

# Nagoya Living Guide

(DETAILED VERSION)

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# 1 Information for Everyday Life

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## 1-1 Utilities: Water, Electricity and Gas

### 1-1-1 Water

Water services are provided by the Nagoya City Waterworks & Sewerage Bureau. Please contact the Customer Service Center at least one day before you would like to begin using water services. A sewage system fee is charged in addition to the water consumption fee. A bill will be issued every two months. Please be assured that the drinking water in Nagoya is of the highest quality and thus safe and delicious to drink.

Customer Service Center: TEL 052-884-5959 FAX 052-872-1296

Hours: Weekdays 8:00-19:00 Saturdays, Sundays, and national holidays 8:00-17:15

Website: <http://www.water.city.nagoya.jp/>

(Select "English" at the upper right of the top page.)

### 2-1-2 Electricity and Gas (Main Service Providers)

To apply to begin using electricity or gas, you can apply to either an electric power company or a gas company.

#### ■ Chubu Electric Power Miraiz

CHUBU Electric Power Miraiz Contract Center

TEL 0120-921-691

Hours: Weekdays 9:00-19:00

Sat., Sun., nat. holidays 9:00-17:00

\*Please make sure of the telephone number before you call.

English website: <http://www.chuden.co.jp/english>

#### ■ Toho Gas Company

Relocation of gas and electricity services - Relocation Hotline

TEL 0120-015455 (24 hours, 365 days a year)

\*Customers calling using an IP telephone or from overseas, please call 052-807-1550.

Other inquiries - Toho Gas Customer Service Center

TEL 0570-783987

\*Please follow the audion guidance and press the number for the required service. Your call will be forwarded to service assistance as appropriate to your inquiry.

\*Customers calling using an IP telephone or from overseas, please call 052-889-2828.

## 1-2 Mail and Telephone Services

### 1-2-1 Mail Services

If you submit a change of residence form to a post office when changing residences, mail addressed to your previous residence will be forwarded to your new address free of charge for one year from the day you submit a change of address form.

For service in English: TEL 0570-046-111

(available 8:00-21:00 on Monday to Friday, 9:00-21:00 on Saturday, Sunday, and holidays)

Mail service English information website: [https://www.post.japanpost.jp/index\\_en.html](https://www.post.japanpost.jp/index_en.html)

### 1-2-2 Telephone Services

#### ■NTT WEST Information

TEL 0120-064337 (English, Chinese, Korean, Portuguese, Spanish)

Monday-Friday 9:00-17:00

(closed on Saturdays, Sundays, national holidays, and from Dec. 29 to Jan. 3)

#### ■To install new services, or if you have moved:

TEL 116 (only available in Japanese)

9:00-17:00 every day (except Dec. 29-Jan. 3)

\*Please be sure to dial the correct number

NTT WEST website (English): <https://www.ntt-west.co.jp/english/>

### List of telephone-related contact telephone numbers

#### NTT WEST Telephone services

**New application / relocation** TEL 116 (Japanese service only)

Hours: 9:00-17:00, including Saturdays, Sundays, and national holidays

(No service Dec. 29 to Jan. 3)

**Repair service** TEL 113 (Japanese service only)

24-hour service (automated service)

**NTT West Information** TEL 0120-064337

(Service available in English, Chinese, Korean, Portuguese, Spanish)

Hours: 9:00-17:00 (No service Saturdays, Sundays, national holidays, and Dec. 29 to Jan. 3)

\*Please be sure to dial the correct number

# 1-3 Waste Disposal

## 1-3-1 Waste and Recyclables Collection

Household waste must, in principle, be separated into burnable, non-burnable, ignitable hazardous waste, and large-sized waste, and collected at each household. From July 2022, the collection of batteries (in principle, at each household) commenced. Out of this waste, plastic containers and packaging are in principle collected at each household as recyclable resources. Bottles, cans, paper containers and packages, and PET bottles are collected as recyclable resources at collection stations. In addition, PET bottles, paper cartons, small household electric appliances, rechargeable electric appliances, cooking oil and fluorescent lights and mercury thermometers are collected at private facilities.

Please dispose of items such as newspapers, magazines, corrugated cardboard, and clothing at your local community-organized recycling collection point. To prevent removal of used paper, please put it out on the designated morning of collection. If community-organized collection is unavailable, please use a recycling station or used goods recycling center.

Putting used paper out before collection day not only carries a risk of being removed, but also the danger of fire. Only put out used paper on the day of collection.

## 1-3-2 Reducing the amount of waste

Nagoya City is working hard to become a more recycling-based society and actively promotes waste reduction and recycling efforts. Please refrain from buying or receiving items that will be quickly thrown away, and please do not throw out recyclable items as regular waste.

In addition, as of July 2020, charges apply for plastic shopping bags under a nationwide initiative to deter the excessive usage of plastic in view of global issues such as limited resources, pollution of oceans and global warming.

We thank you for your cooperation in helping to reduce the usage of plastic bags by bringing your own bag when you go shopping.

Please verify at your store the price of bags and whether the initiative has been implemented or not.

## Sorting and Disposing of Domestic Waste

- Domestic waste is usually collected at each household (some areas may require deposit at a designated location).

- Waste is collected on holidays as well (except for the year-end and New Year's holidays)

Type	Items	Disposal Method	Collection Method
Burnable (collected 2 times per week)	Items smaller than 30 cm given below: - Garbage - Grass and twigs - Paper diapers - Rubber products - Fabrics - Leather products - Tissue paper - Plastic products, etc.	Put in specified plastic bag for burnable waste.	Put out in specified collection place by 8:00 a.m. on the day of collection. (by 7:00 a.m. for residents of Naka Ward)
Hazardous Flammable Waste (collected 2 times per week) * same day as burnables	- Spray cans - Disposable lighters - Solid fuel (in cans) - Heated tobacco products - E-cigarettes	Dispose of recyclables in (clear or translucent bags where the contents are visible). * Use up all of the contents of spray cans. It is not necessary to puncture the can.	Put out in specified collection place by 8:00 a.m. on the day of collection. (by 7:00 a.m. for residents of Naka Ward) Place separately away from burnable garbage.
Non-burnable (collected 1 time per month)	Non-burnable garbage smaller than 30 cm × 30 cm × 30 cm such as: - Glass and ceramics trash - Small-sized metal products and other items inappropriate to burn - Umbrellas (please tie the bag tightly if the umbrella sticks out of the bag)	Put in specified plastic bag for non-burnable waste.	Put out in specified collection place by 8:00 a.m. on the day of collection. (by 7:00 a.m. for residents of Naka Ward)
Large-sized waste (collected 1 time per month. Application and fee required) * Applications must be received at least 7 days before collection.	- Electronics and furniture larger than 30 cm × 30 cm × 30 cm (excluding air conditioners, CRT TVs, LCD TVs, plasma TVs, refrigerators, freezers, washing machines, clothes dryers and personal computers).	A fee is charged for collection and an application must be made in advance by telephone. Call the large-sized waste desk at 0120-758-530 (from outside of Aichi Prefecture and from mobile telephones at 052-950-2581) with someone who speaks Japanese.  Open 9:00 to 17:00 from Monday to Friday (closed on Saturdays, Sundays, and during the year end/new year)	When applying, you will be notified of the collection date, collection point, fee, etc.

Batteries (collected 1 time per week) *The same collection day as for plastic containers and packaging	<ul style="list-style-type: none"> <li>• Alkaline, manganese dry cell batteries</li> <li>• Lithium batteries</li> <li>• Button cell batteries</li> <li>• Compact rechargeable batteries (Lithium-ion batteries, Ni-cad batteries, Nickel-hydrogen batteries)</li> <li>• Mobile batteries</li> </ul>	Place the batteries in a transparent bag, or semi-transparent bag in which the contents will be visible	Put out at the designated collection point on the morning of collection day, before 8:30. (Put out before 7:00 in Naka Ward.)
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Nagoya City Garbage Reduction and Recycling Guide

- \* To prevent damage due to crows, when disposing of burnable waste wrap raw waste in newspaper, etc., or completely enclose the garbage in a bird-proof netting. Thank you for your cooperation.
- \* Items designated by the Home Appliances Recycling Law (i.e. air conditioners, CRT TVs, LCD TVs, plasma TVs, refrigerators, freezers, washing machines, and clothes dryers) are not collected by the city. If replacing an old appliance, please ask the retail store you are purchasing the new appliance from to collect the old one. If you are not replacing an old appliance, please ask the retail store where the item was originally purchased to have it collected. (A fee will be charged.)
- \* The Law for Promotion of Effective Utilization of Recyclable Resources designates certain personal computers as being recyclable (desktop computers, display monitors, combined display computer hardware, and laptop computers), and are therefore not collected by the city. Please apply for collection with the computer's manufacturer.
- \* Nagoya City has issued a pamphlet on waste and recyclables (available in English, Chinese, Korean, Portuguese, Spanish, Filipino, Vietnamese, Nepali and Urdu). For details, please contact the Operations Division of the Environmental Affairs Bureau (TEL 972-2394) or an environmental works office (see the list of offices) through someone with Japanese proficiency.
- \* Newspaper, magazines, paper scraps, corrugated cardboard, clothing, and textiles are collected on a regular basis in each area. As collection day, time and items differ in each community, please ask your neighbor about the details. Some areas provide information through circulars, bulletin boards and newspaper inserts.

**Sorting and disposal of domestic recyclable materials**

- In principle, plastic containers and packages are collected at each household. Paper containers and packages, PET bottles, bottles, and cans are collected at the collection station for your area once a week.
  - Please rinse before recycling.
  - Waste is collected on holidays as well (except for the year-end and New Year's holidays).
- Recyclable containers and packages are those containers in which items have been placed or wrapped by a company or store.

Type	Items	Disposal Method	Collection Method
Plastic containers and packages 	<ul style="list-style-type: none"> <li>- Bottles (excluding PET bottles)</li> <li>- Cups and packs</li> <li>- Plastic bags, wraps, trays</li> <li>- Nets</li> <li>- Plastic lids</li> <li>- Cushioning materials</li> </ul>	<ul style="list-style-type: none"> <li>- Rinse out the container or package</li> <li>- Put recyclable containers and packages into the specified bag.</li> <li>- Do not mix with other types of waste</li> </ul>	Deposit at the specified collection place in your area by 8:00 a.m. on the day of collection. (by 7:00 a.m. for residents of Naka Ward)
Paper containers and packages 	<ul style="list-style-type: none"> <li>- Paper cartons</li> <li>- Paper containers and cups</li> <li>- Packaging materials</li> <li>- Paper bags</li> <li>- Paper lids</li> <li>- Paper cartons for alcohol or juice (with aluminum film affixed to the inside)</li> </ul>	<ul style="list-style-type: none"> <li>- Rinse out the container or package</li> <li>- Put recyclable containers and packages into the specified bag</li> <li>- Do not mix with other types of waste</li> </ul>	Deposit at the specified collection place in your area by 8:00 a.m. on the day of collection. (by 7:00 a.m. for residents of Naka Ward)
PET bottles 	Beverage, sake, sweet sake seasoning ( <i>mirin</i> ), soy sauce, seasoning and vinegar with the PET bottle mark	<ul style="list-style-type: none"> <li>- Remove caps and labels</li> <li>- Dispose of caps and plastic labels as plastic containers and packaging; dispose of other labels as burnable garbage</li> <li>- Labels that cannot be removed easily can be left as they are</li> <li>- Rinse out bottles</li> <li>- Put bottles into the specified bag</li> <li>- Do not mix with other types of waste</li> </ul>	Deposit at the specified collection place in your area by 8:00 a.m. on the day of collection. (by 7:00 a.m. for residents of Naka Ward)
Empty glass bottles	Beverage, food, and cosmetic bottles only	<ul style="list-style-type: none"> <li>- Remove all caps and dispose of plastic ones with plastic containers and packages, and metal caps with non-burnable waste</li> <li>- Please rinse out bottles before recycling</li> <li>- Do not place in a bag. Put directly in the blue basket.</li> </ul>	Deposit empty glass bottles into blue baskets placed at the specified collection place in your area by 8:00 a.m. on the day of collection. (by 7:00 a.m. for residents of Naka Ward)
Empty cans	Beverage and food cans only	<ul style="list-style-type: none"> <li>- Please rinse out cans before recycling</li> <li>- Chikusa, Higashi, Kita, Nishi, Nakamura, Naka, Showa, Mizuho, Atsuta, Minami, Moriyama, Midori, Meito, and Tempaku Wards require a specific bag for recycling</li> <li>- In Nakagawa and Minato wards, do not place in a bag. Put directly in the yellow basket.</li> </ul>	Deposit at the specified collection place in your area by 8:00 a.m. (for residents of Chikusa, Higashi, Kita, Nishi, Nakamura, Naka, Showa, Mizuho, Atsuta, Minami, Moriyama, Midori, Meito, and Tempaku Wards) or by 7:00 a.m. (for residents of Naka Ward) on the day of collection. Residents of Nakagawa and Minato Wards should deposit empty cans into yellow baskets placed at the specified collection place in your area by 8:00 a.m. on the day of collection.

**\*For the time being, clear or translucent bags where the contents are visible can be used in place of a designated bag.**

## Disposing of Waste and Recyclable Materials at a Collection Point

Type	Items	Disposal Method	Collection Method
PET bottles 	Beverage, sake, sweet sake seasoning ( <i>mirin</i> ), soy sauce, seasoning and vinegar with the PET bottle mark	<ul style="list-style-type: none"> <li>- Remove caps and labels</li> <li>- Dispose of caps and plastic labels as plastic containers and packaging; dispose of other labels as burnable garbage</li> <li>- Labels that cannot be removed easily can be left as they are</li> <li>- Rinse the inside</li> <li>- Place directly into collection container</li> </ul>	Place the relevant item into a collection box at supermarkets, ward offices, environmental works offices or other public facilities within Nagoya City.
Paper cartons 	Paper cartons used for beverages that do not have aluminum coating on the inside	<ul style="list-style-type: none"> <li>- Rinse out, open, and dry before discarding</li> <li>- Place directly into collection container</li> </ul>	Place the relevant item into a collection box at supermarkets, ward offices, environmental works offices or other public facilities within Nagoya City.
Small household electric appliances	Household electric appliances smaller than approx. 15 cm × 40 cm × 25 cm (such as PCs, mobile phones, digital cameras, video cameras, game players, and digital audio players)	If the relevant appliance contains personal data, please delete any data.	Place the relevant item into a collection box at general supermarkets, ward offices, environmental works offices, etc. within Nagoya City. (For collection sites, see the following list.) *At environmental works offices with no collection box, items can be handed to staff at the counter.
Rechargeable electric appliances	Rechargeable appliances larger than the dimensions of small household electric appliances (e.g. robot vacuum cleaners, rechargeable vacuum cleaners)	- If the relevant appliance contains personal data, please delete any data.	Take the relevant item to the environmental works office in each ward.
Cooking oil	Vegetable oil, such as salad oil, olive oil	- Cool the oil completely, place it into a PET bottle of 700ml or less, and then take it to a collection site.	Take the relevant item to a cooperating supermarket within Nagoya City. In principle, collection is performed at the service counter of each supermarket. (For collection sites, see the following list.)
Fluorescent lights/ mercury thermometers	Fluorescent lights	Dispose of incandescent light bulbs, LED products and broken fluorescent tubes as non-burnable garbage	Take the item to an Environmental Works Office of Fluorescent Light Collection Participating Retailer (such as a consumer electronics or home improvement store). See <a href="#">here</a> for participating retailers.
	Mercury thermometers	<ul style="list-style-type: none"> <li>- Dispose of electronic thermometers as small household electric appliances or burnable garbage</li> <li>- Dispose of alcohol thermometers and broken mercury thermometers as non-burnable garbage</li> </ul>	Take the item to an Environmental Works Office

### List of Household Electric Appliance Collection Sites (As of April 1, 2022)

Ward	Facility
Chikusa	Apita (Chiyoda-bashi), Chikusa Ward Office, Chikusa Environmental Works Office
Higashi	Aeon (Nagoya Dome-mae), Higashi Ward Office, Higashi Environmental Works Office
Kita	Apita (Nagoya-Kita), SONE ŌZONE, Kita Ward Office, Kusunoki Branch, Kita Environmental Works Office
Nishi	Yoshizuya (Nagoya Meisei), Nishi Ward Office, Yamada Branch, Nishi Environmental Works Office
Nakamura	DCM Kahma Nagoya-Ogon, DCM Kahma Hatta, Matsuyadenki (Nakamura), Nakamura Ward Office, Nakamura Environmental Works Office
Naka	Top Camera (Nagoya Main Store), Naka Ward Office, Naka Environmental Works Office
Showa	Aeon (Yagoto), DCM Kahma Nagoya-Shirakane, Showa Ward Office, Showa Environmental Works Office
Mizuho	Cainz (Nagoya Horita), Mizuho Ward Office, Mizuho Environmental Works Office
Atsuta	Aeon (Atsuta), DCM Kahma 21 (Atsuta), Atsuta Ward Office, Atsuta Environmental Works Office
Nakagawa	DCM Kahma Sennonji, DCM Kahma Nakagawa-Tomida, Matsuyadenki (Yaguma), Yoshizuya (Taihei St.), Nakagawa Ward Office, Tomida Branch Office, Nakagawa Environmental Works Office
Minato	MEGA Don Quijote UNY Tokaidori, Aeon Style (Nagoya Chaya), Aeon (Nanyo), Cainz (Nagoya Minato), Port Walk Minato Apita Minato, Minato Ward Office, Nanyo Branch Office, Minato Environmental Works Office
Minami	Apita (Nagoya-Minami), Aeon (Shin-Mizuhashi), DCM Kahma (Motoshio), Minami Ward Office, Minami Environmental Works Office

Ward	Facility
Moriyama	Aeon (Moriyama), Cainz (Nagoya Moriyama), Moriyama Ward Office, Shidami Branch Office, Moriyama Environmental Works Office
Midori	Apita (Narumi), Apita (Midori), Aeon (Odaka), Cainz (Nagoya Odaka IC), Midori Ward Office, Tokushige Branch Office, Midori Environmental Works Office
Meito	Matsuyadenki Inokoishi, Meito Ward Office, Meito Environmental Works Office
Tempaku	Matsuyadenki (Hirabari), Tempaku Ward Office, Tempaku Environmental Works Office

\*The collection service is available during the business (office) hours of each facility.

### List of Cooking Oil Collection Sites (As of April 1, 2022)

Ward	Facility
Chikusa	Apita (Chiyoda-bashi), Yamanaka Kakuoan Frante, Pare Marché (Ikeshita), Yamanaka Fujimidai Frante, MaxValu (Imaike), MaxValu (Jiyugaoka), MaxValu Grand (Chikusa-Wakaiya Main St.), MaxValu (Motoyama), Yamanaka (Asty)
Higashi	Aeon (Nagoya Dome-mae), MaxValu (Sunadabashi), MaxValu (Daikan), MaxValu (Tokugawa-Meirin), Yamanaka (Ozone)
Kita	The Big Express (Ajima), MaxValu (Hatooka), MaxValu (Wakaba St.), Yamanaka (Shimizu)
Nishi	Heiwa-do (Nakaotai), MaxValu Grand (Meisei), Yamanaka (Otai), Yamanaka (Shonai-tori, Yoshizuya (Nagoya Meisei)
Nakamura	Pare Marché (Nakamura), MaxValu (Taiko), Yamanaka (Inabaji), Yamanaka (Noritake), Yamanaka (Hatta Frante House)
Naka	MaxValu (Chiyoda), Yamanaka (Tsurumai), Yamanaka (Matsubara)
Showa	Aeon (Yagoto), MaxValu (Kawahara), MaxValu (Gokiso), Yamanaka (Yasuda)
Mizuho	Pare Marché (Horita), MaxValu (Express Mizuho-tori), Yamanaka (Mizuho)
Atsuta	Aeon (Atsuta), MaxValu (Chitose)
Nakagawa	Heiwa-do (Hosei), MaxValu (Shinohara-bashi-Higashi), MaxValu (Showabashi-tori), Yamanaka (Shinnakajima Frante House), Yoshizuya (Taihei-tori)
Minato	Port Walk Minato Apita (Minato), The Challenge House (Kiba), MaxValu (Minato-Juban)
Minami	Apita (Nagoya-Minami), Aeon (Shin-Mizunashi), MaxValu (Express Kasadera), Yamanaka (Shibata)
Moriyama	Apita (Shin-Moriyama), Aeon (Moriyama), Okuwa (Nagoya-Moriyama), Yamanaka Frante (Shikenya), Piago (Moriyama), MaxValu (Moritaka-higashi)
Midori	Apita (Narumi), Apita (Midori), Aeon (Odaka), Coop Aichi (Odaka Inter), Piago (Shimizuyama), Hill's Walk Tokushige Gardens, MaxValu (Naruko), MaxValu (Arimatsu-eki-mae), MaxValu (Sakyoyama), Yamanaka Shirotsuchi Frante House
Meito	Yamanaka Gokuraku (Frante), Coop Aichi (Kamiyashiro), MaxValu (Issha), MaxValu (Kanare)
Tempaku	Piago (Hirabari), The Big Express (Hirabari), Yamanaka Yagoto Frante House

\*The collection service is available during the business hours of each facility.

### Recycling Stations

Please recycle your household items. Below are 41 locations that collect household recyclables on a regular basis. Please use the recycling station nearest to your home.

#### Inquiries

Waste Reduction Promotion Office, Waste Reduction Department, Environmental Affairs Bureau  
TEL 972-2398 FAX 972-4133

#### Items accepted

Newspapers, magazines, corrugated cardboard, paper cartons (\*1), empty glass bottles (\*2), empty cans, clothing and textiles, pots, pans and kettles (\*3)

\*1 Paper cartons used for beverages that do not have aluminum coating on the inside

\*2 At sites with collection hours 10:00 – 12:00, only reusable bottles are collected

\*3 Pots, pans and kettles made of metal, inner pots of rice cookers and frying pans

#### Reuse Stations

Some recycling stations also act as reuse stations for exchanging clothing and textiles, ceramic tableware, pots and kettles, and books.

**Recycling Stations** (41 locations as of April 1, 2022)

Ward	Locations / Address	Day / Time
Chikusa	Touch Motokoi (storefront) 27, Imaike 2-chome	2nd Tuesday 10:00-12:00
	Aeon Town, Chikusa (ground-level parking lot in front of MaxValu) 16-13, Chikusa 2-chome	1st & 3rd Thursday 10:00-12:00
	Apita Chiyoda-bashi (ground-level parking lot south of store) 1-1, Chiyoda-bashi 2-chome	Fridays 10:00-12:00
	Nafco Tomida, Haruoka (bicycle parking lot) 7-45, Haruoka-tori	Fridays 10:00-14:00
Higashi	Aeon Mall, Nagoya Dome-mae (Ground-level parking in front of Aeon Bike) 102-3, Yada Minami 4-chome	4th Thursday 10:00-12:00
	Piago, Ajima (east side of the front parking lot) 606, Kusunoki 3-chome	Thursdays 10:00-12:00
	OZ Mall, Ozone shopping district (inside the shopping district) 10-6, Ozone 2-chome	1st & 3rd Friday 10:00-12:00
	EQVo!, Tsujimachi (parking lot in front of store) 1-37, Tsuji-cho	Saturdays 10:00-12:00
Nishi	Yoshizuya, Nagoya Meisei (east side of ground-level parking lot) 33-8, Meisei 2-chome	2nd & 4th Monday 10:00-12:00
Nakamura	Piago, Nakamura (bicycle parking lot in front of store) 27 Daimon-cho	2nd & 4th Monday 10:00-12:00 13:00-14:00
	Yamanaka Hatta Frante (south side of the ground-level parking lot) 1-1, Nishieda, Iwatsuka-cho	1st & 3rd Wednesday 10:00-12:00 13:00-14:00
	Pare Marché, Nakamura (far end of the southeast parking lot) 1, Tsurugi-cho	2nd & 4th Thursday 10:00-12:00 13:00-14:00
Naka	MaxValu Chiyoda (bicycle parking lot) 13-1, Chiyoda 4-chome	Tuesdays 10:00-14:00
	Higashi Betsuin Temple (Higashi Sando entrance parking lot) 8-55, Tachibana 2-chome	1st & 3rd Thursday 10:00-14:00
Showa	Shanpia Port (east side of the parking lot) 6-24, Shirakane 3-chome	Wednesdays 10:00-14:00
	Seiyu, Gokiso (parking lot on west side of store) 3-1, Shiotsuke-tori	2nd & 4th Wednesday 10:00-12:00
	Yagoto Housing (parking lot) 16, Yagoto-hommachi	2nd & 4th Wednesday 10:00-12:00
Mizuho	Valor, Mizuho (parking lot) 5-2, Mameda-cho	1st & 3rd Tuesday 10:00-12:00
Atsuta	Aeon Mall, Atsuta (parking lot northwest of store) 2- 11, Mutsuno 1-chome	Tuesdays 10:00-14:00
		2nd & 4th Thursday 10:00-14:00
Nakagawa	The Big Express, Gonyoshi (parking lot) 2-32, Gonyoshi-cho	Mondays 10:00-14:00
	Hosei Housing Complex Building #3 (1st floor piloti) 1, Hosei-cho	Mondays 10:00-14:00
	The Big Express, Arako (parking lot) 138-6, Kira-cho	Wednesdays 10:00-14:00
Minato	Nafco, Nanyo (parking lot north of store) 1108, Shichitanno 1-chome	Tuesdays 10:00-14:00
	EQVo! Chitose (parking lot west of store) 42-12, Chitose 2-chome	Tuesdays 10:00-14:00
	Nafco, Tochi (parking lot west of store) 234, Meisho 1-chome	Wednesdays 10:00-14:00
	EQVo!, Iriba (parking lot south of store) 8- 57, Shoho-cho	Fridays 10:00-14:00
	Aoki Supermarket, Kiba (parking lot) 2-36, Kiba-cho	Saturdays 10:00-14:00
Minami	DMC Kahma, Motoshio (northeast corner of the ground-level parking lot) 20-1, Motoshio-cho 4-chome	1st & 3rd Tuesday 10:00-12:00
	Apita, Nagoya Minami (northern ground-level parking lot) 9-47, Toyoda 4-chome	1st Wednesday 10:00-12:00
	Aichi Life Cooperative Society (employee parking lot) 1-10, Kitauchi-cho	2nd & 4th Sunday 10:00-14:00
Moriyama	Shimizuya, Fujigaoka (Moritaka Higashi Parking) 509, Moritaka Higashi 1-chome	1st & 3rd Monday 10:00-12:00
	Piago, Saijo (parking lot north of store) 175, Muraai-cho	1st & 3rd Friday 10:00-12:00

Ward	Locations / Address	Day / Time
Midori	Apita, Narumi (close to the west side entrance of the ground-level parking lot) 3-9, Denjiyama Narumi-cho	Thursdays 10:00-12:00
	Piago, Shimizuyama (back of north side parking lot) 501, Shimizuyama 1-chome	Saturdays 10:00-12:00
	EQVo!, Momoyama (next to west exit of parking lot in front of store) 342, Momoyama 4-chome	Saturdays 10:00-12:00 13:00-14:00
	Aoki Supermarket, Naruko (parking lot) 101, Kamiasahi 2-chome	2nd & 4th Saturday 10:00-14:00
Meito	Aeon, Nagoya Higashi (#1 parking lot in front of store) 1701, Inokoishihara 2-chome	4th Tuesday 10:00-12:00 13:00-14:00
	Seiyu, Takabari (#3 parking lot) 401, Makinosato 1-chome	Saturdays 10:00-12:00
	Aeon, Meitopia (northwest part of roof parking lot) 501-1, Takama-cho	Tuesdays 10:00-12:00
Tempaku	Piago, Ueda (parking lot southwest of store) 302, Motoueda 1-chome	Fridays 10:00-12:00
	Aoki Supermarket, Ueda (parking lot) 701, Ueda Minami 2-chome	2nd & 4th Saturday 10:00-14:00

- Dates may be subject to change or cancellation per location due to factors such as overlapping with a national holiday.

- In principle recycling stations are open on rainy days, however, they will be cancelled when weather warnings such as heavy rain, flooding, and heavy snow are in effect.

## Used Paper Recycling Centers

Aichi Used Paper Cooperative Society has recycling centers at the following 26 locations.

As they are open on Saturdays and Sundays, these locations are recommended for people who cannot make use of recycling stations on weekdays.

### ■Inquiries

Aichi Used Paper Cooperative Society

TEL 533-2371 FAX 533-2372

### ■Items accepted

Newspapers, magazines, corrugated cardboard, paper cartons (\*1), clothing and textiles

\*1 Paper cartons used for beverages that do not have aluminum coating on the inside

## Used Paper Recycling Centers (26 locations as of April 1, 2022)

Ward	Place / Address (TEL)	Day / Time
Chikusa	Ishikawa Material, Chikusa Office 1-16, Tashiro-hondori (TEL762-5261)	All day 8:30-16:00
Kita	Nagoya Hokusei Shoji, Ltd. 1-29, Hirate-cho (TEL915-2814)	Saturdays & 8th of each month 9:00-16:00
	Fukuda Sansho, Meihoku Office 36, Tsujicho 2-chome (TEL910-1811)	Mondays to Fridays (excluding holidays) 9:00-16:00
Nishi	Daiei Shigyo, Head Office 12-3, Josai 5-chome (TEL531-2478)	Mondays to Saturdays 8:00-18:00
	Tokai Shigen 156, Kimae-cho (TEL503-1526)	All day 24hours
	Mino Seishi Genryo 15 Komohara-cho (TEL501-2329)	Mondays & Saturdays 8:00-17:00
	Remaking, Nagoya Kita Office 341, Sunahara-cho (TEL502-2588)	Mondays & Saturdays 13:00-16:00
Nakamura	Ota Shoten, Head Office 2-12, Ogon-dori (TEL452-0338)	Mondays & Fridays (excluding holidays), Saturdays 8:00-15:30
	Showa Shoji 2-48, Kamiishikawa-cho (TEL411-3338)	Mondays & Fridays (excluding holidays), Saturdays 8:00-17:00
	Mizutani Seishi Genryo, Head Office 16-19, Juo-cho (TEL471-1670)	2nd & 4th Sunday 9:00-12:00 8th of each month 8:00-16:00
Showa	Fujikawa Shigyo, Nagoya Sales Office 11-25, Fukue 2-chome (TEL882-0157)	Mondays & Saturdays 9:00-16:00
Nakagawa	Fukuda Sansho, Fukufune Sales Office 1-1-2, Fukufune-cho (TEL353-3121)	Mondays & Fridays (excluding holidays) 9:00-16:00
	Miyazaki, Nakagawa Recycling Center 1-1, Sennonji Higashi Amagatsuka, Tomida-cho (TEL439-5411)	Mondays & Saturdays 8:00-17:00 Sundays 9:00-12:00
Minato	Ishikawa Material, Minato Recycling Center 3-1-2, Tsukisan-cho (TEL659-1911)	All day 8:30-16:00
	Miyazaki Meiko Recycle center 100, Juichiya 2-chome (TEL383-6201)	Mondays & Saturdays 8:00-17:00 1st & 2nd Sunday 9:00-12:00
	Fukuda Sansho, Fujimae Plant 201-1, Fujimae 2-chome (TEL309-5477)	Mondays to Fridays (excluding holidays) 9:00-16:00
Minami	Onosei, Head Office 2-31-1, Yajie-cho (TEL613-1221)	All day 9:00-16:00
	Fukuda Sansho, Meinan Plant 2-16-2, Chikama-tori (TEL811-5181)	Monday to Friday (excluding holidays) 9:00-16:00
	Remaking, Nagoya Minami Office 6-15-1, Motoshio-cho (TEL612-1470)	2nd Sunday 9:00-15:00

Ward	Place / Address (TEL)	Day / Time
Moriyama	Ishikawa Material, Moriyama Office 3-20, Naeshiro 2-chome (TEL797-8801)	All day 8:30-16:00
	ECO Kaneko 273, Nishigawara-cho (TEL792-3038)	1st Saturday 9:00-12:00
	Daiko Shoji 3-5, Otai (TEL794-1110)	All day 24hours
Midori	Ishikawa Material, Narumi Office 131-11, Akatsuka, Narumi-cho (TEL891-2729)	All day 8:30-16:00
	Yamaju, Head Office 69-6, Higashi Masachi, Odaka-cho (TEL621-2072)	All day 24hours
	Yamaju, Midori Koshi Center 45-2, Okunakamichi, Odaka-cho (TEL622-5531)	All day 24hours
Meito	Hasegawa Shoji 1728, Kosaka (TEL773-9650)	1st & 3rd Sunday 9:00-16:00

# 1-4 Health

## 1-4-1 Hospitals and Clinics

In cases of sudden illness during holiday or nighttime hours, go to the nearest Sunday & Holiday Emergency Clinic.

### Holiday Emergency Clinics

Emergency treatment is available at the following locations when regular medical facilities are closed (on Sundays, national holidays, during the year-end/new year holiday period, and at night).

Clinics	Open	Services	Reception Hours (*3)	Telephone
Nagoya Medical Association Emergency Center*1	Sundays, Holidays 12/29-1/3	Eye, Ear, Nose & Throat	9:30-12:00 13:00-16:30 17:30-20:30	937-7821
	Sundays, Holidays 12/29-1/3	Surgery	9:30-12:00 13:00-16:30	
	Mon.-Fri. (excluding holidays and 12/29-1/3)	Internal Medicine, Pediatrics	19:30-6:00	
	Saturdays (excluding holidays and 12/29-1/3)		17:30-6:00	
	Sundays, Holidays 12/29-1/3		9:30-12:00 13:00-16:30 17:30-6:00	
West Weeknight Emergency Center (Nakagawa Ward Holiday Emergency Clinic)	Mon.-Fri. (excluding holidays and 12/29-1/3)	Internal Medicine, Pediatrics	20:30-23:30	361-7271
South Weeknight Emergency Center (Minami Ward Holiday Emergency Clinic)				611-0990
East Weeknight Emergency Center (Moriyama Ward Holiday Emergency Clinic)				795-0099
Chikusa Ward Holiday Emergency Clinic	Sundays, Holidays 12/29-1/3	Internal Medicine, Pediatrics	9:30-12:00 13:00-16:30	733-1191
Kita Ward Holiday Emergency Clinic				915-5351
Nishi Ward Holiday Emergency Clinic				531-2929
Nakamura Ward Holiday Emergency Clinic				471-8311
Showa Ward Holiday Emergency Clinic				763-3115
Mizuho Ward Holiday Emergency Clinic				832-8001
Atsuta Ward Holiday Emergency Clinic				682-7854
Nakagawa Ward Holiday Emergency Clinic				361-7271
Minato Ward Holiday Emergency Clinic				653-7878
Minami Ward Holiday Emergency Clinic				611-0990
Moriyama Ward Holiday Emergency Clinic				795-0099
Midori Ward Holiday Emergency Clinic				892-1133
Meito Ward Holiday Emergency Clinic				774-6631
Tempaku Ward Holiday Emergency Clinic				801-0599
Nagoya North Dental/Health Medical Center				Sundays, Holidays 12/30-1/3
Nagoya South Dental/ Health Medical Center	611-8044			
Aichi Dental Health Care Center *2	Sundays, Holidays 8/13-8/15, 12/29-1/3	Dental Surgery	9:00-12:00	962-9102

\*1 Pediatricians are also available in addition to regular physicians during the following reception times.

(Weekdays) 20:30-23:00

(Saturdays) 17:30-23:00

(Sundays, Holidays, 12/29-1/3) 9:30-12:00, 13:00-16:30, 17:30-20:30

\*2 Reception times:

12/29 9:00-11:00

12/30-1/3 9:00-11:00, 13:00-15:00

\*3 In principle, the medical examination hours of the above facilities begin 30 minutes after their reception hours.

### Aichi Emergency Treatment Information Center

The Emergency Treatment Information Center is a 24-hour service that provides information about where to go for medical treatment, in the event of a traffic accident, sudden illness, and other emergency.

The telephone number is TEL 263-1133. An automatic voice & fax information system is in place for the five languages listed below, with information concerning medical facilities available via automated voice or fax.

English, Chinese, Portuguese, Spanish, and Korean FAX 050-5810-5884

You can find information about medical facilities online in Japanese and English at the following website: <http://www.qq.pref.aichi.jp/>

### **1-4-2 Public Health Centers**

To maintain the health of residents, the City of Nagoya provides various health services at city health centers. Services provided at city health centers include guidance concerning the health of mother and child (the issuance of a maternity and child health handbook, issuance of child vaccination coupon stickers, medical examinations of infants, etc.) and those aimed at residents of certain ages (vaccinations for tuberculosis, medical examinations for cancer, other health-promotion programs). Health centers also take countermeasures against the outbreak of infectious diseases and offer HIV testing. Thus, health centers are making efforts to ensure the preservation of health for residents from infants to senior citizens. In addition, health centers offer services such as keeping our surroundings pleasant by maintaining environmental hygiene, ensuring that our food is safe and worry free, and ensuring that dogs, cats and other household pets receive proper care. Consultations are also available on pollution countermeasures for issues such as excessive noise and unpleasant odors.

(List of Health Centers [Hoken senta] – see **4-2-3**)

## **1-5 Child Care**

### **1-5-1 Pregnancy and Childbirth**

If you become pregnant, please submit a notification to the health center (*hoken senta*). You will receive a Maternal and Child Health Handbook (“*Boshi Kenko Techō*”; also available in English, Chinese, Korean, Portuguese, Spanish, Tagalog, and Vietnamese), which records the pregnancy and childbirth progress, and a corresponding booklet that you will need to receive infant health checks, pre- and post-natal checkups, and other services. After giving birth, please submit a notification via the postcard attached to the booklet. A health nurse will then visit your home.

Infant health checks are administered at the health centers for infants and children aged 3 months, 18 months, and 3 years. You will be notified specific dates by your local health center.

In addition, assistance with medical costs is available for infants and children up to the end of March following their 18<sup>th</sup> birthday. For more information, please ask at the Health Insurance & Pension Division at your local ward office or the Residents’ Welfare Division at a ward office branch. (See Medical Subsidies (3-7-5))

### **1-5-2 Nursery Schools / Licensed Childcare / Small Childcare Facilities / Family Childcare Facilities / Workplace Childcare Facilities**

Nursery schools are facilities that take care of children until they start elementary school in the case of children who require childcare due to some reason such as employment or illness of their guardians. The costs to the user (childcare fees) for children in 0- to 2-year-old classes are determined according to the amount of city taxes paid by the household. For children in 3- to 5-year-old classes, the cost to the user is 0 Yen. Applications can be made at the Public & Child Welfare Division of your ward office or the Residents’ Welfare Division at a ward office branch.

### **1-5-3 Kindergartens**

Kindergartens provide educational services for children from the age of three years until they start elementary school. Generally, both City and private kindergartens distribute application forms in September and accept applications and decide upon successful applicants in October. Each kindergarten has its own entrance procedures.

For questions regarding City kindergartens, please contact the kindergarten you are interested in directly or the Teaching Personnel Division of Nagoya City Board of Education (TEL 972–3243 FAX 972–4177). For questions regarding private kindergartens, please contact the kindergarten directly.

For families who have a child attending a private kindergarten (excluding facilities that transferred to the new child/parenting support system), tuition is rendered free up to a limit of 25,700 Yen per month for authorized families. For questions regarding tuition assistance for private kindergartens, inquire at the Educational Affairs Division of the Nagoya City Board of Education (TEL 972–3219 / FAX 972–4175) or at the Kindergarten your child/children attend(s).

## **1-6 Education**

### **1-6-1 The Japanese Education System**

Japanese compulsory education is nine years, consisting of six years of elementary school (ages 6–12) and three years of junior high school (ages 12–15).

Those wishing to pursue further education can enter high school and then junior college (2 years) or university (4 years), upon passing the appropriate entrance examinations.

The school year begins in April and ends in March of the following year. There are national, public (prefectural and municipal) and private schools.

### **1-6-2 Elementary and Junior High Schools**

If you wish to have your child attend a municipal elementary or junior high school, please inquire at the Residents' Affairs Division (*Shiminka*) of your local ward office or the Community & Residents' Affairs Division of your local branch office. If you wish to have your child attend a private or international school, please contact the school directly.

The ability to speak and understand Japanese is not a prerequisite to enroll in City elementary and junior high schools, however the school that a student should attend is determined by where the student lives, and it is not permissible for a student to attend an elementary or junior high school outside of the school district in which they live.

Classes are taught in Japanese at City elementary and junior high schools. There is no tuition fee for municipal schools, however partial responsibility for the cost of food and teaching materials lies with the child's parents or guardians. The City of Nagoya operates a program to assist households having difficulty paying for school lunch, school supplies and other necessary expenses involved in sending children to City elementary and junior high school. For questions regarding assistance with school attendance fees at municipal elementary and junior high schools, please inquire at the Educational Affairs Division of the Nagoya City Board of Education (TEL 972–3217 FAX 972–4175) or at the school your child/children attend(s).

### **1-6-3 High Schools and Universities**

As high school education is not mandatory, to enter a student must have a level of academic ability above that required to graduate from a Japanese junior high school. For information on financial support programs provided at each high school, please contact that high school. For university education, admission procedures and curricula differ from institution to institution, and each has set application requirements. There are national, municipal, and private high schools and universities.

## 1-7 Housing

### 1-7-1 Looking for Housing

The most general method of searching for housing is through a real estate agent. Housing information is also available from other sources, such as one's workplace or university.

When renting a residence, you must enter a housing contract. You may be required to secure a guarantor and / or an emergency contact. Most housing contracts include payment of *reikin*, or key money, and *shikikin*, a security deposit, both features of Japan's housing rental system.

### 1-7-2 Public Housing

#### ■Municipal Housing

Those living or working within the city of Nagoya may apply for municipal housing if they meet certain requirements such as income level and number of family members. Applications are accepted by mail and by other means during the quarterly general application period and other application periods. Application forms are distributed during the application periods by ward and branch offices, at the No. 1 Management Office of the Nagoya City Housing Supply Corporation (TEL 523-3875), and Sumai no Madoguchi in Sakae's Underground Shopping Center Minami Yombangai (TEL 264-4683).

Please refer to the "Tenancy Application Guide" (English, Chinese, Korean, Portuguese, Spanish, Nepali, Filipino, Vietnamese) for more details. Information regarding Nagoya City Housing Supply Corporation municipal housing etc. is available from the Corporation's Business Division, Rental Management Section (TEL 523-3879), or from the Sumai no Madoguchi office (TEL 264-4683).

#### ■Other Information on Public Housing

The Aichi Prefecture Housing Corporation (prefectural housing) and the Urban Renaissance Agency (UR Housing) also provide information.

If you would like to secure housing through these organizations, there are set requirements, so please contact the following offices for details:

- Aichi Prefectural Housing Corporation (TEL 973-1791 or TEL 259-2672)
- Urban Renaissance Agency, Chubu Branch Office (TEL 968-3100 or TEL 264-4711)

### 1-7-3 Private Rental Housing

#### ■Consultations on Finding Private Rental Housing

At the Housing Consultation Corner within the Sumai no Madoguchi in Sakae's Underground Shopping Center, Consultations on Finding Private Rental Housing are available for persons requiring special assistance in securing housing. (4 times per month, reservation required.) (Reservations: TEL 242-4555)

#### ■Housing

Private rental housing is available in Aichi Prefecture and Nagoya City which has been registered as private rental housing open to foreign nationals and other persons requiring special assistance in securing housing. You can search directly for information on registered housing on the national website.

Housing Information System website: <https://www.safetynet-jutaku.jp/guest/index.php> (Japanese)

# 1-8 Transportation

## 1-8-1 Traffic Rules

In Japan, cars, motorcycles, and bicycles travel on the left side, and pedestrians walk on the right. We can all live more safely by carefully following Japan's traffic rules.

- You must yield to pedestrians in crosswalks.
- You must wear a seat belt any time you ride in a car.
- If you are driving with a child under six years old, they must use a child safety seat.
- You must wear a helmet any time you ride a motorcycle.
- An adult guardian should try to ensure that children under 18 years old wear a helmet when riding a bicycle.
- Elderly people should wear a helmet when riding a bicycle.
- Driving or riding while using a smartphone or after drinking alcohol are strictly forbidden.
- Drunk driving is punishable by the fullest extent of the law and is extremely dangerous. Please do not drink and drive.
- You are encouraged to buy automobile and bike insurance just in case of an accident.
- Riding two to a bicycle, riding side by side, and riding while using an umbrella are strictly forbidden.

## 1-8-2 Bicycle Parking Restrictions



When parking your bicycle or motor scooter, please park in an authorized bicycle parking area. Bicycles or scooters parked in the wrong places may obstruct the passage of pedestrians, cause accidents, and hinder activity in the case of emergencies.

If a bicycle is left in a no-parking zone, as marked by the sign to the left, it will be confiscated immediately. Confiscated bicycles and scooters are kept at retention centers.

### ■ Retrieving bicycle/scooter:

- Open: Mon.–Sat., 14:00–19:00

Closed on Sun., national holidays, substitute holidays, Dec. 29–Jan. 3, and during the issuance of a storm warning

- Retrieval fee: Bicycle 3,500 Yen, motor scooter 5,000 Yen.

- Required items: Key, proof of bicycle ownership (personal identification, etc.)

\* A fee is required when retrieving a bicycle/scooter.

\* Bicycles will not be retained beyond one month after the date of confiscation.

## 1-8-3 City Bus and Subway

The main public transportation systems in the city are buses and subway. A flat rate of 210 Yen for adults and 100 Yen for each child is charged for the City Bus. Subway fares vary according to distance travelled, from 210 Yen (within one zone) up to 340 Yen (across 5 zones) for adults, and between 100 Yen and 170 Yen for children. Put the fare into the fare box at the front of the bus when you ride on a City Bus, or, on the Key Route No. 2 bus, when you get off. Subway tickets can be purchased from vending machines and passed through the automatic ticket gates. The ticket should then be passed through the gate again at the station where you get off.

Depending on how you use municipal transport and the frequency of travel, the Manaca IC Card, 1-Day Ticket, 24-Hour Ticket, and the Weekend Eco Pass (Donichi Eco Kippu) can be useful and may provide discounted travel. Commuter pass functionality for everyday use between specified stations/bus stops can also be added to Manaca IC Cards.

When using Manaca on a City Bus, touch the card on the fare box on the bus as you enter (or as you get off of Key Route Bus No. 2). For the subway, touch the card on the automatic ticket gate at both the departure and destination stations.

## 1-8-4 Aonami Line

The Aonami Line runs between Nagoya Station and Kinjo-futo Station, completing the approximately 15.2km journey in roughly 24 minutes. Fares for adults range between 210 Yen (Zone 1) – 360 Yen (Zone 6) and children ranging from 100 Yen (Zone 1) to 180 Yen (Zone 6). Manaca and other IC cards such as Toica can be used on the Aonami Line. A 1 Day Ticket is also available.

## 1-8-5 Yutorito Line

The Yutorito Line runs from Ozone station passing through Obata Green to Nakashidami/Kozoji. Tickets are 200 to 440 Yen for adults and children are half price. It incorporates a guideway bus system, offering passengers the benefits of both railways and busses.

In the heavily congested city-center, Yutorito Line busses operate on an exclusive, elevated track where they are guided along by steering devices installed on front and back wheels. In other areas, the same vehicle continues traveling along public roads as a bus.

Enter the bus from the central door and take a boarding ticket. When getting off the bus, pay your fare and exit via the front door. If you choose to pay with a Manaca or Toica IC card, touch it to the card reader when boarding the bus, and when disembarking, touch it to the card reader again located next to the bus driver's seat.

**1-8-6 Linimo**

Linimo joins about 8.9 km traveling from Fujigaoka station passing through the Ai · chikyuhaku Kinen Koen Station to Yakusa Station. Fares range from 170 to 380 yen and children are half price.

Linimo is Japan's first magnetically levitated linear motor car and is renowned for providing users with a comfortable ride with minimal noise and vibration. Please purchase your ticket from a vending machine, pass it through the automatic ticket gates before boarding and pass it through again at the station where you disembark from the train. Manaca and other IC cards such as Toica can be used.

There are also other public transportation services available such as JR, Meitetsu or Kintetsu. These transport systems offer convenient and low-cost services. Please refer to the [Nagoya Transportation Bureau website](#).

## **1-9 Taxes**

### **1-9-1 Japanese Taxes**

The Japanese tax system is comprised of national taxes, levied by the national government, and local taxes, levied by the prefectural and municipal governments. The national taxes include such taxes as income tax, corporation tax, inheritance tax, and consumption tax. Local taxes are comprised of the prefectural taxes (such as the prefectural residential tax, automobile tax, and local consumption tax) and municipal taxes (which include the municipal resident tax, fixed assets tax, light vehicle tax, etc.).

For more detailed information, please consult the booklet entitled “*Guide to Japanese Personal Taxes*” (available in English).

[Guide to Japanese Personal Taxes](#)

### **1-9-2 Personal Municipal and Prefectural Tax**

Local tax, for which all individuals with a residence in Japan are responsible, is comprised of the personal municipal resident tax and prefectural resident tax. These two taxes are levied and collected together. These taxes (together called “resident tax”) are made up of a “per-capita levy,” which is a set amount unrelated to income, and a “pro-rated levy” which is calculated based on the taxpayer’s income in the previous year.

For more specific information please call the Residents Tax Division of the Finance Bureau (TEL 972-2352) or visit your local municipal tax office.

Furthermore, for details on individual municipal and prefectural taxes please refer to the booklet entitled “[To Foreign Residents: Payment of Municipal and Prefectural Resident Tax](#)” (English, Chinese, Korean, Portuguese, Spanish, Vietnamese, and Nepali versions are available).

# 1-10 Community Life

## 1-10-1 Neighborhood Associations/Neighborhood Council

The neighborhood association/neighborhood council provides an opportunity for local residents to interact socially as well as mutually help one another. These groups are autonomous bodies organized voluntarily by local residents. Membership is not mandatory, but if you join there are many benefits, such as information about daily life and local concerns, or the chance to participate in local activities and events. Your circle of friends in the community is certain to grow as you participate. Additionally, it is said that the closer you are with your community through neighborhood associations/neighborhood councils, the more help there will be from the community and the faster the recovery will be in times of disaster.

As neighborhood association/neighborhood council activities, membership fees, and other matters vary according to each neighborhood association/neighborhood council, please contact your local neighborhood association/neighborhood council for details before joining.

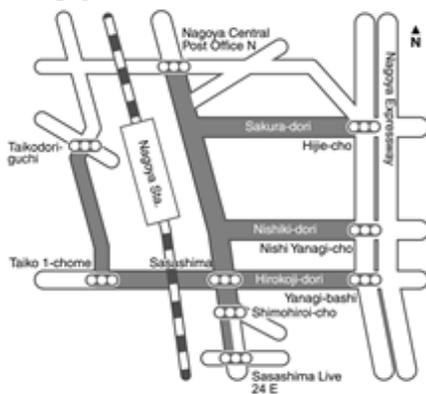
## 1-10-2 Implementation of Public Nonsmoking Areas

With the intent to create a securer, safer and more comfortable city, the “City of Nagoya Ordinance towards a Secure, Safe and Comfortable City” requires smokers to refrain from smoking while walking or dropping cigarette butts on the ground in public places within Nagoya.

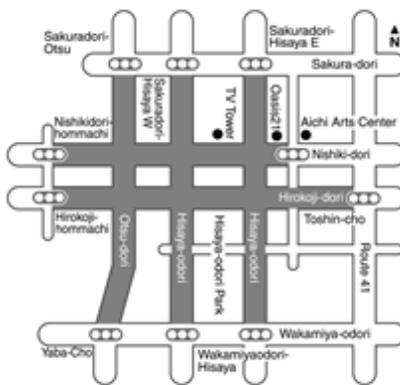
In addition, the City of Nagoya has designated the four areas of Nagoya Station, Sakae, Kanayama, and Fujigaoka as Public Nonsmoking Areas meaning that smoking while standing or walking along streets in these Public Nonsmoking Areas is prohibited.

Smoking in public spaces in these areas carries a 2,000 yen fine.

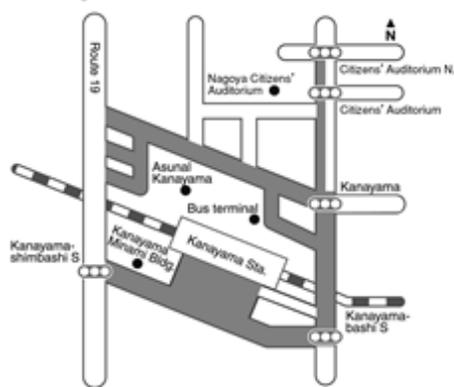
**Nagoya Station Area**



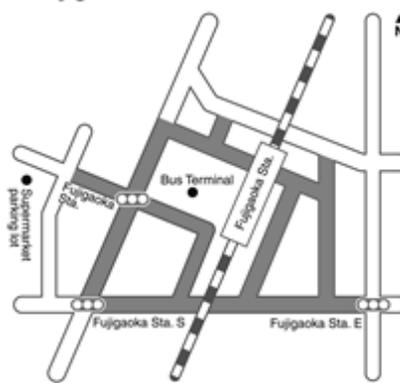
**Sakae Area**



**Kanayama Area**



**Fujigaoka Area**



(Public Nonsmoking Areas on the map )

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## 2 Emergencies

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### 2-1 Fire, Illness & Injury

#### 2-1-1 Fire

Take the proper precautions when handling fire, as it has the potential to cause severe damage to both you and your neighbors. If a fire breaks out:

- ① Let your family know to evacuate in a loud voice.
- ② Let your neighbors know that there is a fire.
- ③ Call the Fire Department's Disaster Command Center (dial 119)

Perform the above steps in order and respond calmly.

#### 2-1-2 Illness & Injury

Call for an ambulance by dialing 119 when urgent treatment is needed, as in the case of sudden illness or serious injury. In particular, when the person fails to respond or is not breathing, or if there is sudden onset of extreme head or chest pain, call an ambulance immediately.

#### 2-1-3 Emergency Calls to the Fire Department (119)

When you make an emergency call to the fire department, try your best to state in Japanese details such as the type of emergency, location and other information, as well as your name. If possible, ask a nearby Japanese speaker to call 119.

#### 2-1-4 Fire Prevention

1. Please follow these guidelines to prevent fires.
  - a. Do not smoke cigarettes in bed or throw lit cigarettes away.
  - b. Put out fire from cooker when leaving unattended.
  - c. Place flammable objects away from heaters.
  - d. Use electrical devices properly and don't overload outlets with too many plugs.
  - e. Do not let children play with matches or lighters.
  - f. To prevent arson, do not place flammable objects around your house.
  - g. Put out garbage and recyclables on the designated collection day.
2. To be quickly informed of fires and to minimize harm, you are obligated to install fire alarms in your home. These are required in each bedroom, kitchen, and stairway to floors with bedrooms.
3. To prevent the spread of fires, keep the following in mind:
  - a. Use flame retardant products to prevent bedding and aprons from catching fire.
  - b. Have a home fire extinguisher ready so that fires can be put out immediately.
4. We can work together and protect our families from fires by building relationships with people in our neighborhoods!

## 2-2 Traffic Accidents and Crime

### 2-2-1 Traffic Accidents

In the event of a traffic accident, the driver(s) of the vehicle(s) must stop immediately, give aid to any injured, and take necessary measures to prevent danger on the road. Then, the condition of the accident must be reported to police.

### 2-2-2 Encountering Crime

In the event, you fall victim to a crime, make sure to notify the police. Additionally, in case you witness or obtain information about a crime, do not hesitate to call 110 or contact the nearest police station or koban. Your understanding and cooperation to help the police arrest criminals and solve cases would be greatly appreciated.

### 2-2-3 Emergency Calls to the Police (Dial 110)

If you make a 110 emergency call to the police, an explanation in Japanese of the relevant details, such as the type of emergency, location and the caller's name will be required. If possible, ask a nearby Japanese speaker.

#### List of Police Stations

Station Name	Address	TEL
Chikusa	8-6, Kakuozan-tori, Chikusa-ku	(052) 753-0110
Higashi	9-23, Tsutsui 1-chome Higashi-ku	(052) 936-0110
Kita	15-18, Tabata 2-chome Kita-ku	(052) 981-0110
Nishi	3-25, Tenjinyama-cho, Nishi-ku	(052) 531-0110
Nakamura	17-9, Tsubaki-cho, Nakamura-ku	(052) 452-0110
Naka	23-18, Chiyoda 2-chome Naka-ku	(052) 241-0110
Showa	5-11, Hiroji-tori, Showa-ku	(052) 852-0110
Mizuho	2-22, Mizuho-tori, Mizuho-ku	(052) 842-0110
Atsuta	1-20, Yokota 1-chome, Atsuta-ku	(052) 671-0110
Nakagawa	1-4, Shinoharabashi-tori, Nakagawa-ku	(052) 354-0110
Minami	2-20, Terabe-dori, Minami-ku	(052) 822-0110
Minato	4-16, Irifune 2-chome Minato-ku	(052) 661-0110
Midori	20, Aoyama 3-chome, Midori-ku	(052) 621-0110
Meito	1009, Itakadai 2-chome Meito-ku	(052) 778-0110
Tempaku	401, Ueda Minami 1-chome, Tempaku-ku	(052) 802-0110
Moriyama	401, Wakita-cho, Moriyama-ku	(052) 798-0110

Aichi Prefectural Police website: <https://www.pref.aichi.jp/police/other-languages/index.html>

\*On the Aichi Prefectural Police website, safety information is provided in multiple languages (14 languages: English, Korean, Chinese, Russian, Spanish, Tagalog, Vietnamese, Portuguese, Indonesian, Nepali, Sinhala, Urdu, Turkish, and Thai.).

## 2-3 Natural Disasters

### 2-3-1 Preparedness and Countermeasures

Japan is a country with four distinct seasons, and a variety of seasonal disasters such as torrential rains and typhoons occur frequently. Due to the influence of the seasonal rain front, heavy rains fall from late spring to early summer, while several typhoons approach or descend upon Japan every year from summer to autumn.

As these heavy rains and typhoons can cause various disasters such as landslides and flooding, confirm dangerous locations and determine where places of shelter are beforehand, and make adequate preparations in your daily life.

Japan is also a land with a high level of seismic activity compared with other countries.

When a strong earthquake occurs, the shaking can cause the collapse of buildings, outbreak of fire, and other calamities. In each of our daily lives, we should prepare for such an event to minimize damage.

Furthermore, a great earthquake, the Tokai Earthquake, is expected to occur in the near future, covering a large area and centered in the Tokai region.

In addition, because the Tokai Earthquake interacts with other earthquakes at the same time, there is the chance that the even more severe Nankai Trough Earthquake could occur. In the event of the Nankai Trough Earthquake, not only will a wide area experience strong earthquakes, but an extensive coastal area will be damaged by tsunami. In order to minimize disaster-related damages as much as possible, the city is preparing to provide warning information by television, radio, and other methods as fast as possible before or after the earthquake. In this event, we ask for the participation of every city resident to absolutely protect their own lives and the lives of their family, proactively gather disaster-related information, and move to a safety evacuation area as soon as possible.

Surviving Earthquakes – Survival Manual – Nagoya International Center [Part 1](#) [Part 2](#) [Part 3](#)

### 2-3-2 Obtaining Information During a Disaster

In order to take appropriate action to protect your life and property when an earthquake, typhoon, torrential rain or other disaster strikes, it is important to obtain information for disaster preparedness not only in an emergency, but in everyday life.

① Confirming damage projections and where to evacuate

- (1) [Disaster Preparedness Maps](#)
- (2) [City of Nagoya Disaster Preparedness App](#)

② Obtaining information during a disaster

- (1) Official websites ([City of Nagoya official website](#), [Nagoya International Center website](#))
- (2) E-mail service (emergency rapid mail, [Kizuna Net](#) Disaster Preparedness Information)
- (3) Emergency speaker system, [emergency broadcast telephone service](#)
- (4) [City of Nagoya Disaster Preparedness Radio](#), [City of Nagoya Disaster Preparedness Radio App](#)
- (5) SNS (Twitter, Facebook)
- (6) [City of Nagoya Flood Preparedness Information System](#)
- (7) [Nagoya Disaster Mitigation Project](#)
- (8) [Safety Tips](#)
- (9) Multilingual websites ([Japan Meteorological Agency](#), [NHK](#))

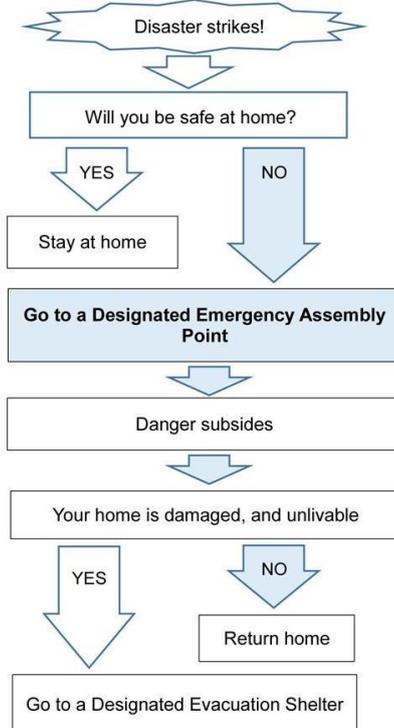
### 2-3-3 Designated Emergency Assembly Points and Designated Evacuation Shelters

In order to save lives, Nagoya City has designated distinct Designated Emergency Assembly Points (places to escape the immediate danger of a disaster), and Designated Evacuation Shelters (facilities where people can live temporarily if unable to return home due to damage). Designated Emergency Assembly Points are designated according to the type of disaster, for example Designated Emergency Assembly Points in case of tsunami (Tsunami Evacuation Building), Designated Emergency Assembly Points in case of river and inland flooding, and so on.

For the latest evacuation information, please see the [City of Nagoya website](#) (Japanese) and the [Nagoya International Center](#) website.



#### Evacuation procedure



It is important to familiarize yourself with the hazards around your home, through the hazard maps, which provide estimates of potential damage in each kind of disaster. For the latest information, please refer to the Nagoya City Official Website, or contact your local ward office or the Nagoya International Center.

### 2-3-4 Evacuation Basics

Preparation for evacuation is essential. Please evacuate to a safe place in accordance with directions from your ward office, the police, the fire department, and volunteer anti-disaster organizations or when faced with the threat of flooding, tsunami (tidal waves), landslides, collapse of housing or the spread of fire.

- (1) Before evacuation, check that you have put out all fires. (Turn off your gas line at the source, and switch off electrical breakers.)
- (2) Do not forget to leave a message at home with your whereabouts, contact information, and health condition prior to evacuation.
- (3) Wear comfortable clothing, and do not forget protection for your head if preparing for an earthquake.
- (4) Evacuate with provisions and supplies in a rucksack or other bag that can be carried on your back.
- (5) Evacuate on foot, never by car or motorcycle.
- (6) Firmly hold the hands of the elderly and children.
- (7) Have a family meeting on disaster preparedness to determine which Designated Emergency Assembly Points and Designated Evacuation Shelters to use.
- (8) When going to Designated Emergency Assembly Points or Designated Evacuation Shelters, avoid narrow streets and do not walk near walls or rivers.
- (9) Once an earthquake has occurred, distance yourself from the shore as quickly as possible, even if you cannot visually confirm the occurrence of tsunami. (It is expected that a tsunami hitting Nagoya City will do so without causing white waves; rather, the entire sea surface will rise.)
- (10) Stop what you are doing (swimming, fishing, etc.) and distance yourself from the shore, when even a tsunami advisory has been issued.
- (11) Tsunamis occur in waves. Watch conditions from a safe place until the tsunami warning or tsunami advisory has been lifted.

### 2-3-5 Earthquake Preparedness

It is impossible to predict earthquakes. Therefore, it is important to continuously make adequate preparations and react correctly in the case of an emergency. Please take the following daily precautions:

- (1) Discuss with your family where you should evacuate to and how you will contact one another (e.g. Disaster Emergency Message Dial 171 system, Disaster Message Board service) in an emergency.
- (2) Take measures to prevent furniture from falling, such as by fixing furniture to walls with metal fittings, etc.
- (3) Store 7 days' worth of food for your family and prepare 3 days' worth in a backpack (together with your valuables, a flashlight, a radio, etc.) to take with you if you need to evacuate.
- (4) Check the ground stability beneath your house or building.
- (5) Do not place combustibles near stoves, etc.
- (6) Prepare fire extinguishing tools such as fire extinguishers and corner water buckets, etc. in case a fire should break out.
- (7) Check the locations of Designated Emergency Assembly Points and Designated Evacuation Shelters and evacuation routes.
- (8) When the Nankai Trough Earthquake Extra Information has been issued (\*), reconfirm your preparations for an earthquake disaster in your everyday life, and take extra care in your preparedness activities.
- (9) Actively participate in the fire drills organized by voluntary anti-disaster organizations and neighborhood associations.

\*Nankai Trough Earthquake Extra Information: issued by the Japan Meteorological Agency to inform residents of an increased probability of an earthquake occurring along the Nankai Trough. Please note that the issuance of the Extra Information may not necessarily precede an earthquake.

### 2-3-6 In Case of an Earthquake

Even if you are usually calm in daily life, you may find yourself in a state of panic in times of emergency. In order to act in a calm manner, the following should be learned so that they become automatic behavior:

- (1) If the shaking is so great you cannot move, assume a low posture, and protect your head.
- (2) If you can move, protect your head with a helmet or cushion, and take refuge in a room where the furniture has been secured in place so as not to fall, or under a sturdy table or in a similarly safe place.
- (3) Open the doors to secure an exit.
- (4) Put out any fires once the building stops swaying.
- (5) Be careful of broken glass indoors.
- (6) When going outdoors, remain calm.
- (7) Prepare various routes to the evacuation site, and evacuate by the safest route.
- (8) Acquire accurate information through radio and television.
- (9) Be cautious of landslides and tsunamis.

### 2-3-7 Tsunami

When an earthquake occurs and a Tsunami Warning or Major Tsunami Warning is issued for Ise and Mikawa Bays, an evacuation order will be issued for locations designated as areas subject to evacuation (\*) in Nagoya City, and persons in these areas should escape to an elevated location. If there is no high ground in your vicinity, evacuate to tsunami evacuation building. Notification of evacuation orders will be carried out by sirens and loudspeaker vehicles.

\*Areas Subject to Evacuation

Tsunami Warning: Part of Minato Ward

Major Tsunami Warning: Nakamura Ward, Mizuho Ward, Atsuta Ward, Nakagawa Ward, Minato Ward, Minami Ward, Midori Ward

•Tsunami Evacuation Building (Designated Emergency Assembly Point in the event of a tsunami)

A place to which you can evacuate temporarily when an earthquake occurs and a Tsunami Warning or Major

Tsunami Warning is issued for Ise and Mikawa Bays. The sign pictured right is displayed at entrances, etc. of buildings designated Tsunami Evacuation Buildings.

Areas with Tsunami Evacuation Buildings: Nakamura Ward, Mizuho Ward, Atsuta Ward, Nakagawa Ward, Minato Ward, Minami Ward, Midori Ward



### 2-3-8 Typhoon and Torrential Rain Preparedness

Pay special attention to weather information during the typhoon and torrential rain season (June to October). When a typhoon is approaching your area, make the following preparations:

- (1) In case of electrical blackout, please prepare a flashlight, portable radio, and fresh batteries.
- (2) Pay attention to weather information on radio or television.
- (3) Reinforce windows and be sure to close any *amado*, or sliding shutters, if you have them.
- (4) Bring objects at risk of being blown away (such as potted plants or laundry poles) indoors, or fasten them securely.
- (5) Do not go outdoors unnecessarily.
- (6) In areas at risk of flooding, move household goods to a higher location.
- (7) Prepare such things as food, drinking water, and medical supplies.
- (8) Prepare food, valuables, etc. for quick evacuation.
- (9) In at-risk regions where there is a possibility of flooding, prepare for quick evacuation at all times. (Please see a [flood hazard map](#) (Japanese only).)

Confirm the locations of Designated Emergency Assembly Points and Designated Evacuation Shelters beforehand at your local ward office and the City of Nagoya official website.

### 2-3-9 Advisories & Warnings, Evacuation Information

Weather Advisories & Warnings (Issued by the Japan Meteorological Agency)

Advisories	<p>Issued when there is a possibility that a disaster could occur.</p> <ul style="list-style-type: none"> <li>• Pay attention to weather reports and conditions outdoors</li> <li>• Check your emergency supplies, evacuation shelter, and evacuation route</li> <li>• Check around the outside of your home in preparation for a disaster</li> </ul>
Warnings	<p>Issued to urge caution when there is a possibility that a major disaster could occur.</p> <ul style="list-style-type: none"> <li>• Pay attention to information concerning evacuation, and evacuate immediately if necessary</li> </ul>
Emergency Warnings	<p>Issued when an extreme phenomenon exceeding the specifications for a Warning is forecast, and there is a high probability that a major disaster will occur.</p> <ul style="list-style-type: none"> <li>• Take immediate action to protect your life</li> <li>• Move to a higher floor in a building or escape to a Designated Emergency Assembly Point as necessary.</li> <li>• If it is dangerous to go outdoors, move to safe location within your home</li> </ul>

Evacuation Information (Issued by the City of Nagoya)

<p><b>Alert Level 3</b> Notice to Evacuate for Elderly and Disabled People</p>	<p>This notice is issued to prompt residents to prepare to evacuate. Notification will be carried out by loudspeaker cars, the Internet, TV and radio, etc.</p> <ul style="list-style-type: none"> <li>• Elderly people and those who require more time to evacuate should commence evacuation from dangerous areas.</li> <li>• Other people should pay attention to weather information, and make preparations to evacuate.</li> </ul>
<p><b>Alert Level 4</b> Evacuation Order</p>	<p>This notice is issued to prompt residents to evacuate due to the high probability of the area being affected by disaster. Notification will be carried out by loudspeaker cars, the Internet, TV and radio, etc., and sirens.</p> <ul style="list-style-type: none"> <li>• All people should evacuate from dangerous areas quickly.</li> <li>• If it is too dangerous to evacuate to a shelter, seek refuge in a nearby safe location or high place indoors.</li> </ul>
<p><b>Alert Level 5</b> Emergency Safety Order</p>	<p>Issued when a disaster situation is already underway or imminent.</p> <ul style="list-style-type: none"> <li>• People in dangerous areas should take immediate action to protect themselves by moving to a nearby building which will offer any protection from inundation.</li> </ul>

### 2-3-10 Telephone Services during a Disaster

In times of disaster, telephone lines into the affected area are expected to become overwhelmed. As rescue and recovery efforts by emergency organizations and the telephone services they depend on can be hindered as a result of incoming calls, please refrain from making unnecessary or non-urgent phone calls or redialing repeatedly.

Cases in which one is unable to get through to those in the affected area, the Disaster Emergency Message Dial 171 (telephone service), Disaster Emergency Message Board (web171), etc., as described below, is available for use.

### 2-3-11 Disaster Emergency Message Dial 171 (phone service), Disaster Emergency Message Board (web171)

#### ① Disaster Emergency Message Dial 171

When an earthquake or other disaster occurs, telephone lines may become overwhelmed with calls to the affected area by people checking on the safety of their loved ones, and conditions making it difficult to get through may last for days.

Therefore, the Disaster Emergency Message Dial 171 Service is available to confirm the safety of family, relatives, and friends in such a situation. This is a service in which those outside the affected area can confirm the safety of family, friends, and others through playback of a message recorded by those persons in the affected area and stored at the Disaster Emergency Message Dial Center.

For more information in English about this service, please visit the NTT WEST Website at <http://www.ntt-west.co.jp/dengon/english/>.

#### ■ Directions for use

- Dial 171, and follow the automated guidance to record and playback messages.
- Service can be used from subscribed phones, ISDN, public phones, Hikari Denwa (optical IP telephone service) and specially-established public phones installed by NTT EAST and NTT WEST at evacuation facilities and other locations in the event of a disaster. Service is also accessible from cellular phones and PHS. Please contact your carrier for details.

#### Charges

Usage of the Center for message storage, etc. is free. Calls to record or play messages from an NTT EAST or NTT WEST phone are free. For call charges using phone services of other carriers, please inquire to the carrier.

#### Points to Consider when Using the Service

- Choose beforehand among immediate family members, relatives, and acquaintances the home number of the person in the affected area or other number of the person in the affected area to contact to use for saving and replaying messages. - Please speak so that information can be accurately recorded within the allotted time.

## ② Disaster Emergency Message Board web171

In addition to the Disaster Emergency Message Dial 171 (phone service) for voice messages, NTT WEST provides a service that enables recording and viewing messages (text) called the Disaster Emergency Message Board (web171).

For more information about the English version of the Disaster message board in English (web171) please view:

<http://www.ntt-west.co.jp/dengon/web171/english/>

### ■ Directions for use

Go to <https://www.web171.jp> and follow the instructions on the screen.

### ■ Charges

Storing and viewing messages is free of charge. Separate data charges apply, including internet connection fees, provider usage fees and dial-up connection fees.

## ③ Trial Use

### ■ Trial periods

- The 1st of 15th of each month, 00:00-24:00
- January 1 to 3 (from 00:00 January 1 to 24:00 January 3)
- Disaster Preparedness Week (from 9:00 August 30 to 17:00 September 5)
- Disaster Preparedness & Volunteer Week (from 9:00 January 15 to 17:00 January 21)

### ■ Period Message will be Saved

- Until the end of the trial service period

### ■ Charges

- Disaster Emergency Message Dial (171)  
Center usage charges for the use of message storage units, etc. are free of charge. Dialing charges are free to record and play back messages from an NTT East or NTT West subscription phone. For calls from telephones connected to the network of other telecommunications carriers, contact the relevant carrier regarding dialing charges.
- Disaster Emergency Message Board (web171)  
Internet connection charge applies during trial use.

## 2-3-12 Minato Disaster Prevention Center

At the Nagoya Minato Disaster Prevention Center, you can experience intensity 7-level earthquakes artificially generated with an earthquake simulation machine, including those equivalent to past disasters, and also learn about the Ise Bay Typhoon through visual, sound and lighting effects.

For more information, call the Minato Disaster Prevention Center.

Address: 12-20, Komei 1-chome, Minato-ku, Nagoya (TEL 651-1100 FAX 651-6220)

## 2-4 Civil Protection

### 2-4-1 What is Civil Protection?

Civil protection, in an emergency situation where an armed attack or large-scale terrorist attack is anticipated to occur or has occurred in Japan, refers to the coordinated actions of the national government, local governments and related organizations in carrying out guidance, relief and other operations for residents who are evacuating, in order to protect the lives, bodies and property of residents.

### 2-4-2 What to do in the event that warning and/or evacuation information is issued

#### ■(1) In the event that a warning is issued via sirens, etc.

Immediately turn on television and radio sets and gather information.

#### ■(2) In the event that evacuation information is issued

##### 1. In the event that indoor evacuation is necessary

a) If you are indoors, close all doors and windows, keep away from windows, and do not go outside until further notice.

b) If you are outside, find shelter nearby in a sturdy building or an underground arcade.

##### 2. If taking refuge in a shelter within the City

Please go to an evacuation shelter as instructed by the City of Nagoya.

##### 3. If taking refuge in a shelter outside Nagoya

Please go by train or bus to an evacuation shelter as instructed by the City of Nagoya.

##### 4. Using vehicles

Please do not use your vehicle. Roads may be subject to traffic restrictions. If people use cars and other vehicles, roads will become congested and residents will not be able to evacuate.

### 2-4-3 Prior Preparations

- (1) Prepare emergency supplies to take with you (food, water, valuables, radio, torch, etc.).
- (2) Discuss with family members how you will contact each other in an emergency.

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## 3 Important Procedures

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### 3-1 Resident Registration Procedures, etc.

#### 3-1-1 Moving to and from a Different Area

When you move, you must submit a notice of moving out to the local government office of your previous place of residence before moving (unnecessary when merely moving from a different ward in Nagoya) and submit a notice of moving in to the office that handles residency at your new location within 14 days. When you go to submit your Notification of Moving In to the Residents' Affairs Division of your ward office or Community & Residents' Affairs Division of your ward branch office, make sure to bring your Certification of Moving Out along with the Special Permanent Resident Certificate or Residence Card of all persons who have moved with you. If you have already obtained an Individual Number (My Number) Card, please bring it. When submitting your Notification of Moving Out, please be sure to bring your Special Permanent Resident Certificate, or Residence Card, or other form of identification.

#### Individual Number / Individual Number Card

The first time you register your residence in Japan, you will be designated an Individual Number, and the national government will send you a notification by mail. The notification contains the Individual Number and must be stored safely.

Upon request, an Individual Number Card (photo identification) can also be prepared. Please note that the effective period of the Individual Number Card is the same as the period of status of residence.

#### 3-1-2 Copies of one's Resident Record

Those requiring a copy of their Resident Record should apply at a branch office or the Residents' Affairs Division of a ward office (does not have to be your local ward office).

#### ■Q: Do I have to carry my passport or Resident Card with me?

A: A new residency management system came into effect on July 9, 2012, and a Resident Card is issued to Medium- to Long-Term Residents. Please keep your passport or Resident Card on you at all times. (except persons under 16) If a police officer asks you to present your identification, please cooperate. It is against the law to engage in activities not covered by your status of residence, or to overstay the permitted period of stay. If you witness or become the victim of a crime, please contact the police box or police station nearest you.

**Aichi Prefectural Police official website:** <http://www.pref.aichi.jp/police/>

## 3-2 Required Residence Procedures

### 3-2-1 Residence Procedures

The period of stay is determined by your status of residence. For inquiries related to immigration, contact the Immigration Information Center by telephone.

#### ■ Telephone

TEL 0570-013904 (from anywhere in Japan)

TEL 03-5796-7112 (from PHS, IP phones, or from outside Japan)

Hours: 8:30-17:15

Closed: Saturdays, Sundays, holidays, and the year-end and New Year's holidays from Dec. 29 to Jan. 3

Languages: English, Chinese, Korean, Portuguese, Filipino, Spanish

#### ■ Counter

Location: Nagoya Regional Immigration Services Bureau,  
1st floor 5-18, Shoho-cho, Minato-ku, Nagoya

Hours: 8:30 – 16:00

Closed: Saturdays, Sundays, holidays, and the year-end and New Year's holidays from Dec. 29 to Jan. 3

Languages: English, Chinese, Korean, Portuguese, Filipino, Spanish

#### ■ Application for Extension of Period of Stay

All foreign nationals are allowed to stay in Japan within the limits of the determined and permitted period granted at the time of entry or other determined time. If you wish to extend this period, applications for extension must be submitted within three months before the expiry of the current period of stay (for those with a stay of 3 months or shorter, more than ½ of their period of stay must have passed).

#### ■ Application for Changing Status of Residence

If a foreign national holding a status of residence wishes to change the purpose of their residence and undertake activities falling under another status of residence, he/she must first obtain permission for a change in status of residence. After obtaining permission to change one's status of residence, one may undertake the new activities in accordance with one's new status of residence.

#### ■ Application for Permission to Engage in an Activity Other Than Those Permitted by the Status of Residence Previously Granted

If a foreigner wishes to engage in activities other than those permitted by his/her current residential status, which may earn extra income or rewards, permission for such activities must be obtained in advance.

#### ■ Application to Obtain a Status of Residence

Foreign nationals born in Japan or individuals who have renounced (or lost) Japanese nationality and will reside in Japan for more than 60 days must apply for a status of residence within 30 days of birth (or loss of citizenship, etc.).

### 3-2-2 Family Registration

All foreigners living in Japan are obliged to register all births and deaths with the local authorities, in accordance with the Family Registration Law of Japan. Marriage or divorce can also be registered. Registration procedures for a marriage and divorce may vary depending on your nationality. For more details, please contact the Residents' Affairs Division (*Shiminka*) at your local ward office or the Community & Residents' Affairs Division of your local branch office. In such cases, necessary procedures at the Nagoya Regional Immigration Services Bureau must also be completed.

#### ■ Childbirth

Registration of birth (must be carried out at the Residents' Affairs Division at the ward office or the Community & Residents' Welfare Division of the branch office of the area in which the parent, etc. making the registration resides); Notification of birth (must be submitted to the public health center of the ward in which you reside); Application for the Child Medical Fee Subsidy or National Health Insurance (only available for children whose parents are covered by National Health Insurance; must be carried out at the Health Insurance and Pension Division of your ward office or at the Residents' Welfare Division of the ward branch office in the area in which you reside); Application to Obtain a Status of Residence (after birth, if you intend for the child to stay in Japan for 60 days or longer, you must apply to the Regional Immigration Services Bureau within 30 days of the child's birth).

#### ■ Death

Registration of death (must be completed at the Residents' Affairs Division of the ward office or the Community & Residents' Welfare Division of the ward branch office in the area in which the person making the registration resides, or the place of death); Notification of Death for National Health Insurance, or Medical Care System for the Elderly (if the deceased was enrolled, notification must be submitted to the Health Insurance & Pension Division of the ward office or at the Residents' Welfare Division of the ward branch office in the area in which the deceased resided); Return of Residence Card (Residence Card must be returned to the Regional Immigration Services Bureau within 14 days of death or learning of death); Notification regarding spouse (must be made to the Regional Immigration Services Bureau within 14 days of death. This notification is required when the deceased person's spouse holds the status of residence of 'Spouse of a Japanese National', 'Spouse of a Permanent Resident', or 'Dependent'.)

#### ■ Marriage

Registration of Marriage (must be registered at the Residents' Affairs Division of ~~your local~~ the ward office or the Community & Residents' Welfare Division of the ward branch office in the area in which you reside); Change to National Health Insurance Procedure (if enrolled, must be completed at the Health Insurance and Pension Division of the ward office or at the Residents' Welfare Division of the ward branch office in the area in which you reside).

#### ■ Divorce

Registration of Divorce (must be registered at the Residents' Affairs Division of the ward office or the Community & Residents' Welfare Division of the ward branch office in the area in which you reside); Change to National Health Insurance Procedure (if enrolled, must be completed at the Health Insurance and Pension Division of the ward office or at the Residents' Welfare Division of the ward branch office in the area in which you reside); Notification regarding spouse (must be made to the Regional Immigration Services Bureau within 14 days of divorce. This notification is required when your status of residence is 'Spouse of a Japanese National', 'Spouse of a Permanent Resident', or 'Dependent'.)

### **3-2-3 Registration of Seal (*Inkan*)**

In Japan, seals on which one's given name and/or family name are inscribed are used as the equivalent of signatures in other countries. Seals that are registered with the local municipal authority are called *jitsuin*. Any transactions in which a *jitsuin* and its registration certificate (used to verify the authenticity of the *jitsuin*) are used are considered legally binding.

To register a seal, go to the Residents' Affairs Division of your local ward office or the Community & Residents' Affairs Division of your local branch office with the seal to be registered, Special Permanent Resident Certificate, or Resident Card. There are some types of *inkan* that cannot be registered. For details, please inquire at the Community & Residents' Affairs Division at the ward office or branch office in the ward where you reside. After confirming the identity of the person presenting the seal, application for seal registration is possible, and a seal registration card (necessary in order to obtain a seal registration certificate) is issued on the spot. If you need a seal registration certificate, apply to the Residents' Affairs Division of your local ward office or the Community & Residents' Affairs Division of your local branch office and present the seal registration card, Special Permanent Resident Certificate, or Resident Card (you may apply outside of your residential area within the City). A fee will be charged.

## 3-3 Health Insurance (*Kenkō Hoken*)

### 3-3-1 Entrance Qualifications

Japan has a medical care insurance system that makes medical treatment available at a low cost if you are injured or become ill. As a rule, all persons with an address in Japan must enter a public medical insurance program. All foreign residents meeting all of the conditions listed below are required to enroll in the Nagoya City National Health Insurance. The application procedure must be completed at the Health Insurance and Pension Division of your local ward office or at the Residents' Welfare Division of your local branch office.

#### ■ Conditions

The applicant must

1. Be living within Nagoya city with a registered address.
2. Have an appropriate status of residence, and expect to stay in Japan for more than 3 months  
(However, this does not include persons who immigrate or stay in Japan for medical care purposes, or to care for those in need of medical assistance, nor persons who immigrate or stay in Japan for tourism or recreation or spouses thereof who also immigrate or stay in Japan for tourism or recreation.)
3. Not be enrolled in a public medical care insurance plan provided by an employer.
4. Not be enrolled in the Medical Care System for the Elderly (aged 75 and older).
5. Not be the recipient of public financial assistance.

### 3-3-2 Notifying the City about National Health Insurance Status

Those having the qualifications to join National Health Insurance have a duty to inform the city in any of the following situations. In these cases, please complete the necessary procedures at the Health Insurance & Pension Division of your local ward office or at the Residents' Welfare Division of your local branch office.

1. When you join National Health Insurance (leaving employment, birth of a child, etc.) or when relocating to Nagoya from another location
2. When you withdraw from National Health Insurance (joining your workplace's health insurance, death, etc.) or when leaving Nagoya to relocate to another location
3. When a change occurs in your residence, household, or name

### 3-3-3 Benefits

Those who are insured under the Nagoya City's National Health Insurance will receive a health insurance certificate. By presenting this health insurance certificate when undergoing treatment, the amount of medical costs for which the person insured (or the head of his/her household) is liable for is as follows:

- 20% for infants and pre-school-aged children
- 30% for those of school age up to 70 years old
- For those aged 70 and over: 20% (In any of these cases, persons with high incomes are 30%)

In cases of hospitalization, meal costs are charged at a standard level. Benefits are also provided in cases where the amount borne by the insured is large, or the person insured gives birth or dies.

### 3-3-4 Insurance Premiums

The insured must pay insurance premiums. The amount of the insurance premiums is decided and levied in accordance with the household's income and number of family members. For details about the National Health Insurance system, please refer to the booklet "City of Nagoya National Health Insurance Program Guide" available in English, Chinese, Korean, Portuguese, Spanish, Filipino, Vietnamese, and Nepali.

## **3-4 Medical Care System for the Elderly (aged 75 and older)**

### **3-4-1 Insurance Qualifications**

Persons who meet all of the following conditions (1.-5.) are legally required to enroll in the Medical Care System for the Elderly.

1. Aged 75 and above, or, aged 65–74 and have a specific disability.
2. Reside in Nagoya.
3. Completed resident registration.
4. Have an appropriate status of residence and expect to stay in Japan for more than 3 months. (However, this does not include persons who immigrate or stay in Japan for medical care purposes, or to care for those in need of medical assistance, nor persons who immigrate or stay in Japan for tourism or recreation or spouses thereof who also immigrate or stay in Japan for tourism or recreation.)
5. Not receiving public assistance.

### **3-4-2 Benefits**

Persons insured under the Medical Care System for the Elderly will receive an Insurance Certificate. By presenting this Insurance Certificate when undergoing treatment at a hospital, etc. you will receive medical care benefits. However, users are required to pay between 10% and 30% of medical care expenses in addition to meal expenses whilst hospitalized (standard meal rates).

### **3-4-3 Insurance Premiums**

Persons insured under the Medical Care System for the Elderly must pay insurance premiums. Insurance premiums are calculated according to income levels.

## **3-5 Nursing Care Insurance**

### **3-5-1 Entrance Qualifications**

The Nursing Care Insurance System provides nursing care and services for those who need support because of illness or other reasons. Persons meeting all of the conditions listed below (1.-4.) are required to enroll in Nagoya City Nursing Care Insurance.

1. Reside in Nagoya.
2. Completed resident registration.
3. Have an appropriate status of residence and expect to stay in Japan for more than 3 months.
4. Aged 40 and above (persons under 65 years of age must also subscribe to public medical care insurance in Japan).

### **3-5-2 Application for Approval of Need for Care or Assistance**

Persons wanting to use nursing care services must apply in advance for approval at the Welfare Division of his/her ward office (or Welfare Division of the branch office when under branch office jurisdiction) in order to receive nursing care or support services. Approval of need for care or assistance is decided based on the necessity and extent of care required. Decisions will be made approving the classification of the need as: Care Level 1–5 or Assistance Level 1 or 2. Persons with approved classification can use nursing care and other services.

Additionally, the Total Nursing Preventive/Daily Life Support (hereinafter, Total Support) system started June 2016. Persons approved for Assistance Level 1 or 2 and 65 years old or older determined to be eligible for the system based on the basic checklist can use the Nursing Preventive/Life Support Services as part of the Total System. Determination of eligibility using the basic checklist can be performed by consultation at the Health Insurance and Pension Division of your local ward office or Welfare Division of your local branch office, or the Iki-iki Support Center.

### **3-5-3 Using Nursing Services**

Nursing Care Insurance services are available as domiciliary services and facility-living services. Persons whose applications are approved can choose and use the service they desire from these two options according to their care plan. When using these services, in principle the user bears 10% (or 20 or 30% for persons with income exceeding a certain amount) of the cost.

The nursing Preventive/life support service system includes visitation and day care services with the same methods for use and fees as above.

### **3-5-4 Insurance Premiums**

Persons insured under Nursing Care Insurance are required to pay the premiums. The amount of the premium for persons aged 65 and over is established in response to factors such as income and the residents tax conditions for the city, town or village in which their household is located. For persons between 40 and 64 years of age, the amount of the premium is calculated in accordance with the method employed by the medical care insurance plan in which they are enrolled. Please refer to the publication “[Nursing Care Insurance System](#)” available in English, Chinese, Korean, Portuguese, and Spanish.

## 3-6 Pensions

### 3-6-1 Coverage of and Procedures for Entering the National Pension

The National Pension covers the following three categories of people that register as given below.

(1) Type 1 Insured Person

Persons aged 20 or older and less than 60 that are not Type 2 or Type 3 insured persons.

→After creating a certification of residence at their local ward or branch office, foreigners that are Type 1 Insured Persons perform entry procedures at the National Pension counter.

→This procedure is also needed when obtaining Japanese citizenship or being naturalized.

(2) Type 2 Insured Person

Company employees and public servants enrolled in the Employees' Pension.

→Entry procedures are performed by the place of employment.

(3) Type 3 Insured Person

Spouse aged 20 or older and under 60 that is a dependent of a Type 2 Insured Person.

→Entry procedures are performed by the employer of the Type 2 Insured Person spouse.

### 3-6-2 Benefits

Under the National Pension system, there are the Basic Pension for the Elderly, for the Disabled and for Bereaved Families. As a rule, the Basic Pension for the Elderly is provided for persons aged 65 and above whose premium payments span a 10-year or longer period of time (including periods in which they were exempt). Foreigners who have paid the pension premiums but will not be able to receive this pension can withdraw from the system and receive a Lump-sum Withdrawal Payment when they leave Japan.

#### ■Lump-sum Withdrawal Payments

In Japan, those foreign residents who paid into the Japanese National Pension Fund, and who meet the following criteria, are eligible to receive a Lump-sum Withdrawal Payment after making a request within 2 years of leaving Japan.

- Not a citizen of Japan
- Have paid at least 6 months' worth of National Pension premiums
- Not have an address in Japan
- Never been entitled to receive a Japanese National Pension (including disability pensions)

Lump-sum amount: The refund will be based on the amount paid into the National Pension Fund

To submit a request for reimbursement: get the Lump-Sum Withdrawal Payment Request Form from the Japan Pension Service and submit it to the Japan Pension Service.

Other documents: Pension handbook or other documentation verifying your Basic Pension Number, passport (copy of the page(s) which identifies the date you left Japan, full name, date of birth, nationality, signature, and status of residence), a bank name, branch location, account number and name of account holder that is the same as the applicant. (Certification issued by the bank, etc.)

Mailing address: Japan Pension Service, 3-5-24, Takaido-Nishi, Suginami-ku, Tokyo 168-8505

### 3-6-3 Pension Premiums

All persons covered by the National Pension must pay the premiums. There are two types of premiums. One is the flat-rate premium, where an identical rate is used for everyone. The other is an additional premium, which is an amount paid in excess of the obligatory premium according to the wishes of the insured. There is a pension premium exemption system in place for cases in which paying a premium is difficult due to economic reasons such as low income.

## 3-7 Other (Allowances and Aid)

### 1-7-1 Child Allowance

Child allowance is provided for people raising children who have not yet finished junior high school (available until March 31st after the child turns fifteen years of age). Therefore, please complete the application procedures to receive the allowances.

It is necessary for you to promptly submit a new application for the allowance if you move to Nagoya (if requests are made within 15 days following your move to Nagoya, child allowance will be issued beginning from the month following your move to Nagoya).

Please note that persons without a certificate of residence (*juminhyo*) are not eligible to apply.

Also, children living abroad, with the exemption of cases of study abroad, are ineligible for the allowance.

For more information, please consult your ward office's Public & Child Welfare Division or branch office's Residents' Welfare Division.

### 2-7-2 Seniors Citizens' Handbook, and Senior Citizens' Pass

Those persons aged 65 and older are eligible for a Seniors Citizens' Handbook and Senior Citizens' Pass.

The Senior Citizens' Handbook allows for a reduced rate entrance to the Higashiyama Zoo & Botanical Gardens, Nagoya Castle, and other facilities.

The Senior Citizens' Pass enables the holder to travel on Nagoya City subways, buses, the Yutorito Line, the Aonami Line, along with Meitetsu (including the Kamiida Line), JR Central, and Kintetsu railway services within Nagoya City, and route buses operated by Meitetsu Bus and Mie Kotsu in principle within Nagoya City. (Fares for Meitetsu, JR Central, and Kintetsu railway services within Nagoya City and Meitetsu Bus and Mie Kotsu route buses in principle within Nagoya City will be reimbursed.) A fee is required for issue of the Senior Citizens' Pass.

One becomes eligible to receive the Senior Citizens' Pass on the day before his or her 65th birthday. Please contact the Senior Citizens' Pass Call Center if you wish to be issued the Pass. Please note that it may take about one month between application and issuance.

\*One is ineligible to receive the Senior Citizens' Pass in the following cases:

- When we cannot confirm via your Basic Resident Register that you have a residence in the city (and the Senior Citizens' Handbook is also not provided)

- Disabled persons who already use the Social Welfare Pass, Welfare Taxi Pass, or Lift-equipped Taxi Pass

For more information on the Senior Citizens' Handbook, please contact the Welfare Division of your local ward office (or the Residents' Welfare Division of your local ward branch office).

For more information about the Senior Citizens' Pass system, please contact the Senior Citizens' Pass Call Center.

TEL 052-766-5500 (City of Nagoya Senior Citizens' Pass Call Center)

Monday – Friday (except national holidays and end of year/new year period) 9:00 – 17:15

### 3-7-3 Public Assistance, etc.

From a humanitarian perspective, impoverished foreign permanent residents (i.e. those with *ejushikaku*), their spouses, and long-term residents (i.e. those with *teijushikaku*) are treated in the same way as Japanese nationals in terms of public assistance eligibility.

There are some conditions such as assets for receiving assistance. If you would like to apply, contact your local ward office's Public & Child Welfare Division (or Welfare Division of the branch office when under branch office jurisdiction). (Please note that if you live in a different ward from the ward where your resident registration was processed, you might be asked to contact another office for consultation.)

Additionally, even if found ineligible for public assistance, information is available for a variety of difficulties you might face with livelihood. Please feel free to consult with us.

### 4-7-4 Welfare for Disabled Persons

The City of Nagoya issues handbooks to persons with a physical, intellectual and/or mental disability (Physically Disabled Persons' Handbook, Protection Handbook, and the Mentally Disabled Persons' Health & Welfare Handbook, respectively) which act as proof that they have a disability. A number of preferential treatment measures and reduction & exemption systems exist based on this handbook system.

Also, persons who meet specified conditions are eligible to receive various allowances and access welfare services such as home-visit nursing care, etc.

For further details, those with a physical or intellectual disability should inquire at the Welfare Division of their local ward office (or Welfare Division of the branch office when under branch office jurisdiction), and those with a mental disorder and those with a certain level of intractable disease should inquire at the Health & Disease Prevention Division of their health center (within ward branch office jurisdiction [within health center office jurisdiction in Midori Ward], the health center office [mental disorder, intractable disease, etc.]).

### 5-7-5 Medical Subsidies

Persons who have medical insurance and fall under at least one of the following categories are eligible to receive assistance for their medical expenses. Please complete the application procedures at the Health Insurance and Pension Division of your local ward office or Welfare Division of your local branch office and a certificate ("*iryōsho*") will then be issued.

#### ■ Valid categories

1. Infants and children enrolled in medical insurance up to 31 March of the fiscal year in which the child turns 18 years old
2. Single-parent families enrolled in medical insurance (Income restrictions apply)
3. Individuals with disabilities enrolled in medical insurance (Certain criteria must be met; income restrictions apply)
4. Persons enrolled in the Medical Care System for the Elderly or aged 70 and older and enrolled in medical insurance, and who meet certain criteria (e.g. disabled [above a certain degree of disability and enrolled in the Medical Care System for the Elderly], bedridden, suffering from dementia, etc. Income restrictions apply.)

By presenting a health insurance certificate and a medical care certificate, you will be able to consult a doctor for free (treatment not covered

by health insurance, meals during hospital stays [at the standard rates], etc. are to be paid for by the patient). Persons enrolled in medical insurance and aged between 70 and 74 also require the presentation of an Elderly Beneficiary Certificate.

### **6-7-6 The Social Security and Tax Number (My Number / Individual Number) System**

Information about the Social Security and Tax Number (My Number / Individual Number) System

If you have any questions about the Individual Number system, please contact the national call center.

Individual Number General Hotline

■ Inquiries about the Individual Number system, Myna Portal

TEL 0120-0178-26

Languages supported: English, Chinese, Korean, Spanish and Portuguese

Hours: Weekdays 9:30 to 20:00, Saturdays, Sundays and national holidays 9:30 to 17:30

■ Inquiries about the Individual Number Card, electronic certification, Individual Number notification, Individual Number notification card, suspension of card use due to loss or theft of an Individual Number Card

TEL 0120-0178-27

Languages supported:

24-hour support – English, Chinese, Korean, Spanish, Portuguese

9:00 – 18:00 – Thai, Nepali, Indonesian

10:00 – 19:00 – Vietnamese, Tagalog

## 4 Other Information

### 4-1 Consultation and Advisory Services

#### 4-1-1 Nagoya International Center (NIC)

If confronted by a problem which you are unable to resolve alone, please call or visit the NIC Information Counter to consult the Civic Advisory Service for foreign residents (TEL 581-0100; to use the Trio-phone 3-way Civic Interpreter Service, TEL 581-6112) or arrange a consultation with NIC's Legal Consultation service (TEL 581-6111), Educational Counseling Service (TEL 581-0100) or other free consultation services for foreign residents.

	Language	Day & time available
Civic Advisory Service TEL 052-581-0100	English, Portuguese, Spanish, Chinese, Korean, Filipino, Vietnamese, Nepali	Tue.- Sun. 10:00-17:00 *Time varies depending on language
Gyoseishoshi (certified administrative procedures legal specialist) Consultations TEL 052-581-0100	English, Portuguese, Spanish, Chinese, Korean, Filipino, Vietnamese, Nepali	Wed. & Sun. 13:00-17:00 *Day/time vary depending on language *Preference given to those with reservations
Legal Consultations TEL 052-581-6111	English, Portuguese, Spanish, Chinese	Sat. 10:00-12:30 *Reservation required
Personal Counseling TEL 052-581-0100	English, Portuguese, Spanish, Chinese	Day/time to be decided when making reservation
Educational Counseling TEL 052-581-0100	English, Portuguese, Spanish, Chinese, Korean, Filipino, Vietnamese, Nepali	Wed., Sat., Sun. 10:00-17:00 *Preference given to those with reservations

#### 4-1-2 Public Access Counseling

Public Access Counseling			
Consultation Available	Consultation Title	Telephone Number	Hours and Languages
Visa-related issues	Immigration Information Center	0570-013904 03-5796-7112 (from PHS, IP phones, and from outside Japan) * Both numbers can be used from anywhere in Japan.	Mon.-Fri. (excluding national holidays, year-end and New Year's holidays) 8:30-17:15 17 languages including English, Chinese, Korean, Portuguese, Filipino, Spanish
Issues with life in Japan (other than visa-related, immigration procedure-related issues) (Nagoya Regional Immigration Services Bureau)	Consultation Service for Supporting Foreigners Residing in Japan - FRAT	0570-052259 (FRAT reservations: 140)	Mon.-Fri. (excluding national holidays, year-end and New Year's holidays) 8:00-16:00 Please inquire for preferred language *Reservation required
Labor Issues (Aichi Labour Bureau)	Counseling for Foreign Workers	972-0253	Tue. & Thu. 9:30-12:00 13:00-16:00 English Tue.-Fri. 9:30-12:00 13:00-16:00 Portuguese
Employment Consultations and Introductions (Nagoya Naka Public Employment Security Office)	Employment Service Center for Foreigners	855-3770	Mon.-Fri. (excluding national holidays, year-end and New Year's holidays) 9:15-12:00 13:00-17:15 English, Chinese, Portuguese, Spanish Wed.-Fri. (excluding national holidays, year-end and New Year's holidays) 9:15-12:00 13:00-17:15 Filipino

Consultation Available	Consultation Title	Telephone Number	Hours and Languages
Human Rights (Nagoya Legal Affairs Bureau)	Rights consultation for foreigners Rights consultation by foreigners	English 0570-090911 Chinese 0570-050110	Mon.-Fri. (excluding national holidays, year-end and New Year's holidays) 9:00~12:00 13:00~16:00 English, Chinese
		952-8111 (main)	Second Tuesday every month 13:00-16:00 Portuguese
Legal Consultation (Aichi Bar Association Nagoya Legal Consultation Center)	Legal Consultation for Foreigners	565-6110	Mon.-Fri. 9:30 - 19:45 Sat., Sun., holidays 9:30 - 17:00 Fee required (¥5,400 for 30 min. or less) * Must be accompanied by someone who can speak Japanese
Education (Nagoya City Board of Education)	Japanese Language Education Consultation Center	961-0418	Mon.-Fri. 13:00-15:30 Chinese, Portuguese, Filipino, Spanish, Korean* * Korean is only available once a week, please confirm in advance.
Problems women face at home, at work, at school or in the community, including family issues and violence, etc. (Nagoya City Gender Equality Promotion Center)	General Consultations for Women	321-2760	Mon., Tue., Fri.-Sun. 10:00-16:00 Wed. only 10:00-13:00, 18:00-20:00 (excluding national holidays, year-end and New Year's holidays) * Consultations in Japanese only
Marital relations, child raising, work, life and other issues concerning men (Nagoya City Sports & Civic Affairs Bureau)	Nagoya City Men's Consultation	050-3537-3644	Wed. 18:00-20:00 Fourth Sunday every month 10:00-12:00 (excluding national holidays, year-end and New Year's holidays) *Consultations in Japanese only
Consultations on sexual minorities (Nagoya City Sports & Civic Affairs Bureau)	Nagoya City Sexual Minority Telephone Consultation	321-5061	Second Friday every month 19:00-21:00 * Consultations in Japanese only
Consultations on domestic violence (Nagoya City Child & Youth Affairs Bureau)	Nagoya City Domestic Violence Consultation Support Center	351-5388	Mon.-Fri. (excluding holidays and the year-end and New Year's holidays) 10:00-17:00 * Consultations in Japanese only
Consultations for victims of domestic violence (Nagoya City Child & Youth Affairs Bureau)	Domestic Violence Victim Hotline	232-2201	Sat., Sun., holidays (except the year-end and New Year's holidays) 10:00-18:00 * Consultations in Japanese only
Protective care (child abuse), health, disabilities, delinquency, rearing (truancy, discipline) and other child guidance  (Chuo Child Guidance Center, Seibu Child Guidance Center, Tobu Child Guidance Center)	Chuo Child Guidance Center (Chikusa, Higashi, Kita, Naka, Showa, Mizuho, Moriyama, Midori, Meito, Tempaku Wards)	757-6111	Mon.-Fri. (excluding holidays and the year-end and New Year's holidays) 8:45-17:15 * Consultations in Japanese only
	Seibu Child Guidance Center (Nishi, Nakamura, Atsuta, Nakagawa, Minato, Minami Wards)	365-3231	
	Tobu Child Guidance Center (Mizuho, Minami, Midori, Tempaku Wards)	899-4630	
Consultations on child abuse	Child Guidance Center Abuse Response Dial	189	24 hours, 365 days Toll free * Consultations in Japanese only
Consultation for parenting and child abuse	Nagoya Children SOS	761-4152	* Consultations in Japanese only

Consultation Available	Consultation Title	Telephone Number	Hours and Languages
Consultations on pregnancy, birth and child raising (Each Ward's Health Center, Child Raising General Inquiry Counter)	Child Raising General Inquiry Counter (Child Raising Generation Integrated Support Center)	*Chikusa: 757-7033 Higashi: 979-3588 Kita: 910-6815 Nishi: 529-7105 *Nakamura: 486-6388 Naka: 269-7155 Showa: 745-6030 Mizuho: 837-3285 Atsuta: 679-3086 Nakagawa: 364-0065 Minato: 655-8745 Minami: 619-7086 Moriyama: 797-5220 Midori: 899-6518 Meito: 769-6288 Tempaku: 847-5981	Telephone Consultation Mon.-Fri. (excluding national holidays, year-end and New Year's holidays) 8:45-17:15  Interview Consultation Mon.-Fri. (excluding national holidays, year-end and New Year's holidays) 9:00-16:30 * Consultations in Japanese only

\*Chikusa Health Center and Nakamura Health Center will be relocating in January 2023. Please see the City of Nagoya website or Koho Nagoya for updated contact details for Nakamura Health Center. (Contact details for Chikusa Health Center will not change.)

For details of other private organizations that offer counseling and advisory services, please inquire at the Nagoya International Center.

## 4-2 City Organizations and Facilities

### 4-2-1 City of Nagoya Call Center

The City of Nagoya Call Center will answer your basic enquiries about city government services (e.g. procedures at City Hall and Ward Offices) and city events and facilities, etc.

TEL 953-7584 FAX 971-4894

Hours: 8:00-21:00 (Every day of the year)

### 4-2-2 City Government Offices

Name	Address	TEL	FAX
Nagoya City Hall	1-1, Sannomaru 3-chome, Naka-ku	961-1111	
Chikusa Ward Office	8-37, Kakuozan-dori, Chikusa-ku *Will relocate to new premises in January 2023 Address from January 2022: 103, Yamate, Hoshigaoka, Chikusa-ku	762-3111 (No change after relocation)	762-5044 (No change after relocation)
Higashi Ward Office	7-74, Tsutsui 1-chome, Higashi-ku	935-2271	935-5866
Kita Ward Office	17-1, Shimizu 4-chome, Kita-ku	911-3131	914-5752
Kita Ward Office Kusunoki Branch	974, Kusunoki 2-chome, Kita-ku	901-2261	902-1840
Nishi Ward Office	18-1, Hananoki 2-chome, Nishi-ku	521-5311	522-5069
Nishi Ward Office Yamada Branch	358-2, Yasuji-cho, Nishi-ku	501-1311	503-3986
Nakamura Ward Office	36-31, Takehashi-cho, Nakamura-ku *Will relocate to new premises in January 2023 Address from January 2022: 23-1, Matsubara-cho 1-chome, Nakamura-ku	451-1241 (Number after relocation to be confirmed*)	451-7639 (Number after relocation to be confirmed*)
Naka Ward Office	1-8, Sakae 4-chome, Naka-ku	241-3601	261-0535
Showa Ward Office	3-19, Ayuchi-tori, Showa-ku	731-1511	733-5534
Mizuho Ward Office	3-32, Mizuho-tori, Mizuho-ku	841-1521	851-3317
Atsuta Ward Office	1-15, Jingu 3-chome, Atsuta-ku	681-1431	682-1496
Nakagawa Ward Office	223, Takabata 1-chome, Nakagawa-ku	362-1111	362-6562
Nakagawa Ward Office Tomida Branch	215, Haruta 3-chome, Nakagawa-ku	301-8141	301-8657
Minato Ward Office	12-20, Komei 1-chome, Minato-ku	651-3251	651-6179
Minato Ward Office Nanyo Branch	1801, Harutano 3-chome, Minato-ku	301-8118	301-8399
Minami Ward Office	3-10, Maehama-dori, Minami-ku	811-5161	811-6360
Moriyama Ward Office	3-1, Obata 1-chome, Moriyama-ku	793-3434	794-2256
Moriyama Ward Office Shidami Branch	1390-1, Shimoshidami Yokozutsumi, Moriyama-ku	736-2000	736-4666
Midori Ward Office	15, Aoyama 2-chome, Midori-ku	621-2111	623-8191
Midori Ward Office Tokushige Branch	401, Mototokushige 1-chome, Midori-ku	875-2202	878-3766
Meito Ward Office	50, Kamiyashiro 2-chome, Meito-ku	773-1111	773-7864
Tempaku Ward Office	201, Shimada 2-chome, Tempaku-ku	803-1111	801-0826

### 4-2-3 Health Centers (*Hoken senta*)

Ward	Address	TEL	FAX
Chikusa	8-37, Kakuozan-tori, Chikusa-ku *Will relocate to new premises in January 2023 Address from January 2022: 103, Yamate, Hoshigaoka, Chikusa-ku	753-1951 (No change after relocation)	751-3545 (No change after relocation)
Higashi	7-74, Tsutsui 1-chome, Higashi-ku	934-1205	937-5145
Kita	17-1, Shimizu 4-chome, Kita-ku	917-6541	911-2343
Kusunoki Branch Office	967, Kusunoki 2-chome, Kita-ku	902-6501	902-6502
Nishi	18-1, Hananoki 2-chome, Nishi-ku	523-4601	531-2000
Yamada Branch Office	358-2, Yasuji-cho, Nishi-ku (within Yamada Branch Office)	504-2216	503-3986
Nakamura	4-7-18, Meiraku-cho, Nakamura-ku *Will relocate to new premises in January 2023 Address from January 2022: 23-1, Matsubara-cho 1-chome, Nakamura-ku	481-2216 (Number after relocation to be confirmed*)	481-2210 (Number after relocation to be confirmed*)
Naka	1-8, Sakae 4-chome, Naka-ku	265-2250	265-2259
Showa	3-19, Ayuchi-tori, Showa-ku	735-3950	731-0957
Mizuho	45-2, Tanabe-dori 3-chome, Mizuho-ku	837-3241	837-3291

Atsuta	1-15, Jingu 3-chome, Atsuta-ku	683-9670	681-5169
Nakagawa	1-223, Takabata, Nakagawa-ku	363-4455	361-2175
Tomida Branch Office	3-215, Haruta, Nakagawa-ku	303-5321	303-5438
Minato	2-1, Koei 2-chome, Minato-ku	651-6471	651-5144
Nanyo Branch Office	1806, Harutano 3-chome, Minato-ku	302-8161	301-4674
Minami	5-1-1, Higashimatabe-cho, Minami-ku	614-2811	614-2818
Moriyama	3-1, Obata 1-chome, Moriyama-ku	796-4610	796-0040
Shidami Branch Office	1390-1, Shimoshidami Yokozutsumi, Moriyama-ku	736-2023	736-2024
Midori	715, Aibarago 1-chome, Midori-ku	891-1411	891-5110
Tokushige Branch Office	18-41, Tokushige, Narumi-cho, Midori-ku	878-2227	878-3373
Meito	50, Kamiyashiro 2-chome, Meito-ku	778-3104	773-6212
Tempaku	201, Shimada 2-chome, Tempaku-ku	807-3900	803-1251

\*Please see the City of Nagoya website for the phone and fax numbers for Nakamura Health Center from January 2023.

#### 4-2-4 Environmental Works Offices

Office	Address	TEL	FAX
Chikusa Environmental Works Office	1-77, Kanare-bashi 1-chome, Chikusa-ku	771-0424	771-5113
Higashi Environmental Works Office	16-16, Dekimachi 3-chome, Higashi-ku	723-5311	723-5320
Kita Environmental Works Office	39, Tsuji-hondori 1-chome, Kita-ku	981-0421	981-5399
Nishi Environmental Works Office	4-70, Minami Horikoshi 2-chome, Nishi-ku	522-4126	522-8376
Nakamura Environmental Works Office	10-9, Sakomae-cho, Nakamura-ku	481-5391	471-5043
Naka Environmental Works Office	20-8, Shinsakae 3-chome, Naka-ku	251-1735	251-1736
Showa Environmental Works Office	10-12, Fukue 2-chome, Showa-ku	871-0504	871-0505
Mizuho Environmental Works Office	6-29, Futano-cho, Mizuho-ku	882-5300	882-5305
Atsuta Environmental Works Office	30-6, Temma 2-chome, Atsuta-ku	671-2200	671-2290
Nakagawa Environmental Works Office	150, Kamitakabata 1-chome, Nakagawa-ku	361-7638	354-4389
Minato Environmental Works Office	70-3, Juichiya 1-chome, Minato-ku	382-3575	384-0562
Minami Environmental Works Office	8-6, Motoshio-cho 6-chome, Minami-ku	614-6220	614-6223
Moriyama Environmental Works Office	606, Bentengaoka, Moriyama-ku	798-3771	798-3772
Midori Environmental Works Office	90, Tempaku, Narumi-cho, Midori-ku	891-0976	891-0276
Meito Environmental Works Office	101, Fujisato-cho, Meito-ku	773-3214	773-3215
Tempaku Environmental Works Office	231, Motoyagoto 5-chome, Tempaku-ku	833-4031	833-6823

Please contact your ward's Environmental Works Office (closed on Sat. & Sun., New Year's Holiday) or the Operations Division of the Environmental Affairs Bureau (TEL 972-2394, FAX 972-4133) for information about collection days or how to sort and dispose of recyclable and non-recyclable refuse.

#### 4-2-5 Public Works Offices

Office Name	Address	TEL	FAX
Chikusa Public Works Office	16, Sakuragaoka, Chikusa-ku	781-5211	781-2974
Higashi Public Works Office	8-15, Dekimachi 2-chome, Higashi-ku	935-8846	937-6392
Kita Public Works Office	6-2, Shimizu 5-chome, Kita-ku	911-8165	913-3986
Nishi Public Works Office	16-33, Josai 3-chome, Nishi-ku	522-8381	532-6188
Nakamura Public Works Office *Scheduled to relocate	1-87, Katori-cho, Nakamura-ku *Will relocate to new premises in January 2023 Address from January 2022: 23-1, Matsubara-cho 1-chome, Nakamura-ku	411-8106 (Number after relocation to be confirmed*)	412-5976 (Number after relocation to be confirmed*)
Naka Public Works Office	5-8, Chiyoda 1-chome, Naka-ku	261-6641	252-0742
Showa Public Works Office	10, Kawahara-dori 4-chome, Showa-ku	751-5128	751-5129
Mizuho Public Works Office	3-45-2, Tanabe-dori, Mizuho-ku	831-6161	831-8710
Atsuta Public Works Office	5-19, Mutsuno 2-chome, Atsuta-ku	881-7017	881-7022
Nakagawa Public Works Office	88, Mitsuya-cho 2-chome, Nakagawa-ku	361-7581	352-5089
Minato Public Works Office	96, Chikumori-cho, Minato-ku	661-1581	661-9154

Office Name	Address	TEL	FAX
Minami Public Works Office	5-10-1, Arahama-cho, Minami-ku	612-3211	614-3516
Moriyama Public Works Office	828, Midorigaoka, Moriyama-ku	793-8531	792-7279
Midori Public Works Office	3027-1, Sakyoyama, Midori-ku	625-4940	625-4946
Meito Public Works Office	1101, Kamiyashiro 5-chome, Meito-ku	703-1300	703-8452
Tempaku Public Works Office	714, Yoko-machi, Tempaku-ku	803-6644	805-1594

#### 4-2-6 Municipal Tax Offices

Office Name	Address	TEL	FAX
Sakae Municipal Tax Office	NHK Nagoya Broadcasting Center Bldg., 8th floor 13-3, Higashisakura 1-chome, Higashi-ku	959-3300	959-3317
Sasashima Municipal Tax Office	Nihon Seimei Sasashima Bldg., 8th floor 27-2, Meieki Minami 1-chome, Nakamura-ku *Will relocate to new premises in January 2023 Address from January 2022: 23-1, Matsubara-cho 1-chome, Nakamura-ku	588-8000 (Number after relocation to be confirmed*)	588-8017 (Number after relocation to be confirmed*)
Kanayama Municipal Tax Office	Meitetsu Masaki Daiichi Bldg, 5-33, Masaki 3-chome, Naka-ku	324-9800	324-9824

## 4-3 International Organizations

### 4-2-1 Consulates-General/Consulates in Nagoya

Country	TEL	Country	TEL
Consulate-General of the Republic of Korea	586-9221	Consulate of Canada	972-0450
Consulate-General of Brazil	222- <del>1077</del> 1106	Consulate-General of the People's Republic of China	932-1098
United States Consulate	581-4501	Consulate-General of the Republic of Peru	209-7851
Consulate-General of the Republic of Turkey	263-6200	Consulate-General of the Republic of the Philippines	211-8811

### 4-2-2 Other International Organizations

Organization	TEL	Organization	TEL
United Nations Center for Regional Development	561-9377	State of West Virginia, USA, Japan Head Office	953-9798
American Center Nagoya	581-8631	Korea Trade-Investment Promotion Agency (KOTRA) Nagoya Trade Office	561-3936
Alliance Francaise Association France-Aichi	781-2822	Korea National Tourism Organization Nagoya Office	223-3211
Jiangsu Provincial International Exchange Centre	586-5669	VCA, Japan (United Kingdom Department for Transport)	683-8831
CCI France Japon Nagoya	218-2346		