, as well as the door might be damaged, the sound would echo in the whole building to annoy other residents. Please be careful. While each room has a **door closer** so that the door closes slowly, please take care for fingers not to be caught.
- Please utilize **door scopes**, **door chains**, and **door guards** for your safety against a crime. But if you insert any material between the frame and the door to keep it open, it can cause deformation of the door or hinge. Or it might cause failure of the door closer. So, you must not do such a thing.
- Floor mold of the entry is **not waterproof**. So please **do not dash water** even in cleaning.
- Some rooms are fitted with **shoe cupboards**, which are properties of Tokyo Metropolitan Government. So you must not dispose of them or give them to others without permission.
- Since ordinary mail is delivered to multiple mailboxes, please be sure to **insert your name plate on the mailbox to prevent misdelivery** and lock it to avoid the loss of a mail.

(2) Kitchen

Please keep your kitchen clean. Especially, please do not clean the sink with abrasives such as polishing agent. If garbage or cooking oil is drained from the sink, the drain can be clogged. Therefore, please avoid draining them. If there is any trash on the slotted drain cover, please remove it. If it is clogged with trash, please remove the slotted drain cover and bell trap and clean them.

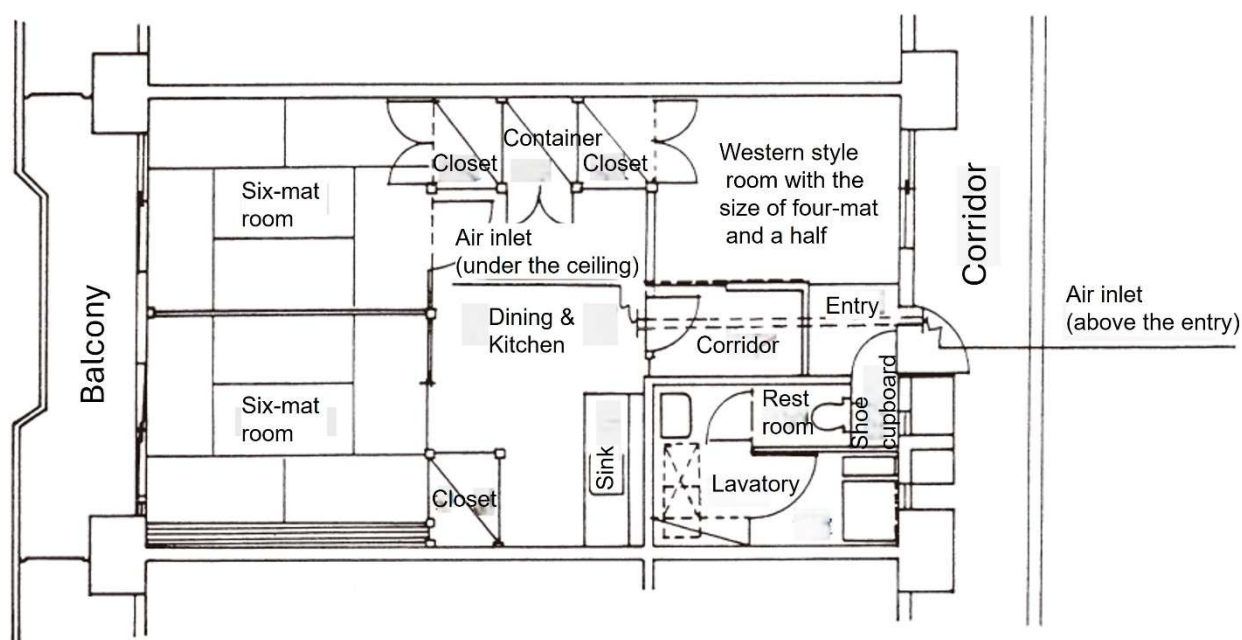
Additionally, it is not possible to use trash treatment apparatus such as disposers.

Heat and smoke are easily accumulated in the kitchen. Therefore, please **take care to ventilate** it by opening windows or using fans. (it contributes to avoiding carbon monoxide intoxication and dew condensation).



- ※ Where there is a frame for fans, please **be sure to install a ventilation fan** at your expense.
- ※ Rooms with kitchens located at the center, as shown in the following drawing have air inlets facing corridors.

Since this air inlet is necessary for effective ventilation in using gas, absolutely do not close it to avoid the wind or noise of the wind.



(The Room of which the Kitchen and Dining Room is not Facing Outside)

(3) Bathroom

If the air inlet below the door or ventilation hole on the window is blocked, **it causes mold to grow. Never block them.**

When water is not quickly discharged, please remove the slotted drain cover and bell trap and remove trash out of them. Do not throw the trash into the drain (Figure 1).

If the drainpipe is clogged, it shall be repaired at your expense.

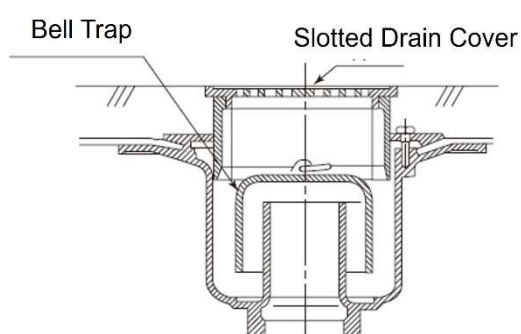


Figure 1: Drain Trap on the Floor (Bell Trap)

(4) Rest Room

Please do not flush anything other than toilet paper into the stool. **If newsprint, paper diaper, cotton, or sanitary products are flushed, the water flows backward and residents of the whole building are troubled** (see Figure 2). If the drain tube is clogged, it shall be repaired at the expense of all residents.

Additionally, please use commercial detergent in cleaning stools.

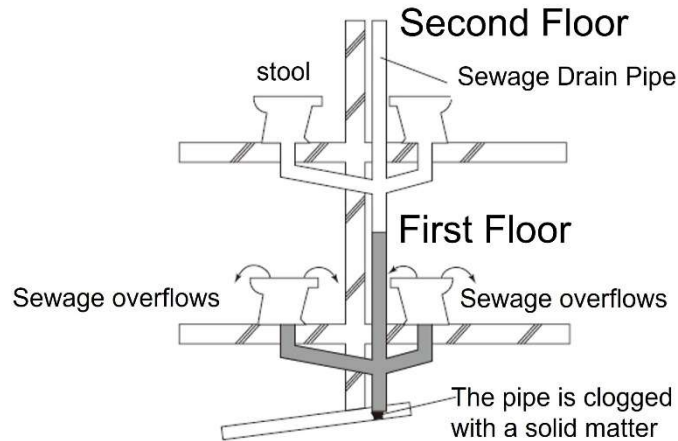


Figure 2

(5) Balcony

The floor of the balcony is not fully waterproof. If you dash water or let the drain of an air conditioner flow, the water can leak downstairs. Therefore, if you drain the condensed water of air conditioners, please extend the drain hose to the drain ditch along the handrail of the balcony. Same for the laundry machine installation area, if there is one (if you install an air conditioner, please tell the installation work operators about that). Besides, if the slotted drain cover of the drain ditch is clogged, water can collect on the balcony and leak downstairs. So please clean it regularly. **Additionally, please do not place a storeroom on the balcony. It is prohibited.**

Besides, please do not put or suspend things on handrails of the balcony, or install antennas (for satellite broadcasts or radiocommunication), because they might fall.

If you dry *futons* (including bed sheets and *futon* covers), please place them inside of the balcony and use *futon* stand and *futon* clip to prevent them from falling.

Especially, please be careful of flowerpots and clothes-drying bars when it is windy. (please bind the bars with strings or use ropes)

For medium and high-rise apartments, fire escape ladder and partition boards between adjacent rooms are used in evacuation. Please be sure not to place things around them. Besides, if things are placed, children might stumble on them and fall from the balcony. Please be careful of them.

(6) Electrical Facilities

(a) Electric Capacity

When you begin using electricity or change the contract capacity, please ask the power company.

Besides, the maximum contract capacity is shown on the electrical panel of each room. (if you move into a vacant room and no contract capacity is indicated, the maximum is 30A).

(Reference)

Type of the Contract Current (A)	10 (A)	15 (A)	20 (A)	30 (A)	40 (A)
Maximum Total Power in simultaneously using multiple devices	about 1,000 (W)	about 1,500 (W)	about 2,000 (W)	about 3,000 (W)	about 4,000 (W)
Color of the Current Limiter	Red	Pink	Yellow	Green	Gray

※ Some rooms are not fitted with current limiters due to installation of smart meters

(b) Electrical Panel

On the upper part of the entry, or around washroom/dressroom, an electrical panel (refer to the figure on the next page) is located. This facility is necessary for preventing electrification and protecting wiring and household electric appliances while using electricity. It has following components and functions, so please handle them in a way appropriate for each function.

○ Current Limiter —assets of TEPCO Power Grid, Inc.

If an electric appliance with higher currency than the contract capacity, the circuit is automatically opened and the power goes out. Then please choose appliances so that the total current falls within the capacity and press the lever upward to restore the power. But rooms with smart meters installed do not have the limiter. If the power goes out in these rooms because of overload, the power will be automatically restored in about 10 seconds. If it is not restored, please contact the power company which you have a contract with or TEPCO Power Grid, Inc.

Additionally, heating and cooking appliances such as air conditioners and electric carpets, microwave ovens, and electromagnetic ranges require considerably large current. Please take care not to use these appliances simultaneously.

○ Main Switch (with leakage cutoff function)

If an electric current higher than contracted flows or if a leak of electricity occurs, it automatically works to prevent disaster and shock hazard.

If the switch works, only the power for the room goes off.

- When it is triggered by overcurrent
Please check whether an excessive current flows when the electric appliances are used.
- When it is triggered by a leak
In general, it works when an electronic appliance causes leakage for some reason.

Procedure for restoration is as follows. The procedure is also shown on the cover of the electrical panel.

- 1) Switch “Off” all safety breakers.
- 2) Switch “On” the leakage breaker
- 3) Switch all safety breakers “On” in turn. If the leakage breaker is triggered, this circuit is leaking. Please use the household appliances with the breaker of the leaking circuit “Off, “ and other breakers “On.”
- 4) Please have the appliances used in the circuit which is turned “Off” in 3) inspected in an electric appliance store.

◆ Request for Inspection of earth leakage circuit breakers ◆

The earth leakage circuit breakers play an important role in protecting the safety of electric appliances in the room.

Their main functions are as follows:

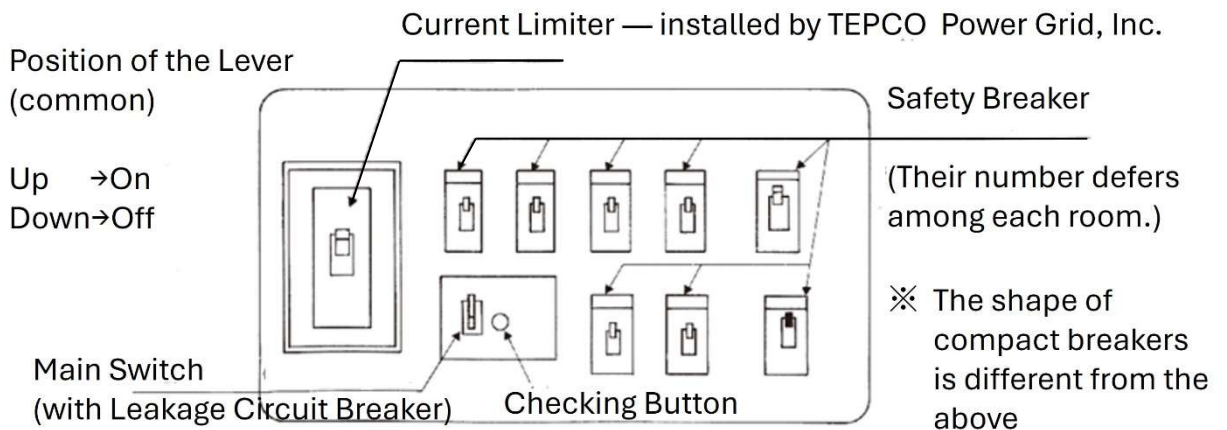
- Prevention of electrical shock accidents
- Prevention of leakage fires

To check their operation, please push the checking button of the earth leakage circuit breaker and confirm whether lever of the breaker goes down to open the circuit, working properly. If the lever does not move down when the button is pressed, it is out of order. Please report to JKK Tokyo Customer Center.

○ Safety Breaker

This is to protect wirings from overcurrent in a specific circuit and trouble current caused by a short circuit. When this breaker works, power for only its circuit goes off. Please check the wire and appliances for any anomalies.

For outlets for air conditioners, please refer to page 17.



Electrical Panel of each Room

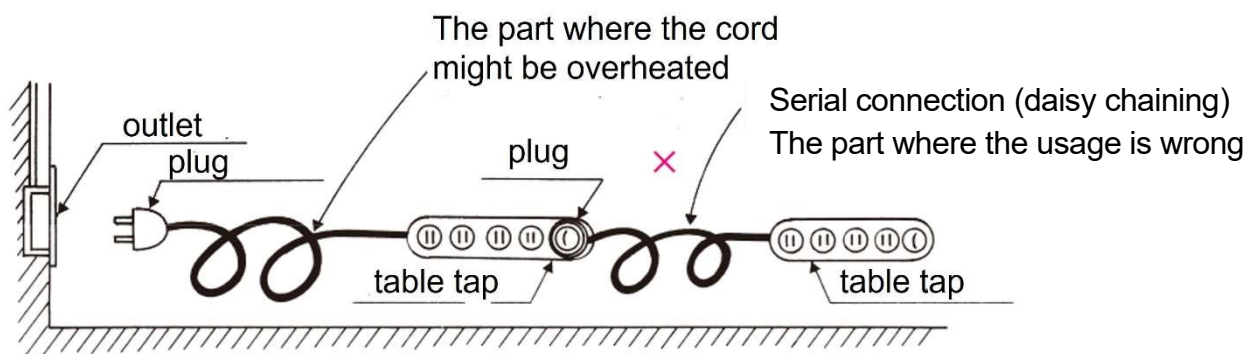
※ I some rooms, limiters are not installed because there are smart meters.

(c) Other Request about Using Electricity

- Please avoid starburst connection of table taps. Especially, if two table taps are connected in series (daisy chaining), cables are often overheated. Please do not do this by any means.

Additionally, if you use table taps, please check the manuals, etc. carefully and use them within allowed currents.

An Example of Bad Connection



- Each socket for illumination fixture has the maximum power capacity of lightbulbs. Since the power is indicated on the illumination fixture, please use the bulb within that capacity.
- If you use electrical appliances with large working current, please supply from a dedicated outlet.
 - Outlet for air conditioners — Air conditioners for cooling and heating. Please refer to page 17 for the details.
 - Outlet for large appliances — Microwave ovens, electromagnetic cookers, and electric heaters, etc.
- Inspection of outlets and plugs of electrical appliances
If plugs are left in the outlet for a long time, it can cause accidents. So, please regularly clean them and check whether there is any problem. (If they are left for years, dust might be accumulated between the outlet and plug to catch fire. (tracking phenomena))
- Installation of ground wire
Installation of ground wire is important in preventing electric shocks. If your air conditioner, washing machine, drying machine, or microwave oven has a ground terminal, please connect it securely to the ground terminal of the outlet.
- Mounting nails or metal fittings
Electric wiring are running under the wall, ceiling, and wiring case (plastic gutter). Please take care to avoid accidents in driving nails or mounting metal fittings.

◆ Warning ◆

Except for minor ones, electric work requires the license of electrician.

(d) Installing lighting appliances

If you install a lighting appliance on the ceiling rosette, please limit the total weight to 3 kg or less unless using reinforced cords.

If the appliance is installed with reinforced cords or directly mounted, the total weight shall be within 5 kg, if it is hung with chain from a hanger for luminaire, total weight of up to 10 kg can be hung.

Besides, it is assumed that lighting appliances installed in Japanese-style rooms are turned on-off with pull switch or remote controller. Please take care in choosing luminaires.

◆ Warning ◆

If you remove the lighting appliance initially installed to replace it with another one, you must recover the original state when you leave the room. So, please keep the initial appliance.

(e) Telephone

If you use only one line, please make a contract with carriers such as NTT East Corp. If you use 2 lines or more, registration for extension to the window center of Tokyo Housing Supply Public Corporation. Additionally, you must arrange the line construction, etc. at your expense.

(f) TV Receiving Facility

If you use only one line, please make a contract with carriers such as NTT East Corp. If you use 2 lines or more, registration for extension to the window center of Tokyo Housing Supply Public Corporation. Additionally, you must arrange the line construction, etc. at your expense.

(Note) Please pay the subscription fee for NHK separately.

(g) Calling Apparatus (depending on the time of construction, some rooms do not have them), Automatic Fire Alarm Equipment

○ Interphone System

The master unit of interphone system is installed around the dining kitchen of each room. The system is constituted with a base and slave unit. The function is as follows:

(1) Doorphone Function

As a doorphone of the entrance, it is possible to ring and communicate between the master and slave unit.

(2) Emergency Call Function

In an unlikely event of emergency and you need to tell the abnormality to outside, press the emergency button of the master unit. Then the lamp of the slave unit at the entry blinks and alarm sound (synthetic sound of 'nee-naw') is generated, thereby telling the emergency to outside.

○ Automatic Fire Alarm System for Dwelling Unit

Some of 3 to 10-storied buildings of the apartments have the fire alarm installed. All buildings with more than 10 stories and apartments for wheelchair users have it. However, depending on the time of construction, some buildings have different facilities.

This facility is constituted with receiver (master unit) for dwelling unit, outside display unit (slave unit), and fire alarm. Their function is as follows:

(1) Door phone Function

As a door phone of the entrance, it is possible to ring and communicate between the master and slave unit.

(2) Emergency Call Function

In an unlikely event of emergency and you need to tell the abnormality to outside, press the emergency button of the master unit. Then the lamp of the slave unit at the entry blinks and alarm sound (synthetic sound of 'nee-naw') is generated, thereby telling the emergency to outside.

(3) Fire Alarm Function

If a fire occurs in the room and the fire alarm is triggered, receiver indicates "fire" and the alarm (electric sound rings and synthetic voice "火災発生" (fire breakout) follows. Additionally, an alarm sounds from the display unit and

the lamp blinks.

Besides, if there is a residential building receiver, the fire signal is simultaneously sent to the receiver, and the alarm is shown on the receiver. In this case, the fire alarm bell of the building rings.

- In case of Fire
Evacuate immediately. Afterwards, please call 119 and JKK Tokyo Customer Center. If possible, please try early fire extinction.
- If it is not Fire
Sometimes it occurs that fire alarms are triggered by smoke of tobacco, smoke or steam of cooking, contamination by foreign material, smoking insecticide, sharp temperature rise caused by air conditioners, etc., sharp change of air pressure caused by typhoon, etc., or dew condensation, etc. If the situation does not change even after taking measures such as ventilation of the room, etc., please contact JKK Tokyo Customer Center.

(h) Fire Alarm Equipment for Dwelling Unit

Fire alarms for dwelling units detect smoke and heat caused by fire and alarm of fire by sound or voice. Although they are installed on walls or ceilings of kitchens and each room, if you find that they are not installed, or there is any anomaly such as battery depletion, etc., please report to JKK Tokyo Customer Center.

Fire alarm equipment for dwelling units is installed in buildings where automatic fire alarm equipment is not installed. Please refer to page 57 for usage notes.

(i) Plug Socket for an Air Conditioner

- i) A plug socket for an air conditioner is installed in each room of Metropolitan Housing. If there is not the socket, please contact JKK Tokyo Customer Center.
- ii) Some manufacturers or electronics stores might explain that a dedicated line is necessary for an air conditioner. If you install the second plug socket for an air conditioner, please do it at your expense.
- iii) The plug socket for an air conditioner is wired with single-phase 100V power line. While it is possible to use single-phase 200V line in some dwelling houses, setting up on the cabinet panel and replacing the plug socket are necessary.
Additionally, when the 200V air conditioner is removed, be sure to restore the original state (100V) to avoid accidents.
- iv) When you leave the room, please restore the original state of plug sockets, etc. which you set up.
※ Professional license is necessary for electrical works such as replacing or installing plug sockets, etc. Be sure to ask electric construction shops.
※ An article “To those considering installation of an air conditioner” is published on the homepage of Tokyo Housing Supply Public Corporation.

(7) Fire Extinguisher for Home Use

Fire extinguishers for home use are placed in rooms of some dwelling houses.

Please do not move them from the designated place. Additionally, please confirm the method of use, maintain, and check the extinguisher according to the attached instruction manual.

(8) Gas

The gas, which is convenient in cooking, room heating, and water heating, can be hazardous when carbon monoxide is generated by insufficient ventilation, gas leak, or insufficient combustion. When you move in, please contact the gas company and

open the stopcock under observation from a representative. Please have them check whether there is any leak and explain the precautions in operating the appliances.

Especially, since the gas supply is different among districts, please check the kind and be sure to use the gas appliances fitted for the kind.

Additionally, it is required by law to install gas leak sensors in dwelling houses using liquefied petroleum gas (called LP gas or propane gas). Please install a gas leak sensor to prevent accidents.

(a) Caution in Handling

- (i) Please ventilate the room and clean the air inlet of the burner, etc. as necessary.
- (ii) Put the rubber pipe to the base and clamp with the safety band. Besides, please replace stale apparatus and pipes as necessary.
- (iii) Please maintain the apparatus and clean the burner ports as necessary.
- (iv) Please do not use an excessively long gas line to connect to an apparatus. It is dangerous.
- (v) After use, please close the cock of the apparatus securely. Especially, please form a habit of closing the cock at night and before going out and keeping away from home.
- (vi) Flexible gas outlets are installed on new gas taps on the gas facility without any cock.

This gas outlet is designed so that the gas supply stops when the line is removed.

Gas cord (with a socket) or gas soft cord (made of rubber) + quick disconnect socket is necessary in connecting an apparatus.

The gas hose (gas cord, gas soft cord) and quick disconnect socket shall be prepared by the residents as necessary. If there is anything unclear, please contact the gas company.



flexible gas outlet (exposed)



rubber hose with
quick disconnect socket

(vii) Microcomputer meters (gas meters) automatically close the gas line if it detects anomalies such as gas leak, failure to turn off, or earthquakes. The microcomputer meters monitor the gas for 24 hours a day at the source. If the gas meter detects constant flow of gas, such as the cases in which using shower for a long time, gas supply might stop. If the gas stops because of the operation of the microcomputer, please recover it following the instructions of the attached manual or contact the gas company.

(b) Bath Boiler, Bathtub, and Hot Water Supply Facility

Your room has a bathtub and either bath boiler or hot water supply facility. Material, size, and positions where the hot water is supplied vary among apartments.

Please read the attached manual in using hot water.

○ Cautions in using Balance type Bath Boiler

- (i) If the faucet of the bathroom, shower, washroom, and kitchen are simultaneously used, sometimes the water becomes suddenly hot or tepid.

So, please keep in mind to use hot water at one place at a time.

(ii) When you use hot water in kitchen, washroom, or shower, etc., damage to bath boiler can be avoided by filling the bathtub to the level of pouring gate. While that may be toilsome, please practice it.



○ Cautions in using a water heater with bath reheating function

(i) A water heater with bath reheating function, which is installed out of the room, can reheat the bath and supply hot water to the faucet of the bathroom, shower, washroom, and kitchen.

(ii) Please note that the temperature of hot water might suddenly change when you use hot water in the faucet, shower, washroom, and kitchen.

(iii) Reheating the bath and adjusting water temperature can be operated with remote controllers fitted in the kitchen and bathroom.

(iv) Cautions in using the reheating apparatus on cold days in winter

a. The “reheating apparatus” prevents freezing by circulating the water of the tub with a pump. This is to prevent freezing, not any disorder. Therefore, on a day when the water might freeze, please fill the tub with water.

b. This pump works regardless of on-off of the switch. This is to avoid freezing, not a fault. When the water is fed or the temperature rises, the pump stops automatically.

(c) Gas Water Heater

In a room where a gas water heater can be installed, please install it at the designated position of the kitchen. (It is not possible to install a gas water heater above the gas range. If you install it, a radiation shield shall be installed separately.)

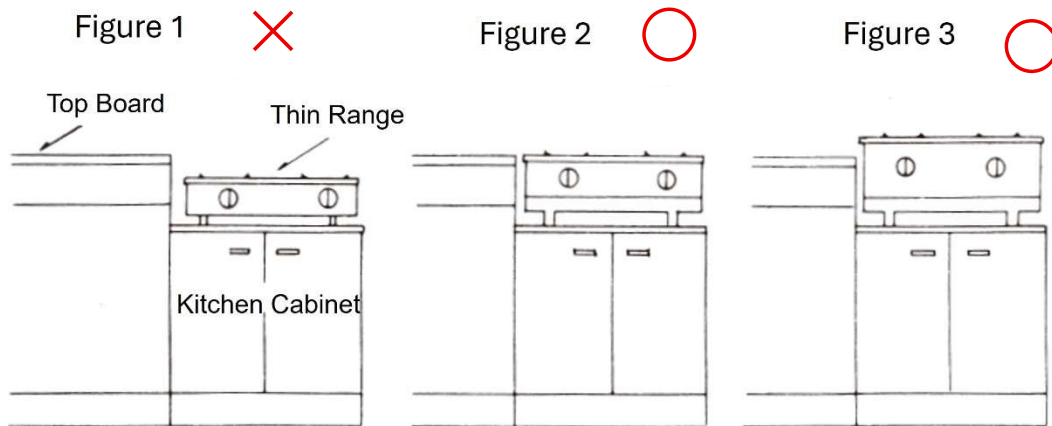
You can install water heaters with a capacity of up to 5-liter/min with an oxygen depletion safety shut off device.

Please do not use a water heater with no oxygen depletion safety shut off device.

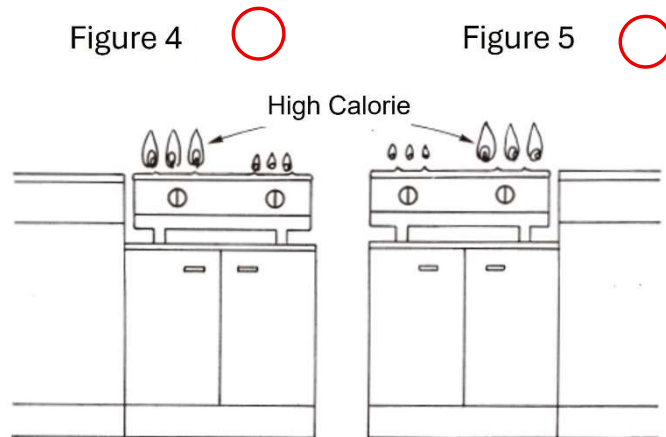
When the water heater is used, please use the ventilating fan.

(d) Gas Range (cooker)

Please place the gas range on the kitchen cabinet. In this case, please do not use a gas range lower than the top board of the kitchen (thin range) as shown in Figure 1. It is dangerous. Please use gas ranges positioned as shown in Figure 2 or 3.



Additionally, if you use a high-calorie burner, please position it so that the high-calorie burner is placed next to the sink.



(e) About Ventilation

Compared with wooden houses, fire-resistant houses are more airtight and have less natural ventilation. So, please take care of the ventilation. If the room is not sufficiently ventilated, there is a danger of carbon monoxide poisoning.

- (i) When you use a gas water heater, please be sure to operate the ventilation fan while supplying enough air, such as by opening the ventilation small window.
- (ii) If you use a stove (open type) or fan heater, etc., please open the ventilation small window. Additionally, please fully open the window for about 1 minute, about once per 30 minutes to get fresh air.

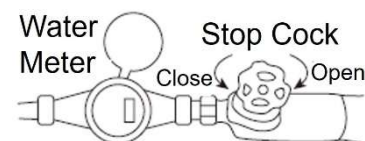
(9) Water

- If water of the kitchen or rest room does not stop, or water leaks from pipes, etc., please be sure to close the main valve (stop cock) and contact JKK Tokyo Customer Center

- How to close the Stop Cock

There are the stop cock and water meter in the meter box in the outside of the entry.

Water opens when the stop cock is turned left and stops when turned right. When water leaks or leave the room for a long time, please close the stop cock.



- When you go out, please turn off the faucet firmly. If you stay out overnight, please also close the stop cock.
- When the water supply fails, or water stops because of the cleaning work of

water receiving tank, please close the cock immediately. If you fail to do this, not only your room but downstairs rooms would flood.

If it occurs, all rooms should be restored to the original state at your expense, and the damage done to others should be compensated. If you stay away from your room, you can prevent accidents by securely closing the stop cock at the meter box.

- How to replace the Faucet Top

The faucet tops are consumable, and they should be replaced as needed. Abrased tops do not only cause water to leak but also damage appliances. If you replace the top, please follow the direction in the appendix (page 56). You can have this water saving top in Water Departments. It is also available in home centers, etc. So, it can be easily repaired.

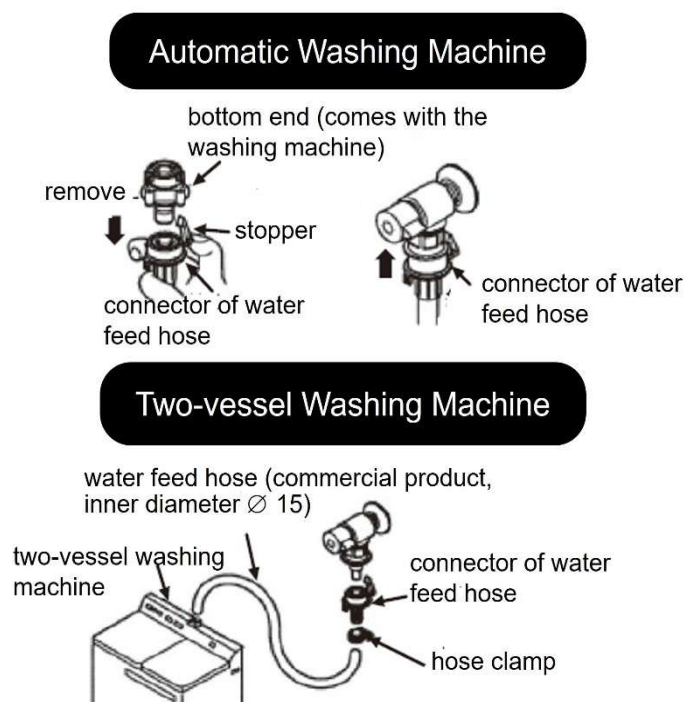
- While replacement of a cartridge of a single-lever faucet is possible for residents, but, if possible, please ask a water supply company.

(10) Treatment of a Faucet for Washing Machines

Some dwelling houses use a **faucet with emergency stop valve**. Please use it referring to the attached manual.

If you use a two-vessel washing machine, a connector of water feed hose is necessary.

Please prepare one beforehand at your expense, and tighten the injector part of the hose so that no leak occurs.



1. Remove the bottom end by drawing down the one-touch connector while holding the base of the stopper.
2. Fit the connector of water feed hose.

The bottom end that came with the washing machine is not used. If the hose is connected without removing the bottom end, water can leak.

1. Put the hose clamp on the water feed hose (commercial product, inner diameter $\varnothing$ 15).
2. Insert the connector of water feed hose into the hose and tighten with hose clamp.

※ Since faucets with emergency stop valves, and connectors of water feed hoses differ among manufacturers. So please use an appropriate product according to the attached manual.

(11) Internet Connection

In using internet services, please register to carriers yourselves. Tokyo Metropolitan Government has concluded an agreement with each carrier to prepare internet

environment. Since the state of the preparation is different among apartments, please contact carriers and ask whether the internet service is available or installation is possible. (refer to the Appendix)

For necessary procedures to connect to the internet, detailed explanation is provided on the homepage of Tokyo Housing Supply Public Corporation.

○ Connection Method, and Communication System

(a) Optical Line System

Optical line is wired to the room. Internet services become available when PC, etc. are connected through the optical information outlet and devices such as broadband routers, etc. supplied by carriers to the network.

(b) VDSL

Optical line is wired to the building, and telephone lines are used to connect from the room to VDSL devices located in the shared area. Internet services become available when PC, etc. are connected to the telephone outlet through VDSL modems, etc. supplied by carriers.

(c) Cable TV (CATV) wiring

Service network is wired from CATV center to the building, and wiring in the building to the room is through coaxial cable. Internet services become available when PC, etc. are connected to the TV terminal in the room through devices such as a cable modem, etc. of CATV enterprises.

○ An Example of Typical Procedures

① Registration to the Carrier You Chose

You: Please choose a carrier and register.

Carrier: Reports to Tokyo Housing Supply Public Corporation. (necessary applications and negotiations such as use of key of the shared area)

② The carrier inspects the building (they check whether it is possible to supply the service).

※ If there is any problem in piping, etc. and consequently it is impossible to lay a cable, please contact Tokyo Housing Supply Public Corporation via the carrier. (electrical contractors to repair are arranged at the expense of Tokyo Metropolitan Government).

③ The carrier applies to Tokyo Housing Supply Public Corporation for the system opening construction.

④ Tokyo Housing Supply Public Corporation approves the construction (as long as it is possible to open the path, they do not deny it.)

⑤ The carrier performs the opening construction.

⑥ The line opens (you contract with the carrier)

It may take some time from the registration to opening.

2-2 Facilities of the Shared Space

(1) Water Supply System

A water meter is installed in each room, and the charge is collected according to the usage in water supply systems. Water is fed from a receiving tank, which stores water temporarily, to a water tower or roof water tank, and fed to each room either by natural pressure or pump in most apartments. Some buildings do not have any receiving tanks and supply water to each room directly with booster pumps.

The shared faucet of the shoe washing place at the stair opening belongs to a different water supply system and therefore some of them continue supplying water even when the water is stopped, such as by failure of pumps.

- **Tank cleaning** Receiving tanks, roof water tanks, or water towers are cleaned once a year. Water supply stops when the tank is cleaned. Then we appreciate your cooperation.

(2) Drainage System (facilities within the building, etc.)

Drainpipes from the kitchen and laundry of several houses join into one pipe. If the pipe clogs, water flows back and all residents of the building are troubled. So, please take special care not to dispose of things which can cause clogging of drainpipes, such as used frying fat or solid. If it occurs, cleaning of the clogged pipes and restoration of the room damaged by reversely flowing drain to the original state should be performed at your expense.

Cleaning of the clogged parts up to the first basin located out of the building is, if it occurs, also at your expense.

Please regularly clean the U-shaped gutter along the road within the site of the dwelling house.

Sewage from restrooms and kitchen is flushed directly into the public sewer pipe.

(3) Fire Fighting Facilities

If the building has fire extinguishers, fire-hydrants, fire alarms, and emergency alarms, it is necessary that residents familiarize themselves with the location and usage of the facilities through joint fire drills, etc.

While periodical inspection of these facilities is performed by a professional contractor, sometimes these facilities can be damaged or mistakenly triggered by kids' mischief, etc. If it occurs, facilities might not work properly in case of fire. Besides, their repairment should be performed at your expense. Therefore, please alarm each other about the facility.

(4) Elevator

In using Metropolitan Housing elevators, please be careful about following matters:

(a) In case of Emergency

If, in an unlikely event, the elevator stops, please press the emergency button. Then you can talk directly with the management company etc. of the elevator. Additionally, an alarm buzzer sounds at the 1st floor elevator landing and within the elevator for about 15 seconds

(b) Use at Night

The elevator is forced to stop at every floor from 12:00 midnight to 6:00 AM by a timer for crime-preventive purposes. Although, timers are disabled by the request of residents' association, etc. in some apartments.

(c) Warning

- (i) Please do not press buttons mischievously or move violently in the elevator by any means. It does not only bother other people, but it might also cause failure.
- (ii) Please do not press buttons with hard objects, such as tip of umbrellas.
- (iii) Please take care not to touch the door when it closes or opens. Especially, please keep an eye on children.
- (iv) Parents should keep an eye on the children so that they do not get on an elevator on their own.
- (v) Smoking is not allowed in the elevator.
- (vi) In case of fire or earthquake, please do not use elevators but use stairs.
- (vii) If there is any trash in the elevator —especially congestion of sill grooves with dust can cause a failure of an elevator. So, please clean it regularly. Additionally, please do not use water in cleaning.
- (viii) If you stand close to the door, an accident might occur unexpectedly, such as by entrapment. Especially, if any long material (skipping ropes, scarf, or string of a purse, etc.) is entrapped, elevator might move with these trapped still and a serious accident might be caused. Please be careful.

2-3 Facilities in Specific Buildings

(1) High-Rise Buildings with 15-Floors or More

High-rise apartments with 15 floors or more have facilities and regulations different from the ones of ordinary apartments.

a) High-Rise Apartments which Fall within the Scope

(i) Apartments completed 1995 or before

Tsukuda 2-chome Apartment (Building 3), Iidabashi 2-chome Apartment, Ukima 1-chome Apartment No. 3, Konan 3-chome Apartment, Yokokawa 5-chome Apartment No. 2 (Building 1)

(ii) Apartments completed after 1996

Higashi-Yotsugi 4-chome Apartment, Shinonome 2-chome Apartment No.2, Konan 4-chome Apartment No. 2, Konan 4-chome Apartment No. 3 (Building 4), Hyakunincho 3-chome Apartment (Building 2), Machiya 5-chome Apartment No. 3, Yokokawa 5-chome Apartment No. 2 (Building 4), Minami Senju 4-chome Apartment, Shiomi 1-chome Apartment, Kachidoki 1-chome Apartment (Building 1), Kirigaoka 1-chome Apartment (Building 3, Building 27), Kita-Aoyama 3-chome Apartment

b) Gas Fixtures

(i) Apartments completed in 1996 or later have gas cookers (drop-in cooking stoves) installed. (if you do not live in the above apartments, please install the gas cookers at your expense).

When you begin using the gas, please have the staff of the gas company explain how to use the gas cookers. Additionally, when you use the gas cooker, please be sure to run the range hood fan.

(ii) Use of gas rice cookers, gas stoves, and oil stoves is prohibited. Instead, please use electric rice cookers, air conditioners, or hot water heating panels, etc.

c) Hot Water Supply, Heating, and Drying Facilities

(i) Hot water is supplied from the water heater with heating function to bathrooms, kitchens, and washing rooms.

(ii) If you want to heat the room with the “warm water plug socket” on the wall, you will need a radiator for hot water heating. (Please install the device at your own expense.) For further details, please refer to gas companies (excluding Kita-Aoyama 3-chome Apartment).

(iii) Apartments built in 1996 or later have dryers in the bathroom.

d) Safety Control Systems

(i) Firefighting installations and automatic fire alarm systems are installed.

(ii) Since some apartments have sprinklers, please take care not to damage their heads (some apartments for some specific purposes have sprinklers installed on every floor).

(iii) The disaster prevention center or control center is performing monitoring, inspection, and maintenance of the facility 24 hours a day to cope with fire and faults quickly.

e) Airplane Warning Light

Some floors have airplane warning lights, which continues lighting at every night, under Aviation Law.

(Facilities)

f) Limitation on the use of Balcony

Since there is a high risk that a falling object causes an accident, please do not do following things by any means:

- Hanging washing at a place higher than the handrails
- Hanging bedclothes, carpets, or laundry extruded outside of the handrails.
- Installing antennas (for BS, radiocommunication, etc.), etc.

Besides the above acts, please take care not to drop matters.

(2) Daiba 1-chome Area

(i) It is prohibited to use gas stoves or oil stoves. Please use air conditioners or hot water heating panels, etc. (please install the devices at your expense). Please refer to gas companies about hot water heating panels.

(ii) Since its toilet washing water is supplied by recycling sewage in Ariake Disposal Facility, it cannot be used as drinking water in case of emergency, etc.

(iii) If you install a warm water washing toilet seat equipment, please take the water from the water supply pipe of waterworks.

(iv) Please do not hang washing at a place higher than the handrail of the balcony or hang bedclothes, carpets, or laundry extruded outside of the handrails for maintaining and improving scenery, etc.

(3) Minami Aoyama 1-chome Apartment (shared building)

Minami Aoyama 1-chome Apartment (shared building), which has been built integrally with a private rental house, has established an agreement based on the "law concerning the sectional ownership of buildings."

Since residents of this Metropolitan Housing shall follow this agreement, please comply with the following directions:

(i) Please do not use fuels such as kerosene, propane gas, coal, charcoal, etc. for heating rooms.

(ii) Please do not hang bedclothes, carpets, or laundry extruded outside of the handrails

(4) Others

a) Hot Water Supply to the Region

Hot water is supplied to faucets in apartments with hot water facilities (Hikarigaoka Apartment, Yashio 5-chome Apartment).

Besides, the fee to use the heating for hot water supply shall be paid separately based on the agreement between you and Tokyo Heat Supply Co., Ltd.

b) Cable Information System

Elevators and other facilities are monitored 24 hours a day in apartments with this system installed and troubles such as failures are quickly coped with.

Since the maintenance of these systems involves costs, the common service expense shall be paid to Tokyo Metropolitan Government.

c) Parabolic Antenna

Since there is danger of falling, please do not install antennas (for satellite broadcasting, radiocommunication, etc.)

d) Tama Television

Cable TV facilities should be used in Tama New Town area.

Therefore, residents who use TV should sign an agreement with TAMA Television Co., Ltd. and pay the fee.

2-4 Repairment of the Room

Repairment is necessary to maintain Metropolitan Housing, which is a shared asset of the citizen.

Some of the repairment shall be done at the expense of Tokyo Metropolitan Government and others be at the expense of residents.

(1) Repairments which should be Performed by Tokyo Metropolitan Government

Among repairments of Metropolitan Housing, what should be performed by Tokyo Metropolitan Government (practically performed by Tokyo Housing Supply Public Corporation) —repairment at public expenses — is all except small repairment and replacement of parts which should be done by residents.

a) Planned Repairment Works Parts deteriorated because of age or location conditions are repaired along the plan.

b) General Repairment Works Considerably small repairments other than planned repairment works.

c) Special Repairment Works If the building is damaged caused by disasters such as typhoon, heavy rain, or hail. restoration works are performed immediately.

d) Environment Improvement Works As urban facilities in the neighborhood are developed, environment improvement works such as meeting rooms, playgrounds, road pavement, constructing bicycle parking places, etc. are performed along the plan, according to the necessity.

Additionally, some repairment work involves considerable noise and vibration, and operators might enter the room in some cases. When there is a leak of water on the floor, operators might have to check rooms upstairs for the origin of the problem. We highly appreciate your cooperation.

(2) Repairments which should be Performed by Residents

Generally, repairments shown in the separate table (page 60-62) shall be performed at the expense of residents. Additionally, expense for repairing any defect which is repaired by Tokyo Metropolitan Government, can be charged to residents if the defect was caused by their usage.

(3) Application for Repairment

a) If repairment is necessary, please apply to JKK Customer Service by telephone.

However, what should be repaired at your expense cannot be undertaken by Tokyo Housing Supply Public Corporation. Please ask business operators directly. (if it is required, JKK Tokyo Customer Center can introduce business operators.)

b) When the repairment is completed, it can occur that you are required to sign your surname on the work completion report.

c) Please refer to or consult JKK Tokyo Customer Center about repairments.

III. How You Live

3-1 How to Use the Shared Area

As well as corridors and stairs, garbage collection points, corridor lights, sewage pipes, passages in the housing complex, and plazas are all assets for community use.

Maintenance operations of shared areas such as cleaning passages in the complex, weeding, cleaning drain ditches, etc. should be performed by the residents. Please cooperate with each other to create a comfortable environment.

Additionally, please take good care for children not to enter dangerous areas such as water supply system (pump rooms or water tank, etc.).

(1) Staircase and Corridor

We would like you to walk quietly. **Please do not place anything on the staircase or corridor. Not only it obstructs passage, but it might also hinder evacuation of people in case of emergency such as fire.** Additionally, letting children play there would annoy other residents as well as it is dangerous. Please take care. Stair lights, corridor lights, and globes of outside lights become lighter if they are cleaned of dust on occasion. Additionally, dust can make insulation worse and cause failure.

(2) Roof Floor

It is not possible to use the roof, because it might lead to falling or leak.

Additionally, please follow the directions below, even in high-rise apartments where it is possible to use the roof:

- Please do not throw things or dispose of water.
- Please do not enter the machine room. Do not touch machines or alarm devices without any need.
- Children must not go there without parents and must not play with balls.

(3) Garbage Collection Point

Please take out garbage at the garbage collection point (set up by Tokyo Metropolitan Government) or an appointed place on the stated date. Please do not take out garbage on days other than garbage collection days.

Additionally, when you throw bulky garbage away, you need to make an application to the municipality. If you take out bulky garbage without application, it is not collected and consequently causes trouble to other residents. Uncollected bulky garbage or garbage should be disposed at your expense.

Additionally, please follow the directions of the competent cleaning office about the details of garbage collection schedule and how they are collected.

(4) Assembly Halls and Meeting Room

Assembly Halls and meeting rooms are facilities built for the convenience of the community. They are the cooperative facilities which can be used for the welfare and culture of the community.

Please do utilize the assembly hall and meeting room for various meetings so that

residents have opportunities to interact with neighborhood to create a comfortable living space. Additionally, some of the facilities are opened to the neighborhood as a good environment for creating a pleasant community for both the residents of the dwelling houses and neighborhood inhabitants to cooperate.

Besides, you cannot use the assembly halls or meeting room as a place of meeting for commercial, political, or religious purposes.

For procedure of using the places, please refer to the “Guidance of Using Assembly Halls of Metropolitan Housing.” (page 58).

(5) Plaza, Green Space, Children’s Playground, Driveway within the Apartment Site, and Bicycle Shed

a) Plaza: All residents can use the plaza, but it is not permitted that an individual occupies it. Since neighborhood people can use it, please utilize it for a place to create a local community.

b) Green Space: There is no dedicated garden in the Metropolitan Housing. Plants and trees are planted around each building in order to improve the dwelling environment and protect privacy.

It is not permitted that an individual uses the green space to raise plants, etc.

Additionally, if trees obstacle sunshine for a long time or trees touch electric wires to present a danger, some measures such as pruning are taken. Although, trees should be taken care of by residents themselves.

Please take good care of trees in the apartment.

c) Children’s Playground: While playthings in playgrounds for children in the dwelling houses are repaired and painted by Tokyo Housing Supply Public Corporation, cleaning and weeding, etc. be performed by residents. However, some of the playgrounds have been built by local municipalities and therefore they are maintained by each municipality.

Since neighborhoods can use these playgrounds, please utilize them to create local communities.

d) Driveways in the Site: Please do not park in the driveways within the apartment site. If there is any car parked on the road, accidents might be brought about as well as passage of emergency vehicles would be obstructed. Additionally, please take care so that the driveways are not used as kids’ playgrounds.

The road should be cleaned by residents.

e) Bicycle Shed: A bicycle shed has been constructed in each apartment. Please do not park anything other than a bicycle.

Additionally, if a bicycle is placed in any place other than a bicycle shed, it does not only obstruct passage, but also obstruct evacuation and cause serious damage in case of emergencies such as fire, etc.

(6) Pay Parking Lot

Tokyo Metropolitan Government has built a pay parking lot in each Metropolitan Housing according to the situation of the site and number of rooms. For the terms of the contract and application method, please contact JKK Tokyo Customer Center.

(7) Storage Space for Automobiles and Prohibition of Parking without Permission

It is not possible to use any space other than pay parking lot to store automobiles. Additionally, parking is also prohibited. If you own a car and move into an apartment without a pay parking lot, you will have to secure a private parking lot.

If you live in an apartment without a pay parking lot and have difficulty walking because of a disability, sometimes you might be assigned a place in the apartment site, where parked car does not impede normal operation, such as an open space of the apartment, to store the car according to the certified disability level. For further detail, please contact JKK Customer Support Center.

(8) Treatment of Notices such as Posters

It is not permitted to place a signboard or bulletin board without permission of Tokyo Metropolitan Government. Please post information about the autonomous association or information about crime prevention or disaster prevention, etc. from public administration on the predetermined bulletin board.

Additionally, it is not permitted to place a poster or signboard at the shared area. The shared area is the place which residents jointly use. Please respect the life of other residents and cooperate to create a pleasant living environment

※ “Shared area” means the balcony, corridor, staircase, outer wall, roof, plaza, children’s playground, garbage collection point, water receiving tank, electrical room, bicycle shed, parking lot, passage, fence, etc., which cannot be occupied by any individual.

(9) Prohibition of Cultivating a Vegetable/Flower Garden

Metropolitan Housing is the asset shared by all Tokyo citizens as well as the place for you to live in. Therefore, it is not permitted that any individual or autonomous association uses the site to grow any vegetable (including flower) without permission.

3-2 Things to Note about Living

(1) Sanitary in the Room

- Since Metropolitan Housing built with reinforced concrete has aluminum sash doors, they are quite airtight. Especially, concrete of newly built ones is not sufficiently dried yet. Therefore, the temperature in the room becomes very high and mold easily grows on walls of cupboards and bathrooms. If the room is newly built one, please ventilate the room thoroughly as a measure against sick house.
- Please endeavor to use closed-type heater (heaters which intake air from outside and exhaust the gas directly to outside) in heating the room. If a general type heater (such as gas or electric stoves), which intake air and discharge the exhaust in the room, is used, please take good care of ventilation, since there is a possibility of carbon monoxide intoxication caused by incomplete combustion. Additionally, even if a heater is not used, a wall adjacent to outside is apt to form mists. Especially, please be careful of the walls and cupboards on the north side.
- If pests, etc. are generated in the room, they should be eliminated by residents.

Besides, if smoking type insecticidal devices are used, fire alarm will be triggered. So, please cover the fire alarm temporarily so that the alarm does not inhale the smoke. Additionally, please tell neighborhood about this in advance.

(2) Keeping Animals

Since other residents are annoyed, it is strictly prohibited to keep animals such as dogs, cats, and birds, etc. and to feed them within the site. It is because their cries, fallen hair, feces and urine, etc. cause trouble among residents, or worsens the hygienic environment.

If you keep dogs, cats, birds, etc., which you are prohibited to live with in the apartment, please take measures such as finding a new owner beforehand.

(3) Daily Life Noise

Sounds which are generated by daily life, including noise generated by TV, audio equipment, game machines, or musical instruments, etc., sound made by a washing machine, and sound of kids jumping, etc., are called “daily life noise.”

Even in the apartment house, whose all sides, ceiling, and floor are insulated with concrete walls, sounds generated in your room might be heard in other rooms more noisily than expected. Sometimes it occurs that you make noise and annoy people in the adjacent rooms even if you do not intend to do so.

The problem of daily life noise should be settled by the residents themselves through negotiation. Please be thoughtful to others and be careful, in order to avoid uncomfortable feelings among residents and spend comfortable life in the apartment.

- Please adjust the volume of TV, audio equipment, game machines, and musical instruments, etc. according to time. Especially, volume should be lower in the early morning and at night. Please avoid playing musical instruments then.
- Washing clothes at night and early in the morning shall be nuisance to neighborhood.
- Kids' jumping can be a noise depending on time and degrees.
- Please open and close doors and sliding doors quietly and carefully.
- If you tap futons, noise sounds around. And also, fluff is scattered around to annoy

the neighborhood. (please clean the fluff with cleaners, etc.)

(4) Smoking in Shared Area

Ordinance on Prevention of Passive Smoking of Tokyo stipulates that metropolitan citizens should make efforts to avoid passive smoking of others.

If you smoke in the shared corridor, staircase, or balcony, its smell and smoke are spread and lead to others' passive smoking. Please be careful of others.

Additionally, fire disasters caused by carelessness about tobacco have occurred frequently. Since it is very dangerous if fire on the cigarette butt spreads on laundry or futons, please take special precautions in disposing of cigarette butts.

(5) Water Leak

Please do not distribute water in cleaning the entry, rest room, and balcony. If you distribute water in any place other than bathrooms, water leaks downstairs. If you cause water to leak downstairs, you do not only bother the residents downstairs but also have to compensate for the damaged *tatamis* and furniture.

(6) Sublease of Residence (Prohibition of Private Lodging)

Metropolitan Housing cannot be subleased as a private lodging.

The use permission conditions in moving in also prohibits subleasing Metropolitan Housing or using it for any other purpose. If fact of that kind of use is revealed, the use permission can be rescinded, and the residents can be ordered to surrender the room immediately.

(7) Prohibition of Selling New Psychoactive Substances (NPS), etc. and Special Fraud

There are important cases caused by new psychoactive substances and damage by special frauds occurring in large number. Therefore, Tokyo Metropolitan Government prohibits the use of buildings for the purpose of sales, etc. of NSP or special frauds in Tokyo Metropolitan Government Ordinance on Safe and Secure Community Development. If it is revealed that the apartment is used for the above purposes, the residents can be required to surrender the room. Absolutely do not do such a thing.

- ※ “New Psychoactive Substance” includes marihuana, stimulant, and other substances which cause excitement, hallucination, intoxication, or other similar effect in human mind and which have been found to cause harm to human health by abusing.
- ※ “Special Fraud” means fraud or computer fraud crime to obtain illegal profit or make others obtain the profit by tricking unidentified victim who the criminal has never seen to deliver any property by making the victim transfer the money to a fictitious or other person's bank account.
- ※ “Sales, etc.” means manufacturing, cultivate, sell, give, use, or advertise, or possess in order to sell, give, use, or advertise the object (however, acts approved by other laws, such as academic research, test, forensic, treating disease, or industrial use, etc. are excluded)

3-3 Common Service Expense

(1) One which is charged by Tokyo Metropolitan Government

If following common facilities (a – e) are maintained, or they are maintained together with facilities of other building (f), such as the case that the building is shared with other facilities, Tokyo Metropolitan Government maintains the common facilities on your behalf and residents shall pay the expense together with the rent to Tokyo Metropolitan Government.

a) Maintenance of Elevators

Fees for maintaining the elevator, such as by periodically checking, etc. for them to operate normally.

b) Cleaning Drainpipes of Kitchen Sink

It is the expense of cleaning the line from kitchen through the shared vertical and horizontal pipe to the outside sewage inlet #1 of the kitchen drainpipes of high- and medium- rise buildings. This fee is charged only in apartments where the cleaning is applied to Tokyo Metropolitan Government at the request of all residents.

c) Expense of Maintaining the Shared Part

Electric charge and water charge of the shared area, and charge for activities performed by Tokyo Metropolitan Government among replacing light bulbs, weeding, trimming and pruning mid-height trees, and cleaning fallen leaves. This fee is only charged in the apartment where the residents' association applied to the Metropolitan Government. It is about 500 to 6,000 yen depending the performed activities and situation of the apartment.

d) Fees for Maintaining Wired Information Systems

e) If any of the activities among following items (2) are performed by Tokyo Metropolitan Government, expenses for them

(2) One which is charged by residents' association (person in charge of accounting elected by the residents)

Besides the common service expense collected by Tokyo Metropolitan Government, such as for maintaining elevators, following items (a – f) are the expenses which should be paid by the residents and collected by residents' association as common service expense. Since **all residents have obligation to pay** the shared service expense charged by residents' association, please be sure to pay that.

The expense is about 1,500 to 5,000 yen per month per household.

The expense depends on the method of maintaining facilities decided by the group of residents, such as residents' association, and the situation of the facility. So, please receive explanation by an official of the residents' association.

a) User Fees

Electric fees for streetlamps, stair lights, corridor lights, meeting rooms, etc., water supply facilities, elevators, and other shared assets, and gas and water charges for some facilities

b) Expense for replacing lightbulbs, fluorescent lamps, lampshades, switches, and fuse, etc.

c) Expense for cleaning drainpipes from each room to the outside sewage inlet #1 once per year, and cleaning U-shaped ditch. If sewage flows back because of clogging and stains rooms, expense for its restoration be paid.

d) Expense of waste (including bulky refuse and garbage dumped illegally) treatment and

disinfection

e) Expense of cleaning, and weeding children's playgrounds, plaza, and paths, or cutting down branches of trees there

(Note) Among these fees, some are incurred by all residents of the apartment (i.e. streetlamps, etc.) and others incurred by residents of the corresponding building (i.e. elevators, etc.)

f) Other expenses necessary for maintenance, decided by residents' association (residents themselves).

3-4 Crime Prevention and Disaster Preparedness

(1) Crime Prevention

Please take crime prevention measures, such as locking doors and windows, properly.

You cannot feel safe just because other residents are monitoring the environment. Since crimes including thief, sneaking, and molesting, etc. are likely to occur in apartments, please be careful of the following matters:

- Please do utilize door scopes and door chains.
- If you stay out of the room for long days, please tell it to residents' association, etc.
- When you use elevators, please be careful of strangers getting on and out. In case of emergency, please push the emergency call button in the elevator.
- If you see a stranger or any suspicious person, please try to call out to them.

(2) Disaster Preparedness

a) Fire

Please be always careful of the treatment of fire in the room. If a fire disaster is caused, it would cause trouble for other people in the neighborhood as well as you. Depending on the cause of the fire, you might be required to leave the house or to pay the recovery expense.

Additionally, if your room and property are damaged by catching fire or firefighting, it might occur that you cannot require compensation for the damage, because of Act on the Liability for Fire Caused by Negligence.

If you take in insurance to compensate damage to property or third party (contents insurance) for an emergency. It would also protect you.

If there is a fire in the neighborhood, please call 119 at once and flee to the place of safety. (if possible, please attempt the initial firefighting with fire extinguishing too, etc.)

Since the balcony of medium-rise apartment is the place which becomes the evacuation path in case of emergency, please do not place a thing.

Additionally, in an apartment which is fitted with an escape ladder, it is designed so that the ladder comes down in case of emergency, please do not place anything which can hinder the ladder, such as laundry poles, etc. around that place.

Additionally, when you install curtains in your room, please use nonflammable curtains.

Especially, in high-rise apartments higher than 31m, or about 11-floor or higher (regardless of the floor where you live, in all rooms), please be sure to install nonflammable curtains.

○ Assignment of Fire and Emergency Preparedness Manager

In an apartment house such as Metropolitan Housing, if the apartment has some shops as annexes and it has 30 households or more, or if the apartment has 50 households, the custodian of the building shall assign the fire and emergency preparedness manager and report to the fire marshal.

The custodians are the residents and Tokyo Metropolitan Government, which owns the building. In this case, each resident becomes the custodian of the rooms they occupy, and Metropolitan Government becomes the custodian of the whole building including the shared area.

Therefore, the fire and emergency preparedness manager should be assigned cooperatively. Although, since the basics of fire control is initial fire extinguishing, it is desirable that a resident becomes the fire and emergency preparedness manager. Please position the activity of firefighting as one of the group activities of residents' association and assign the manager.

Additionally, if none of the residents becomes the fire and emergency preparedness manager, personnel of Tokyo Housing Supply Public Corporation is assigned.

The main job of the fire and emergency preparedness manager is preparing the fire protection plan, mainly about reporting and evacuation drills (additionally, a certification is necessary to become a fire and emergency preparedness manager. Please refer to the fire station in charge).

b) Earthquake

Medium- or high-rise fire-resistant buildings are considerably quaked. The higher the floor, the bigger the quake. If you rush to corridors or staircase, you would be in higher danger.

It is important to extinguish the fire first and act calmly in case of big earthquake.

Additionally, please take measures against earthquakes, such as fixing furniture with fall prevention devices such as tension rods, etc. so that it will not collapse in case of earthquake.

c) Typhoon

Things which can be blown away with the wind, such as hangers to hang laundry, should be taken within the room and fix clothes poles, etc. Additionally, please check drain ports and clean them if there is garbage accumulated. Please be careful so that the heavy rain will not blow into rooms from open windows of rest rooms or bathrooms, etc.

(3) About the Readiness when Information about Earthquake is Announced

Please keep the following matters in your mind and share the recognition in each family so that the damage can be mitigated in case of earthquake:

a) If information about an Earthquake is Announced

- i) Turn on the TV or radio to obtain information
- ii) Keep an eye on the information from Tokyo Metropolitan Government, fire station, and police.
- iii) Check where fire extinguishers and fire buckets are
- iv) Put the things on shelves down and check fall prevention measures of furniture
- v) Take measures so that lamps, windows, or garden plants do not fall
- vi) Draw and store the drinking water
- vii) Check the food, medicine, and emergency supplies
- viii) Wear clothes as fireproof and easy to move in as possible
- ix) Avoid using telephones and automobiles
- x) Keep an eye on what children do
- xi) Behave calmly and avoid going out unnecessarily

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- xii) Avoid using elevators
- xiii) Reconfirm the disaster measures in the neighborhood

b) Use of fire and Handling Hazardous Materials

- i) Stop handling hazardous materials, and simultaneously take safety measures
- ii) Stop using fires such as gas fittings. If it has to be used, limit the use to the minimum and be ready for extinguishing
- iii) Stop using heaters
- iv) Check where the gas meter cock is
- v) Pull the plug of electrical appliances (excluding TV and radio) off and simultaneously check where the distribution board (breaker) is

Firefighting and Disaster Prevention be done by all of us

Please paste the drawing of distribution of firefighting facilities in each building on the page 41, cut off the pages, and stick them on a place in easy sight.

Please write “※” and “○” yourselves.

◎ You must understand the danger of disaster to the public and follow the rules below with sincerity.

1. Matters to be observed to prevent fire
 - (1) You must check the facilities and tools using fire and electrical appliances, etc. before and after use, and try to manage them properly, including safety confirmation.
 - (2) Cigarette butts should be completely put out by pouring water. Additionally, do not smoke in bed/futon.
 - (3) Incinerators should not be used, and fire should not be made outdoors
 - (4) When explosives and combustibles such as kerosene are used, be careful of the property and do not store more than necessary.
 - (5) Inflammables or materials which can be obstacles in evacuation should not be placed around corridor, stairway, or the partition plate in the balcony.
 - (6) Area surrounding facilities necessary for fire prevention or evacuation should be free from anything which can be obstacles in use.
 - (7) Materials should not be put around shared areas or buildings, because there is a risk of arson.
2. Measures to Prevent Damage by Earthquakes
 - (1) Measures to prevent overturning of furniture and devices using fire, and measures to prevent materials from falling
 - (2) Appropriate management of automatic fire extinguishers against earthquake of kerosene stoves, etc. and measures against leaks of dangerous substances including kerosene, etc.
 - (3) Act of preparing disaster hoods, bottled water for emergencies, flashlights, portable radio, and medicine, etc.
 - (4) Discussing positively what is necessary in fire prevention and disaster prevention among in the family or residents' association.
 - (5) Discussing with the family members what to do in case public transport stops and it is impossible to return home.

◎ You must take positive actions according to the following direction.

1. Measures to take in case of Fire

- (1) If you find a fire, please ring 119, turn on the emergency bell, or shout to the people around you to tell the fire, and simultaneously tell JKK Customer Center.
- (2) If you are near the fire site, you should try to extinguish the fire at an early stage with fire extinguishers, etc.
- (3) If you find anyone left behind or anyone injured, you should call out loud for help and try to save and relieve them.
- (4) If you evacuate, do not use an elevator. Additionally, do not be attached to property or clothes and evacuate to a safe place quickly.
- (5) Following people should guide the fire brigade and provide information:
 - (a) People who found the fire
 - (b) People who have information about people left behind or injured people
 - (c) People who live in the fire outbreak place or who are related to the place

2. Measures to Take in case of Earthquake

- (1) In order to prevent fire, close the gas supply to gas range, water heaters, and stoves, etc. and open the exit to secure the evacuation path.
- (2) In case of fire, prioritize firefighting more than anything else. If anyone is injured, cooperate with each other to relieve them.
- (3) When you take shelter to the designated evacuation shelter, all people should walk there in an orderly manner, as per the command of disaster prevention organizations or responsible person of the residents' association.
- (4) Assign the emergency evacuation shelter in advance, and move to the designated evacuation shelter as necessary.

〇〇団地の消防計画
入居者が守るべき事項
“使う火を消すまで離すな目と心”
Firefighting Plan of 〇〇 Apartment
Matters to be observed by Residents
“Keep an Eye and Attention on the Fire you are Using”

— 〇〇号棟〇階消防用設備配置図 —
Layout Drawing of Firefighting Facilities
on the 〇th Floor of Building 〇〇

◎ Participation in the Voluntary Fire Drill, etc.

Please do actively participate in the voluntary fire drills, etc. and endeavor to progress the awareness of fire and disaster prevention, to be ready to act appropriately in case of emergency.

3-5 Safety Confirmation per Request in Case of Emergency

To respond more quickly and properly to the request for safety confirmation of residents, both Tokyo Metropolitan Government and Tokyo Housing Supply Public Corporation are actively taking measures including preparation of manuals and strengthening cooperation with the local ward and town, and with other residents' associations.

If you note that some residents are not seen lately, it is not possible to contact them, piles of papers and mails are accumulated, light is always on, etc. and think that it is necessary to confirm the safety, please contact JKK Tokyo Customer Center.

After checking the situation, measures such as entering the room in the presence of police officers are taken if it is necessary.

3-6 Visit to Rooms by a Patrolling Concierge

(1) Regular Visit to Aged or Disabled Residents

In Metropolitan Housings, patrolling concierges visit residents who cannot go to points-of-contact and want them to visit about once per two months to handle various kinds of registration/application and to receive consultation, etc.

If your family satisfies the following condition, please feel free to consult:

(a) Family

- (i) Families consisting exclusively of people 65 years of age or older
- (ii) Families consisting exclusively of disabled people
- (iii) Families with all members 65 years of age or older or disabled

(b) Application for Regular Visit

If you want the patrolling concierge to visit regularly, please contact JKK Customer Center. Additionally, if any resident has reached 65, 70, or 75 years old, or every resident of a room is 80 years or older, patrolling concierge visits to ask whether they require periodical visit.

(c) Concrete Support Done in the Periodical Visit

- i) Consultation about each kind of application and income statement form, and applying on behalf of them
 - ii) Introducing the residents to organizations related to welfare
- ※ 1: Patrolling concierges are window personnels of JKK Tokyo Center.
 - ※ 2: They always carry ID card when they visit rooms.
 - ※ 3: They do not handle money.

(2) Management of the Apartment such as Checking the Appearance of Shared Area

As well as visiting the aged people of above condition, patrolling concierges patrol regularly to inspect the apartment building such as by checking the outer wall and playground equipment, to maintain the safety of the apartment.

Additionally, they require people doing disorderly behavior, such as unauthorized parking, for corrective measures to keep good living environment.

- Major Inspection:
 - (1) Crack and peeling of outer walls of the building
 - (2) Damage to playground equipment
 - (3) Caving pavements and damage to fences, etc.

3-7 Contact Person

People among residents recommended by residents' association are elected as "contact people," who are assigned to perform necessary jobs in each area in Metropolitan Housing.

- Major Duty of Contact People
 - (1) Posting or distributing newsletters "Daily Life Plaza" and other news from JKK Tokyo
 - (2) Water analysis of private water supply, small private water supply, and specified small-scale water supply
 - (3) Communication and reporting to JKK Tokyo in case of emergency including fire, accidents, and incidents
- ※ Registration, receiving application for repairment, guidance on how to live are not included in the duty of contact people

IV. Procedures

4-1 Payment of Rent, etc.

Rent and common service expense (hereinafter “rent, etc.” in this booklet) are invoiced by calculation on daily prorata from the approval date.

We would like you to pay the rent, etc. by account transfer (automatic transfer). However, it is also possible to pay by payment notice.

(1) Rent, etc. of the month you move in

Tokyo Housing Supply Public Corporation sends payment notice by post. Please make the payment at financial institutions such as banks.

(2) Rent, etc. of the Subsequent months

(a) Payment by Account Transfer (Automatic Transfer)

(i) Opening a bank account or saving account

If you do not have a bank account or saving account (hereinafter referred to account), please choose a convenient financial institute, whose branches are located near the resident or workplace.

(ii) Procedure for setting up account transfer

Please fill in the form “Rent and common service expense (Office for Housing Policy) account transfer request document,” seal the seal registered to the institute, and submit it to the financial institute. And please receive the copy for the applicant then.

In general, the automatic transfer begins next month if you apply until 15th of the month. Additionally, the nominee ID is printed on the “Letter of Authorization.”

(iii) Notification of the Beginning of Account Transfer (Automatic Transfer)

Those who successfully applied for the procedure receive “Rent, etc. payment notification and bank transfer guidance report,” telling the name of the financial institution and account number after the 20th of the month when the automatic transfer begins.

(iv) Account (Automatic) Transfer Date

On the last day of the month, when the rent, etc. are transferred, they are automatically paid from your account (if the last day of the month is bank holiday, they are transferred on the next working day).

(v) Issuing Payment Status Notification

If you pay rent, etc. by account (automatic) transfer and need proof of payment status for the previous year, please ask Toei Housing Administration Division, Public Housing Management Department, Tokyo Housing Supply Public Corporation.

(vi) Inheritance of use and change of account, etc.

- If the payment account is changed because of death of the householder, etc., please obtain approval of inheriting the room and submit “Rent and common service expense (Office for Housing Policy) account transfer request document” to the financial institution to set up the automatic payment.
- If you change the financial institution, please submit “Rent and common service expense (Office for Housing Policy) account transfer request document”

(b) Payment by payment notice

The payment notice is sent from “Tokyo Housing Supply Public Corporation” around 20th of every month. Please make payment to financial bodies, etc. by the last day of the month.

(3) Payment of Rent, etc. by the Day

If you return the room part way through the month, procedure of paying rent, etc. by the day is as follows:

(a) If you move to a house other than Metropolitan House

Rent, etc. is computed by the day based on Metropolitan Housing Return Notification. Please submit “Metropolitan Housing Return Notification” by 14 days before the day of leaving.

If you have paid security deposit, the rent, etc. is appropriated from it. (please refer to page 53 for details)

If you have not paid security deposit, please make payment with the “payment notice” which is sent to the new address.

(b) If you move to another room of Metropolitan House due to Rebuilding, etc.

Please make payment by “payment notice” of the rent, etc. by the day. If you pay rent, etc. by account (automatic) transfer, the transfer resumes in the next month.

(4) If you Fail to Pay

If you fail to pay the rent, etc., you might have to leave the Metropolitan Housing. In order to avoid such a case, please pay the rent, etc. every month.

- If you fail to pay the rent, etc., a reminder is sent. Please pay immediately.
- If you fail to pay, payment is required by a notification notice, phone, visit of a field staff. Additionally, we might report to the contact person to ask for cooperation in pressing for payment. (It does not occur that the contact person is demanded for payment.)
- If you fail to pay the rent, etc. for 3 months in a row, your permission to use is cancelled and lawsuit for handing over the room is raised.

4-2 Income Statement of Metropolitan Housing

Rent of Metropolitan Housing is determined based on the income statement, which is submitted annually, according to income of the household.

(1) Duty of Reporting the Income

Those who live in Metropolitan Housing are required to submit an income statement, due to Public Housing Law and Tokyo Metropolitan Government Ordinance on Housing, etc. Since it is sent in June every year, we would like you to submit it by the deadline.

Please note that you are charged similar value of rent as neighborhood apartments (private rental housing in the neighborhood) if it is impossible to confirm the income because of the lack of the report or flaws in the report.

- ※ While residents who have lived for less than 3 years are not required to submit the report, they might be able to have discounts on the rent, etc. according to the income.
- ※ Those who are receiving general exemption or special discounts do not have to submit the income statement (the form of “income statement” is not sent.). However, since

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application for rent, etc. discount is the substitute of the income statement, please be sure to perform the procedure.

- ※ If the nominal person cannot submit the income report because of dementia, etc., households satisfying a certain condition defined by Tokyo Metropolitan Government can receive discounts based on a declaration. In this case, the rent, etc. is determined based on the income situation investigated by Tokyo Metropolitan Government.

(2) Notification of the Income Authorization

Around the end of February every year, with the income authorized based on the income statement, the authorized monthly income and rent from April is notified.

(3) Re-Authorization Request of the Income

If your income decreases because of resignation, etc., it is sometimes approved that the income is re-authorized and the rent is revised.

If you require income re-authorization, please be sure to check the details of requirement and procedure of application, etc. **with JKK Tokyo Customer Center** before the application.

Additionally, the revised rent, etc. based on the re-authorization is applied to the rent for the next month of accepting the “Income Re-Authorization Request Form.”

(4) Application for Discount of Rent

Metropolitan Housing has a system for households with low income and in need with everyday life and households with special circumstances such as disability or malignant disease to receive discount of rent based on application.

There are “General Discount” and “Special Discount” in this system. (Please refer to Table 1 & 2.)

For details of the standard and procedures, please be sure to check **with JKK Tokyo Customer Center** before the application.

Additionally, the discount is applied in the next month of the application.

- ※ **Those who are already receiving discounts receives “Rent Discount Request Form.” If you want to continue the discount, please finish the procedure by the deadline written on the form.**
- ※ **Those who live in Public Housing (Local Special Rental Housing and Designated Public Rental Housing) are not subject to discount.**

Table 1: General Discount and Special Discount

General Discount	Households with authorized monthly income (including tax-free pension) is 65,000 yen or less can have the rent discounted by 10 to 50% upon application. Additionally, if the household with particularly low income satisfies certain conditions such as disability or bad disease, they can have the rent discounted by 75% as an exception.
Special Discount	If the situation of the household falls under any of the conditions specified in Table 2 and the authorized monthly income is 158,000 yen or less, rent of the corresponding category can be discounted by 50% upon application.

Table 2: Those who can receive a Special Discount

Single Mother or Single Father Households	Households constituted exclusively by the householder with neither a spouse nor a partner (including unmarried) and children under 20 who fall under either of ① and ② : ① If there is only one child, the child is preschool. ② If there are two or more children, more than two of them are students of high school or lower.
Households of Psychosomatic Disabled People	Either the householder or cohabitant falls under any of the ①②③: ① Certified as Physical Disability Grade 1 or 2 ② Certified as Intellectual Disability Grade 1 to 3 ③ Certified as Mental Disability Grade 1 or 2
Households of Patients with Intractable Disease	Either the householder or cohabitant falls under any of the ①②③④⑤ and <u>needs constant nursing care</u> : ① Suffering from a disease specified in Act on Medical Care for Patients with Intractable Diseases ② Suffering from a disease specified in Act on Medical Fee Aid for Intractable Disease Tokyo ③ Suffering from a Specific Pediatric Chronic Diseases specified in Child Welfare Act ④ Have Pollution Medical Handbook ⑤ Suffering from a disease specified in Ordinance on Subsidies for Medical Care for Persons with Health Disorders Caused by Air Pollution
Households of Frail Elderly Person	Either the householder or cohabitant falls under any of the ①② ① Certified as Needed Long-Term Care Grade 4 or 5 specified in Long-Term Care Insurance ② Received Welfare allowance for the elderly in 2002

(Procedures)

■ How to Compute Certified Monthly Income

It is computed by the following formula:

$$\frac{\left(\text{Total Income of the Whole Household} \right) - \left(380,000 \text{ yen} \times \text{the number of family members excluding the householder} \right) - \text{Special Deduction} (*)}{12 \text{ Months}}$$

* Special deduction

If it is confirmed in the resident tax certificate that the resident falls under the following conditions, they can receive special deduction.

Special support (250 thousand yen), elderly support (100 thousand yen), disabled (270 thousand yen), special disability (400 thousand yen), single parent (350 thousand yen), widow (270 thousand yen)

※1: Besides the above, if the household have miscellaneous income pertaining to wege or pension income, 100 thousand yen per person with income is deducted.

※2: As for one parent deduction and widow deduction, if the income of the householder is lower than the deduction amount, that value is deducted.

4-3 Various Procedures of Metropolitan Housing

If there is any change in the family composition (cohabitation, moving out, birth, death, etc.), as well as reporting to municipalities, following procedures should be performed to Tokyo Housing Supply Public Corporation. There are clearance requirements and necessary paperwork based on regulations, etc. in the above procedure.

Especially, there are detailed clearance requirements including income standard, reason for application, payment status of the rent, periods of residence, etc. in approving cohabitation and succession of dwellings. If you apply for cohabitation or succession of dwellings, please confirm with JKK Tokyo Customer Center beforehand.

Some procedures can be done online or by post without visiting the contact center. Tokyo Housing Supply Public Corporation posts a guide of major procedures and a list of procedures which can be performed online or by mail are posted on its home page.

Application forms of the procedures which can be performed by mail can be downloaded from the home page or requested to send by mail online.

(1) Cohabitation

If your family member or partner live with you, they must submit “Application Form for the Approval of Living Together” to the contact center to get approval of Tokyo Metropolitan Government. Additionally, there are two kinds of approval for living together:

[Official Approval of Living Together]

This is approval with no limitation. This kind of cohabitation should be appropriate

from the aspect of conventional wisdom (such as marriage), and under unavoidable circumstances. This is approved for only spouses or partners, or relatives in the first degree (parent, child), whose properties such as income satisfying the standard specified in ordinances.

Besides, even the officially approved cohabitants are not always allowed to succeed the permission (to take the place of the householder) when the householder dies or leaves.

- If the householders live in metropolitan dwelling houses (regional special rental residences, specified public rental housing) can be approved to live together with their spouses or partners, and relatives within the 3rd degree or their partners.

[Time Limited Approval of Living Together]

This is approval with expiry date. Only if there is special circumstance such as nursing care, etc. and if their income, etc. satisfies the standards specified in ordinances, relatives within the 3rd degree (parents, children, grandparents, brothers, sisters, uncles, aunts, nephews or nieces, etc.) of the householders or their partners are approved to live together.

(2) Succession of Tenancy (changing the holder)

If there is an unavoidable circumstance such as **death or departure of the holder because of divorce, or dissolving the partnership**, and the cohabitant wants to continue living there, he or she must submit “Notification of Change in Household Members” and “Approval Request for Succession of Tenancy Rights” to the contact center and obtain permission of Tokyo Metropolitan Government.

In general, **only the spouse or partner of the householder who is officially allowed and continues to live together for a certain period is permitted** to succeed the tenancy.

Although, if the person is elderly, disabled, or invalid and need special consideration of stabilization of residence, they can be permitted to succeed as long as they are relatives within the 3rd degree.

- Those who live in Metropolitan dwelling houses are permitted to succeed the tenancy as long as they are spouses, partners, or relatives of the householders.

◆ Caution ◆

Even if people who apply for succeeding the tenancy are **spouses or partners** of householders, they cannot succeed.

- Total income of the household exceeded the income level for residency at the time when the cause of succession occurred.
- The successor has been living there illegally, without permission to cohabit.

[In case cause of succession such as death of the householder, etc. occurs, please notify at once]

In a household where the cause of succession such as the death of the holder, etc. occurred, if the standard of succession is not satisfied, the room shall be returned immediately. However, grace period is given, considering the time to look for the house to live in. **The grace period is 6 months from the day when the cause such as the death of the householder occurs (the period is not counted from the day when the cause is notified.).**

If the grace period expires, the rent of similar housing in the neighborhood shall be charged.

If the cause event is notified more than 6 months after the occurrence, the rent of similar housing in the neighborhood is charged after the grace period. The difference

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between the paid rent and the raised rent for that period is charged later.

Additionally, even if the standard for succeeding the tenancy is satisfied, if the notification is later than 6 months after the occurrence, rent equivalent for the rent of residents at a similar level is charged as in the above case.

(3) Change in Household Members (moving-out, death, or birth, etc.)

When a holder any of the member moves out or dies, or gives birth to a child, "Notification of Change in Household Members" must be submitted to the contact center (if a time-limited cohabitant bears a child, "Application Form for the Approval of Living Together" is submitted instead. Additionally, when a person permitted to live together leaves the room because of the expiry of permission, the notification is necessary.

◆ Caution ◆

Please note that the notification of change is not substituted by crossing the name or adding a name on the income statement submitted every year. It is necessary to submit "Notification of Change in Household Members" to the contact center separately.

(4) Long-Term Absence

If the householder and all roommates (family members) are absent from Metropolitan Housing because of transference, they will have to return the Housing in general.

However, if "Notification of Long-Term Absence" satisfying the notification reference is submitted, long-term absence within 1 year is accepted. Even in this case, if the absence exceeds 1 year, the Housing shall be returned.

※ If the householder or cohabitant temporarily goes out, "Moving-out notice" can be required sometimes.

(5) Change of Contact Information

If contact information needs to be changed, such as in the case where the person selected as the contact passes away, changes the address, or changes to a corporation, etc., please submit "Change of Contact Information."

※ Please refer to JKK Customer Center for the detail.

(6) Rearranging the Room

In general, it is prohibited that an individual rearranges the room, which is a public property, or set up a manufactured article. Although, if the rearrangement is necessary due to unavoidable circumstances such as disability, and if it is authorized that there is no problem in housing management, the rearrangement at their own expense might be approved.

Additionally, there are two kinds of procedures listed below. For the range of each rearrangement, please refer to JKK Customer Center.

[Major Scope of the Application for the Rearrangement]

Re-covering the floor from *tatami mat* to flooring and eliminating level difference, replacing the bathtub and bath boiler, improvement or replacement of kitchen table or washstand, improvement of stool and installation of lifts for disabled people, etc.

[Major Scope of the Report for the Rearrangement]

Setting up handrails or slopes, eliminating level difference, etc., setting up a supplementary lock (the second lock) on the door, installing a bidet toilet with a heated water function[※], replacing the door of bathroom with folding door, installing disaster prevention equipments such as emergency alert system, etc. and installing an interphone[※], etc.

※ For installing a supplementary lock (the second lock) bidet toilet with a heated water function, and interphone, an unavoidable circumstance such as disability is not necessary.

In the installation work, please be careful of the noise or vibration trouble so that the work does not annoy neighborhood residents.

If the work schedule is determined, the resident (orderer) or contractor should make and distribute flyers to notify the neighborhood of the schedule and content of the work.

4-4 Measures for residents with excessive or large income

Metropolitan Housings are public housings rented as a safety net to people with low income or with difficulty in finding residents. Therefore, Public Housing Law and Tokyo Metropolitan Government Ordinance on Housing stipulate duty of people with excess income to endeavor to evacuate and claiming people with large income to evacuate.

Currently there are many people who want to but cannot enter Metropolitan Housing. Considering this circumstance, Tokyo Metropolitan Government is requiring people with excessive income to endeavor to leave the room. Additionally, Tokyo Metropolitan Government press people with large income to leave.

(1) Residents with Excessive Income

(a) What does “Residents with Excessive Income” mean?

Households who have been living in Metropolitan Housings for 3 consecutive years or more and whose monthly income exceeds the income limit for housing. While the income limit for housing is certified monthly income of 158,000 yen, the standard is mitigated to 214,000 yen for a household with an elderly or disabled person.

(b) Obligation to Endeavor to Leave

Inhabitants with income exceeding the limit for housing must endeavor to leave the Metropolitan Housings. There is a system to help households who choose to leave the room to find other rental houses of Tokyo Housing Supply Public Corporation or Urban Renaissance (UR) Agency.

(c) Rent of Residents with Excessive Income

Rent of the residents with excessive income is computed by adding surcharge to the rent corresponding to the income.

(2) Residents with Large Income

(a) What does “Residents with Large Income” mean?

Households who have been living in Metropolitan Housings for 5 consecutive years or more and whose monthly income exceeds the vacation standard based on income (313 thousand yen) for the recent second consecutive years.

(b) Notification before Certifying as “Residents with Large Income”

A household in the first year since exceeding the vacation standard based on income is sent “Notice regarding the High-Income Earner System,” and asked to prepare for evacuation.

(c) When a Resident is Certified as “Residents with Large Income”

They are asked to leave the room.

(Procedures)

Then Individual Briefing on Eviction Guidance is held and concrete plan of the evacuation is inquired.

(d) Rent for Residents with Large Income

The rent shall be the same as houses in the neighborhood (privately-rented housings). Additionally, even if the revised rent is paid on time, they are still required to leave.

(e) In Case They do not Leave the Room

If they do not have concrete plan of leaving and refuse to leave, the matter will be escalated to Tokyo Metropolitan Council for High-Income Public Housing Residents and discussed.

If the conclusion is that demanding to surrender is possible, surrender of property is demanded with the deadline 6 months later.

If they still refuse to leave, the permission of using the Metropolitan Housing is revoked and legal proceeding is taken against them for evacuation.

4-5 Rent of Regional Special Rental Residences and Specified Public Rental Housing

Regional special rental residences and specified public rental housings are built by Tokyo Metropolitan Government in order to supply middle income family households with rental dwelling houses of a certain size and facilities, etc. for adequate rent.

The “rent” is defined considering rent of neighborhood within the limit.

Besides, “rent” is revised every two years.

4-6 Departure

(1) Submission of Notification of Returning Housing

If residents leave Metropolitan Housing, they should submit Notification of Returning Housing to the Contact Center in charge until 14 days before the day of leaving.

If the submission is delayed, the day of leaving is regarded as 14 days after the date of receipt and rent until the day is demanded.

(2) Returning the Key

Three door keys and other miscellaneous keys such as crescent keys should be returned to the contact center until the day of leaving.

Crews of Tokyo Housing Supply Public Corporation do not attend at the returned room.

If the keys are not returned until the deadline, the keys are replaced before the repairment work. The former residents shall pay the cost of the replacement.

(3) Restoration Work, etc.

In general, please restore the residence to the original state. If you leave what you have damaged or soiled by mistake as they were, you must pay the cost of restoring them.

All your possessions, including furniture and household goods, should be taken out. If there is anything rental, please return it to the rental dealer.

(4) Requiring the Cost of Restoration (Compensation)

If the residence is not restored to the original state, Tokyo Housing Supply Public Corporation does it instead and invoices the cost. However, households on welfare or households receiving partial reduction of usage fees, who have difficulty in paying the cost, should consult the contact center in submitting the Housing Return Notification.

(5) Security Deposit Refund

The security deposit, which was paid in entering the resident, is appropriated to the unpaid rent (including the month of evacuation) and cost of restoration work (compensation).

(a) If there is any Shortage after the Compensation from the Deposit

The deficit is invoiced. Please make payment at a financial institution (designated financial institution for Tokyo Metropolitan Public Funds) by the deadline.

(b) If there is any Residue after the Compensation from the Deposit

After three or four months of the day of leaving, the amount is returned to the new address by postal order. Please be sure to receive the amount at the teller window of JP Bank by the expiry date.

(6) Others

Please be sure to inform public utility companies of the departure. Additionally, please inform residents' association also.

As for Housing for the Elderly, please inform warden / home helper.

4-7 Claim for surrender

Those who live in Metropolitan Housing are claimed to surrender in the cases below. Please be careful not to cause such a thing.

- If they resided in an illegal way.
- If they fail to pay the rent for 3 months in a row without good reason
- If they do not use the residence for one month or more without permission
- If they deliberately damage the residence or shared area
- If their nuisance including noise, foul smell, etc. is extremely malicious or serious, and if it is not corrected even after the caution and direction
- If they obtain a residence
- If it is revealed that the householder or any of the household is a gangster (※)
- If they violate the Tokyo Metropolitan Government Ordinance on Housing or order of the governor according to the above ordinance
- Besides the above conditions, if governor accepted that it is necessary in management of the residence.

※ The term “gangster” refers to members of organized crime groups as defined in Article 2, Item 6 of the “Act on Prevention of Unjust Acts by Members of Organized Crime Groups.”

Please refer to pages 51 and 52 for information regarding eviction claims against high-income earners.

4-8 Relocation due to Reconstruction of a Residence for Which a Use Permit has been Issued

If a residence for which a use permit has been issued is reconstructed because the building has become old, they must relocate.

- We will contact you in advance and hold an information session to explain the changes.
- We will arrange housing for you in Tokyo. However, please be aware that when arranging housing, we may not be able to accommodate all individual circumstances (such as commuting to school or medical appointments).
- Relocation expenses and other costs will be paid in accordance with Tokyo Metropolitan Government standards.

Annex

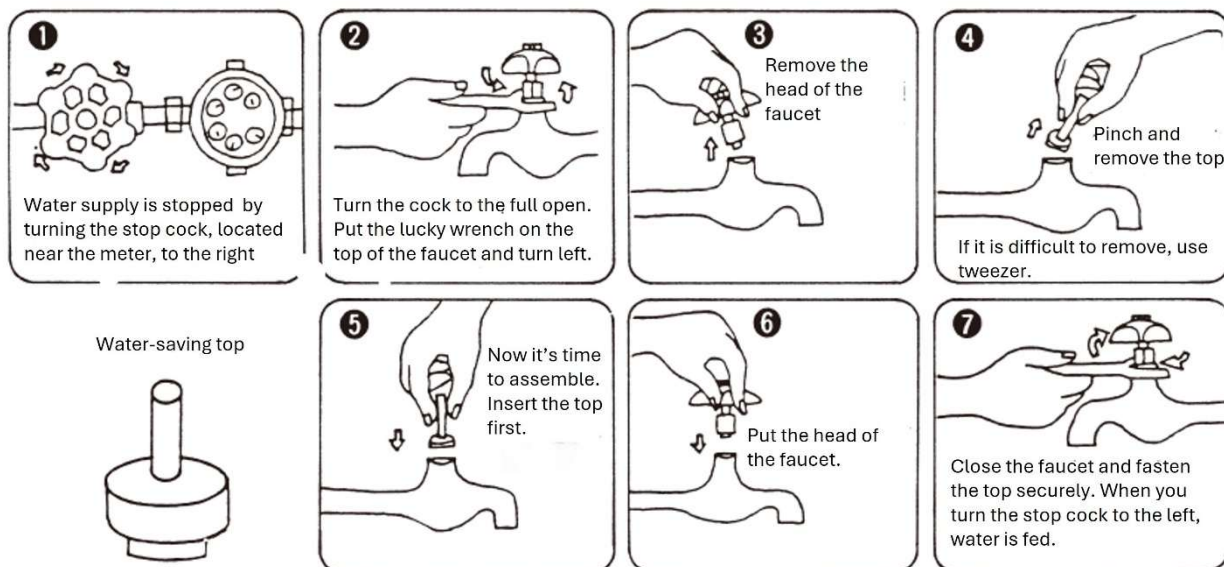
1. How to replace the Top and Gasket of the Faucet	56
2. About the Precautions for Use of Fire Alarms for Household Use	57
3. Guidelines for the Use of Assembly Halls in Tokyo Metropolitan Public Housing	58
4. The main area to be repaired on your responsibility	60
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(Annex)

1. How to replace the Top and Gasket of the Faucet

Anyone can replace it easily.

(Water-saving top cannot be used on some kinds of faucets)



Water-saving tops are distributed in service offices of Waterworks Bureau for free.

● Leak of Faucets

Even if the leak is dripping one drop after another, the leak becomes 1 liter in 1 hour, and it becomes 5 times as much as the capacity of a bathtub (700 liters) in 1 month. If the leak is dripping in string-like stream, the leak becomes 8 liters in 1 hour, and 41 times as much as the capacity of bathtub (about 5,800 liters).

● Leak of Toilets

While it is difficult to discover, even if the leak is so small that it is only detectable by slight move of the water surface, the leak becomes 30 liters in an hour and becomes 5 times as much as the capacity of a bathtub. Charge for the leaking water, which is an unexpected spending, is paid by the user.

● How to Find Leaks

Please check the water meter after stopping all faucets. If the red needle (1 liter indicator) is turning, there is a leak somewhere.

● Please be Careful of Muddy Water

If the water flowing in the pipe change its rate or direction for some cause,

sometimes white or red water comes out.

- The **whiteness of the water** is caused by the air mixed into the water becoming numerous bubbles
- The **redness of the water** is caused by rust on the inner surface of the water pipe Please be careful of the laundry.

(The smell of chlorine just shows that the water is sterilized.)

2. About the Precautions for Use of Fire Alarms for Household Use

In Metropolitan Housings, etc., houses without “Automatic Fire Alarms Systems (please refer to page 16 for detail.)” have are not installed have fire alarms for household use.

Please note following matters in using fire alarms for household use.

(1) In Case of Fire

Since the fire alarms ring only when they detect smoke or heat, please check the origin of fire and evacuate.

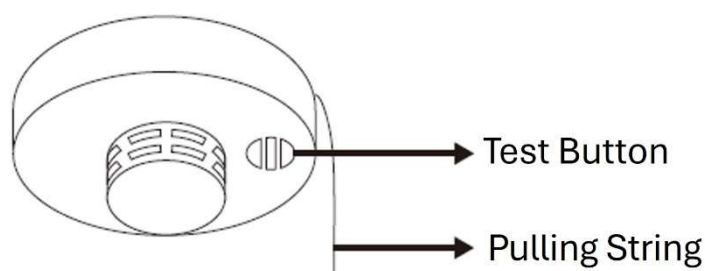
After that, please ring 119 and notify JKK Customer Center. If possible, please try to extinguish the fire in the early stage.

(2) Please Note that Fire Alarms for Household Use Are Sometimes Triggered by Other Cause than Fire.

- When spray type insecticide or hair spray are directly put.
- When smoke of cigarettes or cooking, or steam is directly put.
- When smoke of smoking insecticide is generated
 - ※ Since the alarm is triggered when smoking insecticide is fumed, please temporarily cover the alarm with a vinyl bag, etc. when it is fumed.
- When dust or insect gets into sensors

When the alarm sounds, please press the alarm stop button (for alarms with pulling strings, pull it) and ventilate the room.

Typical Shape of Fire Alarms



(3) Please check the operation periodically (about once a month)

- The operation can be easily tested with the test button or pulling string on the device.

3. Guidelines for the Use of Assembly Halls in Tokyo Metropolitan Public Housing (please refer to page 29)

Guidelines for the Use of Assembly Halls in Tokyo Metropolitan Public Housing

Article 1. The use of assembly halls (hereinafter referred to as “assembly halls”) in Tokyo Metropolitan Public Housing (housing provided under the Tokyo Metropolitan Public Housing Ordinance, the Tokyo Metropolitan Welfare Housing Ordinance, the Tokyo Metropolitan Special Regional Rental Housing Ordinance, and the Tokyo Metropolitan Specified Public Rental Housing Ordinance) shall be governed by the provisions of these guidelines.

Article 2. The assembly hall shall, in principle, be used by residents for gatherings aimed at promoting their welfare, cultural enrichment, and similar purposes.

2 As a general rule, the management and operation of the assembly hall shall be carried out by an organization composed of the majority of residents (hereinafter referred to as the “residents’ association, etc.”).

Article 3. The assembly hall shall be managed by a tripartite body consisting of the Tokyo Metropolitan Government Housing Policy Headquarters (hereinafter referred to as the “Housing Policy Headquarters”), representatives of neighborhood associations or similar organizations, or persons designated by such representatives (hereinafter collectively referred to as “representatives, etc.”), and representatives of neighborhood organizations composed of the majority of local residents (hereinafter referred to as “neighborhood association presidents, etc.”) conclude a “Memorandum of Understanding Concerning the Use of Tokyo Metropolitan Government-Operated Housing Assembly halls” (hereinafter referred to as the “Memorandum”) prepared in accordance with the attached standard form, the assembly hall shall be available for use by local residents other than residents of Tokyo Metropolitan Government-operated housing within the scope of said Memorandum.

Article 4. Any person wishing to use the assembly hall must submit an application form (using the attached template) to the representative or other designated person and may use the facility upon receiving approval.

Article 5. The user shall be responsible for utility costs and other expenses associated with the use of the assembly hall.

2 Expenses for minor repairs to assembly halls and similar items shall be borne by the Housing Policy Headquarters or the tenant, in accordance with the standards governing the allocation of costs for users of Tokyo Metropolitan Housing.

3. Expenses related to the use of the community hall shall be managed by the residents’ association or similar body and disclosed to residents as necessary.

Article 6. Representatives and other officials shall issue appropriate instructions to ensure that the assembly hall is used fairly and harmoniously.

2. Anyone using the assembly hall must follow the instructions of the representative or other designated personnel.

Article 7. Users of the assembly hall must use the facility in accordance with the following guidelines.

(1) As a general rule, the assembly hall may be used from 9:00 a.m. to 9:00 p.m.

- (2) Users must ensure that their activities do not disturb nearby residents by shouting, making noise, or otherwise causing a disturbance.
- (3) The person in charge of the facility must clean the assembly hall immediately after use, check that all fires have been extinguished and all doors and windows are locked, and report this to the representative or other designated personnel.

Article 8. The representative or other authorized person may recommend that the user cease use if they determine that the purpose of use is inappropriate or that it poses a management problem.

2. If an employer fails to comply with the recommendation set forth in the preceding paragraph, the representatives and others shall contact the Housing Policy Headquarters and follow its instructions.

Article 9 In addition to the provisions set forth in these guidelines, necessary matters concerning the use of assembly halls shall be determined by the representatives and others. However, with regard to assembly halls in Tokyo Metropolitan Housing where a memorandum of understanding has been concluded between the Housing Policy Headquarters, the representatives and others, and the neighborhood association chairpersons pursuant to the provisions of Article 3, such matters shall be determined through mutual consultation between the representatives and others and the neighborhood association chairpersons under the guidance of the Housing Policy Headquarters.

2. The Housing Policy Headquarters shall provide guidance regarding the use of assembly halls.

4. The main areas to be repaired on your responsibility

Division	Standard	Item (object and area)	Structure
1. Building	(1) Repair and replacement of doors, windows, and associated metal fixtures (For sliding doors and paper screens, see (2).)	This excludes repairs and replacements of door and window frames that have lost their functionality. Rails, handles, door closers, screw fasteners, deadbolts, latches, crescent latches, cylinder locks, electronic keys, box locks, hinges, security chains, door peepholes, peephole glass, and hardware attached to doors, such as milk and newspaper holders. However, this excludes adjustments to steel and aluminum door and window frames.	Common
	(2) Re-covering, repairing, and replacing fusuma and shoji	Paper, the edges and frames of fusuma sliding doors, and metal fittings such as the rails and handles of shoji screens.	
	(3) Glass Replacement		
	(4) Repainting damaged areas on walls and ceilings	Damaged areas inside the residence.	
	(5) Repairs to kitchen sinks, countertops, stove tops, cabinets, dish racks, shoe cabinets, curtain rods, apartment number plates, milk crates, and clotheslines, as well as repairs and replacement of associated hardware		
	(6) Turning over and replacing the surface of tatami mats, as well as repairs and replacement of tatami bases		
	(7) Repair of attached transoms and corner beads	Excludes reinstallation of attached transoms.	
	(8) Repair of ventilation openings, as well as repair and replacement of associated components		
2. Electricity	(1) Lighting Equipment Repair and replacement of lighting fixtures, wiring devices, doorbells, etc.	Light bulbs, fluorescent lamps, glow lamps, lampshades, switches, outlets, ceiling rose plates, push buttons, ground terminals, fuses, etc.	Common
	(2) Television Reception Equipment Repair and replacement of connection terminals for individual households		
3. Ventilation	(1) Repair and replacement of exhaust fans (propeller type)		Common
	(2) Repair and replacement of duct fan filters		
	(3) Repair and replacement of range hood fan filters		
4. Water and Hygiene	(1) Replacement of water supply faucets and gaskets	Faucet bodies, gaskets, washers, single-lever faucets (including cartridges)	Common
	(2) Repair and Replacement of Washing Machine Tubs, Washing Machine Drain Trays, Sinks, and Their Accessories, as well as Kitchen Sink Drain Fittings	Strainers, mesh filters, combined drain plugs, chains, washing machine hose holders, kitchen sink drain fittings (including synthetic rubber grates and waste baskets), and gaskets at component connection points. However, replacement of the trap body is excluded.	
	(3) Repair and replacement of parts such as flush valves, gaskets for flushing mechanisms, and handles on toilet bowls	Excludes replacement of internal hardware components in low-level and high-level tanks. Excludes replacement of flush pipes and downspouts due to deterioration.	

	(4) Replacement of toilets, toilet seats, and toilet paper holders		
	(5) Replacement of mirrors		Middle and high
5. bathtub, bath boiler, and water heater system	(1) Repair and Replacement of Water Heater Parts	Hot water outlet pipe body, shower head, shower hose, shower hanger, gasket, washer, ignition handle, hot water outlet knob, shower knob, water temperature control knob, capacity selector knob, drain knob (drain plug knob), appliance shut-off valve knob, reinforced gas hose, safety devices (dry burn, overheating, and unit overheating prevention devices)	Middle and high
	(2) Repair and replacement of the remote control cover for the water heater system		
	(3) Repair and replacement of bathtub parts and the lid	Chain-operated faucet, hot water shut-off valve, circulation filter	
6. regional hot water supply	(1) Repair and replacement of hot/cold water mixer taps, showers, and gaskets	Hot/cold water mixer tap body, shower head, shower hose, shower arm, gaskets, and washers.	Middle and high
	(2) Repair and replacement of heat exchanger parts	Control valve.	
	(3) Repair and replacement of parts and lids for bathtubs with reheating devices	Water temperature control valve (heating valve), chain-operated stop valve, water shut-off valve (water stop).	
7. gas	(1) Repair and replacement of gas valves		Common
8. Cleaning fees and usage charges for common areas	(1) Costs associated with cleaning indoor drain pipes		Common
	(2) Costs for the disinfection and cleaning of outdoor drainage pipes, sewer pipes, connection manholes, and drainage ditches	Excludes the cleaning of drainage pipes, sewer pipes, and connection manholes located downstream of the manhole.	
	(3) Utilities charges for electricity, gas, water, and sewer services	For residences equipped with a central hot water system, this includes heating charges.	
	(4) Expenses required for the disinfection, cleaning, and treatment of human waste, dust, and wastewater		
	(5) Expenses required for the cleaning of ventilation equipment under Category 3		
9. Repair, maintenance, cleaning, and usage fees for ancillary facilities	(1) Replacement of gaskets, fasteners, and strainers for water faucets at foot washing stations, drinking fountains, and trash container areas; replacement of switches, fuses, light fixture covers, globes, and light bulbs associated with common area lights and outdoor lights		Common
	(2) Community Halls (Rooms) and Other Facilities Repairs and replacements of buildings and equipment for ancillary facilities other than those listed in (1) shall be borne in accordance with the cost-sharing provisions for exclusive use areas		
	(3) Utility charges for electricity, gas, water, and sewage		
	(4) Expenses required for the disposal of human waste and garbage, as well as for disinfection and cleaning		
	(5) Expenses required for the maintenance and management of sewage treatment tanks (including activated sludge tanks)		
	(6) Expenses required for the maintenance and management of elevators		

(Annex)

	(7) Expenses required for the cleaning and weeding of children's playgrounds, open spaces, and paths, as well as the maintenance of trees, flowers, hedges, etc.	Pest control for trees is excluded.	
	(8) Other expenses required for the maintenance and management of ancillary facilities		
10. Housing for Households with Wheelchair Users	(1) Repairs and replacements of water heaters, heated toilet seats, bathtubs, intercoms, doorbells, and other similar items, as well as their accessories		Middle and high
	(2) Costs for other repairs and maintenance shall be borne in accordance with the cost-sharing categories listed in items 1 through 9		
11. Facilities for People with Disabilities	(1) Repair and replacement of alarm panels, fire alarms, gas detectors, lighting fixtures, flashing handrail lights, etc.	The replacement and major repairs of alarm panels, fire alarms, gas detectors, etc. are excluded.	Common
	(2) Expenses for other repairs and maintenance shall be borne in accordance with the cost-sharing categories set forth in items (1) through (9).		
12. Homes with soundproofing installed	(1) Heating and Cooling Equipment Repair and Replacement of Heating and Cooling Equipment	Outdoor units, refrigerant pipes, heating and cooling units, heat-exchange ventilation fans and ducts, control switches, electrical outlets, and other accessories.	
	(2) Expenses for other repairs and maintenance shall be borne in accordance with the cost-sharing categories set forth in items 1 through 9.		
13. Hot water and Heating System	(1) Repair and replacement of the remote control cover for the water heater system and the circulation filter for the bathtub		High

5. Contact Information for Internet Service Providers

(1) Fiber-optic Internet Service (as of April 2025)

Please contact the Internet service provider of your choice directly.

(2) VDSL Service (as of April 2025)

Businesses	Contact Information	Business Hours
Nippon Telegraph and Telephone Corporation (NTT)	Internet Inquiries 0120-116-116	9:00 AM – 5:00 PM (Open Saturdays, Sundays, and holidays; closed during the year-end and New Year holidays)
KDDI Corporation	KDDI Broadband Campaign Center 0120-92-5000	9:00 AM–8:00 PM (Open on weekends and holidays, except January 1 and January 2) December 31: 9:00 AM–6:00 PM
U-NEXT Co., Ltd. (formerly Alteria Networks)	U-NEXT Subscription Hotline 0120-979-524	11:00 AM – 7:00 PM (Open Saturdays, Sundays, and holidays)

Note 1: You can apply only if the company's lines have already been installed.

(3) CATV Service (as of April 2025)

Businesses	Service Area	Business Hours
Its Communications Co., Ltd.* (ITScom)	Meguro Ward, Ota Ward, Setagaya Ward, Shibuya Ward, Machida City	0120-109-199
Iruma Cable TV Co., Ltd.*	Mizuho Town	0120-055-037
J:COM Tokyo Co., Ltd.*	Chuo Ward, Minato Ward, Shinjuku Ward, Taito Ward, Sumida Ward, Ota Ward, Setagaya Ward, Nakano Ward, Suginami Ward, Kita Ward, Itabashi Ward, Nerima Ward, Adachi Ward, Edogawa Ward, Hachioji City, Tachikawa City, Musashino City, Mitaka City, Fuchu City, Akishima City, Chofu City, Koganei City, Kodaira City, Hino City, Higashimurayama City, Kokubunji City, Kunitachi City, Komae City, Higashiyamato City, Kiyose City,	0120-999-000

(Annex)

Businesses	Service Area	Business Hours
	Higashikurume City, Musashi Murayama City, Tama City, Nishi-Tokyo City	
J:COM Chiba Co., Ltd. *	Katsushika Ward	0120-999-000
J:COM Shonan/Kanagawa Co., Ltd. *	Machida City, Inagi City	0120-999-000
Tama Cable Network Co., Ltd.	Fussa City, Ome City, Hamura City, Mizuho Town	0428-32-1351
Tama Television Co., Ltd.	Tama City, Hachioji City, Machida City, Inagi City	0120-118-493
Tokyo Cable Network Co., Ltd.	Bunkyo Ward, Arakawa Ward, Chiyoda Ward, Chuo Ward, Shinjuku Ward	0800-123-2600
Tokyo Bay Network Co., Ltd.	Chuo Ward, Koto Ward	0120-44-3404
Toshima Cable Network Co., Ltd. (Toshima TV)	Toshima Ward, Itabashi Ward	0120-59-5144
Cable TV Shinagawa Co., Ltd.	Shinagawa Ward, Minato Ward, Meguro Ward, Ota Ward	0120-559-470

Note 1: The wards, cities, and towns listed in the service area may include either the entire area or only a portion of it.

Note 2: The asterisk (*) indicates providers operating in multiple prefectures.

Important Notes

- ※ You are responsible for all costs associated with contracts with telecommunications providers, installation fees, usage fees, etc.
- ※ Please note that the Tokyo Metropolitan Government and the Tokyo Metropolitan Housing Supply Corporation assume no liability under any circumstances, including in the event of connection failures.
- ※ Depending on the usage status of each residence, it may take time to activate the service, or it may not be possible to add additional lines. Please check with each provider in advance.
- ※ VDSL and CATV wiring systems use power from common areas. If the power supply is interrupted due to inspections, malfunctions, accidents, etc., you will be unable to use the Internet service.
- ※ The Tokyo Metropolitan Government has concluded agreements with each telecommunications provider. When installing equipment, the telecommunications provider is responsible for submitting the application to the Tokyo Metropolitan Government (Tokyo Metropolitan Housing Supply Corporation). If a telecommunications provider has any questions, please instruct them to contact the Tokyo Metropolitan Housing Supply Corporation directly.

- ※ For wireless internet service that does not require work in common areas or interior renovations, please consult the service provider directly.
- ※ If a key to the common areas is required for installation, the telecommunications carrier is required to contact the Tokyo Metropolitan Housing Supply Corporation directly, in accordance with the agreement between the Tokyo Metropolitan Government (Tokyo Metropolitan Housing Supply Corporation) and the telecommunications carrier.

If a telecommunications carrier requests that you borrow a key to the common areas, please instruct them to contact the Tokyo Metropolitan Housing Supply Corporation directly.

MEMO

[illegible]

For inquiries regarding various procedures or repair requests, please contact the **JKK Tokyo (Tokyo Metropolitan Housing Supply Corporation) Customer Service Center**.

Please refer to the website for the list of Contact Centers of JKK Tokyo and its guide map.

Contact Information

Office Hours: 9:00 AM–6:00 PM

(excluding weekends, national holidays, and the year-end and New Year holidays)

※ On Mondays and the day after a holiday, our phone lines may be busy, and it may be difficult to get through.

Various Procedures
Payment of Fees
Housing Consultations



0570-03-0071



03-6279-2652

Repair Requests and Inquiries

We are available 24 hours a day, 365 days a year for emergency repairs (such as water leaks), accidents, fires, water outages, and urgent matters concerning the safety of residents.



0570-03-0072



03-6279-2653

NaviDial is not covered by the free calling or flat-rate calling plans offered by mobile carriers.

Please note that call charges vary depending on the phone line and device you are using. Please check the rate information or the NaviDial website for details.

*No charges apply during the rate information message that plays at the beginning of the call after you dial NaviDial.

The Tokyo Metropolitan Housing Supply Corporation website provides answers in a Q&A format to FAQs regarding procedures and other matters from residents of Metropolitan Housing and other properties.

URL of the Website: <https://support.to-kousya.or.jp/jkktokyo/toei/web/index.html>



Office Hours of the Contact center

9:00 to 18:00 on weekday

Home page of Tokyo Housing Supply Public Corporation

Here, you can view this “Resident’s Guide,” the Japanese, English, Chinese, and Korean editions of the community newsletter “Sumai no Hiroba,” information on various procedures, downloadable application forms, and maps showing the locations of service centers.

URL of the Website: <https://www.to-kousya.or.jp/>



Please tell us the Householder ID in Inquiring

When inquiring about procedures such as applications, having your “Householder ID” on hand will help speed up the process. We appreciate your cooperation.

○ Please enter your “Householder ID.”

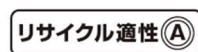
※ The “Account Holder Number” is an 8-digit number listed on your Housing Use Permit and various notices issued by the Tokyo Metropolitan Government.

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Guide to Your Life
In the Residence

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