

2 Useful Information for Daily Life

2-1 Garbage

1) Separating Garbage

In Hiroshima City, household waste is divided into 8 categories:

1. Combustible Waste
2. PET Bottles
3. Recyclable Plastics (plastic from packaging)
4. Other Plastics (plastic other than recyclable plastic)
5. Incombustible Waste
6. Recyclable Waste
7. Harmful Waste
8. Large Waste



For more details, see the Household Waste Disposal Guidelines (see page 40). The guidelines are also available on the official City of Hiroshima website:

<https://www.city.hiroshima.lg.jp/site/kateigomi/114297.html>



2) Garbage Collection

Put your garbage out at your designated collection point by 8:30 am on the collection day for each category.

Ask your neighbors or contact the Environmental Bureau (see page 33) to find out where your designated collection point is.

Collection days differ according to category and residential area.



For more information about collection days in your area, see:

<https://www.city.hiroshima.lg.jp/life/1/11/81/>

3) Disposing of Large Waste

Items larger than 30cm are classified as Large Waste, and cost money to dispose of. Apply for collection through the Large Waste Information Center. Large waste cannot be collected straight away, so be sure to apply at least three days before the Large Waste collection day in your area.

If you apply via the City of Hiroshima website, you will need to apply at least five days in advance.

Large Waste Information Center

Tel: 082-544-5300 (Japanese only)

Fax: 082-544-5301

www.city.hiroshima.lg.jp/site/kateigomi/13279.html



See page 44 for information about how to pay for and dispose of Large Waste.

2-2 Water, Sewage, Electricity, and Gas

1) Water and Sewage Services

1. Turning the water supply on and off:

If you want your water supply turned on or off, contact the City of Hiroshima Waterworks Bureau Newly Moved Customer Advice Center at least three or four days in advance.

Waterworks Bureau Newly Moved Customer Advice Center

Tel: 082-511-5959

Fax: 082-228-8861

2. Questions about water bills and sewage fees:

Contact your local Waterworks Bureau Service Station (see page 32) if you have questions about your water bill. Contact the Management Division, Sewerage Bureau, the City of Hiroshima if you have questions about your sewage fees.

Management Division, Sewerage Bureau

Tel: 082-241-8258

2) Electricity

1. Turning the electricity supply on and off:

Chugoku Electric Power (If your electricity is not provided by Chugoku Electric Power, please contact your provider directly)

| Area | Tel | Name |
|--|--------------|------------------------------------|
| Naka Ward, Higashi Ward, Minami Ward, Nishi Ward (except Shinjo-cho), and part of Minaga in Saeki Ward | 0120-297-510 | Hiroshima Energy Sales Center |
| Aki Ward (except Terayashiki) | 0120-525-079 | |
| Asaminami Ward, Asakita Ward, Shinjo-cho in Nishi Ward, part of Nukushina and Fukuda in Higashi Ward, and Shimo in Yuki-cho (Saeki Ward) | 0120-516-830 | Hiroshima-kita Energy Sales Center |
| The rest of Saeki Ward | 0120-517-270 | Hatsukaichi Energy Sales Center |

2. If you experience power outages:

Contact your local Chugoku Electric Power Transmission and Distribution Center

| Area | Tel | Name |
|--|--------------|---|
| Naka Ward, Higashi Ward, Minami Ward, Nishi Ward (except Shinjo-cho), and part of Minaga in Saeki Ward | 0120-748-510 | Hiroshima Transmission and Distribution Center |
| Aki Ward (except Terayashiki) | 0120-525-089 | Yano Transmission and Distribution Center |
| Asaminami Ward, Asakita Ward, Shinjo-cho in Nishi Ward, part of Nukushina and Fukuda in Higashi Ward, and Shimo in Yuki-cho (Saeki Ward) | 0120-516-850 | Hiroshima-kita Transmission and Distribution Center |
| The rest of Saeki Ward | 0120-517-370 | Hatsukaichi Transmission and Distribution Center |

3) Gas

Turning the gas supply on or off, or if your gas appliance is faulty/broken:

Hiroshima Gas (If your gas is not provided by Hiroshima Gas, please contact your provider directly).

Tel: 0570-002-888 / 082-251-2176 【January/5/2021～】

Customer service is available in English, Chinese, Korean, Portuguese, Spanish, Vietnamese, and Thai through external interpreting services and mobile devices.

For propane gas, contact a propane supplier in your area. Ask your landlord for more information about local propane suppliers.

2-3 Housing

Finding a place to live

Housing is usually found through real estate agents. If you are studying at a university, your university may be able to provide relevant information.

To rent housing, you must sign a lease contract. Lease contracts usually require a guarantor (*hoshōnin*). Lease contracts also usually include things unique to Japan, such as key money (*reikin*) and security deposits (*shikikin*). For more information, contact a real estate agent or, if you are a student, your university.

Be sure to register your address once you have found housing (see page 8).

- **Private rental housing: support services for foreign nationals**

You can search for private rental housing that accepts foreign nationals via the Safety Net Housing Information website:
www.safetynet-jutaku.jp/guest/index.php



- **Municipal housing**

If you either **a)** are a registered resident of Hiroshima City who actually lives here and meets criteria including those related to family members and income; or **b)** work in Hiroshima City and meet criteria including those related to family members and income, you can apply to live in municipal housing.

You can apply in two ways: one is available throughout the year and the other is available during application periods that happen four times a year (in February, May, August, and November). For more information, contact your local ward office Architecture Division (see page 32).

Etiquette

Noise

Keep in mind that when living in housing complexes or apartments, the noise you make in your house or apartment might be heard by your neighbors. Try to keep noise to a minimum, especially late at night and early in the morning, as this might annoy your neighbors. (For example, be careful of the volume of televisions, radios, musical instruments, speaking in loud voices, vacuum cleaners, washing machines, showers/baths, opening and closing doors, etc)

Use of shared areas in multi-dwelling housing

Hallways and stairs are communal areas. In an emergency, such as an earthquake or fire, these are used for evacuation. Do not leave your personal items there.

Neighborhood/community associations

Neighborhood/community associations (*chōnaikai* or *jichikai*) are formed independently by the community and allow residents to help each other and build friendships. Membership is voluntary. Joining such an organization will help you access information about life in the community. Moreover, they offer help in times of disaster. To find out how to join your neighborhood/community association, ask someone in charge, such as the chairperson, or contact your local ward office Community Revitalization Division (see page 32).

Registering and vaccinating dogs

Dog registration

If you own a dog that is 91 days or older, you must register them. You can register your dog at the Animal Care Center or any private veterinarian. A license tag will be issued after registration. You must contact the Animal Care Center in the following cases:

- The dog's owner changes.
- The owner's address changes.
- The dog dies.
- The dog bites someone.



Rabies vaccination (once a year)

If you own a dog, you must vaccinate them against rabies. Vaccinate your dog at a group vaccination or at a private veterinarian. Group vaccinations are held every year in Hiroshima City between April and May. Once your dog has received a rabies vaccination, you will receive a vaccination certificate.

Note: Dogs must wear their license tags and vaccination certificates.

Animal Care Center

Address: 11-27 Fujimi-cho, Naka-ku, Hiroshima

Tel: 082-243-6058

2-4 Mail

Japanese post offices are not only responsible for the mail; they also provide savings and insurance services.

If your address changes, submit a change of address notification form to the post office. After submission, mail sent to your previous address will be forwarded to your new address for one year.

Customer Service Consultation Center

Tel: 0120-23-2886 / 0570-046-666 (For services in English: 0570-046-111)

Monday to Friday: 8 am – 9 pm

Saturdays, Sundays, and national holidays: 9 am – 9 pm

Visit the following website for information about mail in English:
www.post.japanpost.jp/index_en.html



2-5 Rules of the Road

In Japan, cars, motorcycles, and bicycles keep to the left and pedestrians walk on the right. Pedestrians have the right of way at crosswalks.

1) Bicycles

When riding a bike, you must follow these rules:

- Do not ride your bike under the influence of alcohol. Do not ride two to a bike. Do not ride side-by-side with another cyclist.
- Turn your lights on at nighttime.
- Obey traffic lights at crossings; stop and make sure it is safe.



Unattended bicycles and motorcycles

Make sure to park your bicycle or motorcycle in a designated parking space. Bicycles and motorcycles left unattended in other places not only get in the way of pedestrians, but can also cause accidents and obstruct emergency services.

All bicycles and motorcycles parked in areas marked with the sign to the right will be removed and impounded immediately. If your bicycle or motorcycle is impounded, be sure to claim it from the impound lot.



Hiroshima City West Bicycle and Motorcycle Impound Lot

Tel: 082-277-7916

| | |
|----------------|---|
| Hours | Everyday 10:30 am – 7 pm (excluding national holidays and December 29 to January 3) |
| Fees | ¥2,200 for bicycles ¥4,400 for scooters (50cc or less) ¥5,500 for motorcycles |
| Required Items | The vehicle's key and some form of identification (e.g. driver's license, student ID, health insurance card, etc) |

Vehicles are stored for one month. Vehicles not claimed within one month will be disposed of by the City.

2) Cars and motorbikes

- You need a license to drive a car or motorbike. You must not drive your vehicle if you do not have your license in your possession (if you have forgotten it at home, etc).
- Drivers and all passengers must wear seatbelts.
- Children under 6 years old must be placed in child car seats.
- You must wear a helmet when riding a motorbike.
- It is illegal to use a mobile phone while driving or to drive under the influence of alcohol. There are particularly strict penalties for drunk driving. Do **not** drink and drive.

3) Public transport

It is good to be aware of the following etiquette when riding the bus, train, or other public transport:

- Wait in line for public transport; do not cut in front of people who have been waiting longer than you.
- Do not smoke on public transport.
- Try not to talk on the phone while riding public transport.
- Keep the volume of music (etc) to a minimum.

Using public transport

Start *Hiroshima* produces videos about a variety of useful topics, including public transport.

www.youtube.com/channel/UCZuk9nZf0COsZyJxHg2YBLA



Produced in Japanese; subtitles available in English, Chinese, Korean, and Vietnamese.