

A Guide to Living in Niigata City for Foreign Residents 2025



Niigata City

Introduction

- This is a guidebook written in English for foreign residents living in Niigata City. It contains information so that foreign residents can live safely and securely in Niigata City.
- There is information on Niigata City and on required procedures for living in the City.
- This information is as of April 1st, 2025. Procedures and prices may change, so please keep this in mind.
- If you require more information, please email or call (in Japanese). There is contact information listed throughout the guidebook for each facility or department. Responses through email may take extra time.
- You may discuss your issues in a language other than Japanese at the Niigata City International Exchange Foundation (NIEF) and the Foreign Resident Consultation Center of Niigata (FRCN) (see p.2).

Contents

Consultation Services.....	2
Emergencies	5
Preparing for Disaster.....	8
About Niigata City.....	14
About the City Office and Ward Offices.....	17
Resident Registration (Moving In and Moving Out)	21
National Health Insurance.....	27
National Pension.....	34
Municipal Tax.....	37
Health and Medical Care.....	41
Pregnancy, Childbirth, and Childcare.....	44
For Single Parents.....	49
For Parents Raising Children.....	51
Child Education.....	54
For People with Disabilities.....	56
For the Elderly.....	59
Renting a Residence.....	63
Electricity, Gas, and Water.....	65
Living in Niigata.....	67
How to Dispose of Household Trash	72
For People Interested in Studying Japanese.....	80
City Administration Information.....	81
Moving Out of Niigata City.....	82

Consultation Services

Niigata City Call Center

• In **Japanese** and **other languages**

Available to answer questions regarding city office processes and procedures, event information, and guidance on facilities. If you do not know where or who to ask, please contact us.

TEL/FAX	025-243-4894 / 025-244-4894
Email	4894call@call.city.niigata.jp
HP	https://www.4894.call.city.niigata.jp/



Niigata City International Exchange Foundation (NIEF)

• In **Japanese** and **other languages**

You can talk about your issues in languages other than Japanese.

Foreign and Japanese staff members are here to listen to you.

Address	CrossPal Niigata 2nd Floor, 3-2086 Ishizuecho-dori, Chuo Ward
TEL/FAX	025-225-2727 / 025-225-2733
Email	kyokai@nief.or.jp
HP	https://www.nief.or.jp
Availability	Available Monday–Saturday, from 09:00–16:00 • Closed on Sundays, holidays, and New Year's holidays • For New Year's holidays, closed December 29–January 3



● Available Languages and Days of the Week

	Mon.	Tue.	Wed.	Thur.	Fri.	Sat.
Chinese		○	○	○	○	○
English		○	○	○	○	○
Russian		○		○		
French	○			○		
Korean		○			○	



- ○ means that a staff member who speaks that language is available on that day. Even if a staff member who speaks your language is not present, translation machines are available for use.
- There may be times when staff members who speak your language are not available due to other duties. If you wish to meet and speak with a staff member, please call or email to make an appointment. After you have made an appointment, please come to NIEF at the appointed time.

● Free Legal Consultation for Foreign Residents (Four times a year)

▷ <https://www.nief.or.jp/node/57>

You can meet with a lawyer to discuss and get advice about your concerns.

Consultations are free of charge.

Please check the dates and times on the Niigata City International Exchange Foundation website.



Foreign Resident Consultation Center of Niigata (FRCN)

• In **Japanese** and **other languages**

Consultations are available about general living in Japan and on topics such as residence/visa status, jobs, education, healthcare, and welfare.

Address	Bandaijima Building 2nd Floor, 5-1 Bandaijima, Chuo Ward • In the same building as Hotel Nikko Niigata
TEL	025-241-1881 (only for consultations)
Email	nia10@niigata-ia.or.jp (only for consultations)
HP	https://www.niigata-ia.or.jp
Availability	Available Monday–Friday, from 10:00–17:00 • Closed on Saturday, Sunday, holidays, and New Year's holidays • If you wish to talk to our staff in person, please visit us by 16:30

● Available Languages and Days of the Week

	Mon.	Tue.	Wed.	Thur.	Fri.
English	○			○	○
Chinese			○		
Filipino	○				
Thai		○			
Vietnamese		○			
Spanish				○	
Portuguese				○	
Russian	○	○	○	○	○

facebook



- ○ means that a staff member who speaks that language is available on that day. Translation machines are also available for use for consultations in languages not listed above.
- Online (Zoom) consultations are also available. Requests can be made by phone or email.

● Consultation with Experts

▷ <https://www.niigata-ia.or.jp/foreign>



You can meet with an expert to discuss and get advice about your concerns.

	Day	Time	Available languages
Education	Tue.	13:00–17:00	Japanese, English, Chinese, Thai, Vietnamese, Russian
Law	3rd Thur. of Jan., Mar., May., Jul., Sep., Nov.	13:00–17:00	Japanese, English, Spanish, Portuguese, Russian
Administrative procedures	Every 4th Wed. of the month	10:00–17:00	Japanese, Chinese, Russian
Immigration formalities	Every 2nd Tue. of the month	13:00–17:00	Japanese, Thai, Vietnamese, Russian

- Consultations are also available by phone or email, or online (Zoom).
- Appointment by phone or e-mail is required to meet an expert.



Emergencies

Please call when there is an emergency.



How to Make an Emergency Call

You can make an emergency call anytime, anywhere. It does not cost money.

● For Fires and Emergency Care: Call **119**

For fires, sudden illnesses, and severe injuries, call the fire department (**119**).

For mild injuries and illnesses, please go to the nearest medical facility (see p.41). For sudden illnesses and severe injuries during nights and holidays, please go to the Niigata City Emergency Medical Care Center (see p.6), etc.



How to call an ambulance

▷ https://www.city.niigata.lg.jp/multilingual/e_index/yasashii/kinkyu.html

1. Call 119. Say “*kyukyusha* (ambulance).”
2. Say where you are and what buildings are near you, your name and your phone number.
3. Listen carefully to what the operator says and give them specific details.
4. Please stand outside of the building when you hear the sirens. Wave and alert the ambulance of the location.



● For Traffic Accidents and Crimes: Call **110**

If you cause a traffic accident or are the victim of a crime, please call the police (**110**).



Sudden Illness or Injury at Night or on Holidays

If you get injured or sick on a weekday, go to a medical institute nearby (see p.41).
If you get injured or suddenly feel sick at night, on Sunday or a holiday, go to the following service centers.



● Niigata City Emergency Case Clinical Center



▷ <https://www.niigata-er.org>

■ **Address** Comprehensive Health and Medical Center 1st Floor
3-3-11 Shichikuyama, Chuo Ward

■ **TEL** 025-246-1199

Clinical Department (see p.41)	Hours	Cut-off Time
Internal medicine Pediatrics	Weekdays 19:00–07:00 of the next day Saturdays 14:00–07:00 of the next day Sundays and national holidays 07:00–07:00 of the next day	Weekdays 06:30 of the next day Saturdays 7:00 of the next day Sundays and national holidays 06:30 of the next day
Orthopedics	Weekdays 19:00–22:00 Saturdays 15:00–09:00 of the next day Sundays and national holidays 09:00–22:00	Weekdays 21:30 Saturdays 9:00 of the next day Sundays and national holidays 21:30
Obstetrics and gynecology Ophthalmology Otolaryngology Cerebral surgery	Sundays and national holidays 09:00–18:00	Sundays and national holidays 17:30

● Niigata City Dental Health and Welfare Center



▷ <http://ii-ha.net/k-center/details1.html>

■ **Address** Comprehensive Health and Medical Center 4th Floor
3-3-11 Shichikuyama, Chuo Ward

■ **TEL** 025-212-8020

Clinical Department (see p.41)	Hours	Cut-off Time
Dentistry	Sundays and national holidays 10:00–17:00	Sundays and national holidays 16:30

● Nishikanbara District Holiday and Overnight Emergency Care Center

▷ [https://www.city.niigata.lg.jp/nishikan/shies\(\)tsu/iryohoken/nishikankyukan.html](https://www.city.niigata.lg.jp/nishikan/shies()tsu/iryohoken/nishikankyukan.html)

■ **Address** 4363 Maki-ko, Nishikan Ward



■ **TEL** 0256-72-5499

Clinical Department (see p.41)	Hours	Cut-off Time
Internal medicine, pediatrics	Weekdays and Saturdays 19:00–22:00 Sundays and Holidays 09:00–17:00, 19:00–22:00	Weekdays and Saturdays 21:30 Sundays and Holidays 16:30, 21:30
Dentistry	Sundays and Holidays 09:00–17:00	Sundays and Holidays 16:30

⚠ Please Note

- These facilities provide emergency treatment. They cannot provide hospitalization or surgery.
- The medicine given is usually only enough for one day.
- Please make sure to bring your My Number health insurance card or health insurance eligibility certificate (or a valid health insurance card). For people who have claimant certificates for various medical expenses, please bring them with you. If you do not bring these documents, you will have to pay for the medical expenses in full by yourself.
- For people who are on medication, please bring your Medicine Notebook or the medicine with you.



Preparing for Disaster

▷ <https://www.city.niigata.lg.jp/kurashi/bosai/index.html>



During disasters like earthquakes, heavy rain, typhoons, etc., if there is evacuation information on the television or radio, please evacuate immediately. Even if there is no evacuation information, please evacuate immediately if you feel you are in danger.

In Niigata City, there are designated evacuation centers at schools, parks, etc., in the event of a major disaster. The evacuation centers vary based on where you live. Make sure to check the evacuation center closest to your house, school, and work.

Contact Local ward office's Regional Affairs Division (For Higashi Ward, Chuo Ward, and Nishi Ward, contact the General Affairs Division)

Kita Ward Office Regional Affairs Division

TEL 025-387-1165 Email chiikisomu.n@city.niigata.lg.jp

Higashi Ward Office General Affairs Division

TEL 025-250-2720 Email somu.e@city.niigata.lg.jp

Chuo Ward Office General Affairs Division

TEL 025-223-7064 Email somu.c@city.niigata.lg.jp

Konan Ward Office Regional Affairs Division

TEL 025-382-4526 Email chiikisomu.k@city.niigata.lg.jp

Akiha Ward Office Regional Affairs Division

TEL 0250-25-5470 Email chiikisomu.a@city.niigata.lg.jp

Minami Ward Office Regional Affairs Division

TEL 025-372-6431 Email chiikisomu.s@city.niigata.lg.jp

Nishi Ward Office General Affairs Division

TEL 025-264-7120 Email somu.w@city.niigata.lg.jp

Nishikan Ward Office Regional Affairs Division

TEL 0256-72-8147 Email chiikisomu.nsk@city.niigata.lg.jp

Preparations You Can Do Now

- Look at the hazard map for where you live (see p.13) and understand the risks for each type of disaster.
- Think of evacuation center locations and routes, as well as how to evacuate during heavy rain or a tsunami. It is also useful to think of evacuation center locations and routes, as well as how to evacuate for each type of disaster.
- In addition to evacuation centers in Niigata City, think about if it is possible to evacuate to your friends' or family's houses.
- Prepare items to bring with you during evacuation (see p.10).
- If you receive notification of emergency drills in your area, be sure to attend.

Contact Disaster Prevention Division (City Office Main Building)

TEL 025-226-1143 Email bosai@city.niigata.lg.jp

● Preparing at Home

▷ https://www.city.niigata.lg.jp/kurashi/bosai/bosai_taisaku/index_koujo/saigaibichiku/bitiku.html

- Three day supply of water, food, and daily necessities (Seven day supply if possible)
- Routinely consume and replenish food you regularly eat.
- In preparation for gas or water shutting off, prepare a portable stove, gas cylinders, a portable toilet, etc.

Contact Disaster Prevention Division (City Office Main Building)

TEL 025-226-1143 Email bosai@city.niigata.lg.jp

● Make Your House Safe

- Stabilize furniture, televisions, etc., and make sure they will not fall over.
- Do not place heavy or fragile items in high places.
- Do not place furniture or items that will fall over easily in exit routes like the front door.
- Put shatterproof film over glass cabinets and windows.
- Prepare sneakers or shoes that are easy to move in during an evacuation.

Contact Disaster Prevention Division (City Office Main Building)

TEL 025-226-1143 Email bosai@city.niigata.lg.jp



During Evacuation

- Search for accurate information and evacuate immediately.
- Wear clothes that are easy to move around in. Evacuate with the people near you.
- Assist one another. If there are people who have difficulty evacuating, help them.

Contact Disaster Prevention Division (City Office Main Building)

TEL 025-226-1143 Email bosai@city.niigata.lg.jp

● Items to Take During Evacuation

▷ https://www.city.niigata.lg.jp/kurashi/bosai/bosai_taisaku/index_koujo/saigaibichiku/bitiku.html



- Water
- Food
- Smartphone, mobile phone
- Mobile battery (portable charger)
- Flashlight, portable radio
- Batteries
- Medicine
- Daily necessities
- Clothing, diapers
- Identification
- Money
- Bank book, personal seal
- Indoor shoes (slippers)
- Masks, antibacterial wipes, thermometer, tooth brush
- Trash bags



Contact Disaster Prevention Division (City Office Main Building)

TEL 025-226-1143 Email bosai@city.niigata.lg.jp

⚠ Prevent the Spread of Infection at Evacuation Centers

- If you have symptoms such as a fever or cough, or do not feel well, please inform the staff at the evacuation center.
- Read the information posted at the evacuation center carefully.
- Keep a safe distance between others.
- Wash your hands frequently and cover your mouth when coughing.
- Cooperate with fellow evacuees and keep windows open for air circulation.

Contact Disaster Prevention Division (City Office Main Building)

TEL 025-226-1143 Email bosai@city.niigata.lg.jp



When to Evacuate During Heavy Rain

▷ <https://www.city.niigata.lg.jp/bosai/index.html>

When there is risk of danger due to heavy rain, there will be evacuation information broadcasted on the television and radio. Be sure to evacuate by the time the alert level reaches level 4.

Contact Crisis Management Division (City Office Main Building)

TEL 025-226-1146 Email kikitaishaku@city.niigata.lg.jp

● Alert Level and Evacuation Actions to Take

Alert Level	Evacuation Actions to Take	Where to Get Information
Alert Level 5 Emergency Safety Measures	Take the best course of action to protect your life	Niigata City
Be sure to evacuate by the time the alert level reaches level 4		
Alert Level 4 Evacuation Instruction	Evacuate from hazardous places as soon as possible	Niigata City
Alert Level 3 Evacuation of the Elderly, etc.	Start evacuating people who need more time to evacuate	Niigata City
Alert Level 2 Heavy rain, Flood, or Storm Surge Advisories	Check evacuation procedures	Japan Meteorological Agency (JMA)
Alert Level 1 Probability of Warnings	Be prepared for disasters	Japan Meteorological Agency (JMA)

⚠ Things to consider when evacuating

- People who are in a safe place do not need to evacuate.
- If you have not yet evacuated at alert level 5, take the best course of action to protect your life, such as moving to a safe room in your house, etc.
- Going outside when it is raining heavily is dangerous. Try to avoid traveling by car as well.

Contact Crisis Management Division (City Office Main Building)

TEL 025-226-1146 Email kikitaishaku@city.niigata.lg.jp



Prepare for a Tsunami

There is a possibility a tsunami will come after an earthquake. If an earthquake happens near the ocean or a river, please evacuate to higher ground as soon as possible.

Contact Disaster Prevention Division (City Office Main Building)
TEL 025-226-1143 Email bosai@city.niigata.lg.jp



Disaster Alert Emails (Niigata Disaster Prevention Emails)

▷ https://www.city.niigata.lg.jp/kurashi/bosai/bosai_taisaku/index_jijo/niigatabousaimail/index.html

Niigata City sends information about disasters through email. Information about evacuation, heavy rain and heavy snow, earthquakes above level 5, etc. are sent out. Please register in advance to receive these emails.

Contact Crisis Management Division (City Office Main Building)
TEL 025-226-1146 Email kikitaishaku@city.niigata.lg.jp



How to register

1. Send a blank email to touroku@bosai.city.niigata.lg.jp
2. A reply from the Niigata Disaster Prevention Email will come.
3. Click on the URL provided in the reply email and register.



You Can Also Find Information on Niigata City's on Homepage, X, and LINE

- Niigata City Homepage ▷ <https://www.city.niigata.lg.jp/kurashi/bosai/index.html>



- Niigata City Crisis Management and Disaster Prevention Bureau X @niigatacity_kib



- Niigata City Official LINE Account @niigata_city



Contact Crisis Management Division (City Office Main Building)
TEL 025-226-1146 Email kikitaishaku@city.niigata.lg.jp

When a Major Disaster Occurs



▷ <https://www.city.sakai.lg.jp/niigata/index.html>

When a major disaster occurs, there is a possibility you may not be able to access the Niigata City website. If that happens, you can view information about the disaster on the Sakai City (Osaka Prefecture) website.

Contact Public Relations Division (City Office Main Building)
TEL 025-226-2111 Email koho@city.niigata.lg.jp

● Comprehensive Hazard Maps

▷ https://www.city.niigata.lg.jp/kurashi/bosai/hinanjo/kouzui_hinanchizu/sougou_map/index.html

Comprehensive hazard maps are maps which show evacuation centers for heavy rain and tsunamis, as well as other information.



Contact Local ward office's Regional Affairs Division (for Higashi Ward, Chuo Ward, and Nishi Ward, please contact the General Affairs Division) (see p.8)



About Niigata City

Niigata City has prospered as a port city since long ago. In 2007, Niigata City was the first city along the Sea of Japan to become a government ordinance-designated city (a specially ordained city with a population greater than 500,000).

There are highways and bullet train (*shinkansen*) lines that connect directly to the Tokyo area, as well as an international airport and sea port from which you can travel overseas.

Furthermore, Niigata City is a lead producer of rice, vegetables, fruits, flowering plants, etc. There is also plenty of nature, such as the Shinano River, Agano River, Fukushima Lake, Toyonogata Lake, Sakata Lake, etc. Niigata City is divided up into eight wards.



Kita Ward



▷<https://www.city.niigata.lg.jp/kita/index.html>

In Kita Ward, farming and fishing prosper and there are markets in Kuzutsuka and Matsuhama. There is also the Niigata East Port, which transports a large amount of container freight.

Recommended Spots

■ Fukushima Lake Water Park

A park flourishing with nature, with over 220 confirmed species of birds and 800 species of plants. Nearby, there is an observation deck, pool, and more.

■ JRA Niigata Racecourse

A JRA horse racecourse known for the length of the straight portion of its course.



Higashi Ward



▷<https://www.city.niigata.lg.jp/higashi/index.html>

In Higashi Ward, industry is flourishing – it contains one of the largest industrial regions in Niigata City. The view of the factories overnight is quite beautiful.

Recommended Spots

■ Niigata Airport

You can go to major domestic cities as well as Northeast Asia by airplane.

■ Yamanoshita Minato Tower

You can see the boats in Niigata West Port and the sunset on the Sea of Japan.



Chuo Ward



▷<https://www.city.niigata.lg.jp/chuo/index.html>

Chuo Ward is the axis of Niigata City's transportation. There are several buildings that give a taste of port city culture.

Recommended Spots

■ Toki Messe

A full-scale event venue. You can look out over Niigata City's central area from the observation room on the 31st floor.

■ Hakusan Park

Designated as a National Site of Scenic Beauty. It was chosen as one of the "Top 100 Urban Parks of Japan."



Konan Ward



▷<https://www.city.niigata.lg.jp/konan/index.html>

The Konan Ward has large-scale commercial facilities and industrial parks, and is a region where cityscapes and nature coexist well together.

Recommended Spots

■ Central Wholesale Market

A place with safe and fresh food products, etc., gathered from all over Japan. There is also a food court which uses ingredients sold at the market.

■ Kameda Gymnasium (Asu Park Kameda)

The largest gymnasium and culture hall in the ward are located here.



Akiha Ward



▷<https://www.city.niigata.lg.jp/akiha/index.html>

Akiha Ward is a town famous for its railways, petroleum, and flowers and is blessed with plentiful green nature.

Recommended Spots

■ Flower and Ruins Furusato Park

It is one of the largest parks in Niigata City and contains a botanical garden and cultural property center.

■ Niitsu Railway Museum

The museum introduces Niigata's railway history. You can view real trains and ride in a small steam locomotive.

Minami Ward



▷<https://www.city.niigata.lg.jp/minami/index.html>

Minami Ward is a region where traditions and culture from long ago have been passed down for generations. Fruit cultivation is flourishing here.

Recommended Spot

■ Former Sasagawa Residence

The residence of the Sasagawa Family, a prestigious family who lived in the region for over 300 years. You can feel the history flowing from the vast grounds.

■ Shirone Kite Museum

One of the largest kite museums in the world. You can make your own kite.

Nishi Ward



▷<https://www.city.niigata.lg.jp/nishi/index.html>

Nishi Ward is a region with several large-scale retail stores and many residential areas. The *kurosaki chamame* produced here is well-known both within and around the city.

Recommended Spots

■ Niigata Furusato Village

A place where you can find Niigata-produced food and specialty products, which are a source of pride for Niigata. There are places for children to play and the whole family can have fun together.

■ Kiraranishi Park

From soft trampolines to pedal go-karts, there is plenty of large-sized play equipment.

Nishikan Ward



▷<https://www.city.niigata.lg.jp/nishikan/index.html>

Nishikan Ward is region with beautiful views of the sea and mountains. Agriculture is thriving here.

Recommended Spots

■ Mt. Kakuda

A mountain 481.7 meters tall. Mountain climbers from within and outside the prefecture visit all throughout the year.

■ Hokkoku Highway

A road constructed during the Edo period. It is said that long ago Matsuo Basho and Yoshida Shoin, who are both famous in Japan, walked along this road.

About the City Office and Ward Offices

The Niigata City Office is in the Chuo Ward.

Ward offices are in every ward. Various procedures concerning the city can be done at ward offices.

The offices are open from 8:30–17:30 on weekdays.

Branch offices, sub-branch offices, and residential affairs and services offices are smaller offices that you can go to instead of the ward offices.

Kita Ward

Kita Ward Office

1-1-14 Toeicho, Kita Ward **TEL 025-387-1000 (main phone) FAX 025-387-1020**

▷ <https://www.city.niigata.lg.jp/kita/shisetsu/gyosei/kuyakusyo/kitaku.html>



■ **Kita Branch Office** 1-7-9 Matsuhama, Kita Ward

TEL 025-387-1705 FAX 025-258-3497 Email kita.n@city.niigata.lg.jp

■ **Hayadori Sub-Branch Office** 37-1 Hayadori, Kita Ward

TEL 025-386-3339 FAX 025-386-7493 Email hayadori.n@city.niigata.lg.jp

■ **Minamihama Sub-Branch Office** 2069-1 Shimamicho, Kita Ward

TEL 025-255-2111 FAX 025-255-2164 Email minamihama.n@city.niigata.lg.jp

■ **Nigorikawa Sub-Branch Office** 2607-3 Niizaki, Kita Ward

TEL 025-259-2815 FAX 025-258-3442 Email nigorikawa.n@city.niigata.lg.jp

Higashi Ward

Higashi Ward Office

1-4-1 Shimokido, Higashi Ward **TEL 025-272-1000 (main phone) FAX 025-273-0176**

▷ <https://www.city.niigata.lg.jp/higashi/shisetsu/gyosei/kuyakusyo/higashiku.html>



■ **Ishiyama Branch Office** 1-1-12 Ishiyama, Higashi Ward

TEL 025-250-2820 FAX 025-286-6103 Email ishiyama.e@city.niigata.lg.jp

■ **Ogata Sub-Branch Office** 615-1 Ebigase, Higashi Ward

TEL 025-273-5684 FAX 025-273-6497 Email ogata.e@city.niigata.lg.jp

■ **Yamanoshita Residential Affairs and Services Office** 4-12 Furukawacho, Higashi Ward

TEL 025-250-2951

● **City Office Main Building**

1-602-1 Gakkocho-dori, Chuo Ward

TEL 025-228-1000 (main phone)



● **City Office Furumachi Annex**

Furumachi Refuru 4th Floor, 7-1010 Furumachi-dori, Chuo Ward

TEL 025-228-1000 (main phone)

▷ <http://www.city.niigata.lg.jp/shisetsu/tyousya/access.html>



● **Chuo Ward Office (From 2nd to 5th floor, NEXT21)**

6-866 Nishibori-dori, Chuo Ward

TEL 025-223-1000 (main phone) FAX 025-224-1520

▷ <https://www.city.niigata.lg.jp/chuo/shisetsu/gyosei/kuyakusyo/chuo.html>



■ **Higashi Branch Office** 7-1 Kanbaracho, Chuo Ward

TEL 025-241-4111 FAX 025-246-3397 Email higashi.c@city.niigata.lg.jp

■ **Minami Branch Office** 3-3-1 Shinwa, Chuo Ward

TEL 025-283-0406 FAX 025-283-0407 Email minami.c@city.niigata.lg.jp

■ **Irifune Sub-Branch Office** 3511-1 Inarimachi, Chuo Ward

TEL 025-222-6746 Email irifune.c@city.niigata.lg.jp

■ **Sekiya Residential Affairs and Services Office** 4-566-1 Sekiyatamachi, Chuo Ward

TEL 025-266-4938

Konan Ward

● Konan Ward Office

3-4-5 Izumicho, Konan Ward

TEL 025-383-1000 (main phone) FAX 025-381-7090

▷<https://www.city.niigata.lg.jp/konan/shisetsu/gyosei/kuyakusho/konankuyakusyo.html>



- Yokogoshi Branch Office 1-1-1 Yokogoshi-chuo, Konan Ward
TEL 025-385-2111 FAX 025-383-2262 Email yokogoshi.k@city.niigata.lg.jp
- Sonoki Sub-Branch Office 2-7-2 Amano, Konan Ward
TEL 025-280-6001 FAX 025-280-2372 Email sonoki.k@city.niigata.lg.jp
- Ryokawa Sub-Branch Office 821-8 Sakayacho, Konan Ward
TEL 025-280-2511 FAX 025-280-2512 Email ryokawa.k@city.niigata.lg.jp
- Oeyama Sub-Branch Office 401 Hosoyama, Konan Ward
TEL 025-276-3049 FAX 025-277-1659 Email oeyama.k@city.niigata.lg.jp
- Kameda Residential Affairs and Services Office Kameda Station Regional Exchange Center, 1-1-22 Higashi-funaba, Konan Ward TEL 025-381-1200



Akiha Ward

● Akiha Ward Office

2009 Hodojima, Akiha Ward

TEL 0250-23-1000 (main phone) FAX 0250-22-0228

▷<https://www.city.niigata.lg.jp/akiha/shisetsu/gyosei/kuyakusyo/akiha.html>



- Kosudo Branch Office 120-5 Kosudo, Akiha Ward
TEL 0250-25-5720 Email kosudo.a@city.niigata.lg.jp
- Niitsu Residential Affairs and Services Office Niitsu Regional Exchange Center 1st Floor, 1-2-39 Niitsu-honcho, Akiha Ward TEL 0250-25-5659



Minami Ward

● Minami Ward Office

1235 Shirone, Minami Ward TEL 025-373-1000 (main phone) FAX 025-373-3933

▷<https://www.city.niigata.lg.jp/minami/shisetsu/gyosei/kuyakusyo/minamiku.html>



- Ajikata Branch Office 1544 Ajikata, Minami Ward
TEL 025-372-6805 FAX 025-372-2957 Email ajikata.s@city.niigata.lg.jp
- Tsukigata Branch Office 535 Tsukigata, Minami Ward
TEL 025-372-6905 FAX 025-375-5117 Email tsukigata.s@city.niigata.lg.jp



Nishi Ward

● Nishi Ward Office

3-14-41 Terao-higashi, Nishi Ward

TEL 025-268-1000 (main phone) FAX 025-269-1650

▷ <https://www.city.niigata.lg.jp/nishi/shisetsu/gyosei/kuyakusyo/nishiku.html>



■ Nishi Branch Office 413 Uchinomachi, Nishi Ward

TEL 025-262-3111 FAX 025-263-4455 Email nishi.w@city.niigata.lg.jp

■ Kurosaki Branch Office 2843-1 Onomachi, Nishi Ward

TEL 025-377-3101 FAX 025-377-1657 Email kurosaki.w@city.niigata.lg.jp

■ Akatsuka Sub-Branch Office 2280-2 Akatsuka, Nishi Ward

TEL 025-239-2016 FAX 025-239-2001 Email akatsuka.w@city.niigata.lg.jp

■ Nakanokoya Sub-Branch Office 590-4 Nakanokoya, Nishi Ward

TEL 025-262-2273 FAX 025-262-2187 Email nakanokoya.w@city.niigata.lg.jp

■ Kurosaki Residential Affairs and Services Office Kurosaki Northern Citizen's Public Hall,
4-1-1 Tokimeki-nishi, Nishi Ward TEL 025-232-0077

Nishikan Ward

● Nishikan Ward Office

2690-1 Maki-ko, Nishikan Ward

TEL 0256-73-1000 (main phone) FAX 0256-72-6022

▷ <https://www.city.niigata.lg.jp/nishikan/shisetsu/gyosei/kuyakusyo/nishikanku.html>



■ Iwamuro Branch Office 860 Nishinaka, Nishikan Ward

TEL 0256-82-4111 FAX 0256-82-4119 Email iwamuro.nsk@city.niigata.lg.jp

■ Nishikawa Branch Office 585-1 Hataya, Nishikan Ward

TEL 0256-88-3111 FAX 0256-88-7491 Email katahigashi.nsk@city.niigata.lg.jp

■ Katahigashi Branch Office 1 Sanbou, Nishikan Ward

TEL 0256-86-3111 FAX 0256-86-3109 Email katahigashi.nsk@city.niigata.lg.jp

■ Nakanokuchi Branch Office 626 Nakanokuchi, Nishikan Ward

TEL 025-375-2712 FAX 025-375-5451 Email nakanokuchi.nsk@city.niigata.lg.jp

Resident Registration (Moving In and Moving Out)

▷ <https://www.city.niigata.lg.jp/kurashi/todokede/kosekinado/jyuminhyo/jyuumintodoke.html>

People who reside Niigata City need to inform the city office that they live in the City and formally register. This is a very important procedure that needs to be done while living in Japan.



Interpreters are not available at the service desks. For people who are not confident in their Japanese abilities, please bring someone who speaks Japanese with you.

Period of Stay, Status of Residence, Residence Card, Re-entry Permit

Procedures for period of stay, status of residence, residence cards, and re-entry permits are carried out at the Immigration Services Bureau.

Contact Tokyo Regional Immigration Services Bureau Niigata Branch Office (Inside Niigata Airport)

3710 Matsuhama-cho, Higashi Ward TEL 025-275-4735 FAX 025-275-4848



When a Child Is Born

Please submit a birth registration form to the ward office's Ward Residential Affairs and Services Division (for Chuo Ward, please submit forms to the Citizen Services Division).

■ **Submission deadline** Within 14 days after the child is born

■ **Required items** Birth certificate, Maternal and Child Health Handbook (only for people who have one)

- The Maternal and Child Health Handbook is a small book in which the mother's physical condition and the baby's growth are written down. If you have one, please bring it with you.
- If you intend to be in Japan for more than 60 days, please submit a "permission to acquire status of residence" application to the Tokyo Regional Immigration Services Bureau Niigata Branch Office within a month after the child is born

Contact Local ward office's Ward Residential Affairs and Services Division (for Chuo Ward, contact the Citizen Services Division)

Kita Ward Office Ward Residential Affairs and Services Division

TEL 025-387-1255 Email kumin.n@city.niigata.lg.jp

Higashi Ward Office Ward Residential Affairs and Services Division

TEL 025-250-2235 Email kumin.e@city.niigata.lg.jp

Chuo Ward Office Citizen Services Division

TEL 025-223-7126 Email mado.c@city.niigata.lg.jp

Konan Ward Office Ward Residential Affairs and Services Division

TEL 025-382-4203 Email kumin.k@city.niigata.lg.jp

Akiha Ward Office Ward Residential Affairs and Services Division

TEL 0250-25-5674 Email kumin.a@city.niigata.lg.jp

Minami Ward Office Ward Residential Affairs and Services Division

TEL 025-372-6105 Email kumin.s@city.niigata.lg.jp

Nishi Ward Office Ward Residential Affairs and Services Division

TEL 025-264-7211 Email kumin.w@city.niigata.lg.jp

Nishikan Ward Office Ward Residential Affairs and Services Division

TEL 0256-72-8317 Email kumin.nsk@city.niigata.lg.jp

When a Family Member or Person Living with You Dies

Please submit a death registration form to the ward office's Ward Residential Affairs and Services Division (for Chuo Ward, please submit forms to the Citizen Services Division). When you submit the death certificate, you will receive a burial permit.

- **Submission deadline** Within seven days of discovering the death
- **Who submits the documents** Family members, relatives, or people who lived with the deceased
- **Required items** Death certificate, passport, national health insurance card or national health insurance eligibility certificate, and pension book of the deceased
 - A death certificate is a paper issued by a doctor that has information about the person's death.
 - A national health insurance card is a card that proves someone is enrolled in National Health Care (see p.27).
 - A pension book is a small book that has information written about a person's pension (see p.34).
 - Please inform the embassy or consulate of the deceased's home country that they have died.

Contact Local ward office's Ward Residential Affairs and Services Division (for Chuo Ward, contact the Citizen Services Division) (see p.21)

When You Get Married or Divorced

The requirements and procedures required for marriage or divorce vary by nationality. For more details, please contact us.

Contact Local ward office's Ward Residential Affairs and Services Division (for Chuo Ward, contact the Citizen Services Division) (see p.21)

When You Move to Niigata City from a Country Other Than Japan

First, apply for a re-entry permit for your residence card (or special permanent resident certificate) at the Immigration Services Bureau (see p.21). Afterwards, submit a moving in notification to the ward office's Ward Residential Affairs and Services Division (for Chuo Ward, submit forms to the Citizen Services Division).

■ **Submission deadline** Within 14 days after moving to Niigata City

■ **Required items**

1. Passports of everyone who moved, as well as residence cards or special permanent resident certificates
 - If you have family with you, please also bring the documents listed in numbers 2, 3, and 4 below. If you do not have these documents, please ask your embassy or consulate.
2. Marriage certificate
3. Birth certificate
4. Copies of 2 and 3 translated into Japanese
 - Please have the translator's name written.

Contact Local ward office's Ward Residential Affairs and Services Division (for Chuo Ward, contact the Citizen Services Division) (see p.21)

When Moving to Niigata City from Within Japan

Before starting procedures for moving to Niigata City, please submit a moving out notification to where you lived previously. Afterwards, please submit a moving in notification to the ward office's Ward Residential Affairs and Services Division (for Chuo Ward, submit forms to the Citizen Services Division).

■ **Submission deadline** Within 14 days after moving to Niigata City

■ **Required items**

1. Change of address certificate
 - You will receive a moving in notification document after submitting a moving out notification to the city or town you lived in previously.
2. Residence cards or special permanent resident certificates and My Number Cards of everyone who moved.
 - If you have a My Number Card, please bring it with you. A My Number Card is an IC card that has 12 numbers and a photo of your face on it.

Contact Local ward office's Ward Residential Affairs and Services Division (for Chuo Ward, contact the Citizen Services Division) (see p.21)

Moving from Within Niigata City

Please submit a change of address notification to the ward office's Ward Residential Affairs and Services Division (for Chuo Ward, submit forms to the Citizen Services Division).

■ **Submission deadline** Within 14 days after moving

■ **Required items** Residence cards or special permanent resident certificates and My Number Cards of everyone who moved.

- If you have a My Number Card, please bring it with you.

Contact Local ward office's Ward Residential Affairs and Services Division (for Chuo Ward, submit certificates to the Citizen Services Division) (see p.21)

Moving Out of Niigata City (see p.82)

Please submit a moving out notification to the ward office's Ward Residential Affairs and Services Division (for Chuo Ward, submit forms to the Citizen Services Division).

If you and your family are moving to different places, please submit separate forms.

■ **Submission deadline** From 14 days before you move, to the day you move out

■ **Required items** My Number Card

- If you have a My Number Card, please bring it with you.

Contact Local ward office's Ward Residential Affairs and Services Division (for Chuo Ward, contact the Citizen Services Division) (see p.21)

When You Need a Certificate of Residence

▷ <https://www.city.niigata.lg.jp/kurashi/todokede/kosekinado/jyuminhyo/jyuuminkofu.html>

A certificate of residence is a document that proves your and your family's address.

■ **Where to obtain** Local ward office's Ward Residential Affairs and Services Division (for Chuo Ward, go to the Citizen Services Division), branch offices, sub-branch offices, and administrative service corners

■ **Who can request certificates** You or people who live with you

■ **Fee** 300 yen (one copy)

■ **Required items** Personal identification documents (residence card, special permanent resident certificate, My Number Card, driver's license, passport)



Contact Local ward office's Ward Residential Affairs and Services Division (for Chuo Ward, contact the Citizen Services Division) (see p.21)

Creating a My Number Card

▷ https://www.city.niigata.lg.jp/kurashi/todokede/mynumber_card/mynumber_card.html

A My Number Card is an IC card that has 12 numbers and a photo of your face on it. You can use it as a form of personal identification. You can use it for e-Tax (tax procedures) and obtaining a Certificate of Residence from convenience stores. For more details, please contact us.



Contact Local ward office's Ward Residential Affairs and Services Division (for Chuo Ward, contact the Citizen Services Division) (see p.21)

● You Can Obtain a Certificate of Residence at a Convenience Store

▷ <https://www.city.niigata.lg.jp/kurashi/todokede/konbinikoufu/konbinikoufu.html>

If you have a My Number Card, you can print a certificate of residence at a convenience store's copy machine. For more details, please contact us.



Contact Local ward office's Ward Residential Affairs and Services Division (for Chuo Ward, contact the Citizen Services Division) (see p.21)

Registering a Personal Seal



▷ <https://www.city.niigata.lg.jp/kurashi/todokede/kosekinado/inkantoroku.html>

In Japan, it is common to use a personal seal (*inkan*) in place of a signature when signing important documents. In Japan, when creating important documents, it is required to have a registered personal seal and identification. Registering a personal seal means registering a specific seal as your own personal seal. There are rules for what kind of personal seal can be registered. Please confirm whether or not your seal can be registered before registering.

■ **Required items** Seal you wish to register and one form of photo identification (residence card, special permanent resident certificate, My Number Card, driver's license, passport)

Contact Local ward office's Ward Residential Affairs and Services Division (for Chuo Ward, contact the Citizen Services Division) (see p.21)

National Health Insurance

▷ <https://www.city.niigata.lg.jp/kurashi/hoken/kokuho/hokenryo/noufu-no-tebiki.html>

In Japan, all residents are required to enroll in medical insurance.



When you visit a medical facility and you do not have medical insurance, you will be responsible for the overall medical costs. Medical costs are very expensive.

The insurance premium is calculated based on income from the previous year.

Who Must Enroll in the National Health Insurance

Everyone who is permitted to reside in Japan for longer than three months and has registered one's residency (see p.21) is required to enroll in National Health Insurance.

- Those who have a Certificate of Coverage issued by a country that has an agreement with Japan are exempt from enrolling. A Certificate of Coverage is written proof which certifies that the person is enrolled in the social security program of a country that has an agreement with Japan.

Who Is Not Eligible for Enrollment

1. People registered for health insurance through their employer
2. People 75 years old or older
3. People who have not completed resident registration (see p.21)
4. People receiving public assistance (livelihood protection)



Enrolling in or Disenrolling from National Health Insurance

When you enroll in or disenroll from National Health Insurance, please go to the Ward Residential Affairs and Services Division of the ward office (Citizen Services Division for Chuo Ward Office) within 14 days.

Your insurance premium (fees) will be calculated starting the month that you become eligible for enrollment in National Health Insurance. Even if you are late to file, pay the full amount from the start of the month you become eligible for enrollment.

Contact Local Ward office's Ward Residential Affairs and Services Division (For Chuo Ward Office, contact Citizen Services Division)

Kita Ward Office Ward Residential Affairs and Services Division

TEL 025-387-1275 **Email kumin.n@city.niigata.lg.jp**

Higashi Ward Office Ward Residential Affairs and Services Division

TEL 025-250-2265 **Email kumin.e@city.niigata.lg.jp**

Chuo Ward Office Citizen Services Division

TEL 025-223-7149 **Email mado.c@city.niigata.lg.jp**

Konan Ward Office Ward Residential Affairs and Services Division

TEL 025-382-4235 **Email kumin.k@city.niigata.lg.jp**

Akiha Ward Office Ward Residential Affairs and Services Division

TEL 0250-25-5676 **Email kumin.a@city.niigata.lg.jp**

Minami Ward Office Ward Residential Affairs and Services Division

TEL 025-372-6135 **Email kumin.s@city.niigata.lg.jp**

Nishi Ward Office Ward Residential Affairs and Services Division

TEL 025-264-7243 **Email kumin.w@city.niigata.lg.jp**

Nishikan Ward Office Ward Residential Affairs and Services Division

TEL 0256-72-8336 **Email kumin.nsk@city.niigata.lg.jp**

● Enrolling in National Health Insurance

Occasion	Necessary Items
When moving to Niigata City from within Japan	Residence card (or special permanent resident certificate), certificate of moving-out
When moving to Niigata City from abroad	Residence card (or special permanent resident certificate), passport
When withdrawing from company health insurance or becoming a non-working dependent	Residence card (or special permanent resident certificate), health insurance disqualification certificate of a company
When no longer receiving public assistance	Residence card (or special permanent resident certificate), decision notice of public assistance
After the birth of a child	Residence card (or special permanent resident certificate), legal guardian's health insurance eligibility certificate, etc. <ul style="list-style-type: none"> When a person gives birth, support money is available (Childbirth and Childcare Lump Sum Payment) (see p.33).

- In addition, the My Number Cards of the head of household and the person who is handling the procedure are needed. The ward office staff will check the certificate of designation of people whose residency status is "designated activities."
- Health insurance eligibility certificates, etc. are health insurance notification documents such as a national health insurance card, a health insurance eligibility certificate, and eligibility information documents.

● Disenrolling from National Health Insurance

Occasion	Necessary Items
When moving outside of the City	Residence card (or special permanent resident certificate), health insurance eligibility certificate, etc.
When moving outside of the country	Residence card (or special permanent resident certificate), health insurance eligibility certificate, etc. • You must settle your insurance premium balance before moving outside of the country.
When enrolling in company health insurance or becoming a non-working dependent	Residence card (or special permanent resident certificate), insurance card issued by company, health insurance eligibility certificate, etc.
Upon becoming a recipient of public assistance	Residence card (or special permanent resident certificate), decision notice of public assistance, health insurance eligibility certificate, etc.
Upon passing away	health insurance eligibility certificate, etc. of the person who died

- In addition, the My Number Cards of the head of household and the person who is handling the procedure are needed.
- Health insurance eligibility certificates, etc. are notification documents such as a national health insurance card, a health insurance eligibility certificate, and eligibility information documents.

● Other Occasions

Occasion	Necessary Items
When changing addresses within the City	Residence card (or special permanent resident certificate), health insurance eligibility certificate, etc.
When the head of household was changed or you change your name	Residence card (or special permanent resident certificate), health insurance eligibility certificate, etc.
When you've lost your health insurance eligibility certificate, etc.	Residence card (or special permanent resident certificate)
When you've damaged your ance card —health insurance eligibility certificate, etc.	Residence card (or special permanent resident certificate), damaged health insurance eligibility certificate, etc.

- In addition, the My Number Cards of the head of household and the person who is handling the procedure are needed.
- Health insurance eligibility certificates, etc. are health insurance notification documents such as a national health insurance card, a health insurance eligibility certificate, and eligibility information documents.

National Health Insurance Premiums

All residents who enroll in National Health Insurance are required to pay insurance premiums. Please contact us for more information.

Should you have difficulty making a living due to special circumstances, then you may be eligible to apply for a payment reduction or exemption. Should you be unable to pay your insurance premiums due to disasters or your independent business closing, please contact a ward office.

Contact Local ward office's Residential Affairs and Services Division (Citizen Services Division for Chuo Ward) (see p.28)

● How to Make Payments

Please pay the premiums by way of 1, 2, or 3 as follows.

1. Pay by automatic bank transfer

You can pay automatically from your bank account. This eliminates the need to go out and pay every month, and is convenient. Please apply directly at your financial institution, or at a local ward office's Residential Affairs and Services Division (Citizen Services Division for Chuo Ward).

■ Banks eligible for automatic bank transfer

Akita Bank
Kamo Shinkin Bank, Kyoei Shinyo Kumiai, Kirayaka Bank, Kouei Shinyo Kumiai
Sanjo Shinkin Bank, Shibata Shinkin Bank
Taiko Bank, Daishi Hokuetsu Bank, Toho Bank
JA Niigata Kagayaki, Niigataken Shinkumi Bank, JA Bank Niigata, Niigata-rokin, Niigatashi Agricultural Cooperatives, Niigata Shinyo Kinko
Habataki Shinyo Kumiai, Higashinihon Shingyoren (Niigata Branch), The Hokuriku Bank
Maki Shinkumi, Mizuho Bank, Mizuho Trust & Banking, Sumitomo Mitsui Banking Corporation, MUFG Bank
Japan Post Bank (Post Office)

Place for the procedure	Necessary items
Local ward office's Residential Affairs and Services Division (Citizen Services Division for Chuo Ward)	Bank cash card, Identification card
Financial institutions	Bankbook, Personal seal registered with the bank account, documents that display your national health insurance number (notices, health insurance eligibility certificate, etc.)

2. By a premiums booklet

Premiums booklet is sent by mail in July every year. Pay by the due date.

■ Where to pay

Ward office, Ward branch office, Ward sub-branch office, financial institutions which handle account transfer payment (except for Mizuho Trust & Banking), convenience store, pay by smartphone (PayPay, etc.)

3. By pension withdrawal

For households with people from 65 to 74 years old, insurance premiums are withdrawn from the pension of the family head. There are some conditions that need to be met to withdraw insurance premiums from pension. Please contact us for more details.

● If You Don't Pay Your Insurance Premiums

1. If you don't pay your insurance premiums by the deadline, you will receive a document requesting payment (payment reminder, demand letter).
2. If you don't have any special circumstances and fail to pay the insurance premiums, this may result in property seizure.

Money You Receive from National Health

Make sure to do the procedure within two years of the illness or injury. Documents written in foreign languages are to be translated into Japanese. Please contact us for details.

Contact Local ward office's Residential Affairs and Services Division (Citizen Services Division for Chuo Ward) (see p.28)

● Going to a Medical Facility When Sick or Injured

When you go to a medical facility because you are sick or injured, please take your health insurance card, health insurance eligibility certificate, or My Number health insurance card with you. When you present your insurance card, health insurance eligibility certificate, or My Number health insurance card at the medical facility, a portion of the cost you owe will be reduced. The portion you owe is displayed below.

Age	Portion of Costs Owed
Children not yet enrolled in elementary school	20% of the total cost
Elementary school children to 69 years old	30% of the total cost
People over the age of 70	20% or 30% of the total cost • Varies by age and income

- A My Number health insurance card is a My Number Card which has been registered as a health insurance card.

● When You Paid the Total Amount of Medical Expenses

During times of sudden illness or injury when you do not have your insurance card, health insurance eligibility certificate, or My Number health insurance card with you, you must pay the total amount of medical expenses. Afterwards, if you go to the Ward Residential Affairs and Services Division (for Chuo Ward, go to the Citizen Services Division) and complete the necessary procedures, the amount your insurance covers will be refunded to you.

● When You Pay an Excess in Medical Fees (High-Cost Medical Expenses)

If you paid high-cost medical expenses one month, you will receive a refund of the amount that exceeded the pre-fixed ceiling amount for one month. If you paid an excess amount at a medical facility, you will receive a notification eight months later. Please mail an application form and the additional required documents to the Ward Residential Affairs and Services Division (for Chuo Ward, send documents to the Citizen Services Division).

- You may also go to the Ward Residential Affairs and Services Division (for Chuo Ward, go to the Citizen Services Division) and receive an Eligibility Certificate for Ceiling-Amount Application before going to a medical facility. If you present your insurance card, health insurance eligibility certificate, or My Number health insurance card and the Eligibility Certificate for Ceiling-Amount Application at the medical facility, the amount you must pay will be reduced.

● When You Pay an Excess Due to Illness or Long-Term Care (High-Cost Benefits for Medical Treatment Combined with Long-Term Care)

If your National Health Insurance and long-term care (see p.59) medical expenses exceed the pre-fixed ceiling amount for one year, you will receive a notification in the mail. Once you receive the notification, please complete the necessary procedures. The amount that exceeded your pre-fixed ceiling amount will be refunded to you.

● If You Are Hospitalized (Food Expenses While Hospitalized)

When a person enrolled in National Health Insurance is hospitalized, the food expenses incurred while hospitalized will be reduced. The cost owed for one meal after insurance is 490 yen.

● Childbirth and Childcare Lump Sum Payment

When a person enrolled in National Health Insurance gives birth, Niigata City will pay the medical facility. The amount is 500,000 yen per child. If the child dies 85 days from pregnancy, you can still receive the lump sum payment.

- If the childbirth expenses exceed 500,000 yen, please pay the medical facility the excess amount.
- If the childbirth expenses are less than 500,000 yen, a notification will be sent in the mail. Please mail the application form to the Ward Residential Affairs and Services Division (for Chuo Ward, mail the form to the Citizen Services Division).
- If you gave birth overseas, after returning to Japan, please complete the necessary procedures at the Ward Residential Affairs and Services Division (for Chuo Ward, go to the Citizen Services Division).
- If you paid for the full amount of childbirth expenses by yourself, please complete the necessary procedures at the Ward Residential Affairs and Services Division (for Chuo Ward, go to the Citizen Services Division).

● When You Die (Funeral Expenses)

When a person enrolled in National Health Insurance dies, the person who paid for the funeral is eligible to receive 50,000 yen.

● If You Are Injured by Another Person

If you are injured by another person in a traffic accident, etc., the person who injured you pays for your medical expenses. If the person who injured you does not pay, please go to the Ward Residential Affairs and Services Division (for Chuo Ward, go to the Citizen Services Division) to complete the necessary procedures to use National Health Insurance.

If a traffic accident happens, a Traffic Accident Certificate (a paper filled out by a police officer with information about the accident) must be created. If you are injured by another person, please make sure to inform the police.

National Pension

National Pension is a system that pays old-age pension, disability pension or survivor's pension when you have unexpected financial difficulties.



Who Must Enroll in National Pension

People living in Niigata City must enroll in National Pension. By law, foreign residents from ages 20 to 59 who are registered residents (see p.21) of Niigata City must also enroll in the system.

Who Cannot Enroll in National Pension

Japan's pension system has two types of pensions, National Pension and Employees' Pension. People working at companies, etc. are not enrolled in National Pension, but instead in Employees' Pension. The company will complete the procedures to enroll employees in Employees' Pension. For more information, please ask your employer.

National Pension Contributions

National Pension contributions are 16,520 yen per month.

- This is the price from April 1, 2023–March 31, 2024.

Contact Ward Residential Affairs and Services Division (for Chuo Ward, contact the Citizen Services Division) (see p.28)

● How to Pay Contributions

You can pay National Pension contributions using the following methods listed below (①, ②, ③).

① Payment by payment slip

You will be sent payment slips from the Japan Pension Service. Please make payments at the locations listed below.

■ **Where to pay** Banks, Shinkin Bank, JP Post Bank, convenience stores, etc.

② Payment by automatic bank transfer

You can make automatic payments for contributions from your bank account. Using this method means you do not have to go to the bank every month, which makes it convenient.

③ Payment by credit card

You can apply at a National Pension office.

● When You Cannot Make Contribution Payments

If it is difficult to make payments for National Pension contributions due to lack of living expenses, please inform the Ward Residential Affairs and Services Division (for Chuo Ward, inform the Citizen Services Division). It is acceptable not to pay under some circumstances.

● When You Get a Job at a Company

When you get a job and start working at a company, you do not need to pay National Pension contributions. The company will complete procedures to enroll you in Employees' Pension. You do not need to apply at city office or the ward office.

Money You Can Receive through National Pension

There are several different types of National Pension and there are different conditions required to receive money from each one.

Contact Ward Residential Affairs and Services Division (for Chuo Ward, contact the Citizen Services Division (see p.28)

● Old-Age Basic Pension

Benefits you can receive from age 65

■ **Who is eligible** People who have paid National Pension contributions for more than 10 years.

● Disability Basic Pension

A pension that people who are enrolled in National Pension can receive if they become disabled due to illness or injury. The amount you can receive depends on the severity of the disability. For more information, please contact the Ward Residential Affairs and Services Division (for Chuo Ward, contact the Citizen Services Division).

● Survivors' Basic Pension

Survivors' Basic Pension is a pension someone can receive when a person enrolled in National Pension dies. People who depended on the income of the deceased for their living expenses (the deceased's children or their spouse who has children) can receive this pension. For more information, please contact the Ward Residential Affairs and Services Division (for Chuo Ward, contact the Citizen Services Division).

● Lump-sum Withdrawal Payments

A pension you can receive after you register to leave Japan. People who have contributed to the national Pension system for at least six months in total while in Japan can receive this pension.

Before leaving Japan, please go to a National Pension office to receive an application form. Application forms are also available on the Japan Pension Service website. Please send the application form and the required documents to Japan Pension Service. Please complete the procedures within two years after leaving Japan.

Contact Pension Offices

Niigata Nishi Pension Office 5191-15 Nishi Ohata-cho, Chuo Ward **TEL 025-225-3008**

Niigata Higashi Pension Office 1-16 Shinko-cho, Chuo Ward **TEL 025-283-1013**

Machikado Pension Consultation Center Place Niigata 6th Floor, 2-3-26 Higashi Odori, Chuo Ward **TEL 025-244-9246**

Municipal Tax

Money earned while working in Japan is taxed. These taxes are called income tax and resident tax. Income tax is national tax. Resident tax is municipal inhabitant's tax.

People with high incomes must pay resident tax to the city, town, or village that their address is located in as of January 1st.

People who own buildings or land must also pay fixed property tax.



Resident Tax

Resident tax is a tax that everyone living in Japan pays. Foreign residents must also pay. Within the category of resident tax, there is prefectural tax and municipal tax. Niigata City decides the prefectural tax and municipal tax and collects it.

Contact Citizen Tax Division (City Office Furumachi Annex)

TEL 025-226-2243 Email shiminzei.to@city.niigata.lg.jp

● Those Who Must Pay Prefectural Tax and Municipal Tax

People to whom 1 or 2 applies.

1. People who have an address in Niigata City as of January 1st and who had an income the previous year.
2. People who have a house, office, or place of business as of January 1st.

● Those Who Do Not Need to Pay Prefectural Tax or Municipal Tax

People to whom 1, 2, or 3 applies.

1. People who receive public assistance (livelihood protection)
2. People with disabilities, people under the age of 18, widows, or single parents who had low income the previous year.
3. People who had low income the previous year.

● If it Becomes Difficult to Pay Your Taxes

If you have difficulty paying your taxes due to an accident or disaster, please seek consultation at the Citizen Tax Division.

● How to Pay Resident Tax

Please pay resident tax using the following two methods listed (①, ②).

① Pay directly from your salary or pension

People who receive a salary from their employer or people who receive a pension have resident tax taken directly from their salary or pension.

② Pay with a payment slip or automatic bank transfer

People who do not receive a salary from an employer or people who do not receive a pension will receive a tax notice and payment slips from the Niigata City every year in June. Use the payment slips to pay for your taxes – a year's worth of taxes is split up into four payments. Please pay by the due date. If you do not pay on time, you will need to pay a late payment fee.

You may also pay by automatic bank transfer. Using this method means you do not have to go to the bank every month, which makes it convenient.

■ **Where to pay resident tax** Ward offices, branch offices, sub-branch offices, Tax Collection Division (City Office Furumachi Annex), financial institutions, convenience stores, etc.

- You can also scan the barcode on the payment slip and pay with PayPay. You can pay up to 300,000 yen using this method.

● When You Leave Japan for Overseas

Even people who have left Japan, if you lived in Niigata City on January 1st, you still must pay resident tax. Select a representative to complete the procedures for you and inform the ward office.

● How to Obtain a Tax Payment Certificate and Taxation Certificate

A Tax Payment Certificate is a paper that proves that you paid taxes.

A Taxation Certificate is a paper that shows your annual salary and resident tax.

Each copy costs 300 yen.

■ **Where to obtain** Ward offices, branch offices, sub-branch offices, residential affairs and service offices, Citizen Tax Division (City Office Furumachi Annex)

■ **Required items** Identification

- If someone else is completing the procedures for you, they must bring a letter of attorney written by you.



Paying Taxes for Light Vehicles and Motorcycles

Contact Citizen Tax Division (City Office Furumachi Annex) TEL 025-226-2251

Email shiminzei.to@city.niigata.lg.jp

● What is Light Vehicle Tax

People who own motorcycles or light vehicles up to 660 cc: please pay light vehicle tax.

● Those Who Must Pay Light Vehicle Tax

People who own a motorcycle or light vehicle as of April 1st of that year.

■ **Where to pay tax** City ward offices, branch offices, sub-branch offices, Tax Collection Division (City Office Furumachi Annex), financial institutions, convenience stores, etc.

- You can also scan the barcode on the payment slip and pay with PayPay. You can pay up to 300,000 yen using this method.

● Circumstances in Which You Must Complete Tax Procedures Immediately

When you give your light vehicle or motorcycle to another person or dispose of it, please complete the appropriate procedures immediately. If you do not complete the procedures immediately, you will continue to owe taxes. The places where you can complete the procedures are listed below.

■ Motorcycles up to 125cc (motorized bicycles and small-sized special motor vehicles)

Contact Ward offices (except Chuo Ward), branch offices, sub-branch offices, and Citizen Tax Division (City Office Furumachi Annex)
TEL 025-226-2251 Email shiminzei.to@city.niigata.lg.jp

■ Motorcycles over 125cc (small-sized two-wheeled vehicles and scooters)

Contact Niigata Transport Bureau Branch, Hokuriku-Shinetsu District Transport Bureau, 14-26 Higashi Dekijima, Chuo Ward **TEL 050-5540-2040**

■ Light vehicles up to 660cc (light four-wheeled vehicles and light three-wheeled vehicles)

Contact Light Motor Vehicle Inspection Organization, Niigata Main Office, 2940 Aza-kawane, Kameda-hayadori, Konan Ward **TEL 050-3816-1850**



Health and Medical Care

When You Get Sick

When you get sick, go to a medical care facility. When you go to a medical care facility, be sure to bring your My Number health insurance card or health insurance eligibility certificate (or a valid health insurance card) (see p.27) and money.



● How to Receive Treatment at a Medical Care Facility When You Are Sick or Injured

1. Show the person at the medical care facility's reception desk your My Number health insurance card or health insurance eligibility certificate (or a valid health insurance card) and tell them what is wrong.
2. Wait until your name is called.
3. After your name is called, you will be examined by the doctor.
4. After being examined, wait until your name is called.
5. When your name is called, pay at the reception desk.
 - There are many medical care facilities that do not accept credit cards or smart phone payment methods. Please be sure to ask the person at the reception desk.
6. If you receive a prescription, you can fill it at the pharmacy. Show the pharmacist the prescription the doctor gave you to receive the medicine.

● Medical Fields

Medical Field	When to Go
Internal medicine	When you catch a cold • When you have a fever, you are in pain, or when you are not sure where to go
Pediatrics	For children under the age of 18 who are sick
Psychiatry and psychosomatic medicine	When you have mental health problems
Surgery	When you are injured
Orthopedics	When you break a bone or when your back hurts
Neurology	When you have brain or neurological illnesses
Obstetrics and gynecology	When you have women's health issues or are pregnant
Ophthalmology	When you have eye trouble or when you need new glasses or contact lenses
Otolaryngology (ENT)	When you have ear, nose, or throat trouble
Dermatology	When you have skin issues or have been burned
Urology	When you have urinary trouble
Dentistry	When your teeth hurt or you have a cavity

● Looking for Medical Care Facilities or Pharmacies on the Internet

▷<https://qq.niigata-iyaku.jp/qq15/qqport/kenmintop/>

NiIGATA Medical Information Network offers a database of medical care facilities and pharmacies in English, Chinese, and Korean.



HIV/AIDS Testing and Consultation

▷https://www.city.niigata.lg.jp/smph/iryo/kenko/yobou_kansen/kansen/aids/aids.html

Niigata City provides testing for HIV/AIDS and sexually transmitted diseases on Mondays and Fridays. The tests are confidential and free of charge.



Contact Niigata City Public Health and Sanitation Center 3-3-11 Shichikuyama, Chuo Ward
TEL 025-212-8120 Email hokenkanri@city.niigata.lg.jp

● Telephone Consultation

You can consult about HIV/AIDS on the phone.

Contact Niigata City Public Health and Sanitation Center 3-3-11 Shichikuyama, Chuo Ward
TEL 025-212-8120 Email hokenkanri@city.niigata.lg.jp

Cancer Screening

▷https://www.city.niigata.lg.jp/iryo/kenko/yobo_kenshin/ganindex/kensin.html



Cancer screenings are available for people aged 40 and over. Women aged 20 and over can receive screening for cervical cancer.

Cancer screening may be provided at your workplace. If your workplace does not provide screenings, ask the Public Health and Welfare Division of your residential ward office.

Contacts Local ward office's Public Health and Welfare Division

Kita Ward Office Public Health and Welfare Division

TEL 025-387-1340 Email kenko.n@city.niigata.lg.jp

Higashi Ward Office Public Health and Welfare Division

TEL 025-250-2350 Email kenko.e@city.niigata.lg.jp

Chuo Ward Office Public Health and Welfare Division

TEL 025-223-7246 Email kenko.c@city.niigata.lg.jp

Konan Ward Office Public Health and Welfare Division

TEL 025-382-4316 Email kenko.k@city.niigata.lg.jp

Akiha Ward Office Public Health and Welfare Division

TEL 0250-25-5686 Email kenko.a@city.niigata.lg.jp

Minami Ward Office Public Health and Welfare Division

TEL 025-372-6385 Email kenko.s@city.niigata.lg.jp

Nishi Ward Office Public Health and Welfare Division

TEL 025-264-7433 Email kenko.w@city.niigata.lg.jp

Nishikan Ward Office Public Health and Welfare Division

TEL 0256-72-8380 Email kenko.nsk@city.niigata.lg.jp

Specific Health Checkups and Specific Health Guidance



▷ <https://www.city.niigata.lg.jp/kurashi/hoken/kokuho/tokutei/tokutei.html>

In order to prevent and treat metabolic syndrome, Niigata City provides physical examinations and health guidance (specific health checkups and specific health guidance). Please contact us for more information.

- Metabolic syndrome is a physical condition when fat forms in the organs and makes you more susceptible to lifestyle-related diseases and vascular diseases.
- At a health guidance, you can talk to a specialist and learn how to become healthier.

Contact Ward office's Public Health and Welfare Division (see p.42)

● How to Take the Specific Health Checkup

1. Niigata City sends notifications to people ages 40–74 who are enrolled in National Health Insurance.
2. Take your health checkup ticket and My Number health insurance card*, health insurance eligibility confirmation certificate, or a valid health insurance card with you to a medical care facility and do the specific health checkup.
3. For people who receive poor results from their specific health checkup, a specialist will talk with you about how to become healthier, while keeping the results of your checkup and your lifestyle in mind. If you received poor results on the specific health checkup, you will receive a notification from the medical care facility that you visited.

*For medical care facilities that do not accept My Number health insurance cards, please bring both your My Number health insurance card and your health insurance eligibility information notification.

Pregnancy, Childbirth, and Childcare

Pregnancy

● Submitting Notification of Pregnancy

When you find out about your pregnancy while living in Niigata City, submit a Notification of Pregnancy to the Pregnancy and Parenting Support Station of your local Ward Office. You can get a Notification of Pregnancy at medical institutions.

Contact Ward Office's Pregnancy and Parenting Support Station

Kita Ward Office Pregnancy and Parenting Support Station

TEL 025-387-1340 Email kenko.n@city.niigata.lg.jp

Higashi Ward Office Pregnancy and Parenting Support Station

TEL 025-250-2340 Email kenko.e@city.niigata.lg.jp

Chuo Ward Office Pregnancy and Parenting Support Station

TEL 025-223-7237 Email kenko.c@city.niigata.lg.jp

Konan Ward Office Pregnancy and Parenting Support Station

TEL 025-382-4340 Email kenko.k@city.niigata.lg.jp

Akiha Ward Office Pregnancy and Parenting Support Station

TEL 0250-25-5622 Email kenko.a@city.niigata.lg.jp

Minami Ward Office Pregnancy and Parenting Support Station

TEL 025-372-6375 Email kenko.s@city.niigata.lg.jp

Nishi Ward Office Pregnancy and Parenting Support Station

TEL 025-264-7423 Email kenko.w@city.niigata.lg.jp

Nishikan Ward Office Pregnancy and Parenting Support Station

TEL 0256-72-8372 Email kenko.nsk@city.niigata.lg.jp

● Receiving Maternal and Child Health Handbook

▷ <https://www.city.niigata.lg.jp/kosodate/ninshin/nenrei/ninshinsyusan/boshi.html>



When you submit a Notification of Pregnancy, you will receive a Maternal and Child Health Handbook.

The Maternal and Child Health Handbook is a booklet in which you and your doctor can write records of your baby and vaccinations. It will be used many times in future years, so don't lose it.

Contact Ward Office's Pregnancy and Parenting Support Station

● Taking a Prenatal Health Exam

▷<https://www.city.niigata.lg.jp/kosodate/ninshin/nenrei/ninshinsyusan/kenkoushinsa/boshi.html>

If you are pregnant, please take a physical exam.



You will receive 14 health checkup tickets. When you go to a medical care facility that specializes in obstetrics in Niigata City, the expenses you pay to the medical care facility will be reduced.

Contact Ward office's Pregnancy and Parenting Support Station (see p.44)

● Medical Cost Relief for Expectant and Nursing Mothers

▷https://www.city.niigata.lg.jp/kosodate/ninshin/shien/kenko_iryō/ninsanpu.html



If pregnant people and people who recently gave birth get sick or injured, their medical care costs will be reduced. For more details, please contact us.

Contact Ward office's Pregnancy and Parenting Support Station (see p.44)

Childbirth

● There Are Services to Help Mothers After Giving Birth

▷<https://www.city.niigata.lg.jp/kosodate/ninshin/nenrei/ninshinsyusan/sangokea.html>

There are places where mothers can stay overnight or during the day to get a good rest after giving birth. You can also speak with an expert at home. These services cost money.



Contact Children and Families Division (City Office Main Building)

TEL 025-226-1205 Email kodomo.k@city.niigata.lg.jp

Health Exams for Babies



▷ https://www.city.niigata.lg.jp/kosodate/ninshin/shien/kenko_iryō/kensin.html

About three months and ten months after birth, babies' health can be examined at a medical care facility's obstetrics and pediatrics department. It does not cost money.

You can ask a professional about the baby's physical condition, nutrition, teeth, and more. For more details, please contact us.

Contact Ward office's Pregnancy and Parenting Support Station (see p.44)



Preventive Vaccination

▷ https://www.city.niigata.lg.jp/iryō/kenko/yobou_kansen/22yobousesshu/index.html#cms20782

Niigata City provides vaccines to children living in Niigata City.

Foreign nationals who register as residents (see p.21) may also receive vaccines.



For more details, please contact us.

Contact Ward office's Pregnancy and Parenting Support Station (see p.44)

Specialist Visits for Mother and Baby

Within four months after giving birth, a specialist will visit your home to check the health of the mother and baby. They will answer any questions that the mother may have.

Contact Ward office's Pregnancy and Parenting Support Station (see p.44)

Getting Advice on Your Baby's Health

For more details, please contact us.

Contact Ward office's Pregnancy and Parenting Support Station (see p.44)

Childcare Allowance

● Childcare allowance



▷<https://www.city.niigata.lg.jp/kosodate/ninshin/shien/teate/jidoteate/mirai.html>

Childcare allowance is money that people who raise children from the age of 0 to the 3rd year of high school can receive. For more details, please contact us.

Contact Ward office's Public Health and Welfare Division

Kita Ward Office Public Health and Welfare Division

TEL 025-387-1335 Email kenko.n@city.niigata.lg.jp

Higashi Ward Office Public Health and Welfare Division

TEL 025-250-2330 Email kenko.e@city.niigata.lg.jp

Chuo Ward Office Public Health and Welfare Division

TEL 025-223-7230 Email kenko.c@city.niigata.lg.jp

Konan Ward Office Public Health and Welfare Division

TEL 025-382-4353 Email kenko.k@city.niigata.lg.jp

Akiha Ward Office Public Health and Welfare Division

TEL 0250-25-5683 Email kenko.a@city.niigata.lg.jp

Minami Ward Office Public Health and Welfare Division

TEL 025-372-6351 Email kenko.s@city.niigata.lg.jp

Nishi Ward Office Public Health and Welfare Division

TEL 025-264-7340 Email kenko.w@city.niigata.lg.jp

Nishikan Ward Office Public Health and Welfare Division

TEL 0256-72-8369 Email kenko.nsk@city.niigata.lg.jp

Programs That Reduce Medical Expenses for Sick or Injured Children

● Child Medical Expenses Subsidy Program

▷ https://www.city.niigata.lg.jp/kosodate/ninshin/shien/kenko_iryō/kodomoiryo/kodomoiryou.html

The program that reduces medical expenses when a child is sick or injured is called the Child Medical Expenses Subsidy Program. This program is for medical care that is covered by health insurance.



Children aged 0 to third year high school students will receive reduced medical expenses when getting treated at the hospital regularly or when hospitalized. For more details, please contact us.

Contact Ward office's Public Health and Welfare Division (see p.47)

● When a Baby is Sick and Hospitalized (Medical and Infant Care Services)

▷ https://www.city.niigata.lg.jp/kosodate/ninshin/shien/kenko_iryō/0801500.html

The medical expenses to hospitalize and treat underweight babies and sickly babies (premature babies) will be reduced. The expenses will only be reduced when the baby is hospitalized at a specific medical facility. For more details, please contact us.



Contact Ward office's Pregnancy and Parenting Support Station (see p.44)

● When Children with Disabilities Are Sick (Services and Supports for Persons with Disabilities and Medical Aid for Children with Potential Disability)

▷ https://www.city.niigata.lg.jp/kosodate/ninshin/shien/kenko_iryō/ikuseiiryou_1.html

When children with disabilities under the age of 18 or children with potential disability are hospitalized in a specific medical facility, the medical expenses will be reduced.



For more details, please contact us.

Contact Ward office's Pregnancy and Parenting Support Station (see p.44)

● When Children Are Severely Ill (Medical Expense Aid for Specific Chronic Pediatric Diseases)

▷ https://www.city.niigata.lg.jp/kosodate/ninshin/shien/kenko_iryō/kenkozoshin.html

When children under the age of 18 become severely ill, the medical expenses will be reduced. This is only for specific diseases. For more details, please contact us.



Contact Ward office's Pregnancy and Parenting Support Station (see p.44)

For Single Parents

▷ <https://www.city.niigata.lg.jp/kosodate/ninshin/shien/hitorioya/index.html>

There are several programs to assist single-parent families.



Contact Ward office's Public Health and Welfare Division

Kita Ward Office Public Health and Welfare Division

TEL 025-387-1335 Email kenko.n@city.niigata.lg.jp

Higashi Ward Office Public Health and Welfare Division

TEL 025-250-2330 Email kenko.e@city.niigata.lg.jp

Chuo Ward Office Public Health and Welfare Division

TEL 025-223-7230 Email kenko.c@city.niigata.lg.jp

Konan Ward Office Public Health and Welfare Division

TEL 025-382-4353 Email kenko.k@city.niigata.lg.jp

Akiha Ward Office Public Health and Welfare Division

TEL 0250-25-5683 Email kenko.a@city.niigata.lg.jp

Minami Ward Office Public Health and Welfare Division

TEL 025-372-6351 Email kenko.s@city.niigata.lg.jp

Nishi Ward Office Public Health and Welfare Division

TEL 025-264-7340 Email kenko.w@city.niigata.lg.jp

Nishikan Ward Office Public Health and Welfare Division

TEL 0256-72-8369 Email kenko.nsk@city.niigata.lg.jp

Money That Single Parents Can Receive

■ Who can receive money

Father, mother, or the guardian who is raising a child to whom one or more of the following 1 through 8 applies.

1. The mother and father of the child are divorced
2. The father or mother of the child has passed away
3. The father or mother of the child is severely disabled
4. It is not clear whether the father or mother is dead or alive
5. The father or mother has abandoned the child for over one year
6. The father or mother has received a restraining order
7. The father or mother has been detained in an institution for at least one continuous year by order of law
8. The mother of the child is unmarried
 - Parents or guardians whose children have stayed in certain institutions (except for day care centers) as instructed by law, or parents or guardians who have a high income cannot receive the money.

■ When You Can Receive Money

You can receive money until the first March 31st after the child turns 18 years old. People who are raising a child with severe mental or physical disabilities can receive money until the child turns 20 years old.

● Child Rearing Allowance

▷ <https://www.city.niigata.lg.jp/kosodate/ninshin/shien/hitorioya/teate/20180801180304468.html>



● Medical Expense Aid for Single-Parent Families

▷ <https://www.city.niigata.lg.jp/kosodate/ninshin/shien/hitorioya/teate/82.html>



Medical expenses will be reduced for single parents.

Services That Single Parents Can Use

Please ask the ward office's Public Health and Welfare Division (see p.49) about details regarding the services and the requirements for using them.

- Families receiving the Child Rearing Allowance can receive a 30% discount coupon for their commuter train pass.
- If the parent is sick or injured and needs assistance, support staff will help with making meals, doing laundry, etc.
- Single parents or guardians can borrow money necessary in order to live a stable life. Help is also available for finding a job or getting qualification.
- There are facilities available for mothers and their children can live in, in order for the mother to have an independent and stable life while raising her children.



For Parents Raising Children

Authorized Childcare Facilities

▶ https://www.city.niigata.lg.jp/kosodate/ninshin/life_stage/azuketai/ninnkahoikushisetsu/index.html

Parents can leave their children in the care of authorized childcare facilities if they are too busy with work or sick to take care of their children.

For more details, please contact us.



■ **How to apply** If you want to enroll your children in an authorized childcare facility, please apply through the ward office's Public Health and Welfare Division or the Niigata City website.

■ **Cost** The childcare fee is determined by the child's age, how long they are left in care, and how much the parents pay in municipal taxes.

■ **You may not be able to enroll in authorized care facilities under the following conditions**

- If the criteria for using the authorized care facilities are not met
- If the maximum number of children allowed in the authorized care facility has been reached



Contact Ward office's Public Health and Welfare Division

Kita Ward Office Public Health and Welfare Division

TEL 025-387-1335 Email kenko.n@city.niigata.lg.jp

Higashi Ward Office Public Health and Welfare Division

TEL 025-250-2330 Email kenko.e@city.niigata.lg.jp

Chuo Ward Office Public Health and Welfare Division

TEL 025-223-7232 Email kenko.c@city.niigata.lg.jp

Konan Ward Office Public Health and Welfare Division

TEL 025-382-4353 Email kenko.k@city.niigata.lg.jp

Akiha Ward Office Public Health and Welfare Division

TEL 0250-25-5683 Email kenko.a@city.niigata.lg.jp

Minami Ward Office Public Health and Welfare Division

TEL 025-372-6351 Email kenko.s@city.niigata.lg.jp

Nishi Ward Office Public Health and Welfare Division

TEL 025-264-7340 Email kenko.w@city.niigata.lg.jp

Nishikan Ward Office Public Health and Welfare Division

TEL 0256-72-8389 Email kenko.nsk@city.niigata.lg.jp

Temporary Care

▷ https://www.city.niigata.lg.jp/kosodate/ninshin/life_stage/azuketai/takuji/ichiji.html

You can place your children in temporary care without fully enrolling them in an authorized childcare facility. If the maximum number of children allowed in the authorized care facility has been reached, you may not be able to place your children in temporary care.

For more details, please contact us.



■ **How to apply** Please apply directly to the authorized childcare center you would like to use.

Contact Ward office's Public Health and Welfare Division (see p.51)

Regional Childcare Support Centers

▷ https://www.city.niigata.lg.jp/kosodate/ninshin/life_stage/akachan/tsudoi/sien-center/index.html

There are places where you can play with your baby with toys, enjoy events, and more. You can talk with other parents/guardians and also get advice about raising children.



Contact Ward office's Public Health and Welfare Division (see p.51)

Children's Halls and Children's Centers

▷ https://www.city.niigata.lg.jp/kosodate/ninshin/life_stage/odekake/asobiba/51.html

There are places where elementary school students can play.



Contact Children's Policy Division (City Office Main Building)
TEL 025-226-1197 Email mirai@city.niigata.lg.jp

Care Centers for Sick Children and Recovering Children

▷ https://www.city.niigata.lg.jp/kosodate/ninshin/life_stage/azuketai/35.html

Children six months old to elementary school grade six who are sick or are recovering from an illness can be placed in a care center. For more details, please contact us.



Contact Kindergarten and Day Care Center Division (City Office Main Building)
TEL 025-226-1228 Email yohoshien@city.niigata.lg.jp

After-School Children's Clubs (Himawari Club)

▷ https://www.city.niigata.lg.jp/kosodate/ninshin/life_stage/azuketai/33.html

There are places where elementary school children whose parents have work and are not at home in the daytime can go to play and study after school. There are certain requirements that must be fulfilled to use these facilities. For more details, please contact us.



Contact Children's Policy Division (City Office Main Building)

TEL 025-226-1197 Email mirai@city.niigata.lg.jp

Child Consultation Center

▷ <https://www.city.niigata.lg.jp/kosodate/ninshin/shien/kateiyoikukonnan/jisou.html>

At the Child Consultation Center, you can ask for advice about children up to the age of 17 from an expert on children. If there is suspected abuse or mistreatment of a child you know, please notify the Child Consultation Center or dial 189. We will keep all consultations confidential. All consultations are free of cost.



■ The child consultation center's duties

- Protect the human rights of children
- Search for foster parents

■ When you should contact the child consultation center

- When a child is in danger or when you think the child needs protection
- When a child is truant (not attending school)
- When the parent or guardian of the child is struggling financially

Contact Niigata City Child Consultation Center, 1-57-1 Kawagishi-cho, Chuo Ward

TEL 025-230-7777 Email jiso@city.niigata.lg.jp



Child Education

Education in Japan

Japanese schools are divided into elementary schools (grades 1-6/six years), junior high schools (grades 7-9/three years), high schools (grades 10-12/three years), and universities (four years). Elementary and junior high school are compulsory. There are also other types of schools such as vocational schools and junior colleges. There are also nursery schools, which children ages from three to five attend.

The Japanese academic year starts in April and ends in March of the next year.

Nursery School

▷ https://www.city.niigata.lg.jp/kosodate/ninshin/life_stage/azuketai/youtienn/yochien.html

The majority of children (ages from three to five) not enrolled in authorized childcare facilities (see p.51) attend nursery schools. In nursery schools, children are taught the basic education needed before attending an elementary school. For more details, please contact the nursery school you want your children to attend.



■ **How to apply** Apply directly to the nursery school you want your children to attend.

Elementary School and Junior High School

▷ https://www.city.niigata.lg.jp/kosodate/gakko/sho_chu_school/tennyu/gaikokuseki.html

Elementary school is attended by children who turned six years old before April 1st of that year. After graduating elementary school, children will commence to junior high school.



The elementary schools and junior high schools your children can attend vary by region. For more details, please contact us.

Contact Ward office's Educational Support Center

Kita Ward Educational Support Center

TEL 025-387-1525 Email kyoiku.n@city.niigata.lg.jp

Higashi Ward Educational Support Center

TEL 025-250-2180 Email kyoiku.e@city.niigata.lg.jp

Chuo Ward Educational Support Center

TEL 025-223-7026 Email kyoiku.c@city.niigata.lg.jp

Konan Ward Educational Support Center

TEL 025-382-4903 Email kyoiku.k@city.niigata.lg.jp

Akiha Ward Educational Support Center

TEL 0250-25-5500 Email kyoiku.a@city.niigata.lg.jp

Minami Ward Educational Support Center

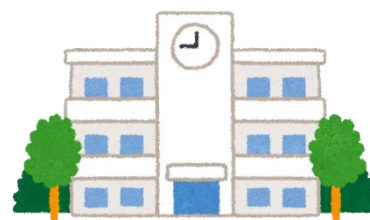
TEL 025-372-6635 Email kyoiku.s@city.niigata.lg.jp

Nishi Ward Educational Support Center

TEL 025-264-7530 Email kyoiku.w@city.niigata.lg.jp

Nishikan Ward Educational Support Center

TEL 0256-72-8560 Email kyoiku.nsk@city.niigata.lg.jp



● Education Fees

For Niigata municipal elementary schools and junior high schools, some education expenses are free and others cost money. If you are struggling to pay the education fees, please contact us.

■ What is free

- School admission fees
- Tuition fees
- Textbook fees

■ What costs money

- Books others than textbooks used in class
- Pencils, notebooks, etc. used at school
- School lunch
- Field trips and school trips

Contact Ward office's Educational Support Center (see p.54)

● Schools for Children with Disabilities classes for special needs education

In Niigata City municipal elementary and junior high schools, there are classes for special needs education. Education is given to each individual child based on their intellectual disability, developmental disability, etc. For more details, please contact us.

Contact Ward office's Educational Support Center (see p.54)

For People with Disabilities

People with disabilities who struggle in their daily life or social life can receive various types of support from Niigata City. For more details, please contact us.

Contact Ward office's Public Health and Welfare Division

Kita Ward Office Public Health and Welfare Division

TEL 025-387-1305 Email kenko.n@city.niigata.lg.jp

Higashi Ward Office Public Health and Welfare Division

TEL 025-250-2310 Email kenko.e@city.niigata.lg.jp

Chuo Ward Office Public Health and Welfare Division

TEL 025-223-7207 Email kenko.c@city.niigata.lg.jp

Konan Ward Office Public Health and Welfare Division

TEL 025-382-4396 Email kenko.k@city.niigata.lg.jp

Akiha Ward Office Public Health and Welfare Division

TEL 0250-25-5682 Email kenko.a@city.niigata.lg.jp

Minami Ward Office Public Health and Welfare Division

TEL 025-372-6304 Email kenko.s@city.niigata.lg.jp

Nishi Ward Office Public Health and Welfare Division

TEL 025-264-7310 Email kenko.w@city.niigata.lg.jp

Nishikan Ward Office Public Health and Welfare Division

TEL 0256-72-8358 Email kenko.nsk@city.niigata.lg.jp

● Certification People with Physical Disabilities Can Receive (Physical Disability Certificate)

▷ <https://www.city.niigata.lg.jp/iryo/shofuku/techo/shintai.html>

People with physical disabilities can receive a Physical Disability Certificate. After receiving a Physical Disability Certificate, you can receive various types of support.



■ People who can receive certification

People whose disabilities are specified by law and who struggle in their daily life, including people who are visually impaired, hearing impaired, vocally or speech impaired, people who have difficulty moving their bodies, and people whose internal organs are impaired can receive certification.

■ What you need to apply

1. A medical certificate or written opinion from a legally designated physician
2. A portrait photo
3. Your My Number Card

Contact Ward office's Public Health and Welfare Office

● Certification People with Intellectual Disabilities Can Receive (Medical Rehabilitation Handbook)



▷ <https://www.city.niigata.lg.jp/iryo/shofuku/techo/ryoiku.html>

People with intellectual disabilities can receive a Medical Rehabilitation Handbook. After receiving a Medical Rehabilitation Handbook, you can receive various types of support. The level of your disability is decided based on what you struggle with and your age.

Contact Ward office's Public Health and Welfare Office (see p.56)

● Certification People with Mental Disabilities or Illnesses Can Receive (Mental Disability Certificate)



▷ <https://www.city.niigata.lg.jp/iryo/shofuku/techo/seishin.html>

People with mental disabilities or people who struggle with their daily life and social life due to mental illness can receive a Mental Disability Certificate. In order to receive a Mental Disability Certificate, you must have a legally prescribed medical certificate, etc. Both people who are hospitalized and people who are living at home are eligible. There are no age restrictions.

Contact Ward office's Public Health and Welfare Office (see p.56)

Services for People with Disabilities

You can use various services depending on the level of your disability. The list of contacts for questions about the services is below.

● You Can Consult About the Following at a Ward Office's Public Health and Welfare Office (see p.56)

■ What you can consult about

- Daily living aids and assistive devices
 - Assistive devices are tools that give support to a person with physical disabilities
- Making your home accessible
- Money that people with disabilities can receive
- Money that people raising children with disabilities can receive
- Medical care expenses
- Care for daily life
- Discounts on transportation

● You Can Consult About the Following at the Niigata City Council of Social Welfare

▷ <https://www.syakyo-niigatacity.or.jp/>



■ **Address** 1-3-1 Yachiyo, Chuo Ward (Inside of the Niigata City Social Welfare Center)

■ **TEL** 025-243-4366

■ **FAX** 025-243-4376

■ **Email** info@syakyo-niigatacity.or.jp

■ What you can consult about

- Volunteering
- In-home care services
- Adult Guardianship System
 - The Adult Guardianship System is for people who have difficulty making important decisions or find it difficult mentally to make payments by themselves. This system lets another person do these things for them.



For the Elderly

Long-Term Care Insurance

Long-term care refers to taking care of elderly people who need assistance in their daily lives. Long-Term Care Insurance is a system that exists so it is not only the family who provides care, but society as well. Elderly people who need assistance in their daily lives can use a variety of services.

● People Who Must Enroll in Long-Term Care Insurance

▷ <https://www.city.niigata.lg.jp/iryo/kaigo/kaigoindex/taisyousya.html>

Foreign nationals over the age of 40 who have lived in Japan for more than three months must enroll in Long-Term Care Insurance.



● You Can Receive the Following Services If You Use Long-Term Care Insurance

- An expert will come to your home and help with daily life needs.
- You can live in or visit facilities that assist with daily life needs.
- You can receive adult diapers.
- A hairdresser can come to your home and cut your hair.
- Food can be delivered to people who cannot cook.
- People who do not have a bath or shower in their home can receive public bathhouse coupons.

Contact Ward office's Ward Residential Affairs and Services Division (For Chuo Ward, contact the Citizen Services Division)

Kita Ward Office Ward Residential Affairs and Services Division

TEL 025-387-1285 Email kumin.n@city.niigata.lg.jp

Higashi Ward Office Ward Residential Affairs and Services Division

TEL 025-250-2275 Email kumin.e@city.niigata.lg.jp

Chuo Ward Office Citizen Services Division

TEL 025-223-7154 Email mado.c@city.niigata.lg.jp

Konan Ward Office Ward Residential Affairs and Services Division

TEL 025-382-4241 Email kumin.k@city.niigata.lg.jp

Akiha Ward Office Ward Residential Affairs and Services Division

TEL 0250-25-5677 Email kumin.a@city.niigata.lg.jp

Minami Ward Office Ward Residential Affairs and Services Division

TEL 025-372-6137 Email kumin.s@city.niigata.lg.jp

Nishi Ward Office Ward Residential Affairs and Services Division

TEL 025-264-7254 Email kumin.w@city.niigata.lg.jp

Nishikan Ward Office Ward Residential Affairs and Services Division

TEL 0256-72-8340 Email kumin.nsk@city.niigata.lg.jp

1. Category 1 insured people (People ages 65 or older)

People who need long-term care or support in their daily lives can use Long-Term Care Insurance services.

■ Long-term care insurance premiums

Premiums are decided by your salary, pension benefits (see p.34), etc. from the previous year.

■ How to pay long-term care insurance premiums

Premiums will be taken out of the pension benefits of people who receive more than 180,000 yen in pension benefits per year.

People who receive less than 180,000 yen in pension benefits throughout the year can pay by automatic bank transfer or by payment slips sent by Niigata City.

2. Category 2 insured people (People ages 40–64, who are insured by health care insurance)

You can use Long-Term Care Insurance services if you become ill due to age and need long-term care or assistance. Long-Term Care Insurance services are only available for specific illness.

■ Long-term care insurance premiums

Premiums are decided based on what health insurance you are enrolled in (see p.27).

■ How to pay long-term care insurance premiums

Premiums are to be paid together with health insurance premiums.

● When You Cannot Pay Your Long-Term Care Insurance Premiums

▷ <https://www.city.niigata.lg.jp/iryo/kaigo/kaigoindex/kaigogenmen.html>



If you were involved in a disaster, became sick, lost your job, or are otherwise struggling with money, please notify us. The amount you must pay in premiums may be decreased.

Contact Ward office's Ward Residential Affairs and Services Division (For Chuo Ward, contact the Citizen Services Division) (see p.59)

● How to Use Long-Term Care Insurance Services

▷ <https://www.city.niigata.lg.jp/iryo/kaigo/kaigoindex/serviceguide.html>

To use Long-Term Care Insurance services, please submit an application. After receiving your application, Niigata City will investigate and decide what kind of long-term care or other support you need.



- **Who can apply** People who want to use the services or their family. You can also ask the staff at the regional centers for comprehensive support services to apply for you.
- **How to apply** Submit the application to your ward office's Public Health and Welfare Division.

Contact Ward office's Public Health and Welfare Division

Kita Ward Office Public Health and Welfare Division

TEL 025-387-1325 Email kenko.n@city.niigata.lg.jp

Higashi Ward Office Public Health and Welfare Division

TEL 025-250-2320 Email kenko.e@city.niigata.lg.jp

Chuo Ward Office Public Health and Welfare Division

TEL 025-223-7216 Email kenko.c@city.niigata.lg.jp

Konan Ward Office Public Health and Welfare Division

TEL 025-382-4383 Email kenko.k@city.niigata.lg.jp

Akiha Ward Office Public Health and Welfare Division

TEL 0250-25-5679 Email kenko.a@city.niigata.lg.jp

Minami Ward Office Public Health and Welfare Division

TEL 025-372-6320 Email kenko.s@city.niigata.lg.jp

Nishi Ward Office Public Health and Welfare Division

TEL 025-264-7330 Email kenko.w@city.niigata.lg.jp

Nishikan Ward Office Public Health and Welfare Division

TEL 0256-72-8362 Email kenko.nsk@city.niigata.lg.jp

● Types of Care

There are two types of care decided by the level of support needed – long-term care and requiring help.

If you use Long-Term Care Insurance services, you will pay 10%–30% of the total amount.

- **Certified as requiring long-term care** There are long-term care levels from 1 to 5.
- **Certified as requiring help** There are requiring help levels from 1 to 2.

Contact Ward office's Public Health and Welfare Division

Medical Care System for the Elderly (Advanced Elderly Medical Service System)

▷ <https://www.city.niigata.lg.jp/kurashi/hoken/kokikorei/index.html>

The Advanced Elderly Medical Service System is a system that lessens the cost of medical care fees when elderly people are sick or injured.



Contact Ward office's Ward Residential Affairs and Services Division (For Chuo Ward, Citizen Services Division) (see p.59)

● Who is Enrolled into the Advanced Elderly Medical Service System

Residents of Niigata City who are 75 years or older are enrolled. Foreign residents who have lived in Japan for more than three months are also enrolled.

- People who are receiving public assistance (livelihood protection) cannot enter the system.

● How to Pay Advanced Elderly Medical Service System Insurance Premiums

Insurance premiums will be taken from your pension benefits.

- If your annual pension total is less than 180,000 yen, the total of your long-term care premiums (see p.59) are more than half of your annual pension, etc., please pay by using the payment slips or by automatic bank transfer.

● Payments to Medical Care Facilities

You must pay 10%, 20%, or 30% of the total medical expenses. The percent you must pay is decided by your salary, etc., from the previous year.

● When You Paid the Full Amount by Yourself

If you were unable to show your My Number health insurance card* or health insurance eligibility certificate to the medical care facility, you must pay the full amount of medical expenses. It is very expensive.

If you complete the appropriate procedures afterwards, the amount that is covered by the Advanced Elderly Medical Service System will be refunded to you.

* A My Number health insurance card is a My Number Card which has been registered as a health insurance card.

● When You Paid a Large Amount to a Medical Care Facility (High-Cost Medical Expenses)

If you paid more than the pre-fixed ceiling amount for one month to a medical care facility, and you complete the appropriate procedures afterwards, the amount that exceeded the pre-fixed ceiling amount will be refunded to you.

● When You Die (Funeral Expenses)

When a person enrolled in the Advanced Elderly Medical Service System dies, the person who paid for the funeral services can receive 50,000 yen.



Renting a Residence

To rent a house or apartment, go to a real estate agency.

When you make a lease agreement (contract), you will need to pay a deposit and key money. You will likely need to prepare five to six months rent to pay these fees.



Searching for a Place to Live

Go to a real estate agency in the area where you want to live. At the real estate agency, you can tell them your budget, what size apartment or house you want, what is a good distance from the station, etc.

The real estate agency will introduce the apartment or house to you. You can only view listings that the real estate agency is managing. You can also look up information on rent and properties in the area you want to live in online or in magazines.

International students can also ask their university's student affairs office for information.

Renting a House or Apartment

When you rent a house or apartment, you will enter a lease agreement. Most leases are for two years.

Before signing the lease, make sure you visit and see the house or apartment for yourself with a real estate agent. If you have any questions, make sure you ask the real estate agency.

Renting a Room Scenario

● You 

- I am looking for a house or apartment.
- This is my budget and the size room I want. This is how close I want to live from the station.

- I will go in person to see the house or apartment I want to live in with a real estate agent.
- I will ask the real estate agent if I have any questions.
- I will fill out an application when I find a house or apartment I am interested in living in.

- I will reserve a house or apartment to lease.
- I will pay all of the necessary fees (deposit, key money, agency commission fee, rent, property insurance, etc.).
- I will write my name on the lease.
- I will take my copy of the lease.
- I will receive the keys to my house or apartment.
- I will move in.

● Real estate agent  

- We will show you information about houses and apartments you might be interested in.

- We will screen your application.
- When applying to rent a house or apartment, you will need a joint guarantor. You may be allowed to ask a guarantor company to sign the lease with you.
- We will decide if you can rent the house or apartment.



Electricity, Gas, and Water

When you move to Niigata City, please complete the necessary procedures to use electricity, gas, and water. The procedures are listed below.

Electricity

You can choose which electric company you would like to sign a contract with. The services offered and the prices vary by company. You can call the electric company or search on the internet for more information.

Gas

You can choose which gas company you would like to sign a contract with. The services offered and the prices vary by company. You can call the gas company or search on the internet for more information.

There are two types of gas, city gas and LP gas (propane gas). The type of gas you can use depends on the area you live in.

Water

Call the Niigata City Water Supply Bureau. The tap water is drinkable.

Contact Niigata City Water Supply Bureau Customer Call Center **TEL 0120-411-002** (toll-free)

- If you cannot use the toll-free service or it is between the hours of 21:00 and 8:00, call **TEL 025-266-9311**

● Using Water for the First Time

When you first move in, check your mailbox for a postcard that says “request to use water supply” and call the Niigata City Water Supply Bureau.

● Paying Your Water Bill

Your water bill is due every other month. Please pay using one of the following methods (1 or 2).

1. Pay by automatic bank transfer

You can pay automatically from your bank account. This eliminates the need to go out and pay every month, and is convenient. To use this payment method, please go to your bank's customer service counter and complete the necessary procedures.

■ Banks eligible for automatic bank transfer

Akita Bank
Kamo Shinkin Bank, Kirayaka Bank, Kyoei Shinyo Kumiai, Kouei Shinyo Kumiai
Sanjo Shinkin Bank, Shibata Shinkin Bank
Taiko Bank, Daishi Hokuetsu Bank, Toho Bank
Niigataken Shinkumi Bank, Niigata-rokin, Niigata Shinyo Kinko, JA Bank (Niigata locations)
Habataki Shinyo Kumiai, Higashinihon Shingyoren, Hokuriku Bank
Maki Shinkumi, Mizuho Bank, Mizuho Trust & Banking, Sumitomo Mitsui Banking Corporation, MUFG Bank
Japan Post Bank (Post Office)

2. Pay by payment slip

You will receive payment slips in the mail. Please pay by the due date.

■ **Where to pay** Take the payment slips to banks that offer bank transfers (listed above), convenience stores, etc. Electronic money payment (PayPay, Ginko Pay, auPAY, PayB, Rakuten Bank convenience store payment service, d payment, FamiPay, etc.) is also available.

● When You Stop Using the Water

When you stop using the wa

ter due to reasons like moving, etc., please call the Water Supply Bureau (see p.65).

Living in Niigata

Community associations (*jichikai*) and neighborhood associations (*chounaikai*) are groups through which neighbors in the same area work together on various neighborhood activities.

- Community notices circulation (*kairanban*)
- Streetlights management
- Trash collection site management
- Local special events
- Neighborhood cleanups

Membership fees are required when you join these associations. If you wish to become a member, ask the Regional Affairs Division of your residential ward office.

Contact Local ward office's Regional Affairs Division (For Higashi Ward, Chuo Ward, and Nishi Ward, please contact the Regional Division)

Kita Ward Office Regional Affairs Division

TEL 025-387-1165 Email chiikisomu.n@city.niigata.lg.jp

Higashi Ward Office Regional Division

TEL 025-250-2120 Email chiiki.e@city.niigata.lg.jp

Chuo Ward Office Regional Division

TEL 025-223-7025 Email chiiki.c@city.niigata.lg.jp

Konan Ward Office Regional Affairs Division

TEL 025-382-4624 Email chiikisomu.k@city.niigata.lg.jp

Akiha Ward Office Regional Affairs Division

TEL 0250-25-5670 Email chiikisomu.a@city.niigata.lg.jp

Minami Ward Office Regional Affairs Division

TEL 025-372-6605 Email chiikisomu.s@city.niigata.lg.jp

Nishi Ward Office Regional Division

TEL 025-264-7172 Email chiiki.w@city.niigata.lg.jp

Nishikan Ward Office Regional Affairs Division

TEL 0256-72-8156 Email chiikisomu.nsk@city.niigata.lg.jp

Ownership of Cats and Dogs

Think twice before making a decision to own a cat or dog, as pet ownership comes with a responsibility for you to look after them until the last minutes of their lives. Give your cat or dog proper training so that their behavior, including droppings and noise, doesn't bother your neighbors. Niigata City Animal Protection Center is available to give advice.

You can adopt abandoned and sheltered dogs or cats from the Niigata City Animal Protection Center.

Contact Niigata City Animal Protection Center
Ikutopia Food & Flower Complex 343-2 Seigoro, Chuo Ward
TEL 025-288-0017 Email dobutsuaigo@city.niigata.lg.jp

● Taking care of a dog

- When you adopt a dog as a pet or if your dog dies, complete the necessary procedures within 30 days.
- All dogs that are more than 91 days old need to be vaccinated against rabies once every year. You can also get dogs vaccinated at an animal hospital.

● If your dog or cat goes missing

If your dog or cat goes missing, you are responsible for searching for them. At the same time, please contact the Animal Protection Center as soon as possible.

Putting a license tag on the collar of your dog will help to identify the dog as yours. We suggest you attach an identification tag to your cat's collar as well.

● If you can no longer keep your cat or dog

If you can no longer take care of your cat or dog, it is your responsibility to find a new owner for them.

If you cannot find a new owner despite all efforts, please contact the Animal Protection Center.



Postal Service and Home Delivery

● Postal Services

Postal services are operated by Japan Post Co., Ltd. You can send mail within Japan using postcards and sealed envelopes.

Affix a stamp to letters or postcards before putting them in a nearby postbox.

If you do not know how much the postage is or if the item does not fit in a postbox, please contact a nearby post office.



■ Inquiries about postal services in English

- About postal items and postal services **TEL 0570-046-111**
- Information on the Internet ▶ https://www.post.japanpost.jp/index_en.html



● Home Delivery

In addition to the Japan Post, items such as small parcels can be sent by other courier services. Parcels up to 25kg in weight are usually delivered to any destination in Japan within two days. However, it may take longer to deliver to isolated islands or when the weather is bad.

There are also many stores in the city which offer mailing services from courier service companies other than the Japan Post. Fees vary according to the destination and the courier service company. For further details, please contact the company directly.



Rules of Niigata City Related to Littering and Smoking

Discarding garbage in the street and not cleaning up your cat or dog's droppings is prohibited in the City.

Smoking in the street is prohibited in some areas.

You may be required to pay 1,000 yen for violating these regulations.

Contact Waste Disposal Management Division (City Office Main Building)
TEL 025-226-1405 Email haitai@city.niigata.lg.jp

Municipal Housing

Municipal housing is for people who have difficulty finding somewhere to live due to low income, etc. When there is a vacancy in the housing, new residents will be decided by public lottery.

Please ask for further details if you would like to live in municipal housing.

Contact

Kita and Higashi Wards

Municipal Housing Bandai Service Center TEL 025-374-5410

Chuo, Konan, Akiha, Minami, Nishi and Nishikan Wards

Municipal Housing Hakusan Service Center TEL 025-234-5252

If You Are Having Financial Difficulties

Please contact the offices below if you have difficulty making a living due to illness or other reasons.

● Public Assistance

Public assistance is a system for giving financial assistance to people experiencing financial hardship. Foreign residents may also be eligible to receive public assistance depending on their status of residence.

■ Eligibility for public assistance

- When the income of a household is less than the minimum cost of living set by the national government
- When a person cannot make a living even after utilizing their assets or working

Contact Local ward office's Public Health and Welfare Division (For Higashi, Chuo and Nishi Ward, please contact the Public Assistance Division)

Kita Ward Office Public Health and Welfare Division

TEL 025-387-1315 Email kenko.n@city.niigata.lg.jp

Higashi Ward Office Public Assistance Division

TEL 025-250-2410 Email hogo.e@city.niigata.lg.jp

Chuo Ward Office Public Assistance Division

TEL 025-223-7305 Email hogo.c@city.niigata.lg.jp

Konan Ward Office Public Health and Welfare Division

TEL 025-382-4313 Email kenko.k@city.niigata.lg.jp

Akiha Ward Office Public Health and Welfare Division

TEL 0250-25-5684 Email kenko.a@city.niigata.lg.jp

Minami Ward Office Public Health and Welfare Division

TEL 025-372-6310 Email kenko.s@city.niigata.lg.jp

Nishi Ward Office Public Assistance Division

TEL 025-264-7320 Email hogo.w@city.niigata.lg.jp

Nishikan Ward Office Public Health and Welfare Division

TEL 0256-72-8395 Email kenko.nsk@city.niigata.lg.jp

● Support for People in Need of Help with Work or Money

You can consult with an expert about work or money.

■ **Eligibility for consultation** People who do not receive public assistance and are in need of financial assistance

■ **Days of the week and times for consultation** Monday to Friday from 09:00-16:30

Contact

Niigata City Personal Support Center

Workers' Welfare Hall 1st Floor

6-2 Shinkocho, Chuo Ward

TEL 025-385-6851 Email niigata-pscenter@bz04.plala.or.jp

If You Experience Trouble While Shopping or Using Services

Consultation by phone is available for complaints related to the purchase of commercial goods or services, fraudulent business, cooling-off periods after purchases, and breaking contracts.

■ **Day and time for consultation** 09:00-16:30, except for Saturdays and National Holidays

Contact

Consumers' Assistance Center

TEL 025-211-2370 Email shohi@city.niigata.lg.jp



How to Dispose of Household Trash

Contact

Niigata City Office Call Center

TEL 025-243-4894

Email 4894cal@call.city.niigata.jp

Important

- Trash collection sites are designated for each resident area. When you dispose of trash, take it to the designated collection site in your neighborhood.
- There are scheduled dates and times for the collection of each type of trash. If a collection site is empty after the scheduled time, it may indicate that collection is completed for the day. In such cases, please wait for the next collection day to dispose of your trash.
- Trash collection sites are public facilities shared by many. Please keep them clean.
- Trash disposed in an improper manner or on a wrong date will be marked with a red label, and will not be collected. In such cases, please take the trash home and dispose of it again according to the rules in your area of residence.

Trash Collection Dates

▶ https://www.city.niigata.lg.jp/kurashi/gomi/gomishigen/gomidasi/gomi_calemder/index.html

The date of collection for each type of trash is listed on the Trash Collection Calendar for your area of residence. The calendars can also be downloaded from the Niigata City website.



● Trash Sorting Application “Three R” (Niigata City Version)

This app helps you check when and how to dispose of trash in your area of residence.



▲ iOS version







▲ Android version

How to Sort and Dispose of Household Trash







▷ <https://www.city.niigata.lg.jp/kurashi/gomi/gomishigen/start.html>

Trash is categorized into the following 10 types: “Burnable trash,” “Non-burnable trash,” “Oversized household waste,” “Packaging marked as plastic,” “Plastic (PET) bottles,” “Empty glass bottles,” “Empty cans,” “Paper products (four categories),” “Plant waste (branches, grass, etc.),” and “Specified items (5)”

Trash Type	Examples	How to Dispose
<p>① Burnable trash</p> <p>Collected three times a week</p>  <p>▲ Designated trash bag (yellow)</p>	<p>Kitchen waste (cooked food, fish, meat, vegetable, etc.), paper products, tissues, clothes, shoes, CDs, DVDs, plastic products not labeled with a plastic mark, etc.</p> 	<ul style="list-style-type: none"> Put trash in a designated trash bag (yellow). Designated bags can be purchased at select supermarkets, convenience stores, home centers, and drugstores, etc. <p>● Attention</p> <ul style="list-style-type: none"> Plastic products without a plastic mark () are categorized as burnable trash. Items with the plastic mark must be disposed as “packaging marked as plastic.” Dry cell batteries must be removed from products before disposal. Dry cell batteries are categorized as “specified items (5).” When they are not removable, the entire product needs to be disposed as a “specified item (5).” Drain as much liquid as possible from kitchen waste (cooked food, fish, meat, vegetable, etc.) before disposal.
<p>② Non-burnable trash</p> <p>Collected once a month</p>  <p>▲ Designated trash bag (clear)</p>	<p>Metal products, glass products, ceramics, umbrellas, electric appliances (small), etc.</p>	<ul style="list-style-type: none"> Put the trash in a designated bag (clear). Designated bags can be purchased at supermarkets, convenience stores, home centers, drugstores, etc. <p>● Attention</p> <p>▷ https://www.city.niigata.lg.jp/kurashi/gomi/recycle/koden_recycle/koden_recycle.html</p> <ul style="list-style-type: none"> Dry cell batteries must be removed from products before disposal. Dry cell batteries are categorized as “specified items (5).” When the battery and product are inseparable, the entire product needs to be disposed of as a “specified item (5).” Wrap sharp objects and broken glass or ceramics in newspaper and label the trash bag as “危険” (“Dangerous”). Collection points for certain small electric appliances can also be found at public and private facilities in the city, including ward offices.



Trash Type	Examples	How to Dispose
③ Oversized household waste Collected upon individual request in advance  ▲Oversized waste disposal stamp	Furniture, bicycles, skis, snowboards, kerosene heaters, fan heaters, microwaves, dumbbells, etc.	<ol style="list-style-type: none"> ① Make a request online or via telephone, and confirm the fee and collection date. <ul style="list-style-type: none"> • Oversized Waste Call Center TEL 025-290-5353 • Online Form: https://www.sodai.city.niigata.jp/  ② Put oversized waste disposal stamps on the waste. The stamps can be purchased at supermarkets, convenience stores, home centers, drugstores, etc. ③ Put the stamped waste at the place you designated during your request by 8:00 in the morning on the collection date. <p>● Attention</p> <ul style="list-style-type: none"> • Dry cell batteries must be removed from the waste. Specify at the time of request if they are inseparable.
④ Packaging marked Collected once a week 	Plastic cups, containers, bags, bottles, trays, and bottle caps, etc.	Use transparent or semi-transparent plastic bags. <p>● Attention</p> <ul style="list-style-type: none"> • If dirty, wash before disposal. • Collection points for plastic trays can also be found at supermarkets, etc.
⑤ Plastic (PET) bottles Collected twice a month 	Plastic (PET) bottles	Use transparent or semi-transparent plastic bags. <p>● Attention</p> <ul style="list-style-type: none"> • Remove the cap and rinse out before disposal. • Caps and labels are “packaging marked as plastic.” • Collection points for plastic (PET) bottles can also be found at supermarkets, etc.

Trash Type	Examples	How to Dispose
⑥ Empty glass bottles Collected twice a month	Glass bottles from beverages or food, etc.	Put glass bottles in plastic crates at a collection site. You don't need to put them in a trash bag. ● Attention <ul style="list-style-type: none"> • Remove the cap and rinse out before disposal. • Plastic caps are “packaging marked as plastic,” whereas metal ones are “non-burnable trash.” • Baby bottles, benzene bottles, glass cups, etc. are “non-burnable trash.” • Return sake and beer bottles to the store of purchase if possible.
⑦ Empty cans Collected twice a month	Metal containers from beverages or food, etc.	Use transparent or semi-transparent plastic bags. ● Attention <ul style="list-style-type: none"> • Rinse out before disposal. Removed lids should also be recycled with cans. • Aerosol spray cans and portable gas cylinders are classified as “specified items (5).” • 18L square tin can (<i>ittokan</i>) are “non-burnable trash.”
⑧ Paper products (4 categories) Collected twice a month	Newspaper, magazines, cardboard, drink cartons <ul style="list-style-type: none"> • Do not mix products of different categories. 	Sort according to category and tie with string. If they cannot be tied, use-transparent or semi-transparent plastic bags. ● Attention <ul style="list-style-type: none"> • Paper products outside the 4 categories listed here are “burnable trash.”

Trash Type	Examples	How to Dispose
⑨ Plant waste (branches, grass, etc.) Collected once a week. No collections in January or February.	Branches and grass, etc.	Tie the branches into bundles. Use transparent or semi-transparent plastic bags for grass and weeds. ● Attention <ul style="list-style-type: none"> • Keep each bundle of branches a length of 1m or less and the diameter 30cm or less. • Remove dirt and sand before disposal. • Vegetable waste, scrap lumber, and furniture are “burnable trash.” Waste that doesn’t fit the designated trash bag (yellow) is “oversized household waste.”
⑩ Specified Items (5) Collected once a month	Dry cell batteries, fluorescent tubes, mercury thermometers, lighters, aerosol spray cans	Use transparent or semi-transparent plastic bags. ● Attention <ul style="list-style-type: none"> • Incandescent, LED light bulbs, and glass waste are “non-burnable trash.” • Cover button cell batteries with tape for insulation. • Wrap fluorescent tubes and mercury thermometers with paper to protect them from cracking. • The contents of lighters and aerosol spray cans must be emptied before disposal. • Collection points for dry cell batteries can also be found at supermarkets, etc.

Bulk Disposal of Household Waste

Large amounts of waste from moving out, etc., cannot be disposed of at local collection sites. Bring the trash to a designated local waste management plant or contact a City-authorized collection service for collection.

● Transporting Waste to a Waste Management Plant in Niigata City

▷ <https://www.city.niigata.lg.jp/kurashi/gomi/gomishigen/zikohan/haishi20180329.html>

- Disposal processing fee: 60JPY/10kg
- Designated trash bags and oversized waste disposal stamps are not required.
- Sort the waste according to category so that the contents can be confirmed upon collection.
- Each plant accepts waste from specific resident areas. Check on the Niigata City website or telephone a plant before bringing your waste in.



■ Public disposal centers

Name of Facility	Address	TEL
Shinden Cleanup Center	Kasagi 3644-1, Nishi Ward	025-263-1416
Kameda Cleanup Center	Kameda 1835-1, Konan Ward	025-382-4371
Shirone Environment Office (Shirone Green Tower)	Usui 2135-1, Minami Ward	025-371-5070
Niitsu Clean Center	Koguchi 1289-1, Akiha Ward	0250-22-0917
Yoroigata Clean Center	Yoroigata 12618, Nishikan Ward	0256-76-2831
Toyosaka Environment Center	Uranoiri 418, Kita Ward	025-386-0909



● Requesting Collection by City-approved Collection Service

▷ <https://www.city.niigata.lg.jp/kurashi/gomi/gomishigen/unpankonnann.html>

Call contractors authorized by Niigata City to request collection. Go to the Niigata City website or contact the contractors directly for details.



Trash Which Cannot Be Collected by the City

Trash Type	Examples	How to Dispose
Home electric appliances	Air conditioners, TVs, refrigerators, freezers, washing machines, clothes dryers, etc.	<p>▶https://www.city.niigata.lg.jp/kurashi/gomi/recycle/koden_recycle/koden_recycle.html</p>  <ol style="list-style-type: none"> ① Ask the store of purchase to collect your used item when you get a new one Recycling and collection fees will be charged. ② Ask home appliance stores to collect Recycling and collection fees will be charged. ③ Drop off at designated collection sites <ul style="list-style-type: none"> Purchase recycle tickets at the post office. Check the required value of tickets according to the manufacturer and the size of the item beforehand. Bring the item you wish to discard, along with the recycle tickets, to the designated collection site.
Home PCs	Desktop PCs, CRT displays, laptop PCs, LCD monitors, etc.	<p>▶https://www.city.niigata.lg.jp/kurashi/gomi/gomishigen/gomidasi/syusyunasi/newpage2.html</p>  <ol style="list-style-type: none"> 1. Contact the manufacturer for collection 2. Drop off at collection points at ward offices, etc. 3. Request pickup by a City-authorized computer recycling company <p>▶https://www.city.niigata.lg.jp/kurashi/gomi/gomishigen/gomidasi/syusyunasi/newpage2.html</p> <p>● Attention</p> <ul style="list-style-type: none"> PC accessories, such as mice, keyboards, speakers, and cables can also be collected. Word processors, printers, scanners, and external storage devices are “non-burnable trash.” If they don’t fit in the designated trash bags, dispose of them as “oversized household waste.”

Trash Type	Examples	How to Dispose
Hypodermic needles	Needles used for injecting insulin or measuring blood-sugar levels	Return to the medical institution.
Trash produced by technical work or construction	Gas appliances, bathtubs, cement blocks, fences, etc.	Ask the company which undertook the work or construction.
Business-related garbage		Contact waste disposal service vendors.
Other types of garbage	Poisonous materials, agrochemicals, propane gas cylinders, batteries, tires, paint, gasoline, kerosene, fire extinguishers, pianos, motorcycles	Contact the store of purchase.

For People Interested in Studying Japanese

Studying Japanese (Japanese Lessons)

People who want to study Japanese can attend Japanese lessons. The Japanese teacher will teach you step by step.

The Japanese lessons are separated into morning and evening classes. For more details, please contact us.



Contact Niigata City International Exchange Foundation (NIEF)

CrossPal Niigata 2nd Floor, 3-2086 Ishizuecho-dori, Chuo Ward

TEL 025-225-2727 Email kyokai@nief.or.jp

For Students Struggling with Their Studies (NicoPal Club)

NicoPal Club is a class run by volunteers to help foreign students with their studies. The club is held on Saturdays. Students from grade 1 and up can attend.

For more details, please contact us.

Contact Niigata City International Exchange Foundation (NIEF)

CrossPal Niigata 2nd Floor, 3-2086 Ishizuecho-dori, Chuo Ward

TEL 025-225-2727 Email kyokai@nief.or.jp

City Administration Information

Niigata City Website

▷ <https://www.city.niigata.lg.jp/>

Niigata City official website contains various information about the City.



Contact Public Relations Division (City Office Main Building)

TEL 025-226-2111 Email koho@city.niigata.lg.jp

Niigata City Official LINE account

▷ <https://www.city.niigata.lg.jp/shisei/koho/socialmedia/koholine.html>

This account delivers information on the administration of the City.

You need to install the LINE app in order to receive news from this account.

Scan the QR code to add the city account to your contact list.▶



Contact Public Relations Division (City Office Main Building)

TEL 025-226-2111 Email koho@city.niigata.lg.jp

City & Ward Office Newsletters

▷ <https://www.city.niigata.lg.jp/shisei/koho/kohoshi/index.html>

Booklets and their PDF versions are issued twice a month with news from the City and each ward (in Japanese only).



Contact Public Relations Division (Niigata City Office Main Building)

TEL 025-226-2089 Email koho@city.niigata.lg.jp

Moving Out of Niigata City

Things to Do Before Moving Out

● **Moving Out Notification** (see p.24)

People who are registered residents of Niigata City, please submit a moving out notification to your ward office's Residential Affairs and Services Division (for Chuo Ward, contact the Citizen Services Division).

● **Health Insurance Eligibility Certificate, etc.** (see p.27)

For people enrolled in National Health Insurance, please return your health insurance eligibility certificate, etc. to your ward office's Residential Affairs and Services Division (for Chuo Ward, contact the Citizen Services Division). You cannot use your Niigata City issued health insurance eligibility certificate, etc. at your new address.

- Health insurance eligibility certificates, etc. are notification documents such as a national health insurance card, a health insurance eligibility certificate, or eligibility information documents.

● **Electricity, Gas, Water** (see p.65)

Please contact your electric company and gas company, as well as the Water Supply Bureau.

● **Mail** (see p.69)

Please complete the procedures to change your address at the post office. Mail that is sent to your old address will be redirected to your new address for up to one year after completing the procedures.

Things to Do After Moving Out

● **Driver's License**

Change the address on your driver's license to your new address. Please go to the police station or driver's license center near your new address.

● **Moving In Notification**

Please submit a moving in notification to the city office of your new address. Please ask the city office of your new address about what materials you need to complete procedures.