



Welcome to Aoba-Ward

英語版

Living Guide for Foreign Residents

This guide provides information necessary for people moving into Aoba-ward in addition to further contact and consultation information.

Aoba Ward Office ☎ main number 045-978-2323

- Moving-in Registration
- Consultation guide for daily life problems
- Daily Living
- Disaster and Emergency--for the event of needs
- Guide Map (on the other side)

31-4 Ichigao-cho, Aoba-ku, Yokohama-shi 225-0024
HP URL: <http://www.city.yokohama.lg.jp/aoba/>

●Days and Hours : Mon.-Fri. 8:45 am-5:00 pm
2nd and 4th Saturday 9:00 am-noon
(available limited services such as moving-in registration)

●Closed on 1st ,3rd ,5th Saturdays/Sundays/national holidays and year-end and New Year holidays

When you have difficulty in Japanese, you can ask for a volunteer interpreter and translation services at the Aoba International Lounge. You can get consultation at the Aoba International Lounge at anytime.

Aoba International Lounge
☎ 045-989-5266 FAX 045-982-0701
e-mail: aobaloungeintl89h1@t07.itscom.net



更新 平成 30 年 1 月

Moving-in Registration

○When you move in to Yokohama City, moving-in registration is necessary so that you can get administrative services by Yokohama City and Japan.
○Please complete the registration within 14 days after your move. When you move in to Yokohama from other city, moving-out certificate of the former domicile is necessary.
○After the registration, you become eligible to receive administrative services such as national health insurance and acceptance of your children to public schools.
○You need to apply for administration services.

1.Registration of moving-in and transfer of schools
➤ Family Registration Division (Koseki-ka) ☎ 045-978-2233

- If this is your first time to stay in Japan and applied for a residence card ➤ resident registration
- If you have a residence card ➤ notification of address change
- If you have elementary school/ junior high school children, you will need an application for public schools

2.National Health Insurance
➤ Insurance and Pension Division, National Health Insurance Section (Hoken-nenkinka, Hoken-gakari) ☎045-978-2335

Health Insurance is to cover your medical expense. Are you covered by any insurance?
 If not covered, you must join National Health Insurance(*1)
 If you are already covered by National Health Insurance, notify them of your new address.
○National Health Insurance subsidizes the medical expense of policyholders. There is an income limitation of coverage.
 If you have children aged 0 to 12 (in the sixth grade)
➤ Medical certificate for infant (*2)

*income-tested applied after child' s 1st birthday.
 For a single-parent family with children under 18 years old.
➤ Welfare and Medical Service Certificate(*3)



3.Child related applications
➤ Children and Families Support Division ☎ 045-978-2459

- If you are pregnant or have a child under 3 years old . Maternal and Child Health Handbook and an additional volume of it. This is the notebook to keep health records of pregnancy, delivery, and child health up to 6-years old. Maternity checkup voucher is included with the additional volume of maternal and child health book.
- If you have a child from 0 years old until the age of finishing junior high school
➤ Child allowance (Jido-teate)

You will get child allowance three times a year. There is an income limitation.
 If you have a child under 18- years old and have financial difficulty ➤ Child raising allowance. A single parent or guardian who is taking care of the child can apply and receive allowance until the following March 31 after the child' s 18th birthday.

- If you have a disabled child under 20 years old ➤Special child raising allowance
- If you have a certificate of Medical Support for Specified Infantile Diseases, consult us whenever you have any concerns.
- If you want to leave your child at nursery school
If your child has already gone to nursery school

4. Welfare services for elderly and disabled people
➤ Elderly/Disabled People Support Division ☎ 045-978-2445

Various services are available depending on each eligible person, so please call for details.

- If you are a senior citizen
 - If you have a disability
 - If you have a certificate of Medical Support for a specific medical expenses of designated intractable diseases
- If you have difficulties in Japanese, you can ask for a volunteer interpreter. Refer to "Information from Aoba Public Health and Welfare Center" for details.



5. Other applications and inquiries

- If you have a motorcycle with an engine under 125cc
➤ Tax Division (Zeimu-ka) ☎ 045-978-2245
You need to change your license plate.

- If you have a dog ➤ Health Sanitation Division (Seikastu-eisei-ka)☎ 045-978-2465
Dog registration is necessary.



Consultation guide for daily life problems



1. General consultation
- Yokohama City Call Center (Daily life information guide)
☎ 045-664-2525 Open 1- every day from 8AM to 9 PM
☎ ☎ ☎ -Monday through Friday 10:00AM-11:30AM,12:30 PM to 4:30 PM
Except for holidays and year end through new year holidays
- Aoba International Lounge ☎045-989-5266
- Yokohama Association for International Communications and Exchanges
YOKE Information Corner ☎ 045-222-1209
☎ ☎ ☎ Monday through Friday 10:00AM to 11:30AM and 12:30PM to 4:30PM
☎ ☎ the second Saturday 10:00AM to 12:30PM
☎ ☎ the fourth Saturday 10:00AM to 12:30PM
Closed on the 1st ,3rd ,5th Saturday of every month, Sundays and National Holidays and from December 29 through January 3.

2. Individual consultation
- Consultation for your problem Yokohama Life Line Call foreign language consultation
☎ everyday ☎045-335-4343
☎ ☎ 0120-66-2477 Wednesday 10:00AM to 9:00PM
Friday 7:00PM to 9:00PM Saturday 12:00PM to 9:00PM
☎ ☎ 0120-66-2488 Wednesday 10:00AM to 9:00PM
Friday 7:00PM to 9:00PM Saturday 12:00PM to 9:00PM

- Medical consultation
AMDA International Medical Information Center ☎ 03-5285-8088
Minato Machi Clinic ☎ 045-453-3673
MIC Kanagawa (dispatch a medical interpreter) ☎ 045-314-3368
-Consultation about Divorce, Domestic Violence
Children and Families Support Division ☎ 045-978-2457
Gender Equality Promotion Center Yokohama-kita ☎ 045-910-5700
- Consultation about Children and Child-raising
Children and Families Support Division ☎ 045-978-2460
Yokohama Northern Child Consultation Center ☎ 045-948-2441
- Consultation about Housing
Kanagawa Housing Support Center for foreigners ☎ 045-228-1752
-Employment Consultation
Hello Work Yokohama (Public Employment Security Office) ☎ 045-663-8609
*Available employment service corner for foreigners (Gaikokujinn Koyo Service Corner)
-Emergency Information Center for Foreign Residents in Yokohama
English, Chinese and Spanish available ☎045-222-1171

Available language services= Japanese- ☎ English- ☎ Chinese- ☎ Korean- ☎ Spanish- ☎ Portuguese- ☎ Tagalog- ☎

The information above is valid as of December 2016. Telephone numbers and schedule may change.

Daily Living



1. When you have difficulties in Japanese

Call Aoba International Lounge! ☎045-989-5266
- Japanese Classes are offered at the Lounge. Other Japanese classes in the area can also be introduced through the Lounge.
- Interpreting or translating services are available. (Note: official documents translation excluded)

2. When you get sick

- Bring along your health insurance card when visiting hospitals or clinics. Have a family doctor near your house.
-Call the following centers when you get sick during the night or when other clinics are closed due to holidays.
Northern Yokohama Night-time Emergency Medical Center ☎045-911-0088 (Yokohama-shi Hokubu Yakan Kyubyo Senta)
Yokohama Dental Health and Medical Center ☎045-201-7737 (Yokohama-shi Shika Hoken Iryo Senta)
Aoba Holiday Emergency Clinic ☎045-973-2707
- Call ☎#7119 when you find a hospital and/or ☎119 when you need an ambulance because of acute sickness or serious injury.



3. Health Insurance and Long-term Care Insurance (Kenko Hoken/Kaigo Hoken)
➤ Insurance and Pension Division ☎ 045-978-2335

Health insurance is designed to reduce the burden of medical treatment costs through a cooperative system of paying premiums. Basically those who are planning to live in Japan more than three months and complete resident registration must enroll in a health insurance plan.

Health insurance systems are divided into two: "employee health insurance" for company employees and "national health insurance" (Kokumin Kenko Hoken) for everyone else in the country.

If you enroll in health insurance :
- You will pay 30% of the total cost of treatment when seeing a doctor. .
- When a member has a baby, a lump-sum payment will be given after the birth (application necessary)
- When a member dies, benefits will be paid for funeral expenses.(application necessary) A payment slip for national health insurance will be sent from the ward office. Payment should be made at a bank, post office or convenience store. Payment for the employee health insurance should be deducted automatically from your salary every month. Under the Long -term Care Insurance System the elderly and their families are supported. Unpaid premium may cause difficulties of change of duration of stay/status of residence. (Ask Health Insurance and Annuity Division for more details)



4. Pension Plan (Nenkin) Insurance and Pension Division
☎ 045-978-2331

Pension plans are a kind of insurance system to ensure livelihood after retirement or with disabilities. Everyone residing in Japan from the ages of 20 to 59 must join a pension plan. The public pension plan consists of the National Pension Plan (Kokumin Nenkin) and Employee Pension Plan (Kosei Nenkin) for company employees. Foreign residents who have paid for more than six months are entitled to receive the lump sum refund within two years of leaving Japan.

5. Neighborhood Associations (Jichi-kai/Chonai-kai)
➤ Regional Activities Section ☎ 045-978-2291~2

To join the neighborhood association is the best way to make your life in Japan more comfortable. This is a voluntary organization of area residents. As a member, you will get information about the garbage disposal procedures, crime prevention activities, disaster drills, social events and notification from the city/ward office through the circulated notices (Kairanban) that are passed from house to house.

6. How to Put Out Garbage
Aoba Office, Resources and Waste Recycling Bureau ☎045-975-0025
Resources Reuse Section ☎045-978-2299

Garbage is separated into 10 categories with 15 items in Yokohama City. Dispose of household garbage by 8:00 a.m. on the collection day. The collection day schedule of each category is displayed at the collection site. Please make sure you follow the rules. You need to apply for disposal of oversized garbage and pay for a fee.
Televisions ,refrigerators, freezers, air-conditioners, washers and driers cannot be collected as oversized garbages. To dispose of those items, ask the appropriate appliance stores where you have bought them.
Pamphlets about the disposal procedures are available in English, Korean, Chinese, Spanish and Portuguese at the ward office and Aoba Waste Collection Office, Resources & Wastes Recycling Bureau.



7. Housing/Moving



About housing, call the Kanagawa Housing Support for Foreign Residents (Kanagawa Gaikokujin Sumai Support Center ☎045-228-1752)
Consultations in various languages are available about the introduction of real estate agents who will help foreign residents find housing or dispatch of interpreters to solve problems with your landlord. Free of charge.

Disaster and Emergency-- for the event of needs

○ We can' t anticipate when disasters such as earthquake, fire, and accidents occur. Please be prepared.

○ The Neighborhood Association (Jichi-kai/Chonai-kai) passes circulated notices (Kai-ran-ban) from house-to-house in your neighborhood, in which you can find information about your area. Please pay attention to your Kai-ran-ban.

1. Preparation for disaster

○If you are at work or at school, you need to get in touch with your family members to help your neighbors in need of help at disaster or earthquake.
You can register for a "Aoba disaster network mutual help card" at your neighborhood association (Jichikai). This is a mutual help system in the community. Please check it at your neighborhood association (Jichikai).
○ Check a disaster prevention map. (Confirm the nearest disaster evacuation shelter site by a posted sign board.)
You can get food and information at the evacuation shelter. 41 primary schools and junior high schools are designated as disaster evacuation shelters. You can stay at the disaster evacuation shelter when your house is lost by a big earthquake.
○ You are strongly encouraged to participate in disaster prevention drills in your residential area. The neighborhood Association (Jichikai) will inform you of the date and the place it is to be held.
○ Prepare emergency supplies
-Water and food for at least three days
-Passport, Residence card
-Health insurance card, copies of bank accounts
-A flashlight, a portable radio, batteries, medicines,
-First-aid kit, clothes, shoes, etc.
○You can receive disaster prevention information when you register to Disaster Prevention Info mail Service.



2. At the time of a disaster

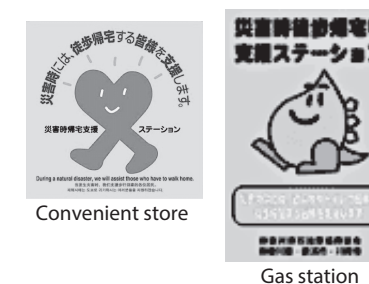
○Listen to correct information at disasters, not rumors. (Prepare a radio for it.)
Information about Aoba-ward will be broadcasted at FM Salus (84.1MHz) in Japanese.

Information about Yokohama city will be broadcasted at
FM Yokohama (84.7MHz) in English
Inter FM (76.5MHz) in English, Korean, Chinese, Spanish, Indonesian, Thai, Tagalog.

NHK radio 2 news (693kHz) in English, Korean, Chinese, Spanish, Portuguese

○If you are at work or at school, you need to get in touch with your family members to confirm their safety.

○Study in advance how to use Disaster Message Board Dial 171 provided by cellular phone companies.
○Cellular disaster Web 171



○At gas stations and convenience stores with the signs as shown, you can get water, food and information.

3.Emergency earthquake alert

When a big earthquake occurs, TV and radio will alert us with warning sounds right before the main quake. When you see/ hear it, immediately move to a safer place to protect yourself.

4.Emergency call 110 for accidents and incidents

- Call 110 when you encounter an accident or an incident.
- When you call from a public telephone, lift the receiver and dial 110. It is free of charge.
- You can contact a policeman at a Police Box (Koban).
➤ map



5.Emergency call 119 to a fire department or in need of an ambulance car

When you call 119, the operator will ask you "fire or emergency?"
Answer it without panic.
A computer-operated voice system will respond to you in 9 languages.
○ 119 call is for emergency of sudden sickness, severe injury and fire
○Use land line phones, not cellular phones, if possible.
○Confirm if you have an automatic fire alarm box installed in your house.
○ Prepare a fire extinguisher at a visible location in your house.



"When you use a cellular phone!"
When you use a cellular phone to call 110 or 119, tell the operator "Yokohama City" first, then your address.