

11. Arrangements for the Elderly



Please take advantage of the facilities provided.

UR provides a range of facilities for households that have elderly members.

(1) Preferential treatment in Advertising for UR Rental Housing Tenants

- ① When we advertise leasing of newly built rental housing, we provide the following preferential treatments:
 - a. We give elderly family units a (aged 60 years or over) **preferential treatment** of a twenty times **higher chance to win** a lottery than ordinary applicants; or
 - b. If elderly family units and its supporting family units wish to live in a same or adjacent city, ward, town and village (Ward means 23 wards in Tokyo), we will give such family units a **preferential treatment** of a twenty times **higher chance to win** the lottery than ordinary applicants.
- ② When we advertise leasing of conforming rental housing for the elderly (see Paragraph (3) below), we provide the following preferential treatments:
We give tenants of UR rental housing a **preferential treatment** of a two times **higher chance to win the lottery** than other applicants.

(2) Relocation (relocation of the elderly or the like to downstairs)

If residents of UR rental housing wish to relocate downstairs because they have difficulties to go up and down the stairs due to age, handicap, or sickness, or necessity for nursing care, we will help such residents find a new apartment on the ground-floor level, first floor, second floor or on floors where the elevator stops within the same apartment complex.

Note that you are required to terminate the current tenancy contract and to sign a new tenancy contract for the apartment where you will relocate (In such case, the current rent will be shifted to that for the new rental housing).

(3) Quality Rental Housing for the Elderly

Subsidized by the Government pursuant to "Act on Securement of Stable Supply of Elderly Persons' Housing (Law No. 26 effective in 2001)," we have promoted improvements of ground-level apartments which have a reformable structure and reduced the rent for the elderly.

Note that the payment amount by residents is determined based on the standard amount set according to income, after making adjustments for the location, size, and age of the residence. Accordingly, the payment amount by residents will also vary depending on changes in income and other factors.

- ① A The applicant must meet all of the following requirements:
 - a. The applicant is single and 60 years old or over.
 - b. The applicant is 60 years old or over and lives with his/her spouse, or with his/her relative that is at least 60 years old, or with his/her relative UR considers it necessary to live with the applicant due to special circumstances.
- B The applicant has a household income of no more than 487,000 yen per month (This applies only to certain Quality Rental Housing for the Elderly).
- C The applicant is eligible to apply for general UR rental housing units.
- ② Requirement for a rent reduction
Monthly income for the household is no more than 158,000 yen
- ③ Major Improvements (For summary, see page 90)
 - a. Eliminating a difference in level on the floor

b. Replacing the current door knob to a lever type door knob

c. Installing handrails

d. Improving facilities, equipment, etc.

※ Note that some differences in level on the floor will remain as they are, in spite of our efforts to eliminate such difference. Also note that there may be a difference in level on the pavement and the hall from the entrance of the apartment complex site to hallway.

④ Emergency Service

Emergency service is a system to address emergencies for 24 hours with emergency call units installed in your apartment (fee-based service).

In the event of an accident or sudden illness, pressing the push button on the emergency call unit or the push buttons installed in the toilet, bathroom, or a private room (one room) will send a notification to private security firms partnered with UR, etc., and staff will come to assist or take other necessary actions.

Upon request, you can also use the safety confirmation service to automatically report when infrared sensors installed in your dwelling detect an abnormality.

(if this is the case, you will additionally pay the fee for installation of the sensors and the services).

Please note: Residents must enter into contracts for emergency services directly with private sector partners and similar providers.

(4) Healthy Life Support Housing

Healthy Life Support Housing provides renovated housing units in response to the various environmental needs of elderly and other people so that they can continue living there safely, taking into prevent from falling accompanied by their movement. These housing units are intended to prevent elderly and other people's injury as much as possible by delaying the transition of their stages of physical condition changes, such as the stages of independence (stage 1), fragile/needed support (stage 2), and required care (stage 3).

This program supports households meeting certain requirements by reducing the rent by 20% (for a maximum of 25,000 yen, provided that the amount to be borne by them shall not be less than the standard amount borne by those who live in Quality Rental Housing for the Elderly).

*Depending on the housing unit, the reduction rate could be less than 20% or may not be applied.

① Occupancy requirements (All requirements from A to C must be satisfied).

A. The applicant must meet one of the following requirements (regular checks are to be made after the applicant moves in).

- (a) The applicant is single and 60 years old or over.
 - (b) The applicant is 60 years old or over and lives with his/her spouse, or with his/her relative who is at least 60 years old, or with his/her relative UR considers it necessary to live with the applicant due to special circumstances.
 - (c) The applicant or persons residing with them are disabled, etc.
- B. The applicant's household income is no more than 487,000 yen per month.
- C. The applicant is also eligible to apply for general UR rental housing units.
- ② Rent reduction requirements
The applicant's household income is not more than 158,000 yen per month.
- ③ Major Improvements
- A. Elimination of steps
 - B. Installation of handrails
 - C. Adoption of bathroom flooring considering heat shocks
 - D. Installation of bathroom heating
 - E. Installation of heating toilet seat
 - F. Installation of human sensor lighting
 - G. Installation of intercom with monitor
- * Note that equipment is not installed at the house, or is reused, may differ some specifications such as function, quantity, type, and shape.

(5) Child raising discount (regional preferential rent housing for households raising children)

This housing is regional preferential rent housing for child-rearing households. For households at child-rearing discount housing that meet the following resident requirements, the rent is reduced by a maximum 20% based on income (up to 25,000 yen).

- ① Occupancy requirements
You must meet all of the following requirements to move into the housing unit:
- A. You are newly married*1 or have child*2.
 - B. Monthly income for household is no more than 487,000 yen
 - C. You are eligible to apply for UR housing .
- ② Rent reduction requirements
You are eligible to pay reduced rent if you meet all of the following requirements. UR will continue to verify your eligibility on an annual basis, even after you move in. If you cease to meet the requirements for rent reduction after moving in, you will lose the reduction.
- A. You are newly married*1 or have child*2
 - B. Monthly income for household is no more than 259,000 yen
- *1 Newly married applicants

You are newly married if you were married within the last five years. (In this context, the term married includes individuals who are a party to a common-law marriage or who are engaged to be married.)

*2 Applicants raising children (must meet either of the following)

- A. You have one or more dependent family members under the age of 18 (excluding your spouse).
- B. You are a member of a household that includes a pregnant woman.

③ Duration of rent reduction

- A. Newly married applicants: Up to 3 years from the date of permitted occupancy
- B. Applicants raising children: Up to 6 years from the date of permitted occupancy
- C. Newly married applicants who subsequently have children: Up to 9 years

*In addition to the rent reduction period above, UR set the program applicable period to each individual housing unit. When the program applicable period expires, rent reduction is terminated regardless the length of occupancy.

*This system is current as of October 2025, and reduction requirements and other conditions may change in the future.

(6) Rental Housing Offered under the Program to Promote Close Living of Family Members

In this program, if both aged or child-rearing households and supporting family households move into the same or nearby apartment complexes, or apartment complexes within approximately 2 km, or apartments designated by UR in the area including UR rental housing, the rent for the household newly moving into UR rental housing is reduced up to 5% for five years or up to 20% for five years (up to 40,000 yen).

① Occupancy requirement

You must meet either of the following requirements to move into the housing unit:

- A. You are a member of a household with elderly persons*1, a household with children*2, or a household with disabled persons*3.
- B. You are a family member supporting one of the types of households listed in (A) above (i.e., you are (a) a member of a household that includes a parent or a child supporting a household with elderly persons or children, or (b) a third-degree relative who has an actual responsibility to support the other household with elderly persons or children).

*1 Households with elderly persons

Households that include at least one member who is 60 years of age or older

*2 Households with children (households that satisfy either of the following requirements)

- A. Households with a member who is under the age of 18 (other than a spouse)
- B. Households with a member who is pregnant

*3 Households with disabled persons

Households with a member who has a physical disability of Class 4 or higher, or a severe intellectual disability, etc.

② Rent reduction requirements

You are eligible for: 5% reduced rent if you meet all requirements in A and B; 20% reduced rent if you meet all the requirements in A to C. UR will continue to verify your eligibility on an annual basis, even after you move in. If you cease to meet the requirements for rent reduction after moving in, you will lose the reduction.

- A. You meet the occupancy requirements for the Program to Promote Close Living of Family Members.
- B. Rent payments of the close living household on which your eligibility is predicated must not be behind.
- C. Moving in as a child-rearing household after January 27, 2022^{*2}, with a monthly household income of 259,000 yen or less.

③ Duration of rent reduction

5 years from the date of permitted occupancy

*A child-rearing household under the neighborhood promotion project after January 27, 2022^{*2}.

If there is any change in your eligibility under the occupancy requirements or the changing of residence of the close living household on which your eligibility is predicated, you must report this fact immediately to the nearest management service office or Residence Center.

Please note that if it is discovered that you have received a rent reduction despite not having fulfilled the requirements for a rent reduction, you may be required to pay the rent shortage that is the difference between the actual rent and the reduced rent that has been paid by the deadline set by UR.

For more information about this program, please contact the information desk for applicants.

(7) Special Equipment Improved Housing for the Elderly

This is a rental housing with the following improvements for households that include an elderly person (age 60 years old or older) among the applicant or their relatives living together.

Improving facilities of unoccupied apartments on the ground level (For outline of the facilities, see Page 91)

- a. Kitchen (adjusting the height of the stove table)
- b. Bathroom (decreasing a difference between the bath tub and the body wash space, installing handrails, etc.)
- c. Restroom (Installing an outlet for the multifunctional toilet seat, a handrail, etc.)
- d. Installing the reporting systems (installation of an intercom and emergency call units)

(8) Installation of Handrails within the Apartment (Restroom/Bathroom)

We will install handrails inside an apartment (restroom/bathroom) as per individual requests from the resident (Please note that handrails may not be able to be installed depending on the building type and the results of the field survey, or may not be possible to install them in the desired location.). For details, please contact the Administration Service Office.

(9) Available Support Services for the Elderly

UR provides the following services that support the safety of the elderly in daily life.

◆ “Consultants for the elderly” and “Lifestyle-Connection Supporters (former name: Livelihood Support Advisors)” at Resident Centers ◆

“Consultants for the Elderly” are available at Residence Centers for the following services. These consultants also periodically patrol apartments to provide consultations at some apartment complexes (“Patrolling and Consultation Services for the Elderly and Others”).

“Lifestyle-Connection Supporters (former name: Livelihood Support Advisors)” are available at some apartment management service offices for similar services and consultations.

Common Consultation Topics

- Introduction and consultation about systems and services that support families with elderly people living in UR rental housing
- Introduction to public housing contacts
- Introduction to administrative offices for welfare (including public welfare offices and public assistance offices)
- Provision of information on the Monitoring Service and other livelihood-related information

Support Desk

Your local Residence Center and other locations (for contact information, please refer to pages 99 to 102)

(10) Monitoring Service

UR offers a privately-operated monitoring service for elderly residents residing in UR rental housing nationwide (excludes some regions) to ensure residents peace of mind.

If the sensor installed in the housing unit is not activated within certain period of time, this service calls an emergency contact number or arranges a visit to the housing unit.

(This service is not provided by UR. Note that service details may differ depending on the operator of the service.)