

# HIGASHIHIROSHIMA

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Living info

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

## Schedule for public services during the o-Bon period

- お盆期間中の業務案内
- ...
- ...

The following is the schedule for public services in Higashihiroshima over the o-Bon period (the middle of August):

| August 2025                         |            |            |            |             |             |             |             |             |             |             |  |  |  |
|-------------------------------------|------------|------------|------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--|--|--|
|                                     | 7<br>(Thu) | 8<br>(Fri) | 9<br>(Sat) | 10<br>(Sun) | 11<br>(Mon) | 12<br>(Tue) | 13<br>(Wed) | 14<br>(Thu) | 15<br>(Fri) | 16<br>(Sat) |  |  |  |
| City Office                         | Normal     | Closed     |            |             | Normal      |             |             | Closed      |             |             |  |  |  |
| Communication Corner                | Normal     |            |            |             |             | Open*       |             | Normal      |             |             |  |  |  |
| Garbage (Hiroshima Chuo Ecopark)    | Normal     |            | Closed     | Normal      |             |             |             |             |             |             |  |  |  |
| Garbage (Kamo Environmental Center) | Normal     |            | Closed     |             | Normal      |             |             |             |             |             |  |  |  |

\* Please note that during the o-Bon holiday (August 13, 14, 15), the opening times for the Communication Corner (in Sunsquare) will be from 8:30 to 17:00. Also, there will be no foreign-language consultation services available during the three days of o-Bon.

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

## Japanese for work

- しごとのための日本語
- ...
- ...

A free face-to-face course called 'Japanese for Work' is available for job seekers, including 'permanent residents', 'spouses or children of a Japanese national', 'spouses or children of a permanent resident', and 'long-term residents'.

In order to find stable employment, participants will learn Japanese to use in job searches and working situations, as well as Japanese workplace customs and employment practices. Workplace tours, work lectures, and visits to Hello Work offices will be held, leading to stable employment. For more information, please see the website at the URL below, or access the QR Code on the right.



<https://www.jice.org/tabunka/en/recruit/>

## Notices of National Health Insurance premiums, Certificates of Eligibility Information and Notices of Eligibility Information for the 2025-26 financial year

- 令和7年度 国民健康保険税・資格確認書
- 確認書・資格情報のお知らせ
- ...

On July 11th, heads of households were sent notices of tax payments, Certificates of Eligibility Information or Notices of Eligibility Information. If you have not received these documents, please contact us. In principle, we will accept requests for reissuing of these documents by phone until the end of August (in some cases, procedures must be completed at the National Health Insurance and Pension Division, a branch office, or a sub-branch office). From September, you will need to apply for reissuing in person or online.

National Health Insurance premiums are levied on a household basis, and the head of the household is responsible for paying the premiums. Even if the head of the household is not enrolled in the National Health Insurance scheme, if there is a member of the household who is enrolled in the National Health Insurance scheme, the head of the household is responsible for the payment of the premiums.

### How health insurance premiums are determined

The amount of insurance premiums is levied as the sum of the basic amount, the latter-stage elderly support payment amount, and the nursing care contribution amount. Each of these amounts is the total of an income-based portion, based on the previous year's income of the enrolled members, a per-capita portion, and an average-based portion.

*Continued on page 2...*

**Notices of National Health Insurance premiums, Certificates of Eligibility Information and Notices of Eligibility Information for the 2025-26 financial year**

・令和7年度 国民健康保険税・資格

・確認書・資格情報のお知らせ

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Continued from page 1

**How to pay health insurance premiums (April to March 2026)**

Regular collection: Pay in eight installments for one year by bank transfer or payment slip. Payment slips can be used at financial institutions with branches in the city, at convenience stores, or to pay by PayPay or PayB.

Special collection: Pay by deduction from pension.

\*If you would like to pay by bank transfer, please contact us.

There are systems for reductions of or exemptions from health insurance premiums

You may be eligible for a reduction or mitigation of insurance tax by applying. For example,

- People who have become unemployed involuntarily due to their employer going bankrupt or them being laid off;
- People who have special circumstances such as suffering from natural disasters or being unemployed.

**Joining or withdrawing from the National Health Insurance scheme during the year**

If you join during the year, the insurance tax is calculated from the month you became eligible. If you withdraw from the National Health Insurance scheme, you will not need to pay insurance tax from that month.

\* The amount per installment does not equal the amount of health insurance premiums paid per month, so you may still have to pay a remaining portion of the premium even after you withdraw from the scheme.

For more information, please access the QR Code to the right, or see the URL below.

<https://www.city.higashihiroshima.lg.jp/en/4/33850.html>



Contact: National Health Insurance and Pension Division (Kokuho-nenkin-ka, 国保年金課), tel.: 082-420-0933.

**Entrance from April 2026 into kindergartens and approved kodomo-en (Type 1 certification)**

・幼稚園と認定こども園 (1号認定) の新年度募集

Kindergartens and Approved Kodomo-en will begin recruiting children for 'Type 1 certification (kindergarten usage)' entrance from April 2026. The enrollment schedule for each kindergarten in the city is posted on page 10 of the Japanese version of the City Newsletter. Please contact each kindergarten for specific details such as reception times, what to bring, and reservations. In addition, the recruitment of children for 'Type 2 and 3 certification (nursery school usage)' entrance at Approved Kodomo-en will begin on the same day as other nursery schools.

Please check the city website for details, which will be posted around the beginning of October.

Contact: Child Care Division (Hoiku-ka, 保育課), tel.: 082-420-0934.

**Applications for entrance into municipal housing**

・市営住宅入居者

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It is anticipated that there will be vacancies in the following municipal apartments. There may be changes to the list below; please see the application forms for details.

|               |                            |                                  |
|---------------|----------------------------|----------------------------------|
| Saijo:        | Misonou (1)<br>Egeyama (1) | Shin-Misonou (1)<br>Terayama (2) |
| Hachihonmatsu | Shin-Mukaihara (1)         | Nishitakaya (1)                  |
| Takaya        | Kodani-Ihogaki (1)         | Sugeta no. 1 (1)                 |
| Kurose        | Shin-Iketani (1)           |                                  |
|               | Kawasumi (1)               |                                  |
| Fukutomi      | Kamishimo (1)              | Owatari (1)                      |
| Toyosaka      | Kiyotake (1)               | Kajiya (1)                       |
| Kochi         | Noko (1)                   | Hirohata (1)                     |
| Akitsu        | Yuzakari (1)               | Yakushimaru Danchi (1)           |
|               | Yakushimaru Heights (1)    | Wakamiya (1)                     |

Applications will be accepted between Monday August 4th and Friday August 8th, at the Housing Division only (applications can also be posted). It is also possible to apply electronically. Please note that applications cannot be accepted at branch offices or sub-branch offices.

Application forms and details are available from the Housing Division (Jutaku-ka, 住宅課), or from branch offices and sub-branch offices, from Monday January 27th.

Contact: Housing Division (Jutaku-ka, 住宅課), tel.: 082-420-0946.

## **Shakunage Lakeside Summer Fireworks Festival and Summer Festival will be held at the same time**

This event will be held on Saturday August 30th, from 19:30 to 20:30, at Kohan-no-Sato Fukutomi Roadside Station.

Contact: Shakunage Lakeside Summer Fireworks Festival Planning Committee (Shakunage Mizuumi Noryo Hanabi Taikai Jikko-linkai, しゃくなげ湖納涼花火大会実行委員会), tel.: 082-435-2110.

- しゃくなげ湖納涼花火大会
- 納涼夏まつりも同時開催



## **Example of Consumer Affairs Consultations**

消費生活相談事例

Question: ① I ordered a supplement I saw in an online ad. I was only planning to try it once, but the second one arrived, so I sent it back. Then, I received just an invoice. I had no intention of paying, so I left it, but then I received a notice from a law firm.

② I saw an ad on SNS and bought a trial beauty serum. After that, the same product arrived, but I didn't remember ordering it, so I returned it with a letter of cancellation. I continued to receive invoices after that, but I ignored them, and then I received an envelope from a law firm that seemed to be a final notice about the bill. I don't understand why I was charged when I don't have the product in my hands.

Advice: There are cases where you see an ad that emphasizes low prices and trials, and you order a product thinking it's just for one time, but it turns out to be a subscription. Even if you return the product or refuse to receive it because you only ordered one, that alone does not cancel the contract, so be careful. When purchasing online, make sure to check the final confirmation screen to see if it is a subscription, and check the cancellation method, the conditions, the total payment amount, etc.

Contact: Consumer Affairs Center (Shohi Seikatsu Center, 消費生活センター), tel.: 082-421-7189.

## Deadline for payment of taxes: Monday September 1st

- 次回の納期限は
- 9月1日(月)

Please pay Municipal and Prefectural Tax/Forest Environment Tax (the second installment) and the National Health Insurance Premium (the second installment) by Monday September 1st. A notice of non-payment (Tokusokujo, 訴送状) will be sent to residents who have not paid their tax by the deadline. If you receive a Tokusokujo, please pay the tax immediately, using the payment slip enclosed.

\* Note: it takes about ten days for the Tax Collection Division to confirm payment of tax, and therefore you may receive a Tokusokujo even after you have completed payment. In this case, please ignore the letter.

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 at the following times: Mondays-Saturdays, 9:00 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 August 9th, at 13:00, 14:00 and 15:00. Communication Corner website (English) 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.



Facebook page

### Consumer Affairs Consultations

- 消費生活相談

Consumer affairs consultations are available from Monday to Friday (excluding public holidays), from 9:00 to 12:00 and from 13:00 to 17:00, at the Consumer Life Center (City Office North Building, 1F). Reception is open until 16:30. Consumer Affairs Consultants can advise on contract problems between consumers and businesses. Tel.: 082-421-7189. Whenever possible, please take a Japanese speaker with you.

Lunchtime consumer affairs consultations are available from Monday to Friday (excluding public holidays), from 11:00 to 13:00, and holiday consumer affairs consultations are available on Saturdays, Sundays and public holidays from 10:00 to 16:00. These are telephone consultations only, for enquiries outside of the Consumer Affairs Center reception hours. Enquiries will be dealt with by staff of the Citizens' Lifestyle Center, etc. Tel.: 03-3446-0999 (Citizens' Lifestyle Center), 188 (Consumer Hotline).

### 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 on the first and third Thursdays of the month (except national holidays and the new year/year-end period). The dates for August are August 7th and August 21st.

In addition, there is Sunday opening on August 10th and August 24th 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 June, 2025:

Population of Higashihiroshima City: 190,982 (64 more than May)

Population of foreign residents: 9,735 (21 more than May)

Households: 93,012 (77 more than May)

Foreign households: 7,577 (14 more than May)