

HIGASHIHIROSHIMA



Living info

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

Please be careful that your water pipes, water meter, etc. don't freeze

- ・水道管や水道メーターなど
- ・の凍結にご注意ください

If you have water pipes or your water meter is outside, on the north-facing side of your accommodation or in a place exposed to the wind, or if the lagging for the pipes or meter is peeling away, wrap the pipes and meter in insulating material, etc., to keep them warm.

If your water pipes burst, shut the telescopic water shut-off valve (the stopcock) inside the meter box, and call a designated water supply works company to request repairs. To ensure that you are prepared for any bursts, check in advance the location of the stopcock, etc. and test to see if the water can be shut off completely.

If you require emergency repairs for a leak inside your house during the year end and new year period (Sunday December 29th - Friday January 3rd), please contact one of the following, between 9:00 and 22:00.

	Sunday Dec 29, 2024	Monday Dec 30, 2024	Tuesday Dec 31, 2024	Wednesday Jan 1, 2025	Thursday Jan 2, 2025	Friday Jan 3, 2025
Saijo, Hachihonmatsu, Shiwa, Takaya, Fukutomi, Toyosaka, Kochi	(Higashihiroshima City Designated Plumbing Businesses Cooperative Association) (Higashihiroshima mizu no o-tasuketai, 東広島水のお助け隊), tel.: 082-430-4855.					
Kurose	Aratani Setsubi Tel.: 090-3630-2543	Chugoku Jusetsu Kiki Tel.: 090-3740-4098	Yumawari Seikatsu Tel.: 090-3740-4516	Iwatani Sanyo Higashihiroshima Tel.: 082-422-5329	Hiramoto Setsubi Tel.: 080-5230-5661	Aratani Setsubi Tel.: 090-3630-2543
Akitsu	Doi Tekko Tel.: 0846-45-1043 Iwasaki Tel.: 0846-45-5507	Doi Tekko Tel.: 0846-45-1043 Iwasaki Tel.: 0846-45-5507	Doi Tekko Tel.: 0846-45-1043 Iwasaki Tel.: 0846-45-5507	Doi Tekko Tel.: 0846-45-1043 Iwasaki Tel.: 0846-45-5507	Doi Tekko Tel.: 0846-45-1043 Iwasaki Tel.: 0846-45-5507	Doi Tekko Tel.: 0846-45-1043 Iwasaki Tel.: 0846-45-5507

Contact: Hiroshima Prefectural Waterworks Association Higashihiroshima Office Maintenance Division (Hiroshima-ken Suido Koiki-Rengo Kigyodan, Higashihiroshima Jimusho Ijika, 広島県水道広域連合企業団東広島事務所維持課), tel. 082-421-3665.

Municipal and Prefectural Tax Returns

市県民税申告

Please help to reduce congestion at the municipal and prefectural tax return consultation meetings

Tax return consultation meetings will be held in February and March 2025. Please cooperate with the following to reduce congestion at the venue.

- ・ We will hand out admission tickets at the reception and limit the number of visitors. We may ask you to come at different times.
- ・ In order to shorten your time at the venue, please prepare your income and expenditure statement and other necessary documents in advance.

People who need to file a municipal and prefectural tax return

People who do not submit a tax return to the tax office and who fall into any of the following categories.

- ・ People whose deductions have changed
- ・ People who have income other than from a salary or public pension

Sending of municipal and prefectural tax return forms

We plan to send out tax return forms in early February to people who filed municipal and prefectural tax returns in the 2024 fiscal year and are thought to need to file in the 2025 fiscal year. Please fill out the necessary information and return the forms in the enclosed return envelope.

If you are not one of the above people and would like to have your tax return sent to you, please contact the Municipal Tax Division.

Continued on page 2...

Municipal and Prefectural Tax Returns

市県民税申告

Continued from page 1.

Documents required when filing your tax return

Please attach the following to your tax return and send the return by post.

Category	Required documents
Everyone	☐ Completed return form ☐ Copy of identification documents (driving license, etc.) ☐ Copy of My Number Card
Income from salary or a pension	☐ Certificate of tax withheld
Income from business, agriculture or real estate	☐ Income and expenditure statement
Miscellaneous or temporary income	☐ Proof of lump sum payment upon maturity (surrender) of insurance, proof of payment amount of personal pension, payment record of remuneration, etc.
Social insurance	☐ Certificate of payment of National Health Insurance Tax, National Pension Insurance, Nursing Care Insurance, and Late-Stage Elderly Medical Insurance
Life insurance premium deduction Earthquake insurance premium deduction	☐ Certificate of deductions for life insurance premiums, personal pension insurance premiums, nursing care and medical insurance premiums, and earthquake insurance premiums
Medical expense deduction	☐ Detailed breakdown of medical expenses deductions (please tally by hospital and by the person who received the medical treatment)
Donation deduction	☐ Proof of payment amount
Disability deduction	☐ Copy of Disabled Person's Handbook, etc.
Working student deduction	☐ Copy of student identification

Frequently-asked Questions

Q1. Do I have to submit my tax return by post?

A1. In order to reduce congestion at the venue, please refrain from coming to the venue as much as possible. Instead, submit the tax return form and the documents listed in the table above, 'Documents required when filing your tax return', by post.

Q2. I have submitted a 'Hometown Tax One-Stop Special Exemption Application', but I want to add a medical expenses deduction, so I am planning to file a final tax return. In that case, do I not need to report the donation?

A2. People who have filed a final tax return are not eligible for the Hometown Tax One-Stop Special Exemption System. When filing your tax return, you can also claim a donation deduction, which will allow you to receive a deduction on your income tax and municipal and prefectural taxes.

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

Fire Department New Year event

東広島市消防出初式

The Fire Department will hold a New Year event ('Dezomeshiki') on Sunday January 12th, from 10:00 to 12:00, in the athletics area of the Higashihiroshima Sports Ground (in the main arena of the gymnasium in the case of rain).

Firefighters will perform a demonstration of simultaneous water discharge and practice drills.

Contact: Fire General Affairs Division (Shobo-somu-ka, 消防総務課), tel.: 082-422-6621.

'City of Sake' Saijo Sakagura-dori Coming of Age Photo Studio at Kugurimon

酒都・西条の酒蔵通り成人
記念写真館inくぐり門

This event will take place at the Tourist Information Center on Sakagura-Dori (the western part of Kugurimon), on Monday January 13th, from 12:30 to 16:00.

Groups and families are welcome to take part. Commemorative photographs are free, and a bottle of Japanese sake, etc., with an original label is 2200 yen.

Contact: Saijo Sakagura-Dori Tourist Information Center (Saijo Sakagura-Dori Kanko-Annai-sho, 西条酒蔵通り観光案内所), tel.: 082-421-2511.

Please discuss matters if you have any concerns or worries about your life

- ・生活の不安や心配ごとはご
- ・相談ください

I can't find a job... I can't manage my household finances well... I haven't worked in a long time so I'm worried about finding a job... I can't pay my rent... I'm worried about my child's studies...

The 'Life Support Center' supports people who are struggling to make ends meet so that they can live independently. It is located on the 2nd floor of the City Office Main Building, and is open to people who are struggling to make ends meet and are at risk of being unable to maintain a minimum standard of living (excluding those receiving welfare benefits).

The center provides the following kinds of support. Depending on the content of the consultation, we can introduce you to relevant organizations and accompany you to them. In order to receive support, we may need to confirm your situation in detail or submit documents, so please contact us first.

Self-reliance counseling and support: A counselor listens to what you are struggling with, considers with you the support you need, and creates a specific plan based on your individual situation.

Employment (preparation) support: We support the job hunting activities of people who want to work. For people who have difficulty finding work immediately due to physical problems, we also provide employment preparation support that starts with group work and work experience.

Support for improving household finances: To enable clients to manage their own household finances, we create household finance revival plans, provide consultation support, and act as an intermediary to specialized institutions for debt consultation.

Payment of Housing Security Benefits: This provides an amount equivalent to rent (excluding housing loans) for a certain period to people who are willing to look for work. An amount equivalent to three months' rent is paid. This can be extended for up to nine months (there is an upper limit to the amount).

Those who are financially struggling due to unemployment, who have lost their home or are in danger of losing their home, and who are 'looking for work' are eligible (income and asset requirements apply).

In addition to the above support, we also provide 'children's learning support' for households on welfare (former teachers and volunteers work to improve academic ability and create a place for children to belong with their peers).

Contact: Life Support Center (Seikatsu Shien Center, 生活支援センター), tel.: 082-420-0410, fax: 082-420-0964
email: seikatsu0410@soyokazenet.jp

Documents required when making a tax return will be sent out

- ・申告に必要な書類を送付しま
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Document	Details	Sent	Contact
Certificate of tax withheld for public pension	Sent to those who received pensions for old age or retirement such as welfare pensions and national pensions during the year 2024. Those who are registered to use 'Nenkin Net' on the Myna Portal can receive this certificate electronically.	After the middle of January	Kure Pension Office Tel.: 0823-22-1691
Notification of social insurance premiums paid	Sent to those who paid social insurance premiums (national health insurance tax, nursing care insurance premiums, and late-stage elderly medical insurance premiums) during the year 2024.	At the end of January	National Health Insurance: Tax Collection Division, tel.: 082-420-0912 Nursing Care Insurance: Long-term Care Insurance Division, tel.: 082-420-0937 Late-Stage Elderly Medical Insurance: National Health Insurance and Pension Division, tel.: 082-420-0933

Coming-of-Age ceremony

- ・二十歳のつどい

The Coming-of-Age ceremony is held on the second Monday of January every year to celebrate those who have reached the age of adulthood. Each local government holds this ceremony for those who reach the age of adulthood between April 2 of the previous year and April 1 of the current year. Although the age of adulthood was lowered from 20 to 18 on April 1, 2022, Higashihiroshima City continues to hold the Coming-of-Age ceremony for those who are 20 years old.

The 2024-25 Coming-of-Age ceremony will be held on Monday January 13th (a national holiday), from 11:00, at the gymnasium of the Higashihiroshima Sports Park. The doors will open at 10:15, and attendees need to be in their seats by 11:00 (it is not possible to enter during the ceremony).

The ceremony is for those born between April 2nd, 2004, and April 1st, 2005. Even those (born between the dates above) whose address is not registered as Higashihiroshima City are welcome to take part.

Invitation postcards were sent out on November 26th to those in the age range above with registered addresses in the city. If you are in the above age range and you do not receive an invitation, please contact the Youth Development Division.

If you forget your invitation on the day, you will need to show proof of identity (your Residence Card, etc.).

Contact: Youth Development Division (Seishonen-ikusei-ka, 青少年育成課), tel.: 082-420-0929.

Deadline for payment of taxes: Friday January 31st

・ 次回の納期限は
・ 1月31日（金）
・

Please pay Municipal and Prefectural Tax and Forest Environment Tax (the fourth installment) and the National Health Insurance Premium (the seventh installment) by Friday January 31st.

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
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• **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 January 11th, at 13:00, 14:00 and 15:00. The date for February is Saturday February 8th. 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
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• **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
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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 January 12th and January 26th, 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 November, 2024:**

Population of Higashihiroshima City: 190,800 (52 more than October)

Households: 92,193 (54 more than October)

Population of foreign residents: 9,474 (45 more than October)

Foreign households: 7,417 (31 more than October)