

List of disaster prevention organizations

Name (Location)	Telephone
Nerima City Office 6-12-1 Toyotamakita	☎ 03-3993-1111
Nerima City Office (nights and holidays) //	☎ 03-3993-1101
Nerima Police Station 5-2-7 Toyotamakita	☎ 03-3994-0110
Hikarigaoka Police Station 2-9-8 Hikarigaoka	☎ 03-5998-0110
Shakujii Police Station 6-17-26 Shakujimachi	☎ 03-3904-0110
Nerima Fire Station 5-1-8 Toyotamakita	☎ 03-3994-0119
Hikarigaoka Fire Station 2-9-1 Hikarigaoka	☎ 03-5997-0119
Shakujii Fire Station 5-16-8 Shimo-Shakujii	☎ 03-3995-0119
TEPCO Power Grid, Inc. Contact Center	☎ 0120-995-007
Tokyo Gas Customer Center	☎ 0570-002211
Tokyo Metropolitan Government Bureau of Waterworks Nerima Sales Office 1-9-4 Nakamurakita	☎ 03-5987-5330
Tokyo Metropolitan Government Sewerage Bureau Nerima Branch Office 4-15-1 Toyotamakita	☎ 03-5999-5650

How to use the Disaster Message Dial

This is a safety confirmation service for when a disaster occurs and it becomes difficult to make phone calls to the affected area.

How to record a message Dial **1 7 1** To record: **1** (XXXX) XXXX-XXXX
Guidance will be provided For landline phones, dial from the area code

How to play back a message Dial **1 7 1** To play it back: **2** (XXXX) XXXX-XXXX
Guidance will be provided For landline phones, dial from the area code

Check safety using a computer or smartphone

Disaster Message Board (web171)

This is a message board that uses the Internet to check on the safety of people in disaster-stricken areas.



For general information on disaster prevention, check here



For information on crime and fire prevention, check here



Released in July 2025

Issued by Nerima Ward Crisis Management Office, Ward Residents Disaster Prevention Division
 6-12-1, Toyotamakita, Nerima City, Tokyo 176-8501
 TEL.03-3993-1111 (on behalf of)



Apartment Disaster Prevention Guidebook



Prevent furniture from falling over



Water and food stocks



Toilet preparation

➡ Nerima City



Preparations for apartment disasters to avoid going to important evacuation centers

In the event of a major disaster, if you live in an apartment building that meets earthquake resistance standards, the basic rule is to evacuate at home if the damage is minor. In order to continue evacuating from home, each household and the entire apartment complex needs to be prepared.



Making evacuation at home possible!

Are you prepared for a disaster?

Check inside for details

- | | |
|---|-------|
| <input type="checkbox"/> Preparations for the room have been made (furniture arrangement, fall prevention measures, securing evacuation routes) | → P04 |
| <input type="checkbox"/> Prepared with earthquake-sensitive breakers, etc. | → P04 |
| <input type="checkbox"/> I've prepared a week's worth of water, food, and other necessities. | → P05 |
| <input type="checkbox"/> Portable toilets and simple toilets are available. | → P05 |
| <input type="checkbox"/> Check the location of fire extinguishers and fire hydrants, and initial fire extinguishing methods. | → P09 |

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01 Damage specific to apartment buildings



While apartment buildings are generally less likely to collapse, they face unique disaster risks that do not apply to detached houses.

Damage to water supply and drainage facilities

Do not run water during a major earthquake

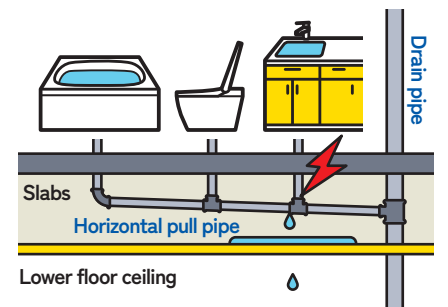
1 The toilet becomes unusable

If a major earthquake occurs and the drainage system is damaged, the toilet will be unusable. Please refrain from using it until safety can be confirmed.



2 Water leaks occur

In a major earthquake, the horizontal drainage pipes in the apartment building's drainage system can be damaged. Water may leak onto the floor below.



Impact of power outages

1 Elevator stop

When a large tremor occurs, many elevators will stop operating due to power outages, etc. This will have a major impact on daily life and evacuation.



2 Stopping the water supply pump

A power outage can cause the water pump to stop working, resulting in a water outage. Water, which is essential for daily life, needs to be transported.



3 Shared facilities will no longer be available

When there is a power outage, shared facilities such as lighting, mechanical parking, and automatic entrance locks become unusable, affecting daily life.



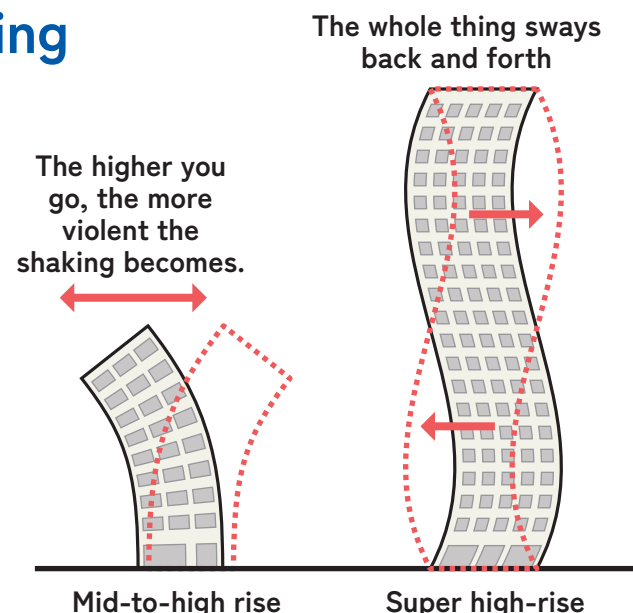
❗ Damage caused by shaking

1 Occurrence of long-period earthquake motion

Long-period ground motion refers to slow shaking with a long period (the time it takes for the shaking to make one round trip) that occurs during large earthquakes.

Even hundreds of kilometers from the epicenter, high-rise buildings can shake violently for long periods of time.

There is a risk of furniture falling over or elevators stopping.



2 Furniture falling over, dropping, or moving

There is a risk that furniture and electrical appliances may tip over, fall or move, and contents may fly out of cupboards. This can also cause dishes and other objects to break, sending pieces flying onto your feet and causing injury.



❗ Damage caused by flooding

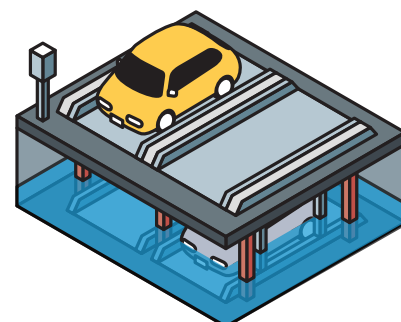
1 The entire building will fail

Electrical rooms and water tank rooms are generally often located on the lower floors of apartment buildings. If flooding occurs in an apartment building, these facilities may become submerged.



2 Flooding of mechanical parking lots, etc.

If rainwater flows into an underground parking lot or a pit-type mechanical parking lot, parked cars may become submerged.



02 Evacuating from an apartment building



Learn about the damage that is specific to apartment buildings and consider evacuating at home.

By preparing both hard and soft aspects, you will be able to live in the comfort of your own home during evacuation, and this will also help reduce congestion at evacuation centers.

Please also see the Disaster Prevention Guide.



Damage specific to condominiums

- ✓ When the elevator stops working, people have to go up and down the stairs, which can be a huge burden if you live on a high floor.
- ✓ Using the toilet when the drain pipe is broken can affect the floor below.
- ✓ Sometimes there is no water due to a power outage.



Benefits of evacuation at home

Home evacuation - living in one's own home after a disaster. What are the benefits?

1 You can continue to live in a familiar environment

Living in an evacuation shelter with many other people can be a great source of stress both physically and mentally. If you can evacuate in the comfort of your own home, you can avoid these risks.



2 Reduce the risk of infection

The risk of infection is lower than when living with many people.

3 You can continue living your life with privacy

Evacuating at home is also effective in that it allows you to continue living your life while maintaining your privacy.



Home Preparation

Be prepared to protect yourself and your family on a daily basis.

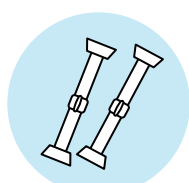
1 Safety measures in the home

● Prevent furniture from falling over or moving

Secure furniture such as dressers to hard edges to prevent them from falling over.



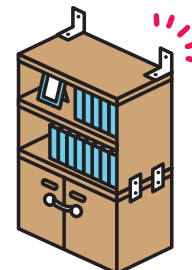
L-shaped bracket



Tension rod

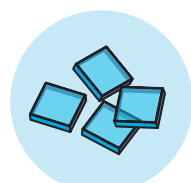


Eye bolts and wire

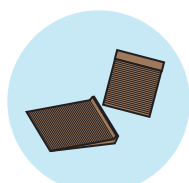


● Prevents appliances such as refrigerators from falling over or moving

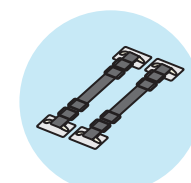
Take measures to prevent falls, such as fastening the child with a belt or laying down an anti-slip sheet.



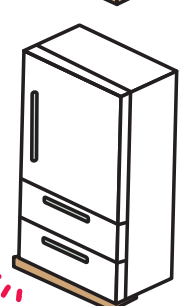
Anti-slip sheet



stopper

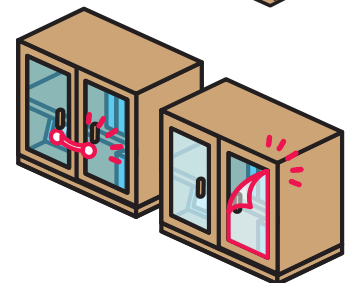


belt



● Prevents tableware and books from falling

If you have double doors, make sure to install a door lock. Use tape to prevent books from falling out of bookshelves.



● Prevents glass from shattering

Apply shatterproof glass film to the entire surface or use masking tape. Make sure to apply masking tape all the way to the sash to prevent the glass from breaking into large chunks.



We provide disaster prevention supplies

Search on your computer or smartphone▼

The brochure can be downloaded here.

Nerima Ward Disaster Prevention Supplies

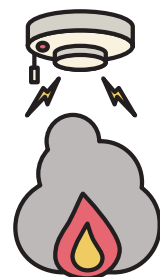


2 Preventing fires

To prevent fires caused by earthquakes, be sure to install earthquake-sensitive circuit breakers and check your fire alarms. The installation of fire alarms is mandatory in all homes, but if they don't work properly, there's no point. Be sure to cooperate with fire inspections conducted by your condominium management association.

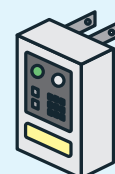
Also, be sure to confirm the location of fire extinguishing equipment and how to use it in order to put out a fire in its early stages.

For details, see page 9. →



Earthquake-sensing breakers to prevent electrical fires during earthquakes

Electrical fires account for more than 60% of earthquake fires. Earthquake-sensing circuit breakers detect large earthquake tremors and automatically cut off electricity, making them effective in preventing electrical fires during earthquakes.



3 Stock up on a week's worth of supplies if possible.

Water Preparation

- The recommended amount of drinking water is 3 liters per person per day.
- Stock up while checking expiration dates.
- Storing leftover bath water is also an effective way to secure water for daily use.



Food preparation

- In addition to emergency food such as canned and retort foods that can be stored for a long time and can be eaten immediately, buy extra of the things you normally eat, such as dried foods like rice and freeze-dried tofu, and food from the refrigerator, and use them as you prepare for emergencies. (Rolling Stock)
- For infants and young children, stock up on formula (such as liquid milk or powdered milk in stick form that they are accustomed to) and baby food along with paper cups and spoons.
- If you have special dietary needs due to food allergies or a chronic illness, prepare food according to your condition and consider taking emergency supplies with you.



Toilet preparation

- The portable toilet is designed for each person to use it five times per day. We recommend the bag type that can be attached to the toilet bowl at home.



1 Raise the toilet seat and place a plastic bag underneath.

2 Lower the toilet seat and place the waste bag over the top.

3 Use the toilet and add the coagulant.
※ Depending on the product, the coagulant may be added first.

4 Remove the waste bag, remove as much air as possible, and tie it tightly.

5 Double up the waste bag by placing another bag over it. Put toilet paper or newspaper inside to make it easier to burn when disposing of it.

In the event of a disaster, garbage collection may be suspended. Please dispose of used waste bags as "burnable garbage."

Hygiene Products

- Prepare toilet paper, wet wipes, dry shampoo, oral care products, soap, and disinfectant alcohol. Also, be sure to stock up on plenty of sanitary products and panty liners.

If your stockpiled supplies run out, head to an evacuation center to get some!

In the case of a large-scale disaster, it will take time for normal logistics to resume, and people will have to rely on relief supplies for food and drinking water. Nerima Ward stockpiles food, drinking water, and other supplies in disaster prevention storage warehouses at 98 evacuation centers and in a central storage warehouse within the ward.





Management Association Preparations

In order for each and every resident to be "disaster prevention conscious," it is important for them to "prepare on a daily basis."

1 Preparation of evacuation, rescue and first aid equipment

In order to safely evacuate and rescue people in need of assistance or injured people in the event of a disaster, it is important to stockpile equipment for evacuation up stairs, such as cloth stretchers.



2 Establishment of disaster prevention warehouses and stockpiling of supplies

Set up a disaster prevention storehouse or similar facility within the building or on the premises and store water, food, etc. for the residents. Particularly in high-rise buildings, it is important to set up base floors every few floors and store supplies in a dispersed manner (block stockpiling).



Examples of stockpiled supplies and equipment

- Water
- Food
- Portable toilet
- Radio
- Blanket
- Generator
- Flashlight
- Helmet
- Stretcher
- Disinfectants
- Bandages
- Crowbar
- Jack
- Tool set
- etc.

3 Elevator stoppage measures

It is also a good idea to install an emergency box to store emergency supplies in case you get trapped in an elevator. Some emergency boxes can also be used as makeshift toilets.



4 Creating a disaster action manual

Let's create a disaster action manual so that we can act quickly and appropriately in the event of a disaster. It is important to consider and compile information on each resident's behavior, as well as a system for cooperation between residents, such as checking on each other's safety, and rules for using the facilities. The manual you create should be shared with all residents and should be reviewed and updated regularly. It is also important to conduct actual training based on the manual.



An example of creating rules for facility use



Making rules for taking out the trash

In the event of a disaster, garbage collection by the ward may not be carried out immediately. If you put out your garbage as usual, the collection area at your apartment building will overflow with garbage.

- Do not put out disaster waste such as furniture, tableware, glassware, or electrical appliances damaged in the disaster until you receive collection instructions from the ward.
- Until collection resumes, the entire apartment building will be made aware that the basic rule is to manage trash in their own rooms.



Creating rules for using toilets and water

If you drain water when the drain pipes are damaged, sewage will leak into the apartment building.

- Do not drain the water until the management company has finished inspecting the drainage pipes.
- In buildings that use a water supply tank, if you continue to use water as usual when there is a water outage, the water in the tank will quickly run out and no water will come out.
- Make sure to spread awareness of water conservation so that water can be used fairly throughout the apartment complex.

For rental apartment owners and residents

- First, establish a communication system, centered around the management company and owners, to check on each other's safety and help each other in the event of a disaster.
- Daily involvement is essential in times of disaster. Make sure residents can talk to each other. Also, try participating in activities held by local neighborhood associations and community groups.
- Tokyo Metropolitan Government is implementing the "Stay in Tokyo - Promoting the Spread of Apartments", which includes rental apartments. Sign up and take advantage of the assistance. [For details, see page 8. →](#)
- We also have a system for dispatching disaster prevention advisors to rental apartments. Why not get some expert advice first? [For details, see page 8. →](#)

5 Raising awareness of disaster prevention among residents

In order to raise awareness and knowledge of disaster prevention, hold disaster prevention lectures and roundtable discussions for residents to create opportunities to learn about disaster prevention. It is also effective to provide opportunities for hands-on experience, such as posting safety confirmation boards.



Information about Nerima Ward Disaster Prevention Learning Center

The Disaster Prevention Learning Center is the central base for the Nerima Disaster Prevention College Project, where visitors can learn about disaster prevention knowledge and skills through tours of the disaster prevention exhibition room, lectures, and experiences.

Disaster prevention seminars for mid- to high-rise buildings

Nerima Disaster Prevention College conducts disaster prevention seminars for mid- to high-rise buildings. Residents and managers of mid- to high-rise buildings will learn about disaster prevention measures unique to mid- to high-rise buildings. Recruitment information will be announced in the ward newsletter etc.



Disaster Prevention Course Menu

Students will learn through a combination of disaster prevention lectures and disaster prevention experiences. You can also experience an earthquake using VR. Please come and join us with all the apartment residents.

Disaster prevention lectures

We will visit local communities to give disaster prevention lectures and conduct disaster prevention experiences.



Nerima Ward Disaster Prevention Learning Center

6-4-1 Hikarigaoka, Nerima City TEL:03-5997-6471
Opening hours: 10:00 a.m. - 6:00 p.m. Closed on Mondays *If Monday is a public holiday, the following weekday will be closed

For more information about the courses, see the website
Search on your computer or smartphone ▼

Nerima Ward Nerima Disaster Prevention College



6 Establish an apartment disaster prevention committee



What is a Disaster Prevention Association (ward disaster prevention organization)?

The Disaster Prevention Association is an organization whose purpose is to protect the community through activities such as firefighting, rescue, and first aid. In the case of an apartment building, one option is to form a disaster prevention committee based on the management association or neighborhood association. When forming a group, take into consideration the living environment and other characteristics of the housing (number of households, earthquake resistance, number of floors, surrounding environment, presence or absence of a disaster prevention center, etc.).



Nerima Ward supports disaster prevention associations

Nerima Ward provides disaster prevention associations with the loan of disaster prevention equipment, support for training, and subsidies for training to improve equipment supplies.

7 Introduction of support system

Nerima Ward

Subsidies are provided for the installation costs of water supply equipment and manhole toilets for use in emergencies so that residents in mid- to high-rise apartment buildings can evacuate at home.

subject

Management associations of condominiums with three or more floors in the ward, or owners of rental apartments.

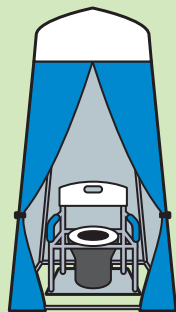
condition

- (1) Have formed a ward disaster prevention organization or are registered with "Tokyo Stay Apartment".
- (2) (For condominiums for sale) Resolutions must be obtained at a meeting of the condominium.
- (3) A disaster response manual has been created.
- (4) Disaster prevention drills are conducted on a regular basis.
- (5) It must be earthquake resistant.

Subsidy rate and amount

	Subsidy rate	Maximum Amount
Construction cost subsidy	Subsidy rate: 3/4	Maximum amount: 1.5 million yen
Equipment rental	Subsidy rate: 10/10	Maximum amount: 500,000 yen

Please check the detailed requirements here ▶



Tokyo

Please register with the Tokyo Metropolitan Government's "Tokyo Stay Apartment" and take advantage of the subsidies.

The Ministry of Land, Infrastructure, Transport and Tourism provides subsidies to condominium management associations, owners of rental apartments, and others for the purchase of disaster preparedness supplies and equipment, such as portable toilets and disaster prevention cabinets to be installed in elevators.

Search on your computer or smartphone ▼

Tokyo Stay Apartment



Tokyo Metropolitan Government: "Dispatch of disaster prevention advisors for rental apartments"

This service is available free of charge once per rental apartment building located in Tokyo.

Search on your computer or smartphone ▼

Disaster prevention advisor for rental apartments

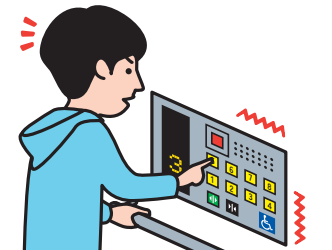


03 If an earthquake occurs (what each resident should do)



When the elevator stops

If you feel a large tremor, press all the buttons for your destination floor and get off the train as soon as it stops. If you are trapped, press and hold the emergency call button.



What if you can't evacuate through the front door or the emergency stairs are unusable?

●Evacuate using the escape ladder

The apartment escape ladder is installed as an emergency escape route through an escape hatch in the balcony floor. Be sure to check in advance where it is located on the same floor.



●Evacuate through the partition

Break the partition on the side that has a sign that says "In an emergency, you can break this through to evacuate to the next door" and go through. Do not place any objects in front of the partition.



In case of fire

If a fire or gas leak occurs in even one unit, the entire apartment building may become uninhabitable. Be sure to check the locations of fire extinguishers and fire hydrants in case of a fire.

An example of firefighting equipment in an apartment building



Fire extinguisher



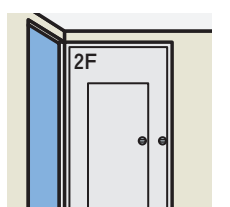
Indoor fire hydrant



sprinkler



Automatic Fire Alarm System



Fire door



In the event of a major earthquake, indoor fire hydrants, sprinklers, automatic fire alarm systems, fire doors, and other equipment may not function.

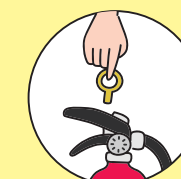


Fire extinguishers are effective for initial fire extinguishing.

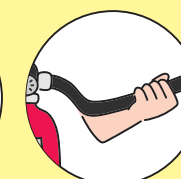
Keep the fire extinguisher in a visible place.

How to operate a fire extinguisher

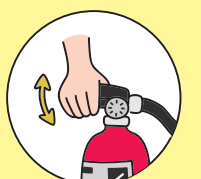
Please confirm in case of an emergency



1 Pull out the safety valve



2 Aim the hose at the fire



3 Grasp the lever tightly

04 After an earthquake (things all residents should do)



When a major earthquake occurs, rescue efforts by public authorities may not be carried out immediately in urban areas where a large amount of damage occurs.

Residents of the apartment building will organize a disaster response headquarters to check on the safety of everyone and rescue anyone who is trapped inside.

1 Grasping the damage

Confirmation of resident safety, rescue and first aid

We compile information such as the safety of residents and whether there are any injuries.

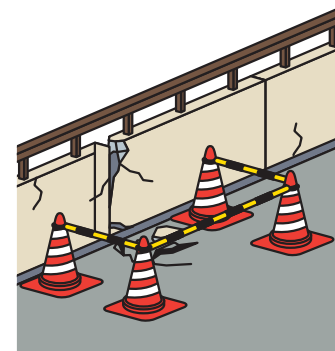
- If someone is injured, provide rescue and first aid as necessary. Seriously injured people should immediately request assistance from public authorities such as the fire department or police.
- If someone is trapped in a room, work together to rescue them.
- If we know that there is someone in an apartment that needs special attention, we will knock on the front door or call out to the resident and guide them to a safe place.



Building safety check

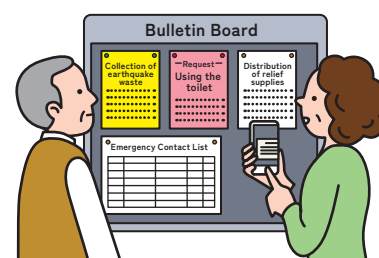
Check the status of fires and building damage.

- In the event of a fire, the apartment building's fire extinguishing equipment will be used to extinguish the fire in its initial stages. If the fire spreads and reaches the ceiling, it is dangerous so please evacuate.
- If any damage affecting safety is discovered, a "No Entry" sign will be posted.
- For lifelines, check with companies that manage and inspect the building's various facilities to make sure they can be used safely.



2 Information gathering and dissemination

The Disaster Response Headquarters compiles information on the safety of residents and damage to buildings, as well as collecting information from local governments and disaster information from television, radio, etc. Instructions will be given regarding toilet and water usage etc. Information that affects residents' daily lives, such as the status of restoration of lifelines, will be posted on bulletin boards to communicate to residents. Distribute especially important notices through the community mailbox.



3 Living in a damaged apartment building

It is necessary to create a system for mutual assistance and to establish rules for daily life that residents must follow.

Crime Prevention Patrol

Depending on the level of soundproofing in an apartment building, residents may not notice anything unusual around them, so make sure to patrol regularly to prevent suspicious people from entering.



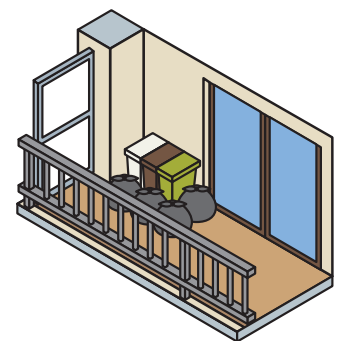
Confirmation of safety

Disaster victims who are staying at home tend to have less interaction with those around them and become isolated. Create a system for regularly checking on the safety of your employees.



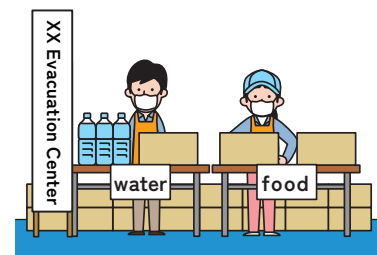
Garbage Management

Several days after a disaster occurs, waste disposal becomes an issue for each household. Until garbage collection resumes, the general rule is for each household to store their garbage, but for items that cannot be stored at home for hygiene reasons, measures will be taken such as collecting them in designated areas of the building.



Go to the evacuation center to get the necessary supplies

In the case of a large-scale disaster, it takes time for logistics to recover. If supplies are in short supply, you will need to go to an evacuation center to get them.



Disaster prevention map and evacuation center list

In the event of a major earthquake, evacuation centers serve as hubs for local activities and shelters. Please check our website for more details.

Search on your computer or smartphone

Nerima ward disaster prevention map



05 Prepare for typhoons and heavy rain disasters



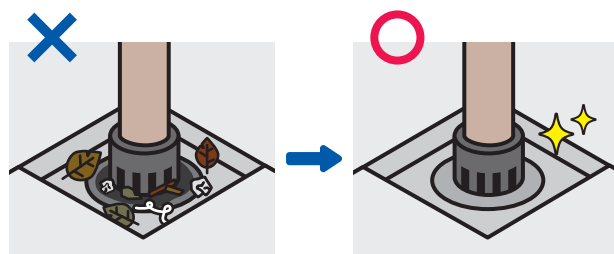
In recent years, frequent urban flooding caused by heavy rain has had a serious impact on apartment residents.

In order to respond to situations where flooding or inundation occurs within a short period of time, it is urgent to review disaster prevention measures in apartment buildings.

Resident preparation

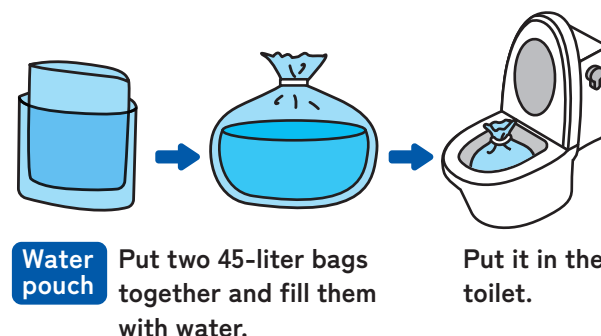
Balcony drainage pit cleaning

If leaves and soil get into the drainage pit and clog it, rainwater will overflow. Check to see if there is any dirt or debris accumulated around the drainage pit on your balcony, and clean it if there is.



Prepare for backflow in drains and toilets

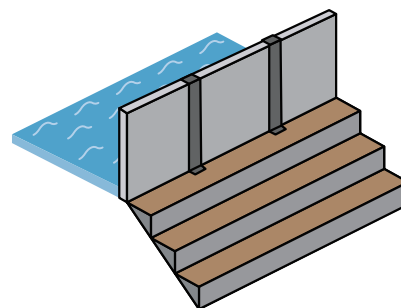
When heavy rainfall occurs and sewer pipes overflow, sewage can back up and cause dirty water to gush out of toilets and bathrooms. If you hear a bubbling noise or notice a foul smell, sewage may be backing up. If you feel uneasy, try making a "water bag" out of a garbage bag to prevent reflux. Water bags can also be used to prevent flooding, just like sandbags and waterstops.

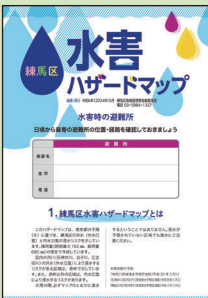


Management Association Preparations

Prepare water stops etc.


If water enters the building, it can cause a power outage, which will stop the apartment's lifelines such as elevators and water. It can also cause mold to grow and steel bars to rust, reducing the strength of the structure. Install water stops in areas where there is a risk of water intrusion, such as underground parking lots and entrances.





Check the necessary information on the "Hazard Map" and prepare for any eventuality

The hazard map shows the predicted flooding in the event of heavy rain, areas at risk of landslides, and evacuation shelters. Check your home's flood risk and prepare for flood damage. You can also check the details on the web.



Search on your computer or smartphone

Nerima Ward Hazard Map

06 Disseminating information during disasters



In order to protect yourself from disasters, it is important to obtain disaster information as quickly as possible.

In the event of a disaster, the ward will disseminate information using a variety of means.

Ward official website

<https://www.city.nerima.tokyo.jp>



Various disaster information, such as damage status, traffic conditions, and information related to lifelines, will be posted on the "Nerima Disaster Portal" page. In addition, in the event of a large-scale disaster, we will switch to a disaster website, ensuring that information is transmitted even when there is heavy traffic.



Nerima Disaster Portal

If you cannot use the ward's website

If information cannot be disseminated due to a disaster, Maebashi City will disseminate information on the damage situation, etc. on your behalf.

•Communicating on behalf of Maebashi City, Gunma Prefecture
..... <https://www.city.maebashi.gunma.jp/>



Ward Official X (formerly Twitter) • Ward official LINE

As one of the means of communicating information during a disaster, we will disseminate information by taking advantage of the characteristics of X (formerly Twitter), such as its immediacy and spreadability, and LINE's push-type distribution.

Ward Official X (formerly Twitter)

https://x.com/nerima_tokyo

Ward official LINE

<https://page.line.me/628pixsp?openQrModel:true>



Emergency Alert Email

Disaster and evacuation information, such as evacuation orders, will be sent to the mobile phones and smartphones of people living in the ward (no prior registration required).

Temporary Disaster Broadcasting Station

This is an FM broadcast (77.1MHz) that can be temporarily established in the event of a large-scale disaster. We will provide necessary information such as victim support information.

Sign up for the Nerima information email

Disaster and evacuation information, such as evacuation orders, will be sent via email to those who register. During normal times, we distribute disaster prevention weather information and safety and security information. To register, send a blank email to nerima@entry.mail-dpt.jp and follow the instructions in the reply email. You can also register by scanning the two-dimensional barcode with your mobile phone or smartphone.

