



Shinjuku City Housing Support Service Guide

This service guide introduces various forms of support available from the housing search process through to your time living in a residence and when moving out. Please take advantage of the services provided by the member organizations of the Shinjuku City Housing Support Council for various aspects of housing and daily life.



Shinjuku City Housing Support Council

The Shinjuku City Housing Support Council provides assistance to help low-income individuals, disaster victims, the elderly, people with disabilities, single-parent households, and others facing difficulties in finding housing or maintaining their current residence within the ward to smoothly move into private rental housing. (Established in February 2020)

① Shinjuku City Housing Support Council Website

https://www.city.shinjuku.lg.jp/seikatsu/jutaku01_000001_00002.html



② Shinjuku City Housing Division Website

<https://www.city.shinjuku.lg.jp/soshiki/401500jutaku.html>



多言語版（英・中・韓）をPDFで公開しています。（機械翻訳です）※URLは上記①参照

Multilingual versions (English, Chinese, Korean) are available in PDF format. (Machine translation.)

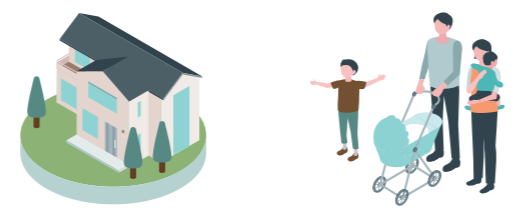
*Please see① above for URL.

多语言版本（英、中文、韩）以PDF格式公开。（为机器翻译。）※网址请参见上文①

다국어판(영어·중국어·한국어)을 PDF로 공개하고 있습니다. (기계 번역입니다)※URL은 위를 ①참조

List of Housing support services available from move-in to move-out

Before moving in



looking for a place to live

- 1 **C** Home relocation consultation
Our counselors will help you find a home **E** 60 years and older **D** **S** **L**
- 2 **B** Various services provided by housing support organizations
For more details, please refer to the attached "Consultation Services for Finding an Apartment" and the reverse side.
- 3 **B** Housing Support Services
Support for residents with disabilities **D**
- 6 **C** Partial subsidy for fire (household contents) insurance premiums
Subsidies are provided for a portion of insurance premiums that include coverage for expenses related to the disposal of remaining household belongings. **E** 60 years and older (single person)

No joint guarantor

- 4 **C** Rent and other debt guarantee fee subsidy (recommendation of guarantee company and subsidy for guarantee fee)
Subsidizing the guarantee fee for guarantee services that replace personal guarantors. **E** 60 years and older **D** **S**

In need of funds for moving, etc.

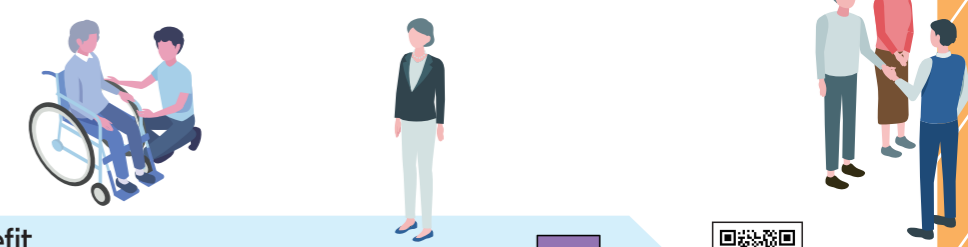
- 8 **B** Emergency small loan program (interest-free loans), etc.
Loans for necessary expenses related to relocation are available upon review. **L**

Currently occupying



- 5 **C** Housing Security Benefit
Provision of an amount equivalent to rent to those who have lost their homes or are at risk of losing their homes. **L**
- 8 **B** Emergency Small Loan Program
Loans for necessary expenses when relocating, with a screening process. **L**
- 9 **B** ●Mimamo-TEL : Safety check via automated voice call twice a week
●HN Hello Light: Safety check based on light bulb usage
●GOOSE: Safety check via smartphone app **E** 60 years and older
- 10 **C** Emergency Call System
Wireless notification of emergencies at home
No cost to tax-exempt or welfare recipient households. **E** 65 years and older **D** (E) (D)
- 11 **C** Fire Safety System
Induction cooktops and other items will be provided to those who require special attention to fire safety. No cost to tax-exempt or welfare recipient households. **E** 65 years and older

When moving out



Lost my home

- 5 **C** Housing Security Benefit
Provision of an amount equivalent to rent to those who have lost their homes or are at risk of losing their homes. **L**

Regarding costs upon moving out

- 9 **B** Coverage of up to 500,000 yen for restoration and cleanup costs in the event of death in a resident's room, as attached to "Mimamo-TEL" and "HN Hello Light". **E** 60 years and older

Eviction request

- 7 **C** Support for relocation and continued residency
Subsidies are provided for a portion of moving expenses and rent differences. **E** 65 years and older **D** **S**

[How to read this list]

For contact information, please see this number on the back.

The implementing body is the city office... **C**
The implementing body is the business establishment... **B**

1 **C** Home relocation consultation
Our counselors will help you find a home.

The frame color indicates whether or not there is a service fee, etc.

- Free to use
- Paid, rental
- Grants, subsidies

This indicates who is eligible to use the service.


- E** 60 years and older: Elderly people *The number indicates the age at which eligibility is available.
- D**: Persons with disabilities
- L**: Low-income earners
- S**: Single-parent households

- 12 **C** housing renovation/housing equipment renovation
Subsidies are available for renovation costs such as the installation of handrails. **E** 65 years and older housing renovation housing equipment renovation
- 13 **C** housing equipment renovation
Subsidies are available for renovation costs such as the installation of handrails. **D**
- 14 **B** Community Watch Cooperation Project
Community watch volunteers visit regularly and check in on residents. **E** 75 years and older
- 15 **C** Home delivery of the information paper "Nukumori Dayori"
Distributing informational papers through door-to-door visits and monitoring the situation (twice a month). **E** 75 years and older
- 16 **C** Home collection of recyclable materials and waste
Visiting doorstep to collect recyclable materials and waste. **E** 65 years and older **D**
- 17 **B** Small-scale lifestyle support services
Volunteers help with shopping, cleaning, and other tasks. **Anyone**



Inquiry List for Housing Support Services

For more information, please contact us from the list below.

	No.	Service Name	Eligible persons *Please contact us for details.	cost (★) No cost for tax-exempt and public assistance	Contact information	
consultation	①	Home relocation consultation	Elderly households, households with disabled persons, households with children, etc.	free	Housing Support Section, Housing Division	5273-3567
	②	Consultation about moving in	Elderly people	free	HomeNet Co., Ltd.	0120-460-560
		Tenant consultation service	Elderly households, households with disabled persons, single-parent households, etc.	free	NPO Corporation Caregiver Support Network Center Aladdin	090-3100-3372 5368-1955
		Consultation regarding housing support	Elderly households, households with disabled persons, single-parent households, etc.	free	Japan Rental Housing Management Association (a public interest incorporated foundation) https://www.jpm.jp/consultation/support/	
③	Housing support services	People with disabilities who require assistance with moving in, etc.	free	Disability Welfare Center (Physical, Intellectual, and Mental) 3232-3711 Community Activity Support Center • Mado 3200-9376 (Mental) • Lavans 3364-1603 (Mental) • Faro 3350-4437 (Mental) • Kaze 3952-6014 (Mental) • Sakuranbo 5315-0486 FAX 5315-0487 (Hearing) • Haru 5579-8586 (Mental)		
Grants	④	Rent and other debt guarantee fee subsidy (recommendation of guarantee company and subsidy for guarantee fee)	Elderly households, households with disabled persons, single-parent households	Grants	Housing Support Section, Housing Division	5273-3567
	⑤	Housing Security Benefit	Those who are experiencing financial hardship due to job loss or other reasons, and who have lost or are at risk of losing their housing.	Subsidy	Life support consultation service	5273-3853
	⑥	Partial subsidy for fire (household contents) insurance premiums	Elderly people living alone	Grants	Housing Support Section, Housing Division	5273-3567
	⑦	Support for relocation and continued residency	Elderly households, households with disabled persons, single-parent households	Grants	Housing Support Section, Housing Division	5273-3567
Loan	⑧	Emergency Small Loan Program	Low-income households	Interest-free loan	Shinjuku City Social Welfare Council	5273-3541
Life support	⑨	Monitoring services: ① Mimamo-TEL ② HN Hello Light ③ GOOSE	Single elderly people *Services provided through real estate agencies	Paid	HomeNet Co., Ltd.	0120-240-343
	⑩	Emergency Call System	For those aged 65 and over * (Detailed conditions apply)	10% of the installation cost will be covered (☆)	Elderly Support Section, Elderly Support Division	5273-4305
			Persons with severe disabilities (Level 1 or 2 of the certificate) or intractable diseases who are 18 years old or older and single		Welfare Promotion Section, Disability Welfare Division	5273-4516
	⑪	Fire safety system	For those aged 65 and over *(Detailed conditions apply)	10% of installation costs, etc. (☆)	Elderly Support Section, Elderly Support Division	5273-4305
	⑫	housing renovation/ housing equipment renovation	For those aged 65 and over, etc. *Detailed conditions apply	Coverage of 10-30% of renovation costs	Division Benefits Section, Long-Term Care Insurance Division	5273-4176
	⑬	housing equipment renovation	Children and adults with physical or intellectual disabilities, and individuals with rare diseases *Detailed conditions apply	Self-payment according to benefits, etc.	Support Section, Welfare Division for Persons with Disabilities	5273-4583
	⑭	Community Watch Cooperation Project	Individuals aged 75 and over living alone, households consisting only of individuals aged 75 and over, and those who wish to participate, such as those who live alone during the day.	free	Shinjuku City Social Welfare Council	5273-9191
	⑮	Home delivery of the information paper "Nukumori Dayori"	Individuals aged 75 and over who live alone. *Detailed conditions apply.	free	Elderly Consultation Section 2, Elderly Support Division	5273-4594
⑯	Home collection of recyclable materials and waste	People aged 65 and over who require care, etc.	free	Shinjuku Cleaning Office	3950-2923	
⑰	Small-scale lifestyle support services	Anyone	Depending on the content (800 yen/hour)	Shinjuku City Social Welfare Council	5273-9191	

Shinjuku City Housing Support Service Guide

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Consultation service for finding an apartment

Home relocation consultation

Shinjuku City Office,
Housing Division,
Housing Support Section

Eligible persons

Elderly people
people with disabilities } etc
families with children

For elderly people, people with disabilities, and others who have difficulty finding a new place to live on their own, licensed real estate agents provide consultations regarding housing options within the ward.

Contact information

Location of consultation	date of consultation
Shinjuku City Office: Housing Division, Counter No. 15	1st to 4th Thursdays and Fridays 1:00 PM to 4:00 PM *Excluding public holidays

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03-5273-3567
Contact number (Reservation required:
by phone or in person)



Consultation about moving in

HomeNet Co., Ltd.

Eligible persons

Elderly people

For those who are having trouble finding a place to rent an apartment through real estate agencies due to their age or other reasons, we will help you find a suitable property in cooperation with our partner real estate agencies.

*Consultations are available only to those who have initial payment arrangements and emergency contact information.

Contact information

How to consult	Response date
Phone	Monday and Wednesday From 9:00 AM to 6:00 PM *Excluding public holidays

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Contact number **0120-460-560**



Tenant consultation service

NPO Caregiver Support
Network Center
Aladdin

Eligible persons

Elderly people
people with disabilities } etc
families with children

We provide consultation and support regarding relocation to the above-mentioned individuals. We also offer close support to those who are experiencing difficulties in life, isolation, social withdrawal, or economic hardship, and provide assistance even after they move in.

Contact information

How to consult	Response date
After contacting us by phone or email, we will schedule an interview.	Tuesday, Wednesday, Thursday, or Friday From 11:00 AM to 5:45 PM *Excluding public holidays

.....
contact address
090-3100-3372
03-5368-1955
arajin2001@arajin-care.net

Consultation regarding housing support

Japan Rental Housing
Management Association
(a public interest
incorporated foundation)

Eligible persons

Elderly people
people with disabilities } etc
families with children

Based on the association's expertise in rental property management, we offer consultations regarding housing-related problems before and during your tenancy.

*We do not provide real estate agency or apartment listings.

Contact information

How to consult	Response date
Please use the contact form on the website below.	Weekdays from 10:00 AM to 5:00 PM *Excluding Saturdays, Sundays, and public holidays

.....
contact address
**https://www.jpm.jp/
consultation/support/**
*We do not accept inquiries by phone.



Fax to 03-3204-2386
Shinjuku City Urban Planning Department, Housing Division

If you have any questions about the services or anything else, please fax this document to us. You will receive further information from the city office or your business at a later date.



Inquiry Shinjuku City Housing Support Council

Secretariat : Housing Support Section, Housing Division, Urban Planning Department, Shinjuku City
TEL 03-5273-3567 FAX 03-3204-2386

Address: 1-4-1 Kabukicho, Shinjuku-ku Counter No. 15, 7th Floor, Shinjuku City Office Main Building

Name of the person making the inquiry

Name

Current address or new address (mailing address for documents, etc.) and planned move-in date

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Address: Shinjuku City

Room Number

Planned move-in date:

Year

Month

Day

Contact information (phone number)

()

Questions, etc.

Real estate agency (stamps are acceptable)

Store name

Contact address