

Daily Life Plaza



Entrance to
Utoji-land

2026 (Reiwa 8) October

JKK東京

Issued By: Public Housing Management Division, Tokyo Metropolitan Housing Supply Corporation |
Cosmos Aoyama, 5-53-67 Jingumae, Shibuya-ku, Tokyo 150-8322

Request Survey for Periodic Building Monitor Visits/Consultations

If you are unable to come to the consultation center in person, you can request a building monitor to visit you once every two months to help with various applications and consultations. The building monitor will visit target households between October 2026 and March 2027 to survey your requests.

Target households

The following households that are not currently receiving periodic visits/consultations are eligible:

- Households in which all members are 65 years old or older and the youngest resident is 65, 70 or 75 years old
- Households comprising only members with disabilities (eligible every five years).

Note: For households with only people 80 years of age or older, surveys are conducted as needed

If you are not home

If you are not home, a questionnaire postcard will be mailed to your mailbox. Please fill out the questionnaire and return it to us.



Building Monitors Conduct the Following Duties

- (1) Provide consultation and act as intermediaries with regards to applications, income reports, repairs, etc.
- (2) Introduce residents to welfare-related institutions
- (3) Visually inspect buildings and facilities

Building monitors are JKK Tokyo Consultation Center staff members. They will always bring ID when visiting residents.

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The deadline (date of automatic withdrawal) to pay for October housing fees, etc., is Monday, November 2.
We ask that those using automatic withdrawal check the amount in their payment account before the date of withdrawal.

About the Housing Fee Reduction System

What is the Housing Fee Reduction and Exemption System?

Municipally-owned housing fees are determined by the total income of your household, according to the 収入報告書 (Income Report) that you submit each year. The Housing Fee Reduction and Exemption System is targeted at low-income households who are suffering hardships or households with special situations, such as having a member with disabilities or illnesses. Based on applications, the system reduces the certified housing fees even further.

Note: The system does not apply to 都民住宅 (Subsidized Housing) (地域特別賃貸住宅 [Designated Public Rental Housing]/特定公共賃貸住宅 [Special Local Rental Housing]).

The system consists of general housing fee reductions and special housing fee reductions.

General Housing Fee Reduction	Households with a certified monthly income (including tax-exempt pensions) or 65,000 yen or lower can apply to have their housing fees reduced by 10 to 50%. In some cases, households with extremely low income that meet certain conditions ^{*2} , such as having a member with a disability or illness ^{*1} , may be able to receive a special reduction of 75%.
Special Housing Fee Reduction	Households with a certified monthly income of 158,000 yen or lower—and single-parent households or households with members having a disability or illness ^{*1} that meet certain conditions ^{*2} —can apply for a 50% reduction in the applicable categories for housing fees.

^{*1} This does not apply to some disabilities or illnesses.

^{*2} For more information about certain conditions, please contact the JKK Tokyo Customer Support Center (phone number ❶ on page 6).

How Certified Monthly Income is Calculated

$$\frac{\text{Total income of all household members} - (380,000 \text{ yen} \times \text{number of family members, excluding the lessee}) - \text{special deduction amount}^{*3}}{12 \text{ months}}$$

^{*3} Includes measures related to switching from employment income deductions or public pension deductions to basic deductions (maximum 100,000 yen).

Special deductions (As a general rule, we need to be able to confirm them via 住民税課税証明書 [Residence Tax Declaration Certificate] or other documents.)

Type of deduction	Deduction amount
Designated dependents	250,000 yen ^{*4}
Elderly dependents	100,000 yen ^{*4}
Regular disabilities	270,000 yen
Special disabilities	400,000 yen
Widows	270,000 yen ^{*5}
Single parent	350,000 yen ^{*5}

^{*4} The deduction is also available for those who can be confirmed as dependents by the 住民税課税証明書 (Residence Tax Declaration Certificate) or other documents and meet the age and other requirements by the exemption's scheduled starting date.

^{*5} The deduction will be applied to the income of the person himself/herself. If your income is less than the deduction amount, the amount of your income will be deducted.

How to Newly Receive a Housing Fee Deduction

You Must Apply to Receive a Housing Fee Reduction

Application procedure

1 Check the necessary documents

Please check with the JKK Tokyo Customer Support Center (phone number ❶ on page 6). Also, the “使用料減免申請のしおり (Housing Fee Reduction Guide)” is distributed at the Consultation Center.

In addition to the necessary documents for all applicants listed under (1) to (3) below, there are also (4) Other necessary documents based on the household situation.

- (1) 使用料減免申請書 (Housing Fee Reduction Application Form)
- (2) 住民票 (Certificate of Residence) for all household members (with relationships listed)
- (3) Most recent 住民税課税証明書 (Residence Tax Declaration Certificate) and other documents
- (4) Other necessary documents based on the household situation (these vary by household situation)

You may need to affix your personal seal if we need to investigate pensions, etc., so please bring it with you.

2 Where to submit the application form

We accept applications at the Consultation Center, local offices, and the building monitor office. If you receive periodic visits from the building monitor, he or she can help you with the documents.

This article on the reduction system continues on the next page. 

3 Notification of results

If the household meets the criteria, the housing fee exemption will be applied from **the month following the month of application.**

We will send you a “使用料減額免除通知書 (Notice of Housing Fees Reduction)” around the 20th of the first month in which the reduction applies. Please confirm your housing fees after application in this notice.

How to Renew a Housing Fee Deduction

If your household is currently receiving a fee reduction, the application form for renewing the fee reduction will be sent to you sometime around the 20th of the month before the month that it expires. Please apply for renewal by the deadline printed on the application form. You can mail the application form to the Consultation Center in charge. Please contact the JKK Tokyo Customer Support Center (phone number ❶ on page 6) if the application form does not arrive or you lose it. We will send you a new application form.

Applications for FY2027 Greywater Pipe Cleaning

Apartment complexes seeking greywater pipe cleaning are required to pay the cleaning fees as part of the common fees. The Tokyo Metropolitan Government cleans the pipes once a year.

Beginning with the FY2027 cleaning, the scope of cleaning will change from the kitchen area only to the kitchen, bath, washbasin, and laundry area. We plan to expand the coverage area gradually, so the cleaning scope will differ depending on where you live. Please check the “Area and Cleaning Scope” section below.

Area and Cleaning Scope

The cleaning scope differs by area as detailed below.

	Area	Cleaning scope
❶	Chiyoda, Chuo, Minato, Taito, Sumida, Koto, Shinagawa, Ota, Arakawa, Katsushika, Edogawa	Kitchen, bath, washbasin, and laundry area (kitchen sink, bath, washbasin, and washing machine area to the first catch basin outdoors) Note: The option for “kitchen area only” will no longer be available for both new applications and renewals.
❷	All other areas	Kitchen area only (kitchen drainage pipes to the first catch basin outdoors)

Application requirements

■ In general, applications are made by apartment complex. However, in some cases applications by individual buildings may be accepted.

Please note that all residents must be informed before applying, and their consent must be obtained first. A resolution from the residents’ association general meeting or a signature list is required for new applications.

■ Information about the fees for the FY2027 cleaning will be provided in the November edition of Daily Life Plaza.

The fees will be added to the common fees—which are paid along with the monthly housing fees—starting in April 2027.

How to Apply

New applications

■ The representative (of the residents’ association, etc.) should contact the JKK Tokyo Customer Support Center (phone number ❶ on page 6) on or after Monday, November 2, 2026.

Continuing applications

■ The application form for FY2027 will be sent to the representative (of the residents’ association, etc.) in late October. The representative must inform all residents about the cleaning details and common area fees and receive their agreement before applying.

Note: Online applications are also accepted. Details will be available in the November edition of *Daily Life Plaza*.

Application period and where to apply

■ Between Monday, November 2 to Monday, November 30, 2026

■ Apply the JKK Customer Center that handles your complex.

Notes When Using Common Areas

1 Placing things in shared hallways and staircases is not allowed

Shared hallways and staircases are important evacuation routes. Belongings, bicycles and other objects not only block regular traffic, but also become obstacles when evacuation is necessary due to fires or other emergencies.

2 Placing things that will block fire doors from opening and closing is not allowed

Do not place objects in front of a fire door, since they will prevent it from opening and closing properly and help fires spread. Please clear away any objects you've placed there.

3 Placing things near boundary walls is not allowed

Boundary walls and escape hatches that go down to lower floors are installed to serve as emergency exits in case of fires and other emergencies. Placing objects near them will obstruct escape.

Children may also climb objects left on the balcony, which could lead to accidents.

4 Avoid pouring water onto the floors of shared hallways, staircases and balconies

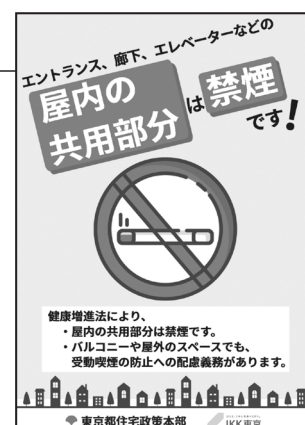
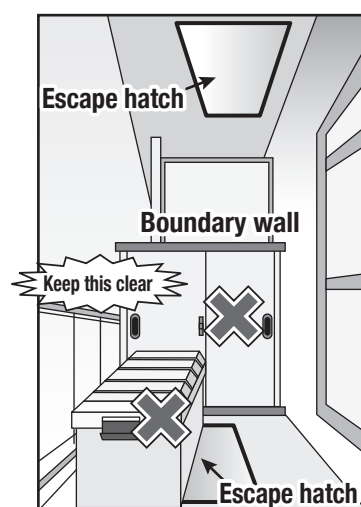
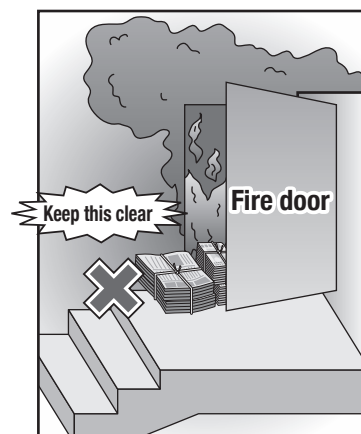
The floors of shared hallways, staircases and balconies are not fully waterproof. If you wash these floors with water or allow discharged water from a running air conditioner to drip onto them, it may leak down to the floor below. Do not wash floors with water, and use a hose or something similar to direct the water discharged from air conditioners into the drain.

In addition, if the drain's grate is blocked by dirt or trash, rainwater may overflow and lead to leaks, so work with other residents to clean it regularly.

5 Smoking is prohibited in indoor common areas

Under the Health Promotion Act, smoking is prohibited in common hallways, lobby areas, stairwells, elevators and other indoor common areas. In addition, residents must be considerate of others when smoking in outdoor common areas (bicycle parking areas, parking lots, parks and other open spaces, walkways within the housing complex, etc.) as well as on balconies.

Many fires have been caused by lit cigarette butts. When smoking in your home or other places, please be sure to dispose of cigarette butts properly.



Professor Panda's Prefecture Trivia! Journey Around Japan with Professor Panda

No. 6: Yamagata (Prefectural capital: Yamagata City)

Yamagata leads Japan in the production of cherries and common pears, and also has a rich culinary culture that includes Yonezawa beef, *imoni* (taro soup), and *tama-konnyaku* (ball-shaped konjac). Since it is in Japan's north and borders the Sea of Japan, Yamagata gets a lot of snow in the winter, while summers are extremely hot in the basin areas.

Q: Yamagata has ramen that is different from a typical bowl of these noodles.
Which of the following do you think is a characteristic of Yamagata ramen?
1. Spicy 2. Sweet 3. Cold

→ Answer on page 6.



Do Not Put Anything on the Balcony Guardrail

To prevent items from falling off balconies due to wind or other causes, please refrain from the following:

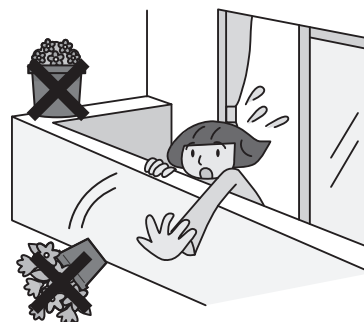
- Placing items such as flowerpots on the guardrail
- Hanging items like futons, mats and laundry on the guardrail
- Installing antennas (satellite TV, wireless, etc.) on or outside the guardrail, etc.

If an object falls, it can cause an accident or serious injury if it hits someone or something.

When drying futons (including sheets and covers) on your balcony, always use a futon rack and futon clips to hang them inside the balcony to prevent them from falling.

Secure the drying rack with a cord or use a rope as a rack instead.

Falling objects have a high risk of leading to accidents, so please take care to prevent this.



Lighting Fixtures in Your Residential Unit

We receive many inquiries asking who should pay the cost of repairs to lighting fixtures in a residential unit. The following is an overview of who is responsible for these costs.

If lighting fixtures the Tokyo Metropolitan Government originally installed malfunction due to damage to the internal wiring or ballast, the government will replace them. In these cases, please contact the JKK Tokyo Customer Support Center (phone number ❷ on page 6.)

If you purchased and installed the lighting fixtures yourself, you must pay the cost of replacement.

■ Responsibility for repair costs

- Pull cord snapped, switch malfunctions ⇒ Residents
- Lightbulb burned out, lamp burned out (including replacement of starter lamps) ⇒ Residents
- Internal wiring failure, ballast malfunctions ⇒ Tokyo Metropolitan Government (will be replaced with LED lighting fixtures)

Note: If the light does not turn on even after you replace the lightbulb and/or starter lamp, please contact us.

Do You Know the Tokyo Ordinance on the Prevention of Customer Harassment?

Comments and actions that attack a person's character

Calling a business to occupy a staff member unnecessarily, or making lewd comments/performing lewd actions

Stalking or staying for extended periods

Committing psychological attacks or slander on social media

If such behaviors **adversely affect a staff member's work environment**, it may be considered **customer harassment**.

Other offenses: physical or psychological attacks, intimidating comments or actions, demanding bowing in apology, persistent and continuous comments or discriminatory/sexual comments or actions, personal attacks or harassment. Excessive demands for product exchanges, monetary compensation, apologies and other impossible or abstract actions are also considered to be customer harassment.



Tokyo No Cus-Hara Support Navi



Conducting a Customer Survey in FY2026

We will conduct an anonymous mail survey, targeted at residents of JKK Tokyo municipally-owned housing, etc.

We conduct this survey each year, and plan to carry it out in October and November. We will randomly choose from among households living in municipally-owned housing, etc. and send them questionnaires, so please fill out the survey if you receive one. (Not all households will be surveyed.)

We will use the content of the questionnaire answers to improve our customer service, so we ask for your understanding and cooperation.

収入報告書 (Income Reports) Are Overdue!

If your household has not yet submitted the documents, submit them immediately.

If you are receiving fee reductions/exemptions for your housing fees, you do not need to submit a “収入報告書 (Income Report)” form (the forms have not been sent to you). However, the process of filing an application for housing fee reductions/exemptions will take the place of submitting a 収入報告書 (Income Report) form, so be sure to go through the process during the renewal period.

If the applicable period for fee reductions/exemptions for your household has concluded and you have not applied for a fee reduction/exemption or gone through the 収入報告書 (Income Report) procedures, please contact the JKK Tokyo Customer Support Center (phone number ❶ below).

Residents living in 都民住宅 (subsidized housing) (地域特別賃貸住宅 [designated public rental housing]/特定公共賃貸住宅 [special local rental housing]) are not required to submit an income report.

JKK Tokyo Customer Support Center

The phone lines are often very busy on Mondays and the day after a holiday.

If you are not in a rush, please call on a different day.

Hours 9 a.m. to 6 p.m. (excluding Saturdays, Sundays, national holidays and during the year-end/New Year's holidays)

- ❶ For questions about procedures, housing fee payments, and/or day-to-day living**



0570-03-0071

☎03-6279-2652



- ❷ For application or consultation regarding repairs**

For emergency repairs (leaks, etc.), accidents and/or fires, suspension of water supply, emergencies that threaten resident safety, etc.

Open 24/7, 365 days a year.



0570-03-0072

☎03-6279-2653



- Navi-Dial is not covered by the free calls or fixed-rate calling plans that mobile phone carriers offer.

In addition, call charges vary depending on your connection and device.

For the actual process, please listen to the rate guidance at the beginning of the phone call or visit the Navi-Dial website.

Note: There are no charges for the rate guidance that plays at the beginning of the phone call.

- Please have your “名義人番号” (lessee number) ready to ensure that we can handle your request faster.

Please click here for the FAQ regarding procedures, etc.



Access the list of online applications for municipally-owned housing, etc.



Access the non-emergency housing unit repair request email form



Housing Policy Headquarters, Tokyo Metropolitan Government website

東京都住宅政策本部

Search



JKK Tokyo website “For residents of municipally-owned housing, etc.”

都営住宅 お住まいの皆さま

Search



Foreign-language versions of Daily Life Plaza are available on the JKK Tokyo website.
Foreign-language versions



Daily Life Plaza is made with recycled paper.
SAVE THE GREEN EARTH!



Cold

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