

HIGASHIHIROSHIMA



Living info

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

One-off Economic Countermeasure Support Payments

・経済対策臨時支援給付金のお知らせ
・

Payments will be made to households that fall into the following categories:

1 Households that only pay the per-capita portion of resident tax:

Households that meet all of the following conditions are eligible:

- ・ Households with a registered address in Higashihiroshima City as of December 1st, 2023
- ・ Households in which all members only pay the per-capita portion of resident tax, or households comprised of members who only pay the per-capita portion of resident tax and members who are exempt from resident tax
- ・ Households that has not received the Economic Countermeasure Emergency Support Payment (70,000 yen) as a household exempt from resident tax

※ If all members of the household are dependent relatives of those who are subject to resident tax, then the household is not eligible.

Examples of non-eligibility:

- ・ A single-member household of a university student (exempt from resident tax) dependent of parents who are subject to tax
- ・ A household of parents (exempt from resident tax) dependent on a child who is subject to tax

2 Extra payment for children in households that are exempt from the income-based portion of resident tax:

Households that meet all of the following conditions are eligible:

- ・ Households that are exempt from the income-based portion of individual resident tax for the 2023-24 financial year, and are raising children aged 18 or under, born on or after April 2nd, 2005
- ・ The children must be listed on the Basic Resident Register (Residence Certificate) as members of the same household

※ Students who have transferred their residence certificate and live in dormitories, etc. also count if they are dependent on the household.

Applications and consultations

- ・ Until February 29th, 2024

Community Coexistence Promotion Division, Health and Welfare Department (City Office 2F)

(Open from 8:30 to 17:15 on weekdays.)

- ・ From March 1st, 2024

Higashihiroshima City Special One-Off Payments Enquiry Counter (City Office 4F)

(Open from 8:30 to 17:15 on weekdays.)

How to apply

The necessary documents for the procedure will be sent to the heads of households which are expected to be eligible for payment. Please fill in the necessary information and submit it to the city with the necessary documents.

Payment schedule

We will process the payments in the order in which the documents are received. It will take about a month to make the payment after the documents are received by the city.

Necessary documents

1 Households that only pay the per-capita portion of resident tax:

- ・ A document to confirm the identity of the applicant
 - ※ A copy of your Health Insurance Certificate, driving license, My Number Card (the front side) etc.
- ・ A document to confirm your bank account details
 - ※ A copy of your bank book, cash card, etc.
- ・ If you wish to have a proxy apply or receive the payment for you, a document to confirm the identity of the proxy

2 Extra payment for children in households that are exempt from the income-based portion of resident tax:

- ・ A copy of the health insurance card for each child eligible for the extra payment

Deadline for applications

Thursday August 15th, 2024 (Applications will be accepted if they are postmarked by this date)

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Payment amount

1 Households that only pay the per-capita portion of resident tax:

100,000 yen per household (even if there is a large number of household members, this amount does not change)

2 Extra payment for children in households that are exempt from the income-based portion of resident tax:

50,000 yen per child under 18

Enquiries regarding the system

Higashihiroshima City Call Center for One-off Special Payments (Higashihiroshima-shi Rinji Tokubetsu Kyufukin Call Center, 東広島市臨時特別給付金コールセンター), tel.: 0120-780-125 (English, Chinese Portuguese and Vietnamese available)

Open 8:30-17:15, Monday to Friday.

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

- ・市民課窓口へは混雑を避け
てお越しください
- ・
- ・

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

If you have a My Number card, you can obtain Certificates of Residence, etc. at convenience stores. The City Office is open on some Sundays and on Thursday evenings (see the calendar below, or the QR code to the right (<https://www.city.higashihiroshima.lg.jp/en/3/35917.html>)). Please make use of these opening times.



You can submit Notifications of Moving Out online from the My Number Portal (see the QR Code to the left). By making use of your My Number card to submit the notification online, there is no need to go to the City Office when you are moving out of the city. You can use this facility not just for yourself, but when other members of the household are moving out of the city too. However, you still need to complete the formalities for moving in, etc., at the municipal office of the municipality you are moving to.

When using the online service, you will need a My Number card which can be used as an electronic proof of identity, and a device from which you can access the My Number Portal (a smartphone, computer, etc.)

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

Calendar of busy periods at the Citizens' Affairs Division

March						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
3 Closed	4 ○	5	6	7	8 ○	9 Closed
10 ○ Open	11 ◎	12 ◎	13 ◎	14 ◎	15 ◎	16 Closed
17 Closed	18 ●	19 ●	20 Closed	21 ●	22 ●	23 Closed
24 ● Open	25 ●	26 ●	27 ●	28 ●	29 ●	30 Closed
31 ● Open						

April						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1 ●	2 ●	3 ●	4 ◎	5 ◎	6 Closed
7 Closed	8 ◎	9 ○	10 ○	11 ○	12 ○	13 Closed
14 Open	15	16	17	18	19	20 Closed

Key: ○ A little busy
◎ Busy
● Very busy

On Thursdays, opening hours are until 19:00.

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

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

Formalities for terminating and starting water supply

- 水道の中止および開始の手続き

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

When moving into a new residence, you should find paperwork (a postcard) for starting the water supply hanging from the door handle, or in the postbox in the door. Please complete the formalities as detailed. If you do not find the postcard for starting water supply, please contact the Waterworks and Sewerage Customer Center.

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

To complete the formalities for terminating and starting water supply online, please access the website from the QR Code to the right (<https://www.city.higashihiroshima.lg.jp/en/6/34092.html>).

You can also complete the formalities for terminating water supply by phone.



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

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

- 軽自動車税の廃車手続き

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

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

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

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

Experience stand-up paddleboard and canoeing in a swimming pool, and spend time with a top athlete

- キッズチャレンジ！一流アスリートと交流しよう！プールでSUP・カヌー体験会

On Sunday March 24th, from 10:00 to 12:00, there will be an event in which participants can experience stand-up paddleboard and canoeing in a swimming pool. The event will take place in Kurose Indoor Pool, and will be led by Hitomu Onizuka, from Kure Kamagari B&G Ocean Center. It is open to elementary school students resident in Higashihiroshima City. The event is limited to 20 participants (to be decided by lottery).

To apply to participate in the event, please send a fax or email, detailing the event name and the participant's name (with furigana), age and grade, address and postcode, and telephone number. The deadline for applications is Friday March 8th.

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

Please pay municipal tax using bank transfer

- ・市民の納付は口座振替を利用して延滞金（滞金）のリスクを減らしましょう！

Please pay municipal taxes using bank transfer. By doing so, you can reduce the risk of penalties for late payments.

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

Consultation services for non-Japanese residents

外国人相談窓口

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

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

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

・ **40-minute free legal consultations** are available on Saturday March 9th, at 13:00, 14:00 and 15:00. The date for April is Saturday April 13th. English interpreting is available. **Please make an appointment at least one week in advance.**

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

・ **Communication Corner Facebook page:**

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

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



Communication Corner website (English)



Facebook page

Night-time and holiday hospitals

夜間休日当番医

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

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

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

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

<https://www.city.higashihiroshima.lg.jp/kenko/iryo/3/11526.html>

Citizens' Affairs Division: Out-of-hours opening

- ・ 市民課窓口：木曜延長・日曜開庁

The counters of the Citizens' Affairs Division are open until 19:00 every Thursday evening (except national holidays and the new year/year-end period). There is Sunday opening on March 10th, 24th and 31st, from 8:30 to 12:30. On March 31st, My Number Cards will not be able to be issued. Wherever possible, please take someone with you who speaks Japanese. **Please note that divisions other than the Citizens' Affairs Division are not open at these times.** For details of what matters can be dealt with during these extended opening hours, and what you need to bring with you, please access the QR Code to the right to check the city website.

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

Please be aware that formalities relating to My Number Cards cannot be dealt with.

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

<https://www.city.higashihiroshima.lg.jp/en/3/35917.html>



Population and households as of the end of January, 2024:

Population of Higashihiroshima City: 190,565 (49 more than December)
Households: 91,076 (48 more than December)
Population of foreign residents: 8,839 (61 more than December)
Foreign households: 6,848 (14 more than December)