

HIGASHIHIROSHIMA



Living info

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

The second phase of the kick scooter demonstration project is currently underway

- キックボード実証事業
- 第2弾を実施しています

The Hiroshima University Smart City Co-Creation Consortium is conducting a demonstration experiment of electric micromobility (electric kick scooters). Based on the demonstration conducted in November and December 2025, the number of ports and vehicles has been increased.

Period: Until Tuesday, June 30

Locations: 13 locations within the city (Hiroshima University area, City Office North Building, YouMe Mall Saijo, Fuji Grand Higashihiroshima, etc.)

Eligibility: Ages 16 and over

Fee: 10 yen per minute

Note: A 1,000 yen ride pass (240 minutes / 4 hours) is available. The 1,000 yen ride pass can be obtained via the TOCKLE app.

Contact: Management Strategy Team (経営戦略チーム, Keiei Senryaku Team), tel.: 082-420-0917.



Have you completed the procedures for the cost-of-living support payment?

- 物価高騰支援給付金の手続きはお済みですか

In response to rising prices of daily necessities, the city is providing a 5,000-yen cost-of-living support per resident. (The total amount for all household members will be deposited in a lump sum into the account of the head of the household.)

If you have not yet received the application documents, please contact us.

Eligibility: Residents who are registered with the city as of January 1, 2026

Deadline for applications: Friday, May 29 (applications postmarked on this date will be accepted)

For more details, please access the URL below, or scan the QR Code on the right.

<https://www.city.higashihiroshima.lg.jp/en/7/44529.html>

Contact: Cost-of-Living Support Payment Call Center (Bukka koto shien kyufukin call center, 物価高騰支援給付金コールセンター), tel.: 0120-780-125.



Special exemption system for National Pension Scheme payments by students

- 国民年金保険料の学生納付特例制度

Those aged 20 or over are required to enroll in the National Pension Scheme. This is the case even for students. However, there is a special system for National Pension Scheme payments by students, under which the payments can be postponed. Current students at educational facilities specified by the School Education Act (universities, graduate schools, junior colleges, high schools, colleges of technology, vocational schools, other educational institutions with courses with a duration of one year or more) whose income for the previous year is below a certain level are eligible to apply for postponements.

To apply, please use the application form, and include a copy of both sides of your student ID, or a Certificate of Enrollment (not a copy). If you have a My Number card, you can apply via the Myna Portal site. If you received an application form (a postcard) from the Japan Pension Service, please fill in the postcard with the necessary details and return it.

Contact: Kure Pension Office (Kure Nenkin Jimusho, 呉年金事務所), tel.: 0823-22-1691.

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

Consumer Affairs Consultation Case Example

・ 消費生活相談事例

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This is a consultation case from the National Consumer Affairs Center of Japan. When using TV shopping, be sure to check information other than the TV advertisement as well.

Consultation:

Last week, my mother saw a massage device being introduced on a TV shopping program and ordered it by phone. It seems that she felt the pounding strength was too strong to use, so she immediately called and said she wanted to return it. However, she was told, 'We cannot accept returns for products that have been powered on. This was also explained during the ordering phone call,' and the company would not accept the return. If it cannot be used, we would like to return it.

Advice:

With TV shopping, you cannot check the actual product before purchasing. When placing an order, be sure to confirm over the phone not only the information shown in the TV advertisement, but also details such as how the product feels to use and its size. Because TV shopping falls under mail-order sales, the cooling-off period does not apply.

If the TV advertisement properly states the special conditions for returns, then the conditions for returns and cancellations are governed by those terms. Even when returns are allowed, they may be limited to unopened products only, or there may be a set deadline. Be sure to check the conditions carefully.

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

Light Motor Vehicle Tax (Two-Wheeled Small Motor Vehicles) Tax Payment Certificate (for Vehicle Inspection Renewal)・ 軽自動車税 (2輪の小型自動車)
・ の納税証明書 (継続検査用)

From the 2026-27 financial year, tax payment certificates for Light Motor Vehicle Tax (two-wheeled small motor vehicles) used for vehicle inspection renewal will no longer be issued.

With the launch of the Light Motor Vehicle Tax Payment Confirmation System ('Kei JNKS'), presentation of a tax payment certificate at the time of vehicle inspection renewal is generally no longer required. Accordingly, from the 2024-25 financial year, the following documents have no longer been issued to those paying via bank transfer:

- Light Motor Vehicle Tax (category-based) Tax Payment Certificate (for vehicle inspection renewal)
- Light Motor Vehicle Tax (category-based) bank transfer receipt

In addition, from the 2026-27 financial year, these documents will also no longer be issued for two-wheeled small motor vehicles.

However, a tax payment certificate is still required in the following cases:

- Shortly after payment (within approximately one month), when payment information has not yet been registered in the Kei JNKS system
- Immediately after purchasing a used vehicle
- When there are past unpaid taxes for the vehicle
- When a tax-reduced (exempted) vehicle undergoes inspection shortly after the exemption is approved

Contact: Tax Collection Division (5th Floor, City Office Main Building) (Shuno-ka, 収納課),
tel.: 082-420-0912.

Applications for entrance into municipal housing

・ 市営住宅入居者募集
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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:	Teranishi (1)	Misonou (1)	
Hachihonmatsu:	Isomatsu (1)	Shin-Mukaihara (1)	
Takaya:	Kodani Ihogaki (1)		
Kurose:	Shin-Iketani (1)	Sugeta Dai-ichi (1)	
Fukutomi:	Lake Hill Fukutomi (1)		
Toyosaka:	Kajiya (1)		
Kochi:	Noko (1)	Hirohata (1)	Grunen Nyuno (1)
Akitsu:	Oki-no-Tono (1)	Yuzakari (1)	
	Yakushimaru Danchi (2)	Wakamiya (1)	

Please note that it is not possible to keep pets in municipal apartments, and that only those fulfilling certain criteria are eligible to apply.

Applications will be accepted between Monday May 11 and Friday May 15, at the Housing Division only (applications can also be posted). It is also possible to apply online. Application forms and details are available from the Housing Division (Jutaku-ka, 住宅課), or from branch offices and sub-branch offices, from Tuesday April 28. Details of the amount of applications up until the previous day will be made public at the Housing Division and at each of the branch offices and sub-branch offices.

Deadline for payment of taxes: Monday June 1

- 次回の納期限は
- 6月1日(月)

Please pay Light Vehicle and Motorcycle Tax by Monday June 1.

A notice of non-payment (Tokusokujo, 督促状) 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 June 13**, at 13:00, 14:00 and 15:00. English, Portuguese and Chinese 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>

The Medical Information Net

The 'Medical Information Net' is a website that compiles information on medical institutions and pharmacies throughout Japan. You can also search for information on medical institutions that can provide support in foreign languages.

<https://www.iryuu.teikyouseido.mhlw.go.jp/znk-web/juminkanja/S2310/initialize?pref=34>

**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 May are May 7 and May 21.

In addition, there is Sunday opening on May 10 and May 24, 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 March, 2026:**

Population of Higashihiroshima City: 190,361 (622 fewer than February)
Population of foreign residents: 9,821 (188 fewer than February)

Households: 93,187 (101 fewer than February)
Foreign households: 7,655 (183 fewer than February)