

English

Inagi City

Guide for Everyday Living—Foreign Language Edition

Preface

This guidebook was created so that all foreign residents who have moved to Inagi City can live comfortably and with peace of mind. It describes rules and customs of common behavior in Japan, as well as administrative procedures conducted at the City Office. It may take some time, but we want you to enjoy your new life while learning the rules and customs of Japan!

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Note: The websites listed on each page are in Japanese. You can select a language from the top page of the Inagi City website.

Rules for Everyday Living

Rules for Community Living (garbage)

Littering: Garbage and Cigarettes

Throwing away garbage in locations that are not for throwing garbage away, such as in the street, is considered littering. Littering also refers to tossing empty cans and used cigarettes in the same manner. Throwing away cigarette butts in the street or in the gutter along the road is prohibited.

How to Dispose of Household Garbage

There are rules on how to sort and dispose of garbage. First of all, sort your garbage and recyclable resources according to the rules.

● Examples of combustible garbage

Kitchen scraps, tissue paper, soft plastic items (such as convenience store box lunches and mayonnaise containers), video tapes, etc.

● Examples of noncombustible garbage

Hard plastic items, glass items, shoes, CDs, umbrellas, etc.

● Examples of recyclable resources

Bottles, cans, PET bottles, cardboards, etc.



Combustible Garbage Bags



Noncombustible Garbage Bags

Note: These are available at supermarkets and convenience stores in the city.

When disposing of garbage and recyclable resources, please check the rules for the community where you live (such as where to dispose of your garbage and recyclable resources, on what day of the week, and at what time), and follow those rules.

<https://www.city.inagi.tokyo.jp/kankyo/gomi/index.html>



Garbage and Recycling Calendar

The garbage collection days depend on the area where you live.

Please check the garbage and recycling calendar.

https://www.city.inagi.tokyo.jp/kankyo/gomi/gomi_calendar/index.html



Rules for Everyday Living

Rules for Community Living (cigarettes)

Rules on Cigarettes

In Japan, smoking cigarettes is against the law for people under twenty years of age.

Inagi City has a city ordinance that prohibits smoking on all streets, etc. in the city. The areas around six train stations in the city used by many people are designated as “no smoking on the street” zones, so smoking is strictly prohibited there. Violations of this ordinance are punishable with a ¥2,000 fine.



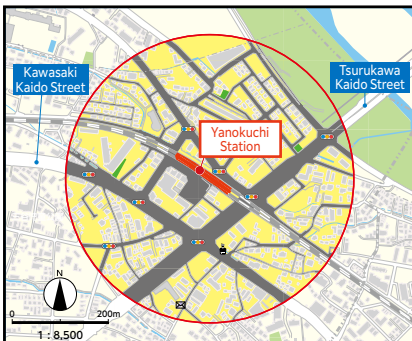
About the Inagi City ordinance on smoking restrictions on the street, etc.

<https://www.city.inagi.tokyo.jp/kankyo/kankyou/rojoukituennjoure.html>

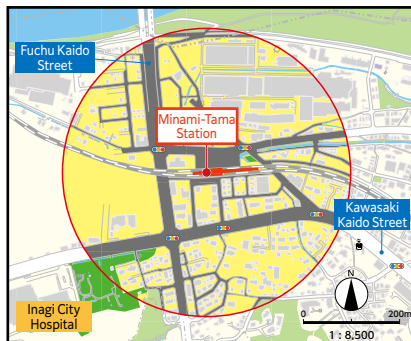


No-Smoking on the Street Zones

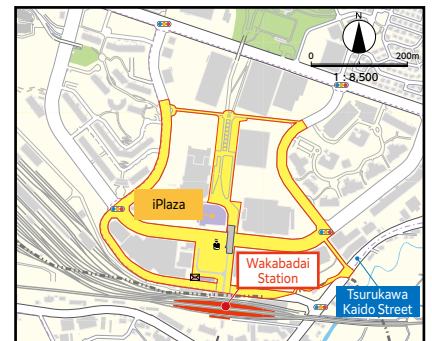
Near Yanokuchi Station



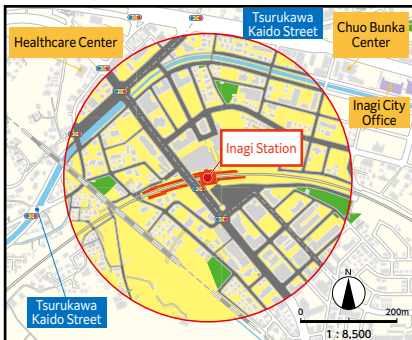
Near Minami-Tama Station



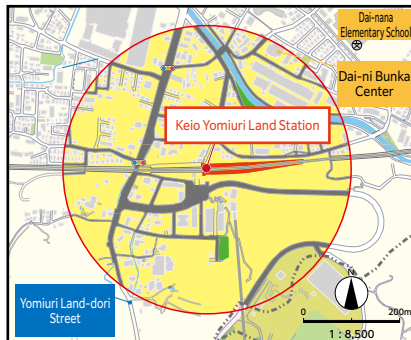
Near Wakabadai Station



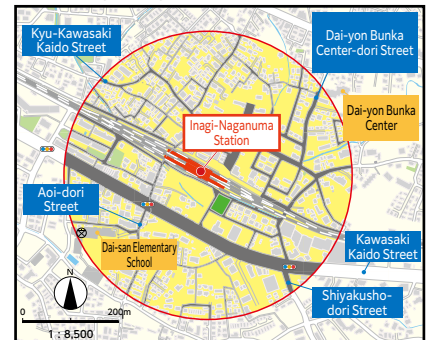
Near Inagi Station



Near Keio Yomiuri Land Station



Near Inagi-Naganuma Station



About rules on smoking

https://www.city.inagi.tokyo.jp/kenko/iryuu_kenkou/oshirase/kituenn_rule.html



There is also a multilingual pamphlet on smoking rules. Please read the pamphlet through the following link (in English, Chinese simplified characters, Chinese traditional characters, and Korean).

<https://www.fukushihoken.metro.tokyo.lg.jp/kensui/kitsuen/leaflet/leafletall.html>



Rules for Everyday Living

Community Rules (sounds of everyday living, parks, etc.)

Sounds of Everyday Living

Since the walls of housing in Japan are typically thin, sounds can easily be heard, causing problems between neighbors. Since houses made of wood reflect sound more and can be particularly noisy, please be careful.

- Please be careful about general noise (such as the TV or stereo, walking along the corridor or on the stairs, and opening and closing doors) during the early morning hours and late at night.
- Since the sound of children jumping reverberates to the floors below, please keep them from doing so.
- Please also be careful not to shout excitedly when you are welcoming a lot of guests.



Rules at the Park

Parks are places for everyone to enjoy and relax. So that everyone can use the parks comfortably, please observe the following rules, and maintain a spirit of yielding to one another and being considerate of one another.

- Do not ride in parks with your bicycle or motorcycle.
- Keep your dog on a leash. Be sure to take home your dog's poop.
- Please do not practice baseball, soccer, or golf, as these are dangerous.
- Please take home your own garbage.
- Please do not go in the flower beds.
- Protect the grass, trees and living creatures by letting them grow and live.

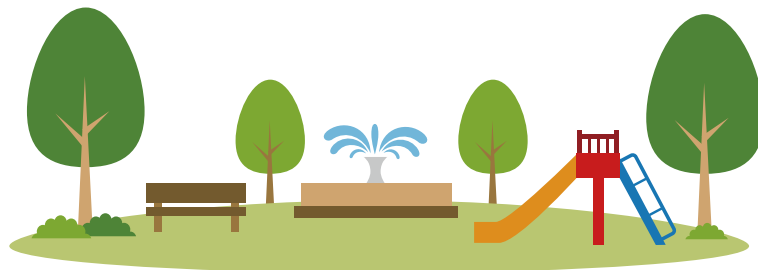
Rules at the Park

<https://www.city.inagi.tokyo.jp/kankyo/midori/kouen/riyou.html>



Common Courtesy in Public Places

- Do not gather on the street or sidewalk and stand or sit there for a long time.



Rules for Everyday Living

Traffic Rules (on the street, bicycles, trains, buses or cars)

Rules for Riding Trains and Buses

- Having loud conversations on the train or bus is a nuisance for other passengers.
- On trains and buses, passengers getting off have priority. Wait for other passengers to exit before boarding. Please wait in a line.
- Trains and buses have priority seats. These seats are reserved for the elderly, expectant mothers and the physically disabled.
- It is considered rude to talk on your mobile phone while on a train or bus. Please make your call after you get off the train or bus. Except for long-distance trains, such as bullet trains or express trains, it is better to refrain from eating while riding on the train or bus.

Driving Rules for Bicycles and Cars

● Bicycles

- Use your headlight at night.
- Since illegally parked bicycles create an obstruction, always park your bicycle in a designated location. To prevent bicycle theft, always lock your bicycle.
- There are no-parking zones in the city. If you leave your bicycle or motorcycle in these areas, you will be warned, and your vehicle will be removed.
- Looking at your mobile phone while riding a bicycle or motorcycle is called *nagara unten* (driving while doing something else), and is illegal.
- Drive on the left side of the road.
- Pedestrians have the right of way on the sidewalk. Ride slowly on the part of the sidewalk closest to the street.
- Obey all traffic lights at intersections.
- In areas requiring a complete stop, please be sure to stop and check that the way is safe before moving forward.
- Driving under the influence of alcohol is prohibited.
- You are required to buy bodily injury liability insurance before riding a bicycle in the metropolitan Tokyo area.



<https://www.city.inagi.tokyo.jp/kurashi/koutsuu/index.html>

Illegally parked bicycle countermeasures (such as no-parking zones)

<https://www.city.inagi.tokyo.jp/kurashi/koutsuu/jitensha/index.html>

● Cars

Foreign driver's licenses cannot be used in Japan due to the differences in traffic rules. For information on driver's licenses, please read the Tokyo Metropolitan Police Department website:

<https://www.keishicho.metro.tokyo.jp/menkyo/index.html>



Procedures at the City Office

Resident Registration, Family Registration Notification, Individual Number (“My Number”)

Resident Registration

Except for individuals with a short-term visa, such as a tourist visa, everyone who has an address in Japan must complete resident registration.

● Procedures to complete when you have just arrived in Japan

Once you are issued a residence card at the port of entry or departure, please bring your card, etc. to the City Office and complete notification procedures within fourteen days of settling in your place of residence.

● Resident change of address notification

If there is a change in your address or household, please file a resident change of address notification at the City Office within the designated notification period.

● Resident records

A resident record (*juminhyo*) is a document that records and certifies such information as a person’s address, head of the household, and nationality.

About Inagi City resident registration:

<https://www.city.inagi.tokyo.jp/faq/kurashi/todokede/juumintouroku/index.html>



Family Registration Notification

If a baby is born in your family, a family member dies, or you marry or divorce, you must file a notification of your new circumstances with the City Office. Please call the Residents’ Section for more information.

● Birth notification

If a baby is born in your family in Japan, please file birth notification at the City Office within fourteen days.

<https://www.city.inagi.tokyo.jp/kurashi/tetsuzuki/koseki/index.html>



The Individual Number (“My Number”) System

Everyone who lives in Japan is assigned a twelve-digit individual number (“My Number”). This number is used in the three areas of social security, taxes, and disaster countermeasures in Japan. Foreign residents are issued an individual number after they complete resident registration. You can apply for and obtain an individual number card with your individual number and other information.

Note: Once an individual number is issued, it cannot be changed. Even if you leave Japan and return, you will use the same number.

<https://www.city.inagi.tokyo.jp/kurashi/mynumber/index.html>



Procedures at the City Office

Resident's Tax, National Health Insurance, Medical Care System for Older Senior Citizens and National Pension

Resident's Tax

Foreign residents who live in Japan must pay taxes just as Japanese nationals do.

Resident's tax is local tax paid to the metropolitan and city governments. These taxes are levied by the local governments on those who live in the area as of January 1 of the current year.

● Payment method

Resident's tax notifications/invoices are mailed from the City Office in early June. Taxes are paid at your local bank, post office, convenience store, or via payment apps four times a year using the invoices sent.



Website page about taxes:

<http://www.city.inagi.tokyo.jp/kurashi/zeikin/index.html>

National Health Insurance and Medical Care System for Older Senior Citizens

Enrolling in health insurance reduces the amount you pay at the hospital for illnesses and injuries. You must enroll in health insurance and pay the insurance premiums promptly.

Foreign residents must enroll in social insurance if they work at a company. All others must enroll in National Health Insurance (NHI). If you are 75 years of age or older, you must enroll in Medical Care System for Older Senior Citizens.

However, if you live in Japan with a residence status of "activity for receiving medical treatment," you cannot enroll in NHI or Medical Care System for Older Senior Citizens.

● Payment method

Information on how to pay insurance premiums (fees) is mailed from the City Office. You can pay your premiums at your local bank, post office, convenience store or via payment apps.

About National Health Insurance

<http://www.city.inagi.tokyo.jp/kenko/kokuho/index.html>



National Pension

To support the livelihoods of the elderly, the disabled and bereaved family members, the Japanese government operates a pension system.

Everyone between 20 and 59 years of age who has completed resident registration in Japan, including foreign residents, must enroll in the national pension system unless they are enrolled in a welfare annuity. Pension premiums must be paid at the designated amount until the member reaches sixty years of age.

● Enrollment procedures

Enrollment procedures are completed at the City Office.

● Payment method

Information on how to pay your pension premiums is mailed from the Pension Office. You can pay your premiums at your local bank, a post office or at a convenience store.

About the national pension system:

<https://www.city.inagi.tokyo.jp/kurashi/nenkin/index.html>

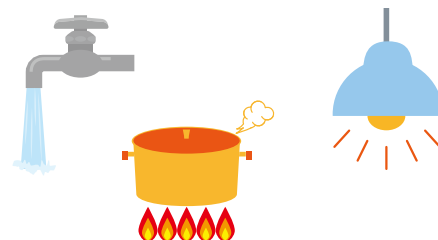


Everyday Living

Electricity, Gas and Water

Electricity, Gas and Water

For electricity and gas, you can choose your service plan from a variety of companies.



● Electricity

To use electricity for the first time, you must contact an electric power company and finalize a contract. In Japan, the standard voltage for homes is 100 volts. Cycle frequency can be either 50 Hz or 60 Hz, eastern Japan uses 50 Hz for and western Japan uses 60 Hz. Electric appliances are labeled with the required cycle frequency, and if the label shows both frequencies (“50/60Hz”) that means it can be used anywhere in Japan. However, if the appliance shows only one frequency, the region it can be used is limited.

The most common electric power company: Tokyo Electric Power Company (English):

<https://www.tepco.co.jp/en/hd/index-e.html>

Tel: 0120-995-661



● Gas

There are two types of gas available—city (*toshi*) gas or LP (propane) gas—depending on where you live. For safety purposes, please purchase appliances that use the type of gas available in your area. You can start using gas services after the gas company conducts an inspection and opens the gas valve. When you are not using gas, be sure to shut the valve.

The most common gas company: Tokyo Gas (English, Chinese and Korean):

<https://www.tokyo-gas.co.jp/en/>



● Water

The tap water in Japan is drinkable. If the smell of the water bothers you, it is a good idea to boil it once before use.

Bureau of Waterworks, Tokyo Metropolitan Government

<https://www.waterworks.metro.tokyo.jp/eng/> (English, Chinese and Korean)



Tama Customer Service Center (for the twenty-six municipalities in the Tama District)

If you move to a different address or need to change your contract:

Tel: 0570-091-100 (Navi-Dial) or 042-548-5100

About fees, leakage/repairs or other matters:

Tel: 0570-091-101 (Navi-Dial) or 042-548-5110



Childbirth, Childrearing and Education

Pregnancy and Childbirth

Pregnancy and Childbirth

If you become pregnant, please file a pregnancy notification with the City Office as soon as possible. Expectant mothers are provided with a Mother and Child Health Handbook (Boshi Kenko Techo) and a mother and child health pack that contains slips for various health checkups.

●Mother and Child Health Handbook (Boshi Kenko Techo)

This handbook is for keeping records during your pregnancy and for your child's health checkups. The handbook is also required after childbirth for keeping record of the baby's health checkups and immunizations.

If you become pregnant:

https://www.city.inagi.tokyo.jp/kosodate/oyakohoukatsushien_center/ninshin/ninsintodoke.html



You can also purchase a foreign-language edition of the Mother and Child Health Handbook.

<https://hanbai.mcfh.or.jp/material/detail/27>



● Mother and Child Health Handbook app— Nashi-no Ko Inagi (Pear Child Inagi)

Offers advice for mothers from pregnancy through childbirth and infants and toddlers, and information on city events.

https://www.city.inagi.tokyo.jp/kosodate/oyakohoukatsushien_center/ninshin/boshihokennabi.html



●Lump-sum childbirth/childrearing benefit

Those enrolled in Inagi City National Health Insurance receive a lump-sum childbirth/childrearing benefit upon childbirth.

<https://www.city.inagi.tokyo.jp/kenko/kokuho/ichijikin.html>



Childbirth, Childrearing and Education

Childrearing

Childrearing

● Health checkups and immunizations

Health checkups are conducted free of charge to ensure the healthy development of infants and toddlers. Various childrearing consultation services are also available.

Immunizations are also conducted to prevent contagious diseases. When your child reaches the eligible age for immunizations, an immunization pre-checkup slip will be mailed to you so that he/she can receive immunizations. Immunizations are administered at medical institutions.

For more information, please ask the Health Section.

https://www.city.inagi.tokyo.jp/kenko/iryuu_kenkou/yobou/index.html



● Families with Children Comprehensive Support Center (2F Healthcare Center, 112-1 Momura, Inagi City)

Consultation is available concerning pregnancy, childbirth, and child-raising of infants and toddlers.

Tel: 042-378-3434

● Children and Family Support Centers

Comprehensive consultation and support are available for families with children from the infant/toddler stage up to seventeen years of age.

For more information, please ask your local Children and Family Support Center.

https://www.city.inagi.tokyo.jp/kosodate/kodomoshien_center/kokasen/index.html



• Children and Family Support Center (2115-2 Higashi-Naganuma 3F, Inagi City)

Tel: 042-378-6366

• Children and Family Support Center, Koyodai Annex (within Koyodai Elementary School, 3-2 Koyodai, Inagi City)

Tel: 042-370-0106



Childbirth, Childrearing and Education

Nursery School, Kindergarten, Elementary and Junior High School

Nursery School

Childcare is provided at facilities for children from birth up to their entrance to elementary school when their parents/guardians are unable to care for the children during the day due to work or other similar reasons.

<https://www.city.inagi.tokyo.jp/kosodate/kosodate/hoikusho/index.html>



Kindergarten

Preschool education is provided for children from three years of age up to their entrance to elementary school.

<https://www.city.inagi.tokyo.jp/kosodate/kosodate/youchien/index.html>



Elementary and Junior High School

Compulsory education in Japan includes six years of elementary school and three years of junior high school for a total of nine years. While foreign residents are not obligated to go through compulsory education, you may enroll your child in a Japanese elementary or junior high school if you wish. Tuition for public schools is free.

About enrollment:

http://www.city.inagi.tokyo.jp/kosodate/gakko_kyoiku/nyugaku_tenko/index.html



Emergencies and Medical Treatment

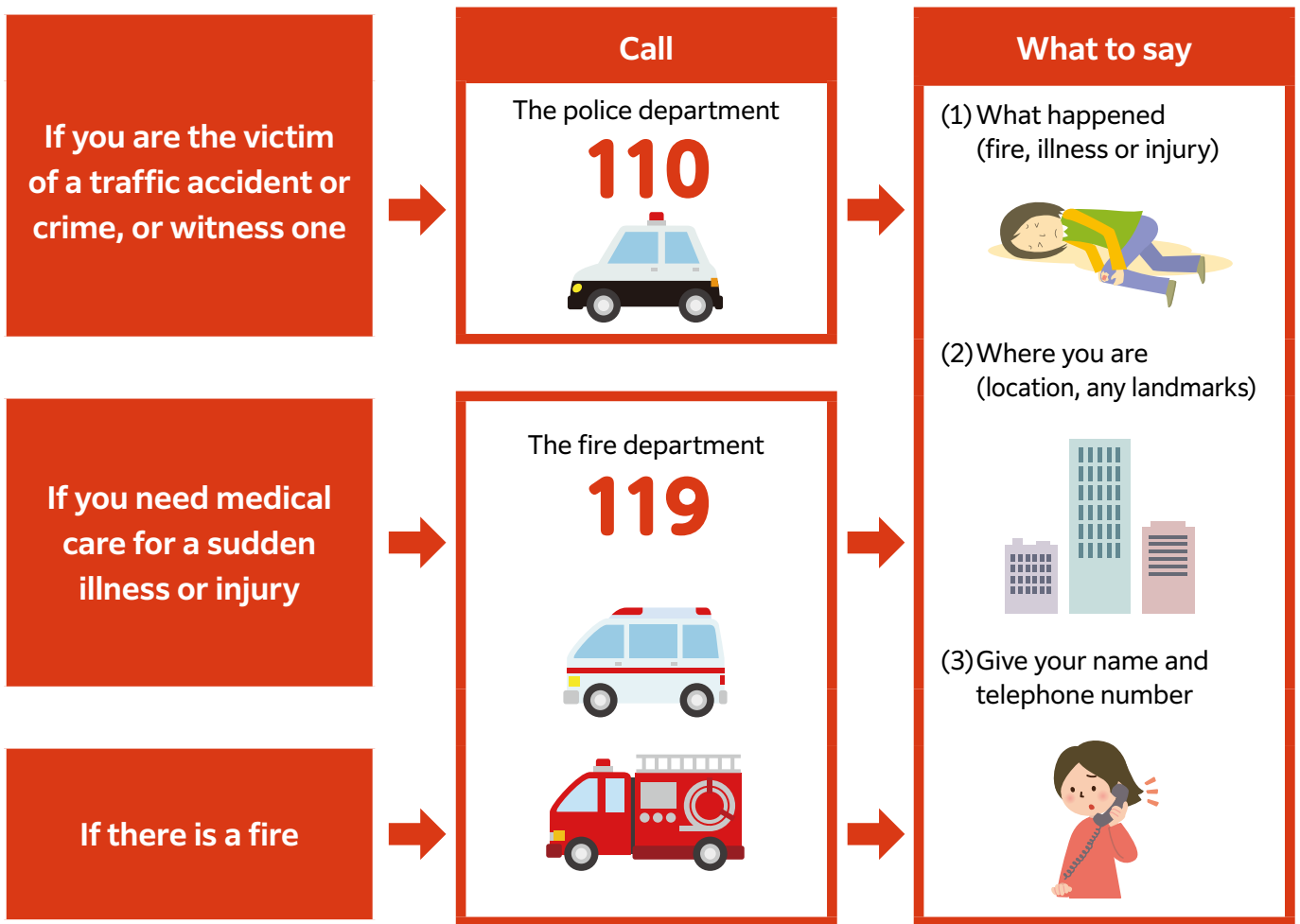
Emergency Telephone Calls

☎ 110 (police department)

To report a crime, such as theft or violence, or a traffic accident, dial 110 immediately.

☎ 119 (fire department)

If there is a fire, or for sudden illnesses or injuries, please dial 119 immediately.



Both 119 and 110 are emergency telephone numbers. They are not for consultations or inquiries.

● To dial 110 or 119 from a public telephone

Your call will be connected without having to put in any money if you pick up the receiver and dial 110 or 119. If there is an emergency call button on the phone, press it before dialing 110 or 119.

● To dial 110 or 119 from a mobile phone

Give your mobile phone number as well. Please do not turn off your phone for a while after making an emergency call.

Emergencies and Medical Treatment

Medical Information

For Illnesses and Injuries

Information on medical treatment is available in foreign languages.

The center can inform you of hospitals that offer services in foreign languages.

● AMDA International Medical Information Center

Languages: English, Chinese, Korean, Spanish, Portuguese, etc.

Tel: 03-6233-9266

Days and hours: Monday through Friday, 10 a.m. to 4 p.m.

(closed on national holidays and from December 29 through January 3)

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



●Tokyo Metropolitan Medical Institution Information Center “Himawari”

Languages: English, Chinese, Korean, Thai and Spanish

Tel: 03-5285-8181

Days and hours: Daily, 9 a.m. to 8 p.m.

<https://www.himawari.metro.tokyo.jp/qq13/qqport/tomintop/other/fks220.php>



● Clinics Open during Holidays in Inagi City

You can receive medical treatment at a hospital on Sundays, during holidays and also at night. Japan has general hospitals, specialized hospitals and individual clinics. Where you should go depends on the type of illness or injury and its severity. It is a good idea to research your local institutions on a regular basis by gathering information about what medical departments they have as well as their hours and holidays. When going for treatment, always remember to bring your health insurance card.

Schedule for holiday and emergency clinics in Inagi City:

https://www.city.inagi.tokyo.jp/kenko/iryuu_kenkou/kyuujitsu/kyujitukyubyou_sinryou.html



Disasters

Preparing for Earthquakes and Floods

Japan is a country with frequent earthquakes. In recent years, there have also been some floods caused by typhoons.

It is wise to check on a regular basis and prepare by confirming the location of your nearest evacuation site and discussing with your family how to contact one another in case a natural disaster such as a major earthquake or flood strikes.



Be prepared for disasters by checking the Inagi Disaster Prevention Map in advance:

<https://www.city.inagi.tokyo.jp/iza/bousai/bousaimp.html>



Earthquakes

● What to do when an earthquake strikes

If you are at home or in a building

- Take cover under a desk or table, and protect your head with a pillow or cushion.
- Open the windows and doors.
- Do not rush outdoors in a panic.
- If you are cooking or have the heater on, extinguish all sources of heat after the tremor subsides.

If you are outdoors

- Windowpanes, billboards and concrete block walls are dangerous, so stay away from them.
- If you are in transit or shopping, follow the instructions of the staff of the public transportation facility, underground arcade or department store.

Earthquake and disaster hazard map

https://www.city.inagi.tokyo.jp//bousaihazard_map/map.html#disa_preven



Floods

● What to do if a flood may occur due to heavy rain

- Gather information on the weather and on alerts from the TV, radio, etc.
- Check the information on rainfall and water levels in your area. It is wise to evacuate before a dangerous situation arises.

Wind, floods and landslides hazard map

https://www.city.inagi.tokyo.jp/bousaihazard_map/map.html#flood



● Designated emergency evacuation sites and designated evacuation centers

Elementary and junior high schools and parks in the city are designated as evacuation sites when evacuating becomes necessary due to earthquakes, etc. It is a good idea to learn where your local designated emergency evacuation sites and designated evacuation centers are so that you will not panic when an earthquake or flood strikes.

<https://www.city.inagi.tokyo.jp/iza/bousai/zishin/hinan.html>



Various Types of Consultation Services

List of Consultation Service Counters for Foreign Residents in Metropolitan Tokyo

● Foreign Residents Support Center

The Foreign Residents Support Center (FRESC) brings together eight helpful institutions. You can take advantage of consultation services for situations involving employment, visa procedures or any problem in everyday living that you might have, all in one location.

Address: Yotsuya Tower 13F, 1-6-1 Yotsuya, Shinjuku City

Hours: 9 a.m. to 5 p.m.

Note: Closed on Saturdays, Sundays, national holidays and during the year-end/New Year's holidays.

Tel: 0570-011000 (Navi-Dial) <http://www.moj.go.jp/isa/support/fresc/fresc01.html>



Consultation Services	Topic	Tel	QR
Immigration Services Agency http://www.immi-moj.go.jp/english/index.html	Information disclosure office	03-5363-3005	
Tokyo Regional Immigration Services Bureau http://www.immi-moj.go.jp/soshiki/kikou/tokyo.html	Resident consultation	03-5363-3025 Note: Reserved for making consultation appointments.	
Tokyo Legal Affairs Bureau, Human Rights Department http://houmukyoku.moj.go.jp/tokyo/table/shikyokutou/all/jinken.html	Human rights counseling for protection against discrimination and bullying	0570-090-911	
Japan Legal Support Center (the JLSC, Houterasu) https://www.houterasu.or.jp/en/index.html	Legal consultation	0570-011000 (Japanese) 0570-078377 (other languages)	
Japan External Trade Organization (JETRO) https://www.jetro.go.jp/en/	Consultation concerning highly skilled foreign professionals	03-3582-5203	
Ministry of Foreign Affairs Visa Information https://www.mofa.go.jp/mofaj/toko/visa/otoiawase.html	Visa consultation	0570-011000	
Tokyo Labor Bureau Consultation and Support Office for Foreign Residents https://jsite.mhlw.go.jp/tokyo-roudoukyoku/fresc.html	Labor problems consultation	0570-011000	
Tokyo Employment Service Center for Foreigners https://jsite.mhlw.go.jp/tokyo-foreigner/english.html	Employment consultation	03-5361-8722	

● Tokyo Metropolitan Government Foreign Residents' Advisory Center

Consultation is available for questions and problems you may have in everyday life.

English: Monday through Friday

Chinese: Tuesdays and Fridays

Korean: Wednesdays

Hours: 9:30 a.m. to noon and 1 to 5 p.m.

Tel: English, 03-5320-7744; Chinese, 03-5320-7766; Korean, 03-5320-7700

<https://www.metro.tokyo.lg.jp/tosei/iken-sodan/otoiawase/madoguchi/koe/tominnokoe/index.html>



● Tokyo Metropolitan Police Department General Advisory Center

The advisory center can introduce you to the appropriate service counter according to the situation, such as if you are the victim of a crime.

Tel: #9110

https://www.keishicho.metro.tokyo.jp/multilingual/english/finding_services/help_desk/hotline_info.html

