



JoyLiV PDF edition

Public Housing Management Section, Public Housing Division, Tokyo Metropolitan Housing Supply Corporation
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JKK東京

ひとと、くらしをあったかく。

Please cooperate with the resident fire safety drill



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Q. What is a resident fire safety drill? ☒ Check!!

A. Emergency preparedness

Apartment buildings are required to conduct periodic firefighting, notification and evacuation drills in accordance with the firefighting plan. Drills are carried out one or twice a year at JKK housing.

❗ In order to avoid panicking in time of disaster, always be prepared.

Q. What should you do specifically? ☒ Check!!

A. Firefighting training, notification training, and evacuation drills are mainly implemented.

● What is firefighting training? Learn how to use a fire extinguisher and indoor fire hydrant and confirm their locations.

How to use a fire extinguisher

- ① Bring the fire extinguisher near the fire.
- ② Remove the safety pin.
- ③ Point the nozzle towards the source of the fire.
- ④ Squeeze the lever.
- ⑤ Disperse the contents of the fire extinguisher.



How to use the indoor fire hydrant.

- ① Press the start button.
- ② Unwind the hose.
- ③ Open the valve.
- ④ Spray the water



● What are notification and evacuation drills? Notify the fire department and confirm procedures to evacuate from the building.

Call 119

- Type of disaster (fire or emergency).
- Where (address/building name)?
- What is burning?
- Is anyone injured or unable to evacuate / left behind?



Evacuation hints

- Confirm the evacuation route beforehand
- Cover your mouth with a handkerchief, etc., keep low, and evacuate (avoid inhaling smoke).
- Once evacuated, do not return.



When actually carried out, the front desk staff or residents' association of each housing complex will provide directions. We appreciate your cooperation.

Introducing disaster prevention community activities

Daily connections and preparedness provides peace of mind in case of an emergency

Initiatives by the Kogasaka Housing Voluntary Disaster Prevention team

At Kogasaka Housing in Machida City, the Voluntary Disaster Prevention Team leads ongoing community disaster-prevention activities, including disaster drills, inspections of disaster-prevention equipment and supplies, and neighborhood watch activities. This time, initiatives of the voluntary disaster prevention team are introduced.



Over the past 20 years, the team has gradually strengthened the system by maintaining the disaster prevention warehouse and further enhancing disaster prevention equipment and supplies with aid from JKK Tokyo and Machida City. Supplies and equipment are organized according to purpose in the disaster preparedness warehouse so they can be quickly retrieved as needed. An inventory is carried out every year, checking each item one by one, in order to be ready to support the residents in case of disaster.



The Voluntary Disaster Prevention Team is organized into groups responsible for food and water distribution, information, evacuation guidance, rescue and first aid, and firefighting, and has established an emergency communication network for use during disasters. Approximately 16 people attend the disaster prevention meeting once every two months, and exchange ideas on training contents, resource and equipment management and operation methods, and seek to construct a system that works smoothly.

The team also works in collaboration with neighborhood associations, end-of-the-year fire safety community activities, and seeks to create a system that prepares each resident for a disaster.

In addition, as an ongoing initiative, activities to check in on elderly persons living alone are being carried out. A person in charge will visit the home once a month, check in on the status of daily living through conversation and carefully build a face to face relationship. This year's disaster preparedness drill is scheduled for November and will be held jointly by three local neighborhood associations. In addition confirmation drills where the participants hang orange towels to indicate they are safe, providing more effective training is sought through drills, such as the distribution of quick-cooked rice packs and fire extinguishing, which are carried out in cooperation with fire stations, police stations, volunteer firefighters. Contents of training are reviewed every year based on feedback from the residents, and the Voluntary Disaster Prevention Team will continue to provide disaster preparedness drills available to a wide range of ages, including the elderly and families with young children. JKK Tokyo will continue to introduce such community activities in the future.



Support for Community Disaster-Prevention Activities



JKK Tokyo provides supplies for disaster prevention in support of activities by the voluntary disaster prevention organization within JKK housing.

For organizations already involved in voluntary disaster prevention but have not yet received support, please consider using this support system.

We also provide support to housing who are considering establishing a voluntary disaster prevention organization. Please contact us.

Details of the support

1 Support to establish of a voluntary disaster prevention organization

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

2 Provision of disaster prevention kits

- Disaster prevention kits are provided according to the number of housing units under management.

3 Expenses to purchase disaster prevention equipment are subsidized.

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

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

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

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

*Organizations that have already received the subsidies described in items 2 through 4 above are not eligible for this support.



Conditions for a voluntary disaster prevention organization

1 The organization is comprised of more than half of the households in the residential block, registered to the municipal government and public agencies, etc. related to disaster prevention, and carries out voluntary disaster prevention activities.

2 JKK Tokyo has determined that the organization corresponds to the above

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



Activities Report from JKK Smile Assistants

A smartphone consultation meeting and social event were held at the “Cooling Lounge (Suzumidokoro)” at Kumakawa housing

On July 23, 2026, the Cooling Lounge (Suzumidokoro) was held at the community salon at the JKK Kumagawa housing in Fussa City. The Cooling Lounge (Suzumidokoro) is an initiative implemented during the summer in certain areas of the JKK housing where persons can freely spend time while escaping the heat in an air-conditioned community salon.

On the day, students from Fussa High School participated as volunteers with the cooperation of the Fussa City Council of Social Welfare’s Fussa Voluntary Action Center.

Smartphone consultation meeting where conversations with high school students flowed

At the smartphone consultation meeting, high school students carefully assisted each person with questions such as “I don’t know how to send photos” and “Can you show me how to use this app?” In between consultations the participants enjoyed socializing with the high school students, talking about what the community used to be like and sharing their memories.

Enjoyable time playing the game

In the “Word-Building Game,” players combined wits to connect Japanese hiragana cards to form words. In the board game created by JKK Smile Assistants, each square has questions about past memories and recent events, light exercise, etc. As a result of the board game, participants could enjoy conversation with the high school students and deepen their social connection.

Comments such as “It was fun to move my body after a while,” “It was nice to socialize with various people” were received from the participants.

JKK Smile Assistants will continue to create opportunities where everyone can gather together freely, and support the development of a safe and comfortable community.



What are JKK Smile Assistants?

Dedicated staff who support community activities and create opportunities for all residents of JKK housing to interact with each other.

Introducing the JKK Smile Assistants & JKK Tokyo SNS

JKK Smile Assistants and JKK Tokyo send out event information and useful information for your daily activities and life over SNS. Scan the 2D code below to access and read the latest information.



JKK Smile Assistants



Official Instagram

We are now on Instagram!

@jkksmileassistant

Delivering information on daily activities and events at JKK housing 🌟

Follow me!



Be sure to follow us here!



JKK Tokyo
Official Instagram



Health Column

Exercise your brain to prevent dementia



Onset of dementia can be delayed

In Japan, 12.3% of persons 65 years and older have dementia, and 15.5% are estimated to have mild cognitive impairment. Dementia usually progresses slowly, so focusing on “delaying onset” and “preventing conditions from becoming worse” is important. In particular, in cases of mild cognitive impairment, improving one’s lifestyle routine may result in a return to normal cognitive function.

Risk factors for which improvement is possible and lead to the prevention of dementia

According to an international study published in 2024, 45% of dementia factors may be preventable through improvements in one’s lifestyle routine. These include many factors in daily life, such as hearing loss, high LDL cholesterol, lack of educational opportunities, social isolation, depression, traumatic brain injury, air pollution, physical inactivity, diabetes, smoking, high blood pressure, loss of vision, obesity, and heavy drinking. It is said that “it is never too early nor too late to reduce these risks”.



Tokyo Saiseikai Central Hospital
Dementia Care Center
Yota Kunieda

Dual task training exercises that use the brain

Dual task training, where you physically move and exercise your brain at the same time, is recommended. This can easily be included in your daily life by combining physical exercise with mental tasks, such as walking in place or going for a walk while performing mathematical calculations or playing word games. Whether you can do it or not, continuing to challenge yourself at a level where you make a few mistakes can effectively stimulate your brain.

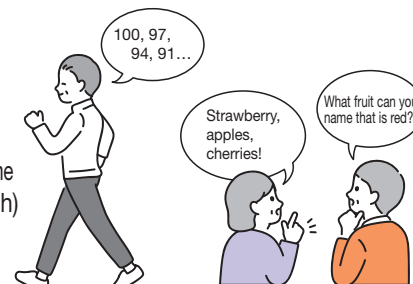
Hints to remain consistent

More than “trying hard”, “enjoying oneself” is important. Instead of participating out of a sense of obligation, finding a class or activity that you enjoy and continuing it for 2-3 years or more is considered to help prevent the need for care in the future. Through the accumulation of small everyday creativity, the brain changes. Be sure to find friends, the place, and the routine that will help you continue.

Key points in brain training

- ① Physical activity (aerobic exercises, muscle training)
- ② Cognitive tasks such as mathematical problems, word games, word recall, etc.
- ③ Dual training tasks where exercise and mental problems are carried out at the same time
- ④ Aim for a moderate exercise level (to the level you are slightly out of breath)
- ⑤ Challenges to the degree you make a few mistakes
- ⑥ “Enjoyment” is more important than “trying hard”
- ⑦ Find friends and places that help you continue

Consistency is the first step towards protecting your brain in the future.



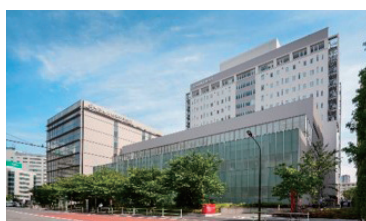
Try to do some math while walking!

Try to recall some words!

Tokyo Saiseikai Central Hospital

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

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



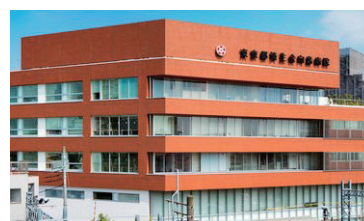
▼ Scan here for the website



Tokyo Saiseikai Mukojima Hospital

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

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



▼ Scan here for the website



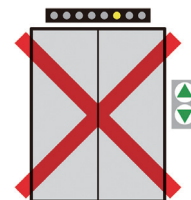
JKK Tokyo and Tokyo Branch of Social Welfare Organization Saiseikai Imperial Gift Foundation, Inc., have concluded the comprehensive collaborative agreement to ensure the health, safety, and security of our residents.

Precautions Regarding Elevators During Earthquakes

! Please do not use elevators during earthquakes!

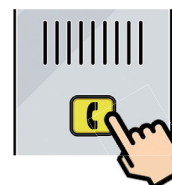
Elevators are equipped with seismic sensors, and the doors will be opened and the lights extinguished to encourage evacuation after stopping at the nearest floor when an earthquake is detected. The doors will close automatically after a certain period of time (15 to 20 seconds), but they can be reopened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

Depending on the seismic intensity, elevators may resume operation after being stopped for a while, but during an earthquake, including aftershocks, do not use elevators for evacuation.



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

If the emergency call button inside the elevator is pressed for five seconds or more, the elevator maintenance company, manager's office, or the elevator hall inter phone on the 1st floor will be alerted and you can speak with the personnel. Never force open the doors. Failure to observe this may result in you falling into the elevator well.



! If front desk staff are absent during an earthquake, please check whether anyone is trapped in an elevator.

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

If there is inter phone on the first floor, call inside the elevator and confirm whether anyone is trapped inside.

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

(1) If the floor indicator light is lit

Confirm the floor where the elevator is stopped by the floor indicator, and confirm inside by looking through the security window.

If a person is trapped inside an elevator that has stopped at a floor, instruct the person inside to press the "Open" button to open the doors.

(2) If the floor indicator light is not lit

Since it is not possible to determine which floor the elevator has stopped at, please call out toward the inside of the elevator from each floor.

* If someone is trapped inside or the door does not open, contact the elevator maintenance company.

! Restoring Elevator Operations After Earthquakes

Generally, if an earthquake measuring four or more on the Japanese scale occurs, the maintenance companies will restore only one elevator per building to ensure that the minimum number of routes up and down the building are available (this will reduce restoration time by approximately 30 percent in comparison with restoring them all). During recovery, rescuing persons trapped inside is a priority. Accordingly, response in the following order will be prioritized: hospitals and other buildings containing persons needing evacuation or relocation, important public facilities and high-rise buildings 60m, or with 20 stories or more in height.



Therefore, it may take time to restore all elevators in housing under 60 m (19 stories or lower) or in housing with multiple elevators. Thank you for your understanding.

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

In the event of a large-scale earthquake, “a post-earthquake rapid inspection of damaged buildings” is carried out

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

* For buildings with a management association, a post-earthquake rapid inspection of damaged buildings may be carried out under the Tokyo's disaster prevention volunteer system.

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

An earthquake is comprised of a main quake and aftershocks. For major earthquakes, aftershocks of the same magnitude as the main quake are likely to occur. The purpose of the “post-earthquake rapid inspection of damaged buildings” is to prevent secondary disasters due to aftershocks, etc., by determining as soon as possible the risk that buildings damaged by the earthquake may collapse or topple due to subsequent aftershocks, etc., and providing information about the hazards associated with using the building until permanent restoration.

Results of the post earthquake rapid inspection of damaged buildings of public housing

Danger

UNSAFE

★ Entering this building is dangerous.

Name of Building: _____

Note: _____

Management number: _____

Judgment date/time: _____

Post Earthquake Rapid Inspection of Damaged Buildings Headquarters, Tokyo Metropolitan Housing Supply Corporation

Telephone: () _____

Results of the post earthquake rapid inspection of damaged buildings of public housing

Caution

LIMITED ENTRY

★ Use extreme caution when entering this building

Name of Building: _____

Note: _____

Management number: _____

Judgment date/time: _____

Post Earthquake Rapid Inspection of Damaged Buildings Headquarters, Tokyo Metropolitan Housing Supply Corporation

Telephone: () _____

Results of the post earthquake rapid inspection of damaged buildings of public housing

INSPECTED

INSPECTED

★ This building is considered to have minor damage
★ This building is considered safe to use

Name of Building: _____

Note: _____

Management number: _____

Judgment date/time: _____

Post Earthquake Rapid Inspection of Damaged Buildings Headquarters, Tokyo Metropolitan Housing Supply Corporation

Telephone: () _____

After an inspection, one of three labels- “Danger,” “Caution,” or “Inspected”- will be displayed on the entrance and exit of JKK housing and easy-to-see locations. The same applies in cases of falling or toppling items.

Do not enter

Please evacuate to the shelter

Risk of secondary damage

Use extreme caution when entering

Safe to enter

The building is considered to have minor damage



Regularly confirm matters so you will be ready in case of an emergency

In the event of an earthquake immediately take cover, and evacuate depending on the situation. Regularly confirm danger zones, evacuation shelters and routes, and share this information with your family, etc. After a disaster occurs, food, drinkable water, portable toilets, flashlights, common medications may become scarce. Stock up on supplies by making use of the “rolling stock” to last for 3 days to 1 week according to the size of your household, and restock items you have used. Also prepare an emergency to go bag, and decide where to store it.



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



Important notification

For persons currently using an individual joint guarantor

Notification regarding joint guarantors



Guide

1

A survey to confirm the joint guarantor will be carried out in January 2027

JKK Tokyo performs a confirmation check of the registration information of the joint guarantor in order to carry out the appropriate property management. **From late January 2027, a Joint Guarantor Verification Form** will be sent to households living in JKK housing in which a certain amount of time has passed since the joint guarantor was registered. (Persons who are using an guarantor company are not targeted by this survey) If you receive the survey form, please have your joint guarantor also review its contents and then submit your response.

Procedures for the Survey (tentative)

1 Mailing of the survey form

Late January 2027~to be systematically sent by postal mail



A survey form listing the current joint guarantor's address, contact details, etc. will be mailed to your home.

2 Confirm the contents and answer the questions



If you have received the survey form, please confirm the information with the joint guarantor and fill out the form. (Answer via the Internet or postal mail)

3 Confirm the survey results.



We will verify the provided information and contact you if necessary.



Thank you for your understanding and cooperation.

Guide

2

A new institutional guarantee plan will be introduced.

Available from
October, 2026

In recent years, more people have found it difficult to secure an individual joint guarantor. In light of this situation, JKK is working to enhance its institutional guarantee system so that residents can live with peace of mind.

As part of this, from October 2026, a new institutional guarantee plan provided by Orico Forrent Insure Co., Ltd. will be available. (Persons who are already using another guarantor company cannot switch to this plan.) Please see the JKK Tokyo website for details regarding guarantee fees, etc.



Scan here for details
regarding guarantor
fees, etc.



! Notes on using the institutional guarantee system



When using this service, a standard screening process is conducted by the guarantor company. Depending on the results of the screening, use may not be approved in some cases.



If you use the institutional guarantee system, **you cannot switch** during the contract period to another guarantee company, another guarantee plan, or an individual joint guarantor.

Inquiries

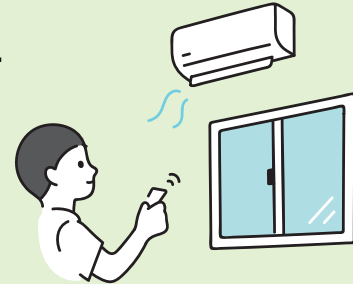
For inquiries, call the "JKK Tokyo Customer Center" using telephone number ① on page 12.

Getting Your Air Conditioner Ready for the Winter Season!

In the coming season, as it becomes colder in the morning and evening we are reminded that winter is approaching. At this time, try to operate your air conditioner when it becomes chilly in November. Since the air conditioner has been idle since the end of summer, you may experience problems due to mechanical failure or smell a musty or strange odor when you start using it again. To ensure comfortable living, we recommend performing a test run and cleaning the air-conditioner filter before winter sets in, and checking that there are no obstacles around the outdoor unit. If problems are detected in the air conditioner installed by JKK after performing a test run, please contact us as soon as possible.

Example of test operation procedures

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



*JKK does not handle repairs to air conditioners purchased and installed by customers themselves, so please contact the store where you purchased the air conditioner or the manufacturer.

*Procedures for a test operation may vary depending on the model. Please check the “Instruction Manual” for details.

*Regularly clean the air conditioner filter. (If the filter is clogged with dust, etc., air flow is reduced making it more difficult to heat the room which leads to a higher electricity bill.)

Parking fee reduction scheme for people with disabilities

JKK Tokyo provides a 10% reduction in JKK housing parking fees if a person who has a contract for a paid parking space at JKK housing, or a person living with that person, meets the eligible degree of disability and the household's monthly income is at or below a certain level. Users of this system must renew their application for this system every 3 years. A guide explaining the renewal procedure has been sent to persons who use this arrangement in August 2026. Please be sure to check.

After confirming the documents sent to you, please submit the application form to the JKK parking lot manager or the management office.

For persons applying for the first time, please see the application guide available from the management office before submitting your application.



Please see the website for details about the scheme.



Come Join Us! JKK Kids



Re-chan is less than a year old. Grow strong!



Hope you sisters continue to get along well and grow up healthy!



This is Kohana at two months old. Grow up healthy!

We are waiting for your submissions!



Would you like to publish photos of your children in JoyLiV?

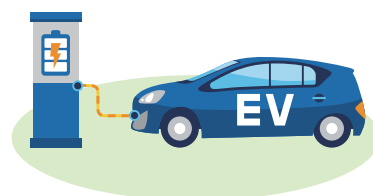
Calmet Yoga Bajikoen

Become familiar with Electric Vehicles (EV)!

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

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

How about experiencing the attractiveness of EV at this time?



Date/Time

November 14-15, 2026 (Saturday and Sunday)
10:30-15:30 both days (tentative)

Location

Calmet Yoga Bajikoen
Setagaya City, Kamiyōga, 4-chōme-17-1 and other locations

Access

Tokyu Den'entoshi Line, Yoga Station- 15 min. walk
Tokyu Den'entoshi Line, Yoga Station- Yoga Kodan Mae Bus 10 min.- 2 min. walk

Click here for details of the event



(JKK Tokyo official website)

Inquiries

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

国が毎月
実施する
調査です

気になる数々、答えて未来へ



統計調査



My family's Monthly food expenses
87,200 yen

My Time worked last week
32 hours

My Daily coffee cost (cafe)
580 yen



Understand your household finances

Family Income and Expenditure Survey

Clearly see where your family's money is used.

Survey results

1 month's food expenses
89,754 yen
(household with 2 or more 2025 national average)



Understand your working conditions

Labor Force Survey

Clearly see people's working conditions, unemployment status, etc.

Survey results

Average working hours in 1 week at the end of the month
35.9 hours
(2025 national average)



Understand your cost of living

Retail Price Survey

Clearly see the change in the price of items and services.

Survey results

Coffee at a coffee shop (1cup)
613 yen
(2025 average for Tokyo's 23 wards)

If you are asked to take a statistical survey, please cooperate.



You can also fill out a survey over the Internet



Your personal information will be strictly protected



Watch out for survey scams posing as a statistical survey



These surveys are used by various initiatives to improve people's daily living.

SUSTAINABLE DEVELOPMENT **GOALS**



For more information

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

Statistics Bureau



総務省統計局・都道府県

“JKK Tokyo Customer Center” telephone number

Phone lines can be busy and difficult to get through on Monday and the days after a holiday.
If the matter is not urgent, please call on a different day.

Reception hours 9:00 a.m. - 6:00 p.m. (Closed Saturdays, Sundays, National Holidays, End of Year and New Year Holidays)

① Consultation regarding various procedures, payment of rent, living conditions



0570-03-0031



03-6279-2962



② Application/inquiry for repair

24-hours a day, 365-days a year phone support for urgent repairs such as water leaks, emergencies related to accidents or fires, water outages, resident safety, etc.



0570-03-0032



03-6279-2963



- Navi-Dial is not covered by free call or flat-rate call plans provided by mobile phone operators. Call charges may also vary depending on the line and device being used. Please check the charges guidance or the Navi-Dial homepage (call charges do not apply during the charges guidance played during the introduction after calling Navi-Dial)
- Telling us your “resident code” will shorten the time required to respond to your inquiry.

Scan here to view various notifications and “frequently asked questions” about procedures and repairs.



Scan to view the “Repair Request Form” for residential units



Registration for direct debit payments is required to pay JKK housing rent and other charges

Direct debit procedures

① Fill out the form

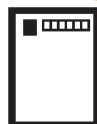


② Submit it to the bank



③ Receive notification

* Early in the month when direct debits begin



④ Direct debit begins

* Current month's payment debited on the 7th



* A direct debit application form can be obtained from the management office or area office. Contact the Customer Center if you wish to receive it by mail.

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



Inquiries

Use Tel. No. ① of the “JKK Tokyo Customer Center”

Website address

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

← Scan the 2D code to open a page with direct debit information.

Have you heard of the Tokyo Metropolitan Ordinance on the Prevention of Customer Harassment?

Verbal attacks on one's character

Harassment by phone, obscene remarks

Loitering for a long time, stalking

Bullying or slander using online media

Any of the above behavior that **adversely affects the employee work environment** has **the potential to be classified as customer harassment.**

In addition, physical or psychological attacks on an employee, intimidating remarks or behavior, demands for a kneeling apology, persistent (continuous) remarks or behavior, discriminatory or sexual remarks or behavior, personal attacks or harassment of an employee, and excessive product exchanges, monetary compensation, apologies, or other impossible or unreasonable actions can also be considered “customer harassment.”



TOKYO ノーハラス
支援ナビ



Tokyo Metropolitan Government, Bureau of Industrial and Labor Affairs, Employment Division, Work Environment Section
2-8-1 Nishi-Shinjuku, Shinjuku-ku, Tokyo 163-8001
Tokyo Metropolitan Government Building No. 1, 21F