

Orientation Leaflet for International Residents

Living in Niigata: Your First Steps



Contents

01	Following Rules and Manners in Daily Life	2
02	When Taking a Train or Bus	3
03	When Riding a Bicycle	4
04	Places to Learn Japanese	4
05	Daily Life Support Portal for Foreign Nationals	5
06	Niigata City Guide Book for International Residents	5
07	Niigata City International Exchange Foundation	6
08	Places to Ask for Help When You Need It	7

To all international residents planning to live in Niigata City

This leaflet contains essential information for those beginning life in Niigata City for the first time.

Building good relationships with the local community around you is important for your life in Niigata City.

Please read this leaflet before starting your life in Niigata City.



Rules and manners must be followed so that everyone can live in comfort and with peace of mind.

If you have any questions or problems with life in Niigata City, just ask anyone around you or inquire at the Foreign Language Consulting Service (see p.6).

▶ Keep shared spaces clean

When using parks, train stations, or other places used by many people, please do so in a clean way. Leave restrooms and handwashing areas in a pleasant state that puts the next user at ease.

▶ Follow the rules for garbage disposal

Certain days are designated to set out trash for collection, and collection points are designated too. The collection schedule and types of waste you can dispose of will vary depending on where you live. Be sure to get a garbage calendar when you register as a resident.

For rules on how to dispose of garbage, see the Niigata City website.

Do not litter on streets, parks, beaches, or elsewhere.

For more information,
see here



▲ Put out garbage in designated paid bags

▶ Be sure to follow the order

When waiting for trains, buses, or elevators, or when paying at stores, if others are waiting, line up behind them.

▶ Avoid making loud noises

Shouting loudly or playing loud music can disturb the people living around you. Be especially careful during early mornings and evenings.

▶ Take part in community events

It is important to live in harmony with the local community, and to help each other. Make an effort to participate in local events.

▶ When renting an apartment, follow the rules

Only the person who rents the apartment may live there. You cannot lend it to others or allow additional residents to live there without permission. Corridors, stairs, and other areas of common use in the apartment building must be kept clean and tidy.

▶ Smoke only in designated areas

Smoking is only permitted in specific locations. Smoke only in designated areas (smoking areas).

▶ Do not carry dangerous items

Carrying knives and other dangerous items is prohibited in Japan.

02

When Taking a Train or Bus

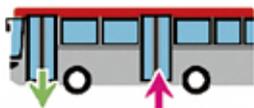
▶ Train

You need a train ticket or IC card. Wait in line on the platform. Speak in a quiet voice on the train. Set your cell phone or smartphone to silent mode, and refrain from talking on the phone.

▶ Bus

You need cash or an IC card. Wait in line at the bus stop. Speak in a quiet voice on the bus. Set your cell phone or smartphone to silent mode, and refrain from talking on the phone.

For more information,
see here



Get off Get on



Get off Get on Get on



To indicate you want to get off at the next stop, press the button.

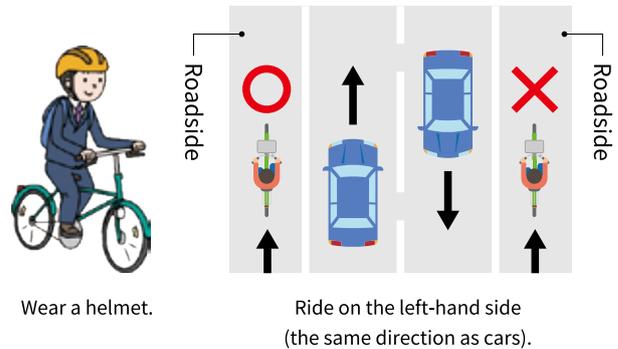
03

When Riding a Bicycle

When you buy a bicycle, it must be registered to prevent theft. When you give away or receive a bicycle, you need to change the registration. Anyone who rides a bicycle must have insurance. To take out insurance, inquire with an insurance company.

Rules for Riding a Bicycle

- ① Ride on the left side of the road
- ② Observe traffic signals and stop signs
- ③ Turn on your lights at night
- ④ Don't ride a bicycle after drinking alcohol
- ⑤ Wear a helmet
- ⑥ Ride in single file, not side by side.



04

Places to Learn Japanese

Study as appropriate for your Japanese comprehension level

▶ Niigata City International Exchange Foundation Japanese Language Lessons

Study in small groups tailored to your Japanese comprehension level. Two language courses are offered each year: a spring course and a fall course. Each course lasts approximately 5 months, with daytime and evening classes available (once or twice per week).

Study near where you live

▶ Japanese language classes by volunteers

Niigata City has Japanese language classes run by volunteers. For details on how to participate, please phone each facility directly.

Website here /



Learn online

▶ Ministry of Education, Culture, Sports, Science and Technology—Connect and Enhance Your Life in Japanese: TSUNAHIRO

Choose learning content based on your Japanese level, desired learning scenarios, or keywords.

Website here /



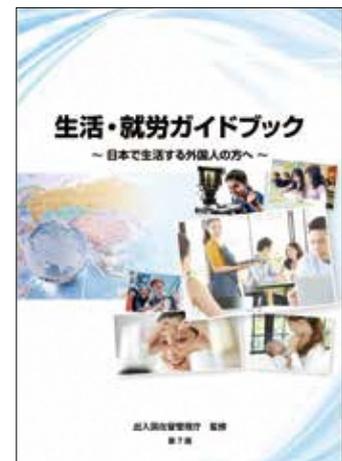
05

Daily Life Support Portal for Foreign Nationals

The Daily Life Support Portal for Foreign Nationals, which is available on the Immigration Services Agency website, contains all kinds of information and notifications on necessary and important things for foreign residents living in Japan. Information can be searched by category, such as "Entry and Residence Procedures," "Childbirth and Childrearing," "Medical Care," and so on.



Portal site here /



To help you live safely and securely in Japan as a foreign resident, you can also access the “Guidebook on Living and Working,” which compiles basic information like laws and rules, procedures for residence and social insurance, and disaster/evacuation information, as well as orientation videos presenting rules for daily life.

Source : Immigration Services Agency website, Daily Life Support Portal for Foreign Nationals (<https://www.moj.go.jp/isa/support/portal/>)

06

Niigata City Guide Book for International Residents



The Niigata City Guide Book for International Residents provides information on services, civic information, facilities, and contact points in Niigata City. You can obtain it at the ward office of your local ward.

You can read the Niigata City Guide Book for International Residents on the Niigata City website. English and simple Japanese versions are available. Additionally, using the website's automatic translation feature, you can read it in English, Chinese (Traditional/Simplified), Korean, Russian, French, Vietnamese, and Nepali.

Website here /





Niigata City International Exchange Foundation



The Niigata City International Exchange Foundation (NIEF) provides a consulting service for foreign residents of Niigata City to discuss problems and issues in daily life. Depending on the issue, this service can connect you with expert consultants or provide information about relevant organizations. It also holds events to introduce Japanese culture.

It publishes a monthly newsletter in Japanese and information sheets in English, Chinese, Korean, and Russian six times a year. A Vietnamese version is published four times a year. NIEF also shares information via its website and Facebook page.

If you have any problems or concerns, please visit.

Niigata City International Exchange Foundation

Address : CrossPal Niigata, 2nd floor

2086 Ishizuecho-dori 3-no-cho, Chuo Ward,

Niigata City Niigata City, 951-8055

Phone : 025-225-2727 **Fax :** 025-225-2733

Email : kyokai@nief.or.jp

Hours : Monday–Saturday, 9 AM–5 PM

*Closed on Sundays, national holidays, and year-end and New Year holidays (December 29 through January 3).

*On the fourth Monday of every month (or the following day if Monday falls on a public holiday), consultations are available only via phone.

[Website here /](#)



[Facebook /](#)



Foreign Language Consulting Service

Hours

Monday–Saturday, 9 AM–4 PM

(Closed on Sundays, national holidays, and year-end and New Year holidays)

Languages Supported

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Japanese	○	○	○	○	○	○
English	○	○	○	○	○	
Chinese	○	○	○	○	○	
Korean		○			○	
French	○			○		
Russian		○		○		

*For operational reasons, foreign language support may not be available as listed on the days above. Please make an appointment in advance for foreign language consulting services.

*Consultations in languages other than those listed above will use a translation service.

▶ In case of emergency

In the event of an accident or incident **Phone : 110** Calling this number will dispatch police officers

In the event of fire or sudden illness **Phone : 119** Calling this number will dispatch fire trucks or ambulances

▶ Sudden illness or injury at night time or during holidays

■ Niigata Prefecture emergency medical telephone service

Children (14 years or under) **Phone : #8000**

Adult (15 years or older) **Phone : #7119**

(Hours : Monday–Saturday, 6 PM–8 AM the next morning / Sundays & holidays, 8 AM–8 AM the next morning)

When you call, you will receive advice such as “Please visit a medical facility* tomorrow” or “You should call an ambulance right now.”

During weekday daytime hours when medical facilities* are open, please call a nearby medical facility directly.

*Medical facilities : Hospitals, medical clinics, etc.

▶ Preparing for disasters

■ Evacuation shelters

Once you have a place to live, find out where your nearest evacuation shelter is and check the route to get there.

If a disaster occurs and you need to evacuate to a safe place, take essential daily items and food with you to the evacuation shelter. When evacuating, do not use a car; instead, walk to the shelter.

■ Multi-language disaster readiness emails

Register for the Niigata International Association's email magazine and you will receive notifications and event information as well as disaster readiness emails from Niigata City. The website's auto-translation feature allows users to read information from disaster readiness emails in multiple languages.



Niigata City
Official LINE
Account



Niigata Disaster
Readiness Email



Niigata City
Crisis & Disaster
Management Bureau
Official X Account

[Register here](#)



Orientation Leaflet for International Residents

Living in Niigata: Your First Steps

Published December 2025

Prepared by: International Division, Tourism and International Exchange Department, Niigata City
5F Furumachi Rufuru, 1010 7-bancho Furumachi-dori, Chuo Ward, Niigata, 951-8554,
Japan
Phone : 025-226-1671