

Support for people affected by the Heavy Rain Disaster

There are a variety of services for people who have been affected by the heavy rain that started on July 5, 2018. The main services are listed below.

If you speak Japanese, please contact the Community Coordination Division (*Kusei Chōsei Ka*) of your ward office directly.

Higashi Ward Office	0 8 2 - 5 6 8 - 7 7 0 3
Minami Ward Office	0 8 2 - 2 5 0 - 8 9 3 3
Asakita Ward Office	0 8 2 - 8 1 9 - 3 9 0 3
Aki Ward Office	0 8 2 - 8 2 1 - 4 9 0 3

If you need an interpreter, please contact the Consultation Service for International Residents:

Hiroshima City Consultation Service for International Residents

Phone: 0 8 2 - 2 4 1 - 5 0 1 0

Fax: 0 8 2 - 2 4 2 - 7 4 5 2

Email: soudan@pcf.city.hiroshima.jp

Office hours: Monday through Friday 9:00 – 16:00 (Except holidays and August 6th)

Main Services Available

1. Disaster Victim Certificate (罹災証明書 *Risai Shōmei Sho*)

This certificate proves how much damage happened to houses and other buildings in the disaster. This certificate is issued free of charge.

2. Relief money (お見舞いのお金 *O-mimai no o-kane*)

This money is for people whose homes were damaged.

3. Loan advice

This advice service is for people who were injured or whose homes were damaged.

4. If you are having money trouble because of the Heavy Rain Disaster, you can get advice.

5. Housing

For advice about repairing damaged homes and buildings, please contact the Architectural Division (建築課 *Kenchiku Ka*) at your local ward office or the Architectural Guidance Division (建築指導課 *Kenchiku Shidō Ka*) at Hiroshima City Hall.

6. To get rid of rubbish from the disaster

Please contact your local Sanitation Office:

Sanitation Office	Location	Telephone	FAX
Naka	1-5-1 Minami-yoshijima, Naka-ku	082-241-0779	082-241-1407
Minami	3-17-2 Shinonome, Minami-ku	082-286-9790	082-286-9791
Nishi	7-7-1 Shoko-center, Nishi-ku	082-277-6404	082-277-6406
Asaminami	4-4013-1 Tomo-kita, Asaminami-ku	082-848-3320	082-848-4411
Asakita	1471-8 Kabe-cho Oaza Nakajima, Asakita-ku	082-814-7884	082-814-7894
Aki	2-3-18 Yano-shin-machi, Aki-ku	082-884-0322	082-884-0324
Saeki	1-4-48 Kairoen, Saeki-ku	082-922-9211	082-922-9221

7. You can also get advice about cleaning your home, such as ways to disinfect etc.

8. Schooling

The following services are available:

- (1) Tuition exemption and scholarships
- (2) Free textbooks, learning materials and school supplies

9. Taxes

You can discuss being allowed to pay less tax or paying later.

10. Medical services, insurance etc.

You can discuss being allowed to pay less for insurance premiums and copayments for: Long Term Care Insurance (*Kaigo Hoken*), National Health Insurance, National Pension, Disability Welfare, and Child Welfare.

11. Water and Sewerage

You can discuss being allowed to pay less for water and sewerage bills.

12. Others

- (1) Certificates such as Resident Cards, identification certificates and personal seal (*inkan*) registration are free if you need them for form-filling related to the Heavy Rain Disaster in 2018. However, they are not free in convenience stores.
- (2) You can get advice about your mental and physical health.