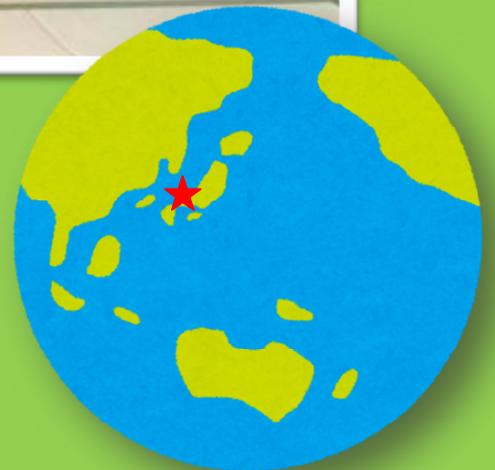


# Living Guide Book for Foreign Residents



Nagato City

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## 1. Moving in / Immigration Procedures for resident registration

Notification	Contents / Notes	Pages for details	Sections / Contacts	TEL
Procedures at the City Hall (municipal office)				
Resident registration	When a person who has a mid- to long-term resident permit enters Japan or moves to Nagato City from another municipality, or a person living in Nagato City obtains a mid- to long term resident permit due to a change or renewal of his/her resident permit, resident registration is required.	P9	Counter Subsection, General Counter Section	0837 23-1127
Seal registration	You might need it when you make contracts.	P13		0837 23-1226
National Pension	Please bring your residence card and go through the procedures to join the scheme.	P14	Insurance Management Subsection, General Counter Section	0837 23-1130
National Health Insurance, Latter-Stage Elderly Healthcare Insurance System	If you have not joined any other medical insurance, please bring your residence card to go through the procedures to join the insurance.	P14 P15		0837 23-1158
Nursing Care Insurance	After you are 65 years old or above and are eligible after the procedures of moving in the city, a Nursing Care Insurance Certificate will be sent you later.	P15	Child-raising Support Section	0837 23-1156
Child raising (Nursery schools / Kindergartens)	You need to go through the procedures to receive Child Allowance, medical subsidy and entering nursery school or kindergarten.	P15	School Education Section	0837 27-0320
Elementary schools / Junior high schools	Please notify the section at the counter for transferring school, and then go through the procedures at the school which your child is going to.	—	Management Team, Management Section	0837 23-1169
Waterworks / Sewerage	Please notify the section to use the services.	P16	Municipal Tax Subsection, Tax Affairs Section	0837 23-1124
Motorized two-wheeled vehicles (motorbikes, etc.) Light motor vehicle tax	If your motorbike, etc. is stored in Nagato City, you must put a number plate issued by Nagato City municipal office and must pay the Light Motor Vehicle Tax once a year. You need your driving license when you drive.	P18		

Private sector procedures

Bicycles	You can buy bicycles at bicycle retailers, there are no procedures necessary at the City Hall.	P19	Bicycle retailers	—
Electricity	You need to go through the relevant procedures to use.		The Chugoku Electric Power Hagi Business Office	0120 615-227
Gas	You need to go through the relevant procedures to use.		Gas supply company	—
Telephone	You need to go through the relevant procedures to use.		NTT, Mobile Phone Company	—

## 2. For residents Procedures for people already registered as residents

Notification	Details	Pages for more details	Section in charge / Contacts	TEL
Procedures at the City Hall (municipal office)				
Resident registration	When you move to Nagato City, please go through the procedures within 14 days from the date of moving in.	P9	Counter Subsection , General Counter Section	0837 23-1127
Issuing a Residence Certificate	It is a document to certify your name, address, nationality, etc. Fees are required to issue.	P9		
Birth	Please notify us of your child's birth within 14 days from the day on which your child was born including the birthday.	P12		
Marriage	When foreign residents get married in Japan, please notify both the City Hall and the embassy/consulate of your country in Japan. Different documents are required for a marriage between foreign residents and for a marriage between foreign residents and Japanese citizens. Note: In the case that a foreign spouse changes his/her name in his/her mother language after a marriage between a foreign resident and a Japanese citizen, The Japanese spouse needs to notify us with the proof.	P11	Counter Subsection , General Counter Section  Embassy/Consulate of your country in Japan	0837 23-1127  —
Divorce	In the case of a divorce between foreign residents, please contact the embassy/consulate of your country in Japan. In the case of a divorce between foreign residents and Japanese citizens, please notify both the City Hall and the embassy/consulate of your country in Japan. Different documents are required for a divorce between foreign residents and for a divorce between foreign residents and Japanese citizens.	P11		
Death	In the case that your family member or someone living with you has passed away, a relative of the deceased or a person who used to live with the deceased needs to notify us with a death certificate written by a doctor within 7 days from the day when the person was aware of the death. Please also notify the embassy/consulate of the country of the deceased.	P12		

Procedures not at the municipal office

Loss of passport	If your passport is lost or stolen, please notify the nearest police station and obtain a loss/theft certificate. This certificate is for you to take to the embassy/consulate of your country in Japan so that your passport will be reissued. Please contact the embassy/consulate before you go and check what else you need to take with you.	-	Nagato Police Station  Embassy/Consulate of your country in Japan	0837 22-0110  —
Loss of Residence Card (Alien Registration Card)	If your Residence Card (Alien Registration Card) is lost or stolen, you need to have it reissued by the Immigration Bureau. Please contact the Immigration Bureau before you go and check what else you need to take with you.	-	Hiroshima Regional Immigration Bureau Shimonoseki Branch Office	083 261-1211
Loss of Notification Card or Individual Number Card	If your Notification Card of Individual Number Card is lost or stolen, please notify the nearest police station and obtain a loss/theft certificate. Please ask at the subsection counter for the details about reissuing your Notification Card or Individual Number Card.	-	Nagato Police Station  Counter Subsection , General Counter Section	0837 22-0110  0837 23-1128

### 3. Moving out / leaving Japan Procedures for people moving outside the city

Notification	Details	Pages for more details	Section charge in / Contacts	TEL
Procedures at the City Hall (municipal office)				
Resident registration	When you move to another municipality, please notify us at Nagato City Municipal Office and go through the procedure at the municipality office of the place where you moved to with the Moving-out Certificate issued by Nagato City. Please notify us in advance when you leave Japan (e.g. go back to your country).	P9	Counter Subsection, General Counter Section	0837 23-1127
Seal registration	If you have a seal registration card, please return it to the subsection.	P13		
National Pension	You do not need to notify us when you move out. However, please go through the procedures at the municipal office of your new address.	P14	Counter Subsection, General Counter Section	0837 23-1226
National Health Insurance, Latter-Stage Elderly Healthcare Insurance System	Please return your National Insurance Card and go through the procedures to adjust your National Health Insurance premium account.	P14 P15	Insurance Management Subsection, General Counter Section	0837 23-1130
Nursing Care Insurance	Please return your Long-term Care Insurance Card	P15	Welfare for Elderly People Subsection, General Counter Section	0837 23-1158
Child raising (Nursery schools / Kindergartens)	Please submit a notification to leave at your child's nursery school or kindergarten.	P15	Child-raising Support Section	0837 23-1156
Elementary schools / Junior high schools	Please contact your child's school.	—	School Education Section	0837 27-0320
Waterworks / Sewerage	You need to notify us.	P16	Management Team, Management Section	0837 23-1169
Motorized bicycles (motorbikes, etc.) Light motor vehicle tax	Please return your Nagato City number plate before you move out or leave Japan. Please also bring your seal. If you move somewhere in Japan, you can go through the procedures at the municipal office of the place where you move to. If you sell or give your motorbike to someone, you need to go through the relevant procedures.	P18	Municipal Tax Subsection, Tax Affairs Section	0837 23-1124
Appointment of Tax Representative	Please notify us before you leave Japan in case you need to pay tax to Nagato City.	P18	Municipal Tax Subsection, Tax Affairs Section	0837 23-1124

Private sector procedures

Bicycles	You do not need to notify the municipal office.	P19		—
Electricity	You need to go through the procedures to stop the supply.		The Chugoku Electric Power Hagi Business Office	0120 615-227
Gas	You need to go through the procedures to stop the supply.		Gas supply company	—
Telephone	You need to go through the procedures to stop the supply and change of address.		NTT, Mobile Phone Company	—

## 2. Introduction to Nagato City

### ■ Location / Topography

Nagato City is located in the northwest of Yamaguchi Prefecture, in the northwesternmost part of Honshu. The city is adjacent to Hagi City in the East, Shimonoseki City and Mine City in the South, and the beautiful landscape of the Sea of Japan designated as Kita-nagato Kaigan Quasi-national Park spreads out to the North.



### Data about Nagato City

Population	33,952 (as of May 1, 2019)
Number of households	16,019 (as of May 1, 2019)
Area	357.31 km <sup>2</sup>
Average temperature	16.1 °c (Data published by Japan Meteorological Agency in 2018)

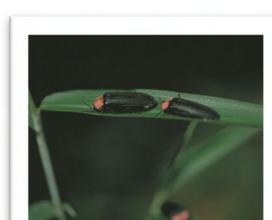
Flowering trees and wildlife of the City



Flowering tree of the City  
Cherry tree



Flowering tree of the City  
Azalea



City Wildlife  
Firefly

### 3. Information Necessary for Life



#### 1. Procedures which can be performed at the City Hall (municipal office)

##### (1) Resident registration (General Counter Section, City Hall, TEL: 0837-23-1127)

###### a. Moving in / Immigration

When a person who is not Japanese national and has a mid- to long-term resident permit (spouse, etc. of Japanese national, long-term resident, permanent resident, etc.) starts living in Nagato City or obtains a mid- to long-term resident permit due to a change or renewal of his/her resident permit, please go through the procedures for the resident registration at the General Counter Section at the City Hall within 14 days from the date of moving in.

Examples of cases that you need to notify us	Document/things you need to provide
<ul style="list-style-type: none"><li>▪ Moving into Japan</li><li>▪ Moving in from another municipality</li><li>▪ Obtaining a mid- to long-term resident permit</li></ul>	<ul style="list-style-type: none"><li>▪ Passport</li><li>▪ Resident Card</li><li>▪ Moving-out Certificate (only if you moved to Nagato City)</li><li>▪ Notification Card or Individual Number Card (only if you moved to Nagato City)</li></ul>

Note: If you moved into Japan, you may need to bring your country's passport to confirm the relation with the head of household of your new address.

###### b. Moving out

If you moved within Nagato City, you need to notify us of the change of address within 14 days from the date which you start living in the new address.

Examples of cases that you need to notify us	Document/things you need to provide
<ul style="list-style-type: none"><li>▪ Moved within Nagato City</li></ul>	<ul style="list-style-type: none"><li>▪ Resident Card</li><li>▪ Document with your old address such as National Health Insurance Card and Medical Care Eligibility Certificate</li><li>▪ Notification Card or Individual Number Card</li></ul>

### c. Moving out / Leaving Japan

When you leave Japan or move to another municipality, you need to notify us that you are moving out. If you are moving to another municipality, please obtain a Moving-out Certificate. You need the Moving-out Certificate when you register as a resident in the new municipality in which you are going to live.

Examples of cases that you need to notify us	Document/things you need to provide
<ul style="list-style-type: none"><li>▪ Leaving Japan</li><li>▪ Moving to another municipality</li></ul>	<ul style="list-style-type: none"><li>▪ Resident Card</li><li>▪ Document with your old address such as National Health Insurance Card and Medical Care Eligibility Certificate</li><li>▪ Notification Card or Individual Number Card (only if you are leaving Japan)</li></ul>

**(2) Marriage / Divorce (General Counter Section, City Hall, TEL: 0837-23-1127)**

a. Marriage

To establish a marriage legally in Japan, you need to submit a marriage notification to the municipal office (City Hall). You need the following documents; however, you may be asked for additional documents.

Please ask at the General Counter Section at the City Hall how to complete the form or about the details regarding documents.

Marriage between foreigners	Marriage between Japanese citizen and foreigner
<ul style="list-style-type: none"><li>▪ Marriage notification form</li><li>▪ Document to prove your nationality (e.g. passport)</li><li>▪ Certificate of Legal Capacity to Contract Marriage</li></ul>	<ul style="list-style-type: none"><li>▪ Marriage notification form</li><li>▪ Birth Certificate (only for foreigner)</li><li>▪ Document to prove your nationality (e.g. passport)</li><li>▪ Certificate of Legal Capacity to Contract Marriage</li><li>▪ Certificate of All Register (of Family Register) of the Japanese citizen (Only for a person whose <i>honseki</i>, place of domicile, is not in the place where you submit the marriage registration)</li></ul>

Documents (e.g. Birth Certificate, Nationality Certificate, Certificate of Legal Capacity to Contract Marriage) written in non-Japanese language need to have a Japanese translation with translators name attached. To complete the marriage notification form, two adult witnesses are required. If you have seals, please bring them with you.

If you want to register your marriage in your countries, please notify your country's embassy/consulate in Japan.

Note: In the case that a foreign spouse changes her/his name after the marriage with a Japanese citizen, the Japanese spouse needs to notify it to change the foreign spouse's name in the family registry of the Japanese spouse. Please bring a document which proves that his/her spouse's name has been changed with a Japanese translation attached.

b. Divorce

To establish a divorce legally in Japan, you need to submit a divorce notification to the municipal office (City Hall).

Required documents vary depending on the nationality. Please ask at the General Counter Section at the City Hall or the embassy/consulate how to complete the form or about the details regarding document.

**(3) Birth / Death (General Counter Section, City Hall, TEL: 0837-23-1127)**

a. Birth

When your child is born, please notify us within 14 days from the date of birth (including the date of birth). A Birth Notification Form can be obtained with the Birth Certificate at the hospital in which your child was born.

Examples of the cases that you need to notify us	Document/things you need to provide
<ul style="list-style-type: none"><li>• Your child was born</li></ul>	<ul style="list-style-type: none"><li>• A Birth Notification Form with a Birth Certificate</li><li>• Maternal and Child Health Handbook</li><li>• Nationality Certificate</li></ul>

Note: For your new born child to live in Japan, he/she needs to obtain a residence permit. Please notify us and apply for a residence permit at the immigration bureau (Hiroshima Regional Immigration Bureau Shimonoseki Branch Office, TEL 083-261-1211) within 30 days from the date when your child was born.

b. Death

When your family member or someone with whom you live has died, please notify us of the death, within 7 days of the date when you know of the person's death, regardless of the nationality of the deceased. A Death Notification Form can be obtained with a death certificate made by the doctor who confirmed his/her death or the hospital in which the person has died.

Examples of the cases that you need to notify us	Document/things you need to provide
<ul style="list-style-type: none"><li>• A family member or someone with who you live died</li></ul>	<ul style="list-style-type: none"><li>• Death Notification Form with a Death Certificate</li></ul>

Please return the Residence Card or Special Permanent Resident Certificate to the Immigration Bureau (Hiroshima Regional Immigration Bureau Shimonoseki Branch Office, TEL 083-261-1211) within 14 days from the date when the person died.

**(4) Seal registration (General Counter Section, City Hall, TEL: 0837-23-1127)**

Your seal is important, as it serves as your signature.

For example, when you buy a house or car, you will need to sign a contract and may need your Seal Registration Certificate. *Jitsuin* means a seal registered at the municipal office (City Hall). One seal can be registered per person. Other people cannot share your seal as their *Jitsuin*. Please note that the seal which you register must have the name (parallel entry name or common name) entered in the residence registry.

Anyone aged 15 or over who is registered as a resident in Nagato City can register their seal. Please bring the seal which you want to register and your Residence Card or official photo ID. After completing the registry, you will receive your Seal Registration Card. When you need to obtain a Seal Registration Certificate in the future, please make sure to bring your Seal Registration Card with you.

(Procedures for seal registration)

Person who needs to register	Documents / things to bring	Notes
Person who wants to register his/her seal	<ul style="list-style-type: none"><li>Seal to be registered</li><li>Photo ID e.g. Residence Card, Driving License</li></ul>	When you make a new seal to register, please ask the municipal office (City Hall) in advance whether the form of your new seal will be accepted for registration.
Representative of the person who wants to register the seal	<ul style="list-style-type: none"><li>Seal to be registered</li><li>Seal of the representative</li><li>A letter of attorney (A form provided by Nagato City)</li><li>ID to confirm the representative (e.g. driving license, Residence Card, National Health Insurance Card)</li></ul>	If the person who wants to register his/her seal cannot apply, his/her representative can register it; however, the registration will not be completed on the same day.

**(5) National Pension (General Counter Section, City Hall, TEL: 0837-23-1226)**

National Pension is the state pension. All registered residents aged 20 to 59 must join either the National Pension or an employee's pension.

The state pension includes old-age pension, disability pension and survivor pension just in case the unexpected happens.

The insurance premium for National Pension is approximately 17,000 yen per month. If you have paid the premium for more than 6 months and you leave Japan, you can claim a withdrawal lump sum calculated based on up to three years' worth of premiums.

If your income is low and you have difficulty in paying the premium, you may be exempt from payment or may defer payment, if your application is accepted.

**(6) National Health Insurance (Insurance Management Subsection, General Counter Section, City Hall, TEL: 0837-23-1130)**

National Health Insurance is the social security system by which you can access medical care with ease when you are ill or injured.

You need to join National Health Insurance (except for Temporary Visitors who stay less than 3 months or people who receive public assistance, etc.), unless you join the health insurance provided by your company, you are a dependent of the person who joins the company's health insurance or you join Latter-Stage Elderly Healthcare Insurance System

Please notify the municipal office (City Hall) when you join or leave the National Health Insurance.

If you delay notifying us of joining the Insurance, you cannot get benefit from the Insurance, which means that you may need to pay the whole medical fee when you suddenly became ill or injured.

After joining the National Health Insurance, an Insurance Card will be issued. When you have treatment at hospital, make sure to bring your Insurance Card. By presenting your Insurance Card, you pay only a part of the medical fee according to your age when you receive medical care. Moreover, when you give birth, dies or your medical expenses become very high, you may receive some benefit by notifying the municipal office (City Hall).

People aged 40 years old or over who join the National Health Insurance are eligible for specific health check-ups to detect lifestyle disease and to prevent it from becoming severe. Please contact the Insurance Management Subsection, General Counter Section at the City Hall for details.

**(7) Latter-Stage Elderly Healthcare Insurance System**

**(Insurance Management Subsection, General Counter Section, City Hall, TEL: 0837-23-1130)**

Latter-Stage Elderly Healthcare Insurance System is the medical care system with which elderly people can access medical care at ease.

People who are residents in the city and are 75 years old or over (except for Temporary Visitors who stay less than 3 months or people who receive public assistance, etc.) are eligible. Also, people aged between 65 and 74 years old who have a disability (physical disability certificate grade 1–3, etc.) can apply to join the scheme. All eligible people need to pay insurance premium.

**(8) Nursing Care Insurance (Nursing Care Support Subsection, Senior Citizens' Welfare Section, City Hall TEL: 0837-23-1158)**

Nursing Care Insurance System is to provide care service for elderly people by the whole society without leaving it only to the family. If you need care or support to carry on daily life due to being bedridden, dementia, etc., and your application for a care service is authorized, care services will be provided.

**(9) Welfare for disabled people (Disability Support Subsection, Community Welfare Section, City Hall TEL: 0837-23-1243)**

Various support for people with a mental or physical disability such as consultation, treatment, medical care, disability welfare service and use of welfare facilities. People with a physical disability can obtain a Physical Disability Certificate (booklet), people with a mental disability can obtain a Rehabilitation Certificate (booklet) and people who are restricted in daily life and social life due to mental illness can obtain a Mental Disability Health Welfare Certificate (booklet). Having those certificates enables you to access various welfare services.

**(10) Child raising (Child-raising Support Section, City Hall, TEL: 0837-23-1156)**

You need to go through the procedures to obtain a place for your child in nursery school or kindergarten.

If your household is raising a child/children aged up to Junior high school, you can receive Child Allowance.

Inpatient and outpatient medical fees are free for children who have National Health Insurance until the end of elementary school.

Please ask the Child-raising Support Section at the City Hall for details regarding application procedures and systems.

**(11) Pregnancy / Childcare (Health Promotion Section TEL: 0837-23-1133)**

When you get pregnant, you will receive a Pregnancy Notification Form (Maternal and Child Health Handbook Issuance Application Form). Please go to a municipal office (either Nagato City Health Center, Misumi Health Centre, Heki Health Center or Yuya Health Welfare Center) with the Pregnancy Notification Form and go through the procedures to receive a Maternal and Child Health Handbook.

The handbook is to record important matters regarding your pregnancy, childbirth, child's growth, development, health check-ups and immunizations until your child starts elementary school.

Please ask if you would like a Maternal and Child Health Handbook in another language.

**(12) Waterworks / Sewerage (Management Team, Waterworks and Sewerage Management Section TEL: 0837-23-1169)**

When you start or stop using water supply, please contact the Management Team in the Waterworks and Sewerage Management Section in advance by phone.

To use water supply, you need to pay the water charge bimonthly. If you use sewerage, you need to pay the sewerage charge bimonthly according to the amount of water you used.

**(13) City housing (Housing Subsection, Housing Construction Section TEL: 0837-23-1186)**

City Housing is residential buildings operated by Nagato City, and their rents are determined according to the tenants' income.

You can apply anytime of the year for renting City Housing.

If you are interested, please contact the Housing Subsection in the Housing Construction Section.

#### **(14) Tax**

There are taxes to pay to the state and taxes to pay to the prefecture and city. You need to pay income tax (national) and municipal tax (prefectural/municipal) for income of the individual and/or corporation, property tax (municipal) and city planning tax (municipal) for your real estate such as buildings and land. You have to pay each tax separately. You also need to pay automobile tax (prefectural) and light motor vehicle tax (municipal) for your car and/or motorbike according to their engine size.

These taxes have deadlines. If you do not pay on time, you will receive a reminder and will need to pay a reminder fee and overdue tax. If you do not pay after receiving the reminder, your property may be subject to foreclosure.

- **Income Tax (Nagato Tax Office TEL: 0837-22-2441)**

You have to file your tax return to the tax office to determine your income tax (national) for your annual income between January 1 and December 31 each year.

If the total annual income from your salary exceeds 20,000,000 yen; tax has not been deducted from your salary from your employer; you have salary from two or more employers; and/or you have income other than the salary (except if such income other than salary is 200,000 yen or less), you have to file tax return between February 15 and March 15 in the following year.

During the tax return period, tax return consultations will be held at tax offices and other places in the city. Please contact Nagato Tax Office for details such as the necessary documents for a tax return.

- **Resident Tax (Municipal Tax, Prefectural Tax)(Tax Affairs Section, City Hall TEL: 0837-23-1124)**

You have to pay both municipal tax and prefectural tax to the city in which you resided on January 1 each year, according to your income of the previous year.

If municipal tax has not been deducted from your salary by your employer, the municipal office will send you a tax notice. Please pay the tax with the tax notice.

During the tax return period, consultations regarding a declaration of municipal tax will be held. Detailed dates will be announced by the city's public relations on February 1.

- Automobile Tax (Yamaguchi Prefecture Hagi Tax Office TEL: 0838-25-3111)  
If you own a car/cars (except for a light motor vehicle) on April 1 every year, you have to pay automobile tax (prefectural). The prefectural tax office will send you a tax notice in May every year. Please pay the tax with the tax notice.  
When your car goes through a vehicle inspection test, you need to present a receipt (Automobile Tax Payment Certificate). Please keep the receipt in a safe place.
- Light Motor Vehicle Tax (Tax Affairs Section, City Hall TEL: 0837-23-1123)  
If you own a motorbike (motorized two-wheeled vehicle or large sized motorbike) or a light vehicle\* on April 1 every year, you have to pay light motor vehicle tax (municipal). The municipal office will send you a tax notice in May every year. Please pay the tax with the tax notice.  
Please keep your Light Motor Vehicle Tax Payment Certificate (for vehicle inspection) in a safe place, as you need to present it when your motorbike/car goes through a vehicle inspection test.  
\*Light vehicle: a vehicle with a length of 3.4 meters or less, a width of 1.48 meters or less, a height of 2 meters or less and an engine size of 660 cc or less.
- Property Tax / City Planning Tax (Tax Affairs Section TEL: 0837-23-1125)  
If you own fixed assets (land, building, depreciable assets for business use such as machinery, apparatus, equipment, constructions other than houses, vehicle, vessel, etc.), you have to pay property tax and city planning tax (taxed on the land and buildings in the taxable area in the part of the city)  
The municipal office will send you a tax notice in May every year. Please pay the tax with the tax notice.  
If there is any change in your taxed fixed assets due to a disposal by sale, dismantlement, etc., please contact us.
- Assignment of a tax agent (Tax Affairs Section TEL: 0837-23-1124)  
Please appoint and notify us of your tax agent who is going to deal with all matters regarding your tax payment after you leave Japan. Your tax agent has to be a resident in Japan.

#### **Payment**

Insurance premium, usage fees and taxes can be paid at financial institutes in the city, main office/branch office of the municipal office (City Hall), or convenience stores in the city. Please prepare your tax notice and cash for the payment.

## 2. Private sector procedures

### (1) Electricity

If you want to use electricity, please check with your estate agency or landlord.

If you would like to proceed by yourself, please contact the Chugoku Electric Power Hagi Business Office (TEL: 0120-615-227). Bills will be sent to you every month.

### (2) Gas

If you want to use gas, please check with your estate agency or landlord.

If you would like to proceed by yourself, please contact a gas company or retailer. Please ask the gas company and retailer for the prices and payment method.

### (3) Telephone

#### a. Mobile phones

If you want to use a mobile phone, please purchase it at a mobile phone retailer, etc. Please check the payment method, etc. with the retailer

#### b. Landline phones

If you want to set up a new landline phone, please contact NTT (TEL: 0120-116-000). NTT has an interpreting assistant service for foreigners. Bills will be sent to you every month.

(NTT foreign language assistance service)

TEL: 0120-064-337 (free of charge)

Opening hours: 9:00 a.m.–5:00 a.m., Monday–Friday

Available languages: English, Chinese, Portuguese, Spanish and Korean (Mon., Wed. and Fri. only), etc.

### (4) NHK License Fee

(Contract TEL: 0120-151515 / License fee TEL: 0570-077-077)

NHK is the national broadcasting company. If you have a TV, you have to pay the TV license fee. Please contact NHK regarding the procedures for the contract and payment method.

### 3. Other necessary information

#### (1) Health care (Health Promotion Section, City Hall TEL: 0837-23-1133)

Please bear in mind the following things to maintain mental and physical health.

- Have health check-ups regularly
- Be aware of hay fever in spring, food poisoning in summer and influenza in winter
- Be careful with poisonous snakes such as vipers and insects, as there are lots of them
- Have a balanced diet and enough sleep
- Take up regular exercises and sports
- Try to maintain a hygienic environment to prevent diseases caused by being unhygienic
- Make friends to whom you can talk about everything



#### (2) Medical care

You can have a consultation in a medical institute at any time. Find a family doctor near your house.

(How to have a medical consultation)

① Reception	Tell the receptionist whether it is your first visit or return visit. If it is your first visit, complete a registration form and present your National Health Insurance Card. If it is a return visit, present your Patient Registration Card or write your name on the registration book.
② Consultation	When you are called, go into the consultation room for the medical consultation.
③ Payment / Receiving a prescription	After the consultation, make the payment at the cashier. You might receive medicines there, but in most cases only a prescription is given. Go to a pharmacy and present your prescription to receive your medicines. If consultations or treatments continue, confirm the next appointment.

Note: If there are restrictions on treatment due to reasons related to your religion or chronic illness, please tell your doctor before your treatment starts.

In the case that hospitals/clinics are not open or an emergency occurs at weekday night or daytime at weekend, contact Natago City Emergency Clinic (Nagato-shi Okyu Shinryojo TEL: 0837-27-0199)



### (3) Transportation

#### a. Bus

When you get on the bus, take a numbered ticket from the machine on the bus. When you get off the bus, pay your fare in the fare box next to the driver. Your fare will be displayed at the front of the bus in the column of the number of your numbered ticket. If you do not have small change, obtain small change from the money changing machine in the bus, as the fare box does not provide any change. The same applies when you pay with a book of tickets. A book of tickets can be purchased from the driver.

There will be bus announcements for every bus stop (e.g. “Tsugi-wa ..... desu” means “The next stop is...”) and you can press the button near the seats to let the driver know that you want to get off.

#### b. Train

When you take JR West Japan trains, the San-in Line (Nagato-misumi Sta., Kiwado Sta., Nagato-furuichi Sta., Hitomaru Sta. and Igami Sta.), the Mine Line (Itamochi Sta., Nagato-yumoto Sta., and Shibuki Sta.), the Senzaki Line (Senzaki Sta.) can be taken at Nagatoshi Station. Check the fare and buy a ticket from a ticket machine at the station before boarding. Please give your ticket to one of the station staff or put it in a ticket box at the station where you get off the train. Stations other than Nagatoshi Station are unmanned; therefore, please buy a ticket on the train.



#### c. Taxi

When you want to use a taxi, either you can stop a taxi by raising your hand or by phoning a taxi company. When you board a taxi, tell the driver your destination (e.g. “... made onegaishimasu” means “to ..., please”).



#### d. Direct line to JR Shin-Yamaguchi Station (Jumbo Taxi)

JR Shin-Yamaguchi Sta. ⇔ Nagato City (Nagato Yumoto Onsen, Nagatoshi Sta., Senza Kitchen)

JR Shin-Yamaguchi Sta. ⇒ Nagato City		
Bus stop	1st	2 <sup>nd</sup>
Shin-Yamaguchi Sta. (North exit, Bus stop 6)	11:15	15:25
Nagato Yumoto Onsen (In front of Fuji Daiichi Kotsu Yumoto Service Office)	12:20	16:30
Nagatoshi Sta.	12:35	16:45
Senza Kitchen (Michi-no-eki Roadside Station)	12:45	16:55

Nagato City ⇒ JR Shin-Yamaguchi Sta.		
Bus stop	1st	2 <sup>nd</sup>
Senza Kitchen (Michi-no-eki Roadside Station)	9:30	13:45
Nagatoshi Sta.	9:40	13:55
Nagato Yumoto Onsen (In front of Fuji Daiichi Kotsu Yumoto Service Office)	9:55	14:10
Shin-Yamaguchi Sta. (North exit, Bus stop 6)	11:00	15:15

**Operating day** Everyday    **Fares** Adult: 2,000yen Child: 1,000 yen

**Inquiries** Fuji Daiichi Kotsu    TEL: 0120-39-2030

**Public transportation contacts**

Bus: Sanden Kotsu (Nagato Branch) TEL: 0837-26-1735

Bocho Kotsu (Senzaki Branch) TEL: 02837-26-0803

Blue Line Kotsu (Shimonoseki City TEL: 083-786-0059

JR (train): JR Nagatoshi Sta. TEL: 0570-666-720

Taxi: Fuji Daiichi Kotsu TEL: 0837-22-2032

Shin Nihon Kanko Kotsu TEL: 0837-22-4800

Nagato Sanden Taxi TEL: 0837-26-2788

Hitomaru Taxi TEL: 0837-32-1126

Furuichi Taxi TEL: 0837-37-3194

Anzen Taxi TEL: 0837-43-0855

#### e. Traffic rules

Traffic conditions and rules vary from country to country. Please abide by the following traffic rules to protect yourself.

##### (Traffic rules for pedestrians)

- Pedestrians should walk on the right hand side of the road
- Walk on the pavement if there is a separate pavement and road
- When you cross the road, use a pedestrian crossing or footbridge
- Do not cross at a place where there is a sign prohibiting crossing
- At an intersection with traffic lights, confirm whether the traffic light located in the place of your direction is green before crossing. When the green light for pedestrians is flashing, do not start crossing.
- While a crossing alarm is sounding and/or crossing bars are coming down at a railway crossing, make sure to stop and wait.



##### (Traffic rules when you ride a bicycle)

- Make sure to follow traffic lights, and do not go when the traffic light is red
- Cycle on the left hand side of the road. If there is a sign “bicycles should use pavement”, cycle on the pavement
- Make sure that you check the brakes and lights of your bicycle
- Do not cycle side by side, double on a bicycle or holding an umbrella
- Make sure to put a light on at night
- Do not ride a bicycle after drinking
- Do not park your bicycle in a place which obstructs traffic



##### (Traffic rules when you drive a car or motorbike)

- Cars and motorbikes must be driven on the left hand side of the road
- When you drive, you must carry your driving license with you
- Not only a driver but also other passengers must wear seatbelts
- When you ride a motorbike, you must wear a helmet
- You must not drive a car or motorbike without vehicle inspection and car insurance
- You must not drive after drinking
- Do not park your vehicle in a parking prohibited area
- In the case that a traffic accident occurs, make sure to call the police (TEL: 110)

**(4) Residents' associations (Activity Promotion Subsection, Citizens' Activity Promotion Section TEL: 0837-23-1172)**

A citizens' association is an organization formed by residents voluntarily, and conducts various activities for us to live safely and with peace of mind in our area. Residents join an association in their area.

Each resident has a role in their citizens' association, for example, one of its activities includes cleaning roads, waterways and parks together. Other activities include cleaning garbage collecting points and disaster prevention. Festivals and sports festivals are also carried out to get to know each other better.

Please consider joining a residents' association, as the PR magazine, "Koho Nagato", with information from administrative organizations and circular notices (documents of notices which pass from house to house) are normally provided through residents' associations.

Once you joined a residents' association, you need to abide by the rules such as membership payment.

Carrying out activities with local people enables you to get to know them and feel close to them.

Please check with the representative of the residents' association in your area for the details such as how to join and membership fees. (The representative of the residents' association is called "Jichikaicho" or "Kucho".)

If you would like to know who is the representative, please ask your neighbor or the Activity Promotion Subsection of the Citizens' Activity Promotion Section at the City Hall.

### (5) Job seeking

Foreigners need to obtain a status of residence which allows them to work or a “Permission to Engage in Activity Other than that Permitted by the Status of Residence Previously Granted” at the Immigration Bureau (Hiroshima Regional Immigration Bureau Shimonoseki Office TEL: 083-261-1211) if they want to work in Japan.

If you would like to seek a job, please contact Hello Work Hagi-Nagato Branch Office (TEL: 0837-22-8609), etc.

### (6) Garbage disposal (Living Environment Section TEL: 0837-23-1249)

The days on which you can dispose your garbage vary from area to area, so please check with the “Garbage Collection Calendar” of your area.

Burnable garbage, paper/clothes and plastic/paper packaging should be brought by 7:00 a.m., and non-burnable garbage, batteries, bottles/cans/PET bottles and oversized garbage should be brought by 8:30 a.m. to the designated collection point.



For the types of garbage which can be collected and how to dispose of them in the collection point, please check the “Guide for separating and disposing household garbage” (Japanese, English, Chinese and Vietnamese are available.)

Please download them at the following website.

<https://www.city.nagato.yamaguchi.jp/soshiki/8/2886.html>



### (7) Learning Japanese / Livelihood Support (Nagato Nihongo Club TEL: 080-2145-3440)

Japanese classes are held in Nagato City for foreigners who want to learn Japanese. You can enjoy learning Japanese in this class according to your ability. Please contact Nagato Nihongo Club directly for details such as the dates and contents.

## 4. In case of emergency



### (1) **Illness / Injury** : Fire brigade / Emergency medical services (TEL: 119)

If you suddenly become ill or get severely injured, ask your acquaintance or neighbor for help, or call an ambulance (TEL: 119). When you call an ambulance, tell the operator your name and address, and prepare your Health Insurance Card, Medical Record Hand Book, etc.



### (2) **Fire** : Fire brigade / Emergency medical services (TEL: 119)

In case of fire, please shout, "Kaji-da!" (Fire!) to let other people know and call the fire brigade (TEL: 119). When there is lots of smoke due to fire, and/or it is difficult to extinguish fire by yourself, cover your nose and mouth with a wet towel, lower your body, and evacuate to a safe place immediately.

There are lots of wooden houses in Japan; therefore, fire may spread easily through the neighborhood.

Please make sure that you keep in mind the following things:

- Prepare a fire extinguisher
- Get the habit of checking whether you switched off the fire before going to bed or going out
- Do not smoke lying in bed and do not litter cigarettes
- Do not leave burnable items around your house to prevent arson
- While cooking deep frying, keep an eye on it and never leave it
- Do not play with fire

Fire breaks out often in winter due to dry air. Please be careful when you use fire.

### (3) **Traffic Accident / Crime** (TEL: 110)

If you have a traffic accident or become a victim of a crime, please call the police and tell them what happened.



### (4) **Earthquake**

Earthquakes occur often in Japan. Please confirm the safest place in your house, how to contact each other in your family, where to evacuate, and the telephone number of the embassy or consulate of your country.

Please prepare the following items in case of earthquakes:

- Put a torch, towel, gloves, water for emergency, food (approx. for 3 days), medicines for emergency, portable radio, shoes, etc. together in a rucksack, etc.



- Put tape to seal windows and glass of shelves to prevent injury in case they are broken due to earthquakes
- Fix furniture to the wall to prevent injuries, as bookshelves and wardrobes may fall down.
- When an earthquake occurs while you are indoors, use cushions to protect your head from falling objects and go under the table. If you are outside, watch out for falling objects, go to a spacious place, lower your body, and stay still until tremors stop to protect yourself.

Please make sure that you wear shoes or slippers not to get injured by broken glass when you open doors and windows to evacuate. When you evacuate, please carry important documents such as passports. Please also be aware of aftershocks for a while after the main tremor.



#### **(5) Landslide disaster / Flood**

In Japan, it may rain heavily during the rainy season between June and July every year. Also, typhoons come closer or land in Japan between August and September and may lead to landslides, floods and storms which cause major damage.

Please make sure that you keep in mind the following things to prepare for disaster:

- Fix or bring indoors items which might be blown away by wind such as waste bins, flower pots, etc.
- Reinforce glass windows, etc. with gum tape or vinyl tape, and close shutters if you have them
- Place torches and portable radios in a place which all the family member knows in case of power cut

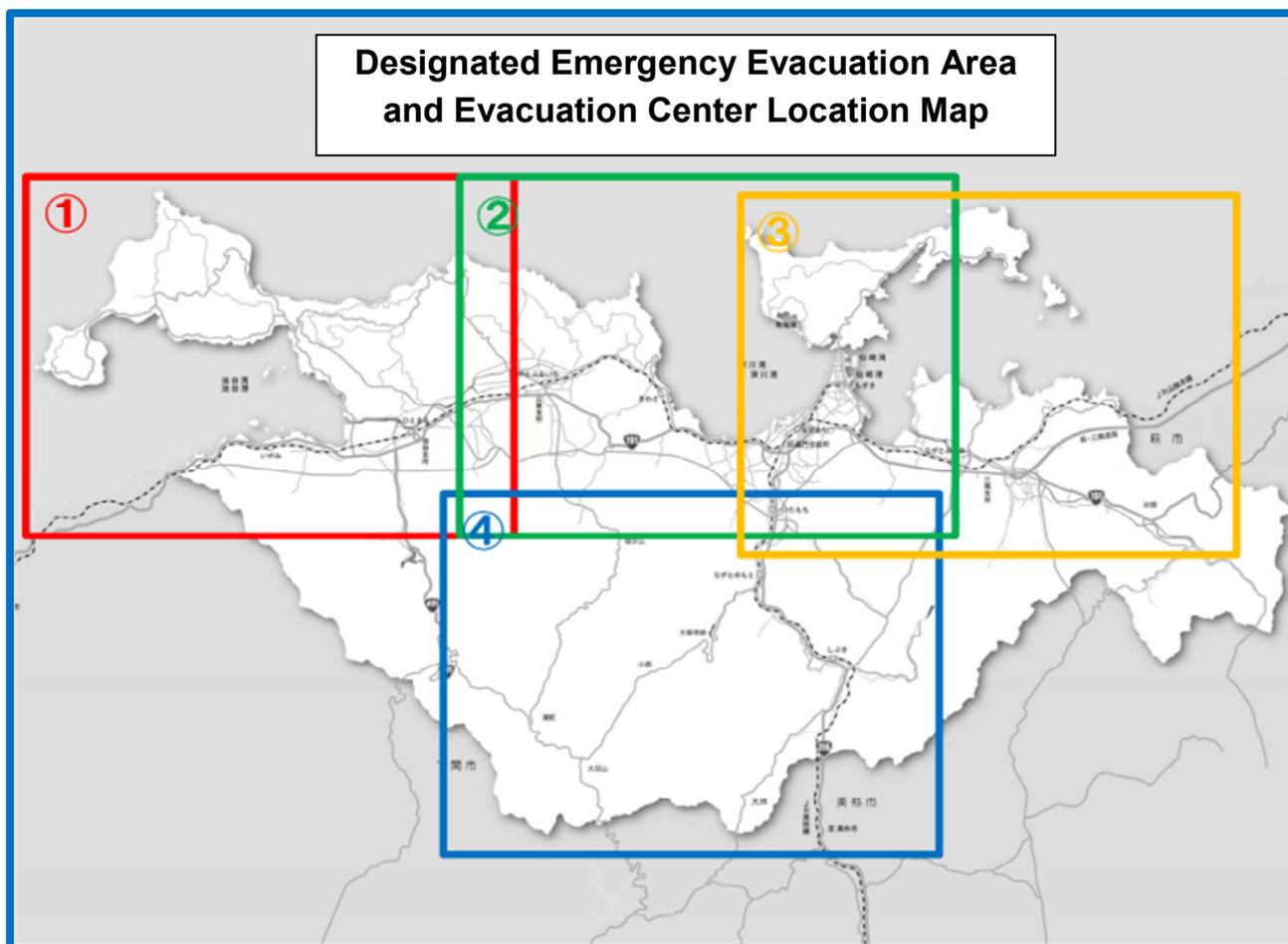


#### **(6) Typhoon**

Try not to go outside when a typhoon is coming. Please stay vigilant of weather information and notices from the city. If the city announces an evacuation advisory or order, please go to a designated evacuation center immediately. If you feel danger even before the announcement of evacuation advisory/order, it is important to evacuate spontaneously or ask your neighbors for help as early as possible. When you leave your house to evacuate, please close the gas main cock, as gas causes fire, and make sure that the door is locked.

Inquiries regarding disasters: Disaster Prevention and Risk Management Section, City Hall TEL: 0837-23-1111

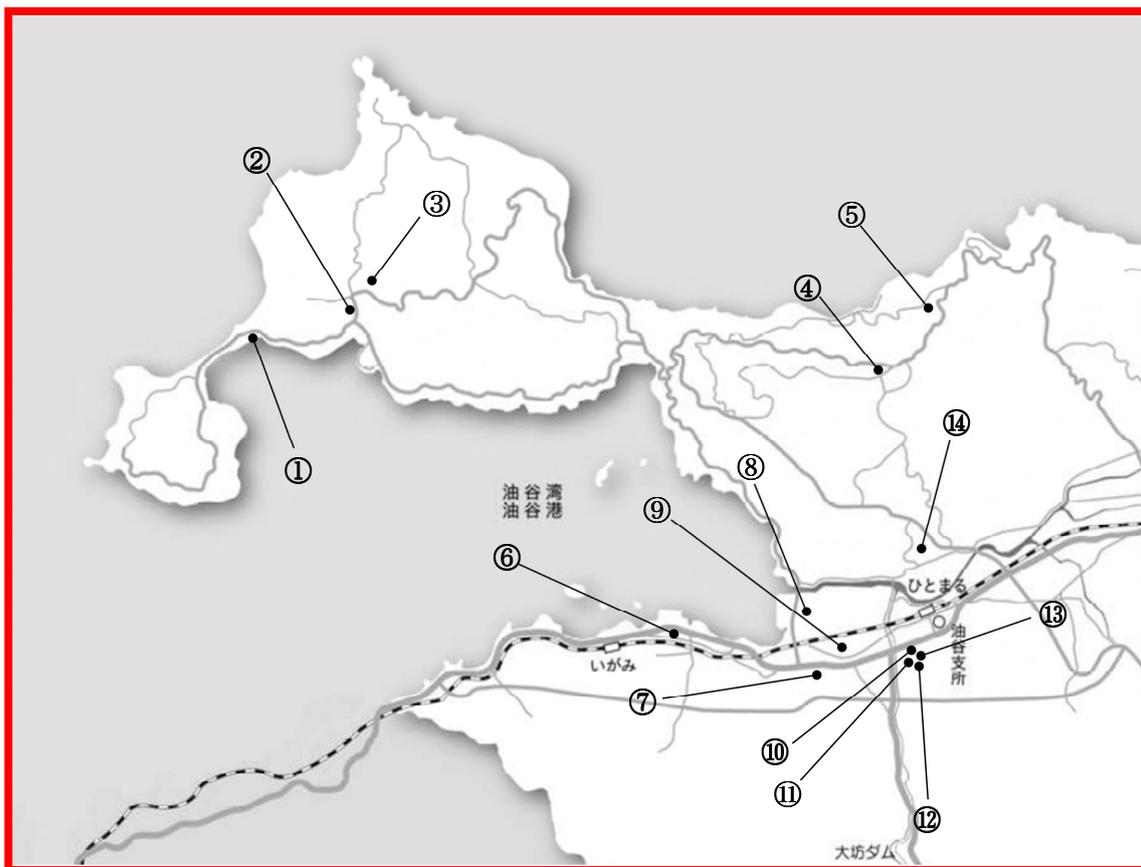
Please use the lists and maps of emergency evacuation areas/evacuation centers designated by Nagato City (pp29–32). However, please check states of emergency evacuation area/evacuation centers nearby in hazard maps, etc. in advance, as not every evacuation center is suitable for all types of disasters. If you don't know where evacuation centers are or in case of disaster, please contact the Disaster Prevention and Risk Management Section, City Hall (TEL: 0837-23-1111)



- (1) Yuya Area . . . . . P29**
- (2) Heki, Fukagawa and Senzaki Area . . . . P30**
- (3) Kayoi and Misumi Area . . . . . P31**
- (4) Yumoto, Shibuki and Tawarayama Area . P32**

	<b>Emergency Evacuation Area</b>	A place to evacuate urgently and to ensure your safety temporarily in case of disaster
	<b>Evacuation Center</b>	A place where victims can stay for a certain period of time when disaster occurs.

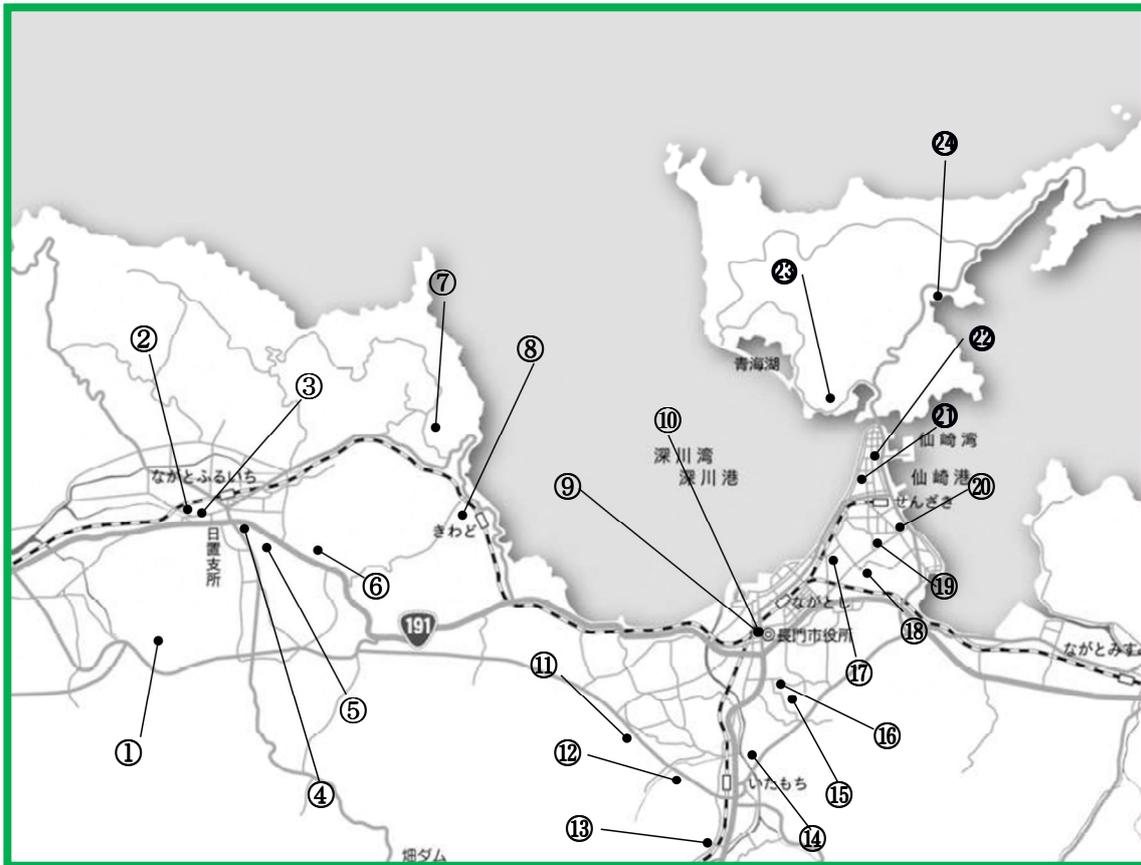
## (1) Yuya Area



No			Name
①	○	—	Yamaguchi Pref. Fishermen's Cooperative, Oura Branch Office
②	○	—	Mukatsuku Komin-kan Public Hall
③	○	○	Mukatsuku Elementary School
④	○	—	Utsuka Shuraku Village Center
⑤	○	—	Utsuka Multi-purpose Koryu-kan Hall
⑥	○	—	Former Igami Elementary School Building
⑦	○	—	Hishikai Junior High School

No			Name
⑧	○	—	Yuya Workers Sports Center
⑨	○	—	Yuya-Kawara Agriculture Research Institute
⑩	○	—	Waiwai Children Center
⑪	○	○	Raporu Yuya
⑫	○	—	Yuya Health and Welfare Center
⑬	○	○	Yuya Elementary School
⑭	○	—	Kuraoda Koryu-kan Public Hall

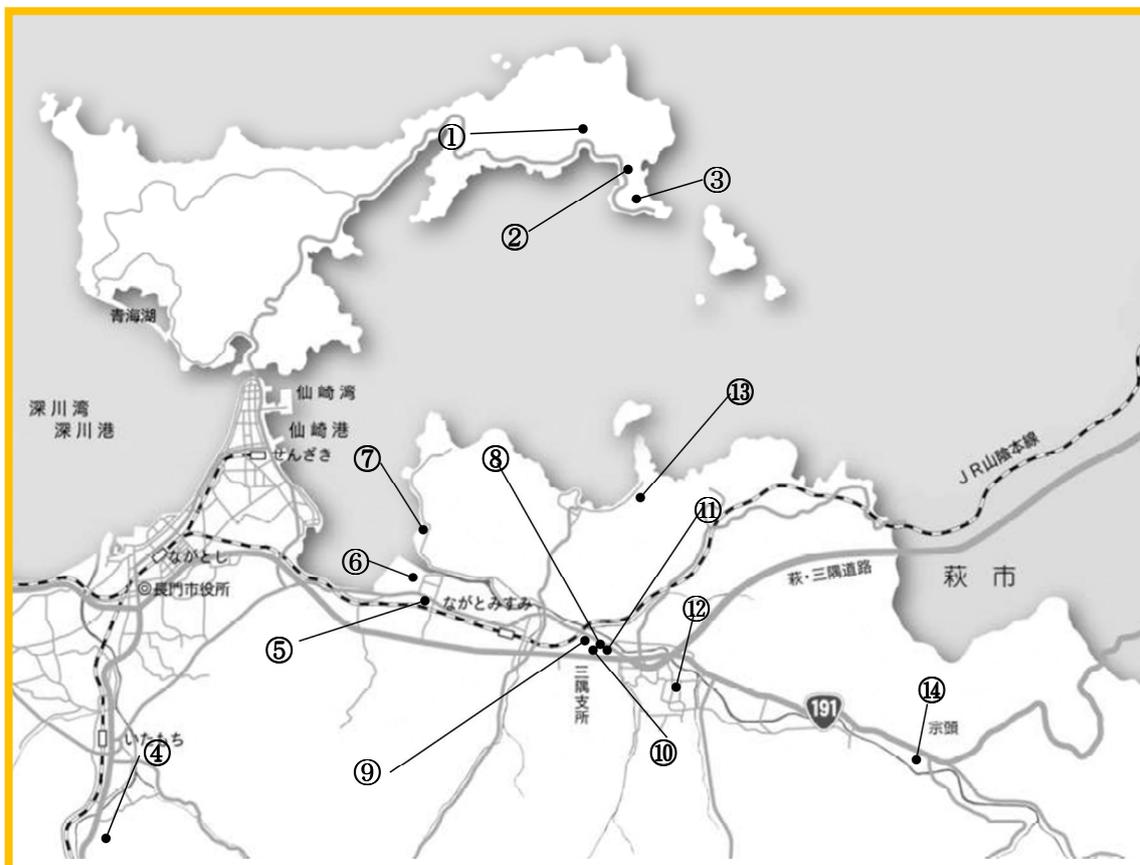
## (2) Heki, Fukagawa and Sensaki Area



No			Name
①	○	—	Akebono-en
②	○	○	Heki Junior High School
③	○	○	Heki Elementary School
④	○	—	Heki Health Center
⑤	○	—	Heki Farm Village Environmental Improvement Center (Heki Noson Kankyo Kaizen Center)
⑥	○	—	Otsu-Ryokuyo High School, Heki Building
⑦	○	—	Heki Farm Village Vitalizing Interaction Center (Heki Noson Kasseka Koryu Center)
⑧	○	—	Jinden Elementary School
⑨	○	—	Chuo Komin-kan Hall
⑩	○	—	Nagato City Health Center
⑪	○	—	Nagato Labo
⑫	○	—	Minori Nursery School

No			Name
⑬	○	—	Koyo Elementary School
⑭	○	—	Nagato Sports Park
⑮	○	○	Fukawa Junior High School
⑯	○	—	Fukawa Elementary School
⑰	○	—	Otsu-Ryokuyo High School, Otsu Building
⑱	○	○	Nagato General Gymnasium
⑲	○	○	Senzaki Junior High School
⑳	○	—	Otsu-Ryokuyo High School, Suisan Building
㉑	○	○	Senzaki Elementary School
㉒	○	—	Senzaki Komin-kan Hall
㉓	○	—	Omijima Gymnasium
㉔	○	—	Ohibi Kokaido Hall

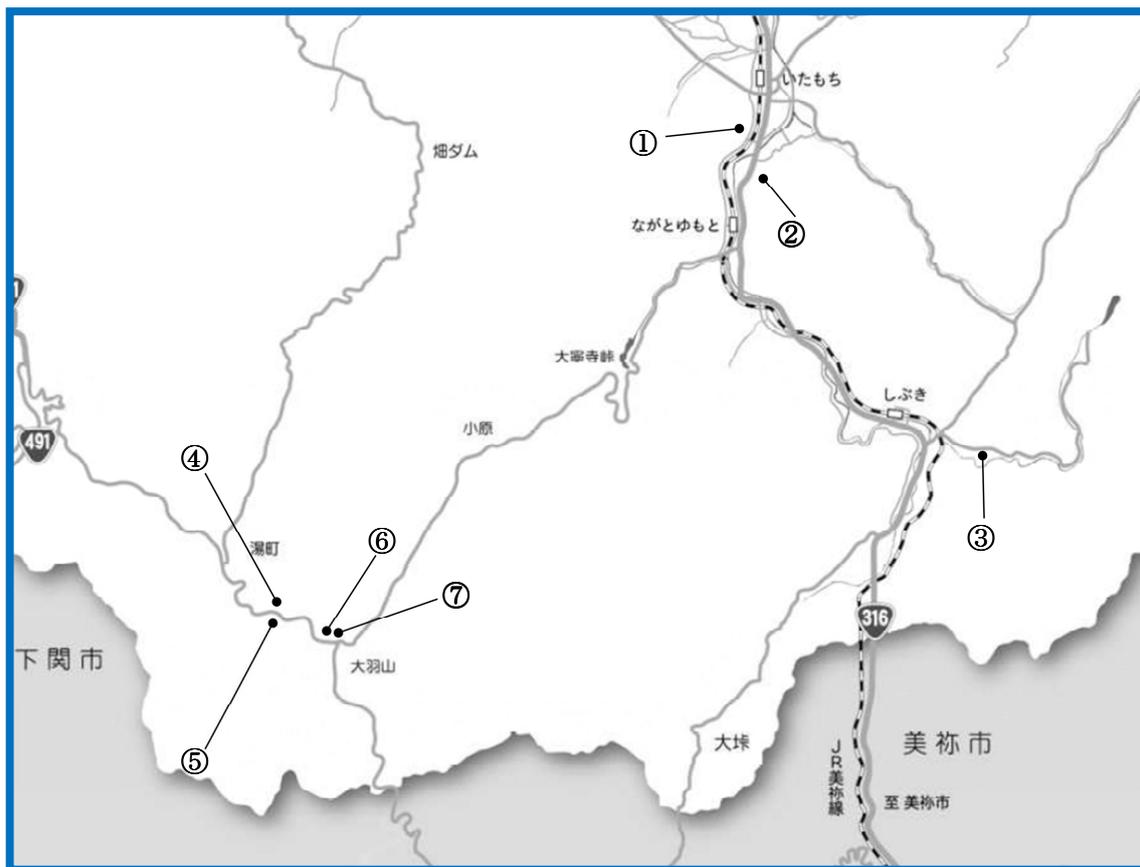
### (3) Kayoi and Misumi Area



No			Name
①	○	—	Kayoi Gymnasium
②	○	—	Kayoi Komin-kan Public Hall
③	○	○	Kayoi Elementary School
④	○	—	Nagato Farmer Training Center
⑤	○	○	Asada Elementary School
⑥	○	—	Misumi Workers' sports center
⑦	○	—	Kojima Fishing Village Center

No			Name
⑧	○	○	Misumi Junior High School
⑨	○	—	Misumi Komin-kan Public Hall Misumi Farmer Training Center
⑩	○	—	Misumi Health Center
⑪	○	—	Meirin Elementary School
⑫	○	○	Yumen Fureai Center
⑬	○	—	Nobase Three Generations Koryu-kan Hall
⑭	○	—	Muneto Cultural Center

#### (4) Yumoto, Shibuki and Tawarayama Area



No			Name
①	○	—	Koyo Elementary School
②	○	—	Nagato Farmer Training Center
③	○	—	Ohata Gymnasium
④	○	—	Tawarayama Yu-no-ie

No			Name
⑤	○	○	Tawarayama Multi-purpose Interaction Plaza (Tawarayama Tamokuteki Koryu Hiroba)
⑥	○	—	Tawarayama Elementary School
⑦	○	—	Tawarayama Komin-kan Public Hall

## 5. Telephone numbers of public facilities in the city

**When you call add 0837 in front of each phone number below**

Municipal offices	
City Hall	
Misumi Branch Office	
Heki Branch Office	
Yuya Branch Office	
Board of Education	23-1257
Fire Station	22-0119

Branch Offices / Public Halls	
Kayoi Branch Office	28-0244
Senzaki Branch Office	26-1442
Tawarayama Branch Office	29-0041
Utsuka Branch Office (Public Hall)	32-1140
Mukatsuku Branch Office (Public Hall)	34-1111
Nagato City Chuo Komin-kan Public Hall	23-1181
Kayoi Komin-kan Public Hall	28-0008
Senzaki Komin-kan Public Hall	26-0904
Tawarayama Komin-kan Public Hall	29-0063
Misumi Komin-kan Public Hall	43-0811
Muneto Culture Center	43-0617
Heki Farm Village Environmental Improvement Center (Heki Noson Kankyo Kaizen Center)	37-2340

Nurseries / Kindergarten, etc.	
Kayoi Nursery School	Closed
Minori Nursery School	22-2060
Misumi Nursery School	43-2211
Heki Nursery School	37-2271
Kiwado Nursery School	37-2248
Hishikai Nursery School	32-0029
Mukatsuku Nursery School	34-0142
Tawarayama Kindergarten	29-0830
Muneto Kindergarten	43-0242
Children's Day Care Center	23-1213

Elementary School	
Kayoi Elementary School	28-0234
Senzaki Elementary School	26-0414
Fukawa Elementary School	22-2426
Koyo Elementary School	22-2425
Tawarayama Elementary School	29-0833
Meirin Elementary School	43-0011
Asada Elementary School	43-0759
Heki Elementary School	37-2069
Jinden Elementary School	37-3012
Yuya Elementary School	32-1102
Mukatsuku Elementary School	34-0002

Cultural / Tourist facilities, etc.	
Renaissa Nagato	26-6001
Raporu Yuya (Yuya Chuo Komin-kan Hall)	33-0051
Whale Museum	28-0756
Kaneko Misuzu Memorial Museum	26-5155
Kazuki Yasuo Museum	43-2500
Murata Seifu Memorial Museum	43-2818
Roadside Station Senza Kitchen	27-0300
Nagato Toy Museum	27-0337
Nagato City Work Center	27-0360
Omijima Takayama Car Camping Site	26-4430
Omijima Funakoshi Camping Site	26-3345
Yumen Fureai Center	43-1000
Heki Farm Village Vitalizing Interaction Center (Kiwado Onsen Koryu Center)	37-4320
Senjojiki Specialty Shop	37-3824
Igami Seaside Park Car Camping Site	33-3000
Nagato City Cable Television Broadcasting Center	23-1541

Spots Facilities	
Nagato General Gymnasium	26-6005
Nagato Farmer Training Center	22-4435
Fureai Park Misumi	42-1234
Misumi Farmer Training Center	43-0811
Tawarayama Multi-purpose Interaction Plaza	29-0980
Nagato Sports Park	22-1807

Prefectural Organizations	
Nagato Health and Welfare Center	22-2811
Nagato Civil Engineering and Construction Office	22-2920
Nagato Agriculture, Forestry and Fisheries Office	37-5600
Nagato Police Station	22-0110

Junior High School	
Senzaki JH School	26-0814
Fukawa JH School	22-2428
Misumi JH School	43-0911
Heki JH School	37-2036
Hishikai JH School	32-1104

Library	
Municipal Library	26-5123
Yuya Branch Library	33-0051

## 6. Consultation Centers Outside of Nagato City

- **Council of Local Authorities for International Relations (CLAIR)**

<http://www.clair.or.jp/index.html>

1,6,7 Floors, Sogo Hanzomon Building, 1-7 Kojimachi, Chiyoda-ku, Tokyo, 102-0083

TEL 03-5213-1730 Fax 03-5213-1741

- **Yamaguchi Consultation Center for Foreign Nationals (at Yamaguchi International Exchange Association)**

Multi-language consultation, problem-solving in cooperation with related organizations, legal consultation (with a lawyer/administrative scrivener), introducing interpreting/translation supporters, etc.

3rd floor Mizunoue Chosha (government building), 1-7 Mizunoue-cho, Yamaguchi City, Yamaguchi Prefecture), 753-0082

TEL 083-995-2100 <http://yiea.or.jp/>

- **Nagato Nihongo Club**

<https://www.facebook.com/nagatonihongo/>

Everyday support and Japanese classes for foreign residents are provided.

1832 Higashi-Fukawa, Nagato City, 759-4101

TEL 080-2145-3440

- **Immigration Information Center**

<https://www.visajapan.jp/chishiki3-2.html>

The information center provides a free consultation service for visa applications to the Immigration Bureau.

- **Japan Legal Support Center, Multilingual Information Services**

<https://www.houterasu.or.jp/multilingual/index.html>

Information services provided by the general information center established by the state to resolve legal issues.

- **Yoriso Hotline (Multilingual Consultation Service)**

<https://www.since2011.net/yoriso/>

Trouble at work, life, mind, family, finance, illness, etc. They will try to find a solution to any issues and anyone's issues together.

- **Ministry of Justice, Foreign Language Human Rights Hotline**

<http://www.moj.go.jp/JINKEN/jinken21.html>

Phone consultation services (Navi Dial) are available for human rights counseling for those who are unable to speak Japanese fluently.

○ **Multilingual Call Center, Yamaguchi Prefectural Tourism Federation**

<http://www.visit-jy.com/app/>

They have information about sightseeing spots, food, events in Yamaguchi Prefecture for visitors to enjoy the full range of attractions. They also work together with Multilingual Call Center which provides interpreting support services.

○ **Telephone Consultation Service for Foreign Workers**

They provide consultation services for foreign workers such as an explanation of the applicable laws regarding issues related to working conditions and an introduction to related organizations.

Hiroshima Godo-chosha 2nd Bldg., 6-30 Kamihatchobori, Chuo-ku, Hiroshima City, 730-0012

TEL 082-221-9242

○ **NPO AMDA International Medical Information Center**

<https://www.amdamedicalcenter.com/>

This is a non-profit organization which provides guidance on medical institutions and medical telephone interpreting services for foreigners who are unable to speak Japanese fluently.



**Nagato City Planning and Policy Section**