

HIGASHIHIROSHIMA



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Website <http://www.city.higashihiroshima.lg.jp/koho/multilingual/3491.html>

Please try to avoid busy times when coming to the counters of the Citizens' Affairs Division

- 市民課窓口へは混雑を避け
- てお越しく下さい

During March and April, the counters of the Citizens' Affairs Division can be crowded with people submitting notices regarding moving into and out of the city. When coming to the Citizens' Affairs Division, please refer to the calendar below, and try to avoid days on which the counters are forecast to be busy. On busy days, it may take more than two hours for your paperwork to be processed.

If you have a My Number card, you can obtain Certificates of Residence, etc. at convenience stores. The City Office is open on some Sundays and on Thursday evenings. Please make use of these opening times.



If you apply to change the address on your My Number card or apply to have Certificates of Residence issued at the same time as you complete the formalities for moving in to the city or changing address within the city, it may take up to two hours for your paperwork to be processed. Also, if you also need to complete formalities relating to National Health Insurance, etc., it may take even longer. At the Citizens' Affairs Division and the National Health Insurance and Pension Division, you can check online the number of people waiting and the number of the person being dealt with currently (use the QR Code to the left; however, this information is only available in Japanese).

You can submit Notifications of Moving Out online from the My Number Portal (see the QR Code to the right). By making use of your My Number card to submit the notification online, there is no need to go to the City Office when you are moving out of the city. You can use this facility not just for yourself, but when other members of the household are moving out of the city too. However, you still need to complete the formalities for moving in, etc., at the municipal office of the municipality you are moving to. When using the online service, you will need a My Number card which can be used as an electronic proof of identity, and a device from which you can access the My Number Portal (a smartphone, computer, etc.)



Please note that you cannot use the online service if you are moving abroad.

Calendar of busy periods at the Citizens' Affairs Division

March						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
12 Open	13 ○	14 ○	15 ○	16 ○	17 ○	18 Closed
19 Closed	20 ●	21 Closed	22 ●	23 ○	24 ●	25 Closed
26 ○ Open	27 ●	28 ●	29 ●	30 ●	31 ●	

April						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1 Closed
2 Open	3 ●	4 ○	5 ○	6 ○	7 ○	8 Closed
9 ○ Open	10 ○	11 ○	12 ○	13 ○	14 ○	15 Closed

- Key:
- A little busy
 - ◎ Busy
 - Very busy

On Sunday opening days, opening hours are from 8:30 to 12:30.

Contact: Citizens' Affairs Division (Shimin-ka, 市民課), tel.: 082-420-0925.

Formalities for terminating and starting water supply

- 水道の中止および開始の手続き

When moving house, etc., please contact the Waterworks Department in advance to terminate water supply to your residence. The formalities can be completed by phone or online. If you do not complete the formalities, you will be liable to pay water costs even after you have moved out of the address.

When moving into a new residence, you should find paperwork (a postcard) for starting the water supply. Please complete the formalities as detailed.

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Formalities for terminating and starting water supply

- ・水道の中止および開始の手続き

Continued from page 1...

The formalities for starting water supply can be completed online, but not by phone.

To complete the formalities for terminating and starting water supply online, please access the website from the QR Code to the right.

If you do not find the postcard for starting water supply, please contact the Waterworks and Sewerage Customer Center.

If you are already connected to a public sewerage system, you can complete the formalities for using and terminating this service too.



Contact: Waterworks and Sewerage Customer Center (Higashihiroshima-shi Jogesuido Okyakusama-Center, 東広島市上下水道お客さまセンター), tel.: 082-423-6333.

Applying for My Number Points

- ・マイナポイントの申し込み

After you have obtained your My Number Card, by completing various formalities, etc., you can receive a maximum of 20,000 My Number (Myna) Points, as follows:

Procedure	Points
Obtaining a My Number Card for the first time If you make a charge or purchases up to 20,000 yen after applying, you can receive 25% of this amount as Myna Points (up to a limit of 5,000 yen).	5,000 yen's worth
Registering your My Number Card to use as a Health Insurance Card	7,500 yen's worth
Registering an account to use for receiving payments from public funds	7,500 yen's worth

When applying, you will need to be registered for a cashless payment system. Such systems include QR Code payment systems (〇〇 Pay), electronic money (transportation card systems, etc.), credit cards, etc.

You can apply for Myna Points even if you have a My Number Card, in the following situations:

- 1: You already have a My Number Card, but you have not applied for Myna Points.
- 2: If you applied for a My Number Card on or before February 28th, 2023.

You can apply using one of the following methods:

- 1: Using a smartphone or a computer.
- 2: At a mobile phone shop.
- 3: At the Citizens' Affairs Division of the City Office, or at branch offices and sub-branch offices. Applications are accepted at the City Office, branch offices and sub-branch offices between 10:00 and 16:00, Mondays to Fridays.



At present, many people are visiting the City Office, branch offices and sub-branch offices to complete the formalities for My Number Cards, and the counters are very crowded. You can make applications at mobile phone shops, so please use this option to save time. For more details about this scheme, please access the QR code.

When making an application, you will need the following:

- 1: Your My Number card and your PIN number (4 digits) for the card.
- 2: A cashless payment service.
- 3: A bank book (if you wish to register an account to use for receiving payments from public funds).

The deadline for applying for Myna Points will be announced by the government at a later date.

Contact: Citizens' Affairs Division (Shimin-ka, 市民課), tel.: 082-420-0925.

The rules for using bicycles have been revised

- ・自転車利用のルールが改定されました

As a result of a partial revision to the Road Traffic Law, and the enactment of the Hiroshima Prefecture Bicycle Ordinance, the rules for using bicycles have been revised, as follows:

- 1: There is an obligation to make sincere efforts to have your bicycle inspected and maintained, and to use helmets and seatbelts in child seats (enacted on October 6th, 2022).
- 2: There is an obligation to enrol in Bicycle Liability Insurance, etc. (enacted on April 1st, 2023).
- 3: There is an obligation for all bicycle users to wear a bicycle helmet when using a bicycle (enacted on April 1st, 2023).

Contact: Traffic Safety Management Office (Kotsu-anzen-taisaku-shitsu, 交通安全対策室), tel.: 082-420-0400.

If you call 119 by mistake

- 間違っ119番
- 通報した場合

If you call 119 by mistake, please do not hang up without saying anything, but please tell the person who answers the phone that you called by mistake. If you hang up without saying anything, it may be assumed that an emergency has occurred, and an ambulance may be dispatched, or the Command Division may call you any number of times to try to confirm the situation.

If you notice after the fact that you have called 119 by mistake (from your phone's call history, etc.), please call 082-422-0119, and inform the person who answers the phone that you called 119 by mistake.

Contact: Command and Control Division, Fire Department (Shobokyoku, Shireika, 消防局指令課), tel. 082-422-0119, fax: 082-423-8243.

Issuing of documents from convenience stores will not be available

- コンビニ交付サービスの
- 発行休止

Issuing of documents from convenience stores will not be available at any time on Wednesday March 1st, Saturday March 11th, or Sunday March 12th.

Contact: Citizens' Affairs Division (Shimin-ka, 市民課), tel.: 082-420-0925.

Be sure to complete formalities for light vehicles and motorcycles before the end of March!

- 軽自動車税の廃車手続き

Each year, there are many cases of people complaining that they have been charged tax for their car, even though they no longer have it. Light Vehicle and Motorcycle Tax (keijidosha-zei, 軽自動車税) is levied on persons who are the owners of a light vehicle (a car of 660cc or below) or a motorcycle) as of April 1st each year. If you are planning to sell or dispose of your light vehicle or motorcycle, please ensure that the necessary formalities (cancellation of registration) are completed by the end of March. If the formalities are not completed by the end of March, then you will be subject to tax for the following year even if you sell or dispose of your vehicle after April 1st.

Please enquire at a vehicle or motorcycle dealer, or at one of the offices below, regarding the necessary formalities:

Type of vehicle/ motorcycle	Office	Telephone number
Mopeds and motorcycles of 125cc or under	Higashihiroshima City Municipal Tax Division (Shimin-zei-ka, 市民税課). Formalities can also be completed at branch offices or sub-branch offices. You will need the number plate, the owner's seal (personal stamp), and personal identification for the person who comes to complete the formalities.	082-420-0910
Motorcycles over 125cc	Chugoku District Transport Bureau, Hiroshima Branch Office Hiroshima Unyu-shikyoku (広島運輸支局)	050-5540-2068
Light vehicles of 660cc or below	Light Motor Vehicle Inspection Organization Keijidosha Kensa-kyokai (軽自動車検査協会)	050-3816-3080

Contact: Municipal Tax Division (Shimin-zei-ka, 市民税課), tel.: 082-420-0910.

Experience canoeing in a swimming pool

- プールでカヌー体験会

On Sunday March 26th, from 10:00 to 12:00, there will be an event in which participants can experience canoeing in a swimming pool. There will be also be the chance to learn about water safety, including how to use a life jacket, etc. The event will take place in Kurose Indoor Pool, and is open to elementary school students and above resident in Higashihiroshima City. The event is limited to 30 participants (to be decided by lottery). It is also possible to attend just to watch.

To apply to participate in the event, please send a fax or email, detailing the applicant's name, date of birth, age, address, telephone number, and parent/guardian's name. The deadline for applications is Friday March 17th.

Successful applicants will be notified by post of what to bring, etc.

Contact: Kurose Indoor Pool (Kurose Okunai Pool, 黒瀬屋内プール), tel./fax: 0823-82-7075.
Email: center02@diary.ocn.ne.jp

Please make use of bank account transfer for paying municipal taxes!

- 市税の納付は、納め忘れのない口座振替が便利です！

It is possible to pay municipal taxes by bank account transfer. This is a convenient way of ensuring you do not forget to make a payment. Applications to make use of this service can be made at the service counters of the City Office, the branch offices, and the sub-branch offices. Alternatively, financial institutions with branches within Higashihiroshima City can handle applications. Once you set up a bank account transfer, the arrangement will be continued in subsequent financial years too. Please make use of this service!

Contact: Tax Collection Division (Shuno-ka, 収納課), tel.: 082-420-0912.

Consultation services for non-Japanese residents

外国人相談窓口

• **Consultation services for non-Japanese residents** are available at the Communication Corner, in Sunsquare Higashihiroshima. English-speaking staff are available daily, at the following times: Mondays, Tuesdays, Wednesdays, Thursdays, Fridays: 9:00 to 17:00, Saturdays: 9:00 to 13:00, Sundays: 13:00 to 17:00.

Communication Corner website (English): <https://www.hhface.org/wp/corner/home-2/>

You can also access the Communication Corner website by using the upper QR code on the right.

• **40-minute free legal consultations** are available on Saturday March 11th, at 13:00, 14:00 and 15:00. The date for April is Saturday April 8th. English interpreting is available. **Please make an appointment at least one week in advance.**

Contact: Communication Corner (コミュニケーションコーナー), tel.: 082-423-1922.

• **Communication Corner Facebook page:**

<https://www.facebook.com/hhface.communicationcorner>

You can also access the Communication Corner Facebook page by using the lower QR code on the right.



Communication Corner website (English)



Facebook page

Night-time and holiday hospitals

夜間休日当番医

• **Night-time and holiday duty hospitals:** Full information about night-time and holiday duty hospitals within Higashihiroshima City is published in the Japanese-language version of the monthly city newsletter 'Higashihiroshima' (the page inside the back cover; only in Japanese), and on the Higashihiroshima City website (in Japanese and English). The information is subject to change at short notice, so before going to a medical facility, please be sure to call to confirm details.

Recently, there are more and more patients using emergency medical facilities at night and on holidays even though their situation is not serious. In some cases, these patients have prevented or delayed the treatment of patients with truly serious illnesses, and additionally, such cases are one of the reasons for doctors becoming overworked. Emergency medical facilities open at night and on holidays are for patients with serious, emergency conditions. Please try to visit the medical facility you use normally, during opening hours on weekdays.

• **Emergency medical treatment for children:** Please call the advice line on #8000 (if you cannot get through on this number, please call 082-505-1399). The service is available every day between 19:00 and 8:00 the following morning. You can obtain information about whether or not you should take your child to a medical facility outside of normal opening hours (at nights, on weekends or holidays, etc.).

• **If you have a medical problem at night or on weekends, and you are unsure about whether or not you should go to a medical facility:** Please call the Hiroshima area emergency consultation center on #7119. The service is free, and is available 24 hours a day, 365 days a year. The staff will be able to give you advice on whether to rest at home and see how symptoms develop, or whether you should go to a medical facility. If necessary, they can give you information about which facility to go to, or they can connect you directly to the 119 emergency service. In an emergency, do not hesitate to phone 119.



English



Japanese

Citizens' Affairs Division: Out-of-hours opening

- 市民課窓口：木曜延長・日曜開庁

The counters of the Citizens' Affairs Division are open until 19:00 every Thursday evening (except national holidays and the new year/year-end period. There is Sunday opening on March 12th and 26th, and on April 2nd and 9th, from 8:30 to 12:30. Wherever possible, please take someone with you who speaks Japanese. **Please note that divisions other than the Citizens' Affairs Division are not open at these times.** For details of what matters can be dealt with during these extended opening hours, and what you need to bring with you, please access the QR Code to the right, or see the city website:

<https://www.city.higashihiroshima.lg.jp/kurashi/todokede/8/23724.html>

If you have a My Number Card, you can use it to obtain Certificates of Residence, etc., at convenience stores.

Please be aware that it is necessary to make a reservation in advance if you wish to be issued with your My Number Card during an out-of-hours opening period. In addition, My Number (Myna) Points cannot be dealt with.

Contact: Citizens' Affairs Division (Shimin-ka, 市民課), tel.: 082-420-0925.



The printed edition of the foreign language edition of the City Newsletter will cease to be distributed after March 2023. From April 2023, the newsletter will be available only online, from the City website (you can access the page from the QR Code to the right).

The newsletter will continue to be published online at the end of every month.



As of the end of January, 2023:

Population of Higashihiroshima City: 190,388
Population of foreign residents: 8,081