

HIGASHIHIROSHIMA



Living info

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

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

- ・市民課窓口へは混雑を避けてお越しください

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. On busy days, it may take more than two hours for your paperwork to be processed. Please also make use of Sunday opening and Thursday evening extended opening hours (for details, use the QR Code to the right, or the URL below).

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



If you have a My Number card, you can obtain Certificates of Residence, etc. at convenience stores.

You can submit Notifications of Moving Out online. As a rule, there is no need to go to the City Office when you are moving out of the city. However, you still need to complete the formalities for moving in, etc., at the municipal office of the municipality you are moving to. **Please note that you cannot use the online service if you are moving abroad.**

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

Calendar of busy periods at the Citizens' Affairs Division

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

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

Key: ○ A little busy
◎ Busy
● Very busy

On Thursdays (not March 20), opening hours are until 19:00.

On Sunday opening days, opening hours are from 9:00 to 12:00.

On March 30, formalities related to My Number cards are not possible

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

When moving house, be sure to complete the formalities related to water supply

- ・引っ越し時には水道の届け
- ・出もお忘れなく

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 paperwork, and return it by post. 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>).



Completing the formalities for starting or terminating water supply also completes the formalities related to sewerage.

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.

Some municipal bicycle parking lots will be made free of charge

- ・国民健康保険・後期高齢者
- ・医療制度加入者の所得申告

Some municipal bicycle parking lots run by Higashihiroshima City will be made free of charge from April 1, 2025.

The following bicycle parking lots will be made free of charge:

- ・ Saijo Station North No. 2 Bicycle Parking Lot
- ・ Saijo Station Front No. 2 Bicycle Parking Lot
- ・ Jike Station South Bicycle Parking Lot
- ・ Jike Station North Bicycle Parking Lot

Please note the following with regard to bicycle parking lots that will be made free of charge:

- ・ Registration for use of the bicycle parking lots that will be made free of charge will be accepted until February 28, 2025.
- ・ The use of pre-paid tickets at bicycle parking lots that will be made free of charge is possible until March 31, 2025. Please use your tickets as soon as possible.
- ・ After the parking lots are made free (April 1, 2025), there will be no managers present, so please ensure that you take even more measures, such as locking your bicycle, to prevent theft. We also ask for your cooperation in parking with good manners as before.

Contact: Construction Management Division (Kensetsu Kanri-ka, 建設管理課) (6th floor, City Office main building), tel.: 082-420-0961

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.

Have you applied for your My Number Health Insurance Card?

- マイナ保険証の申請は
- お済みですか

Regarding the abolition of Health Insurance Certificates

The issuance of new Health Insurance Certificates was ended on December 2nd, 2024. If you join the health insurance scheme after December 2nd, 2024, or if the information on your Health Insurance Certificate changes due to your moving house, etc., you will be issued a 'Eligibility Confirmation Certificate' or a 'Notice of Eligibility Information' in place of your old Health Insurance Certificate.

You can use your Health Insurance card until its expiration date, but after that, please use your 'My Number Health Insurance Card' or 'Eligibility Confirmation Certificate' when you visit hospitals, etc.

Expiration date of Health Insurance Certificates

Type of Health Insurance Certificate	Period of Eligibility
Document with an expiration date (National Health Insurance Certificate)	Valid until the expiration date shown
Item without an expiration date (health insurance, mutual aid association, etc.)	Valid until December 1, 2025

My Number Health Insurance Cards (My Number Card)

After obtaining your My Number Card, please register it for use as your Health Insurance Card. This registration can be done on the My Number Portal (from a PC or smartphone), using the card reader at the reception desk of medical institutions and pharmacies, or at Seven Bank ATMs.



Eligibility Confirmation Certificates (the same design as the current Health Insurance Certificate)

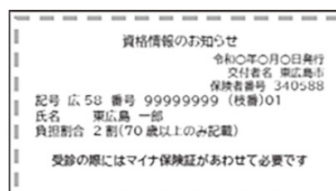
Issued to those who do not have a My Number Insurance Card. No application is required.

Show this at the counter of a medical institution, etc., just like your current Health Insurance Certificate, and you will be able to continue receiving medical treatment at a fixed out-of-pocket expense.



'Notices of Eligibility Information' (cut out from A4 paper)

Issued to those who have a My Number Health Insurance Card. It is issued so that My Number Health Insurance Card holders can easily understand their insured status, etc. Since it is not a certificate, you cannot visit a medical institution with only a 'Notice of Eligibility Information'.



In late July, those who are enrolled in the National Health Insurance and the Long-Term Care Insurance System will be sent an 'Eligibility Confirmation Certificate' if they do not have a My Number Insurance Card, and a 'Notice of Eligibility Information' if they have a My Number Insurance Card.

Contact: National Health Insurance and Pension Division (Kokuho Nenkin-ka, 国保年金課) (1st floor, City Office main building), tel.: 082-422-0334

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 8th, at 13:00, 14:00 and 15:00. 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/en/7/33907.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 9th, March 23rd, and March 30th from 9:00 to 12:00. 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, 2025:

Population of Higashihiroshima City: 190,850 (61 fewer than December)
Households: 92,195 (3 more than December)
Population of foreign residents: 9,472 (13 more than December)
Foreign households: 7,365 (15 fewer than December)