SHINAGAWA INFO.　2024

Message from the Mayor

This booklet was created to convey information on matters necessary for daily life in as simple a manner as possible. It contains useful information for living in Shinagawa City, such as disaster preparations, public facilities in neighborhoods and tourist attractions, so I hope you’ll take advantage of this publication to learn about Shinagawa’s history and culture and deepen your understanding of the local community.

Our goal is to “create a Shinagawa City where anyone can feel a sense of purpose in life and live freely.” With that in mind, we’re updating various administrative policies and services for city residents—including childcare, education, welfare and urban development—from the perspective of what will make Shinagawa residents happy, to meet the changing times and diversifying values.

We would like to realize a city administration that listens to and respects the opinions of city residents, and create a comfortable living environment for foreign residents of Shinagawa. Please feel free to send us your opinions.

Kyoko Morisawa

Mayor of Shinagawa

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Shinagawa City Emblem

Created in October 1952, our city emblem resembles the initial kanji character in Shinagawa City’s name—品 or “Shina”—while also resembling a propeller or windmill. Linked together with gentle curves, it symbolizes friendship, faith, and cooperation in the pivotal development of our city, depicting an image of steady progress and hard work.

Shinagawa City Tree, Flower, and Bird

Possible candidates for Shinagawa City’s official tree, flower, and bird were proposed as fitting for Shinagawa City by a selection committee composed of city resident representatives, city assemblymen, people of learning and experience, and Shinagawa City staff. City residents chose the winners in a vote (a total of 671 votes were cast) on September 12, 1978.

Shiinoki

Japanese maple

Satsuki azalea

Black-headed gull

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This is what Shinagawa is like.

Shinagawa City is divided into five districts: the Shinagawa, Osaki, Oi, Ebara, and Yashio districts, each of which has its own characteristics.

Osaki district

Between high-rise buildings such as office buildings and condominiums, you can enjoy the colorful Japanese seasons such as the cherry blossoms along Meguro River and at Ikedayama Park.

Cherry blossoms along Meguro River

Autumn leaves at Ikedayama Park

Osaki Subcenter

Ebara district

There are lively shopping streets such as Togoshi Ginza, Musashi Koyama, and Nakanobu. Green-Rich Togoshi Park and Rinshi no Mori Park are the best spots for residents to rest and relax.

Togoshi Ginza Shopping Street

Togoshi Park

Musashi Koyama Shopping Street

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Shinagawa district

This area combines the charm of the "new and advanced presence" of the commercial district developed around the Shinagawa station and the waterfront area, and the "traditional and historical presence" of the streetscape on Former Tokaido Shinagawa-shuku, the shrines, temples, and waterside area in Shinagawaura.

Tennozu Fureai Bridge

Higashi-Shinagawa Sea Park

Kita Shinagawa Shopping Street (Kyu-Tokaido Shinagawa-shuku)

Yashio district

Yashio district is an area surrounded by greenery and water, and where the large housing complex “Yashio Park Town" is located.

There are large-scale metropolitan parks such as Oi Central Seaside Park, Keihin Canal Green Way, and Shiokaze Park in Higashi-Yashio.

Yashio Danchi Housing Complex and Keihin Canal Green Way

Shiokaze Park

Shinkansen Bullet Train Railyard

Oi district

The surroundings of Oimachi Station, the nearest station to the City Office, is a busy area with commercial facilities, hotels, cultural facilities, and high-rise condominiums.

There are also many popular leisure spots: Shinagawa Aquarium, Shinagawa-kumin Park, Tokyo City Keiba (Oi Racecourse), Omori Shell Mounds Garden, and Shinagawa Historical Museum.

Shinagawa Aquarium

Omori Shell Mounds Garden

Oi Racecourse (Tokyo City Keiba)

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Shinagawa: The City We Love to Live Longer with Thousands of Shining Smiles

Located by Tokyo Bay, Shinagawa is among the southernmost of Tokyo’s 23 cities. It is a city with a balanced blend of seemingly contradictory elements: residential and commercial districts, an industrial quarter, office district, downtown area, historical temples and shrines, a waterfront, and houseboat communities. It is a thriving city that combines diverse functionality with convenience and popular appeal.

(As of October 1, 2023)

Area　22.85 km2

Total Population　407,538 (199,541 male, 207,997 female)

No. of Households　233,098

Population of Japanese Residents　392,452 (191,987 male, 200,465 female)

Population of Foreign Residents 15,086 (7,554 male, 7,532 female)

Note: The figures for the population and number of households include both Japanese and non-Japanese residents, in accordance with revisions to the Basic Resident Registration Act effective as of July 9, 2012.

History

Shinagawa has prospered as a center of transportation and trade and boasts many sites, such as the Omori Shell Mounds, that have left their mark on history. In the Edo period, it was the first post town on the Tokaido Highway and, as such, was bustling with activity. In the Meiji period, it developed as the center of the Keihin industrial zone.

Transportation

Shinagawa has 40 stations serving 14 railway lines made up of JR, private railroads, subways, and monorails.

It is accessible through various means of transportation, and is equipped to serve as a center for business and industry.

Industry

Benefitting from the advantages of its urban industrial location, which includes an excellent transportation network, Shinagawa’s industrial sector is working with local companies, NPOs, research institutions, and other groups to launch a new wave of growth in manufacturing. Shinagawa is home to more than 100 shopping districts and is one of the most vibrant commercial centers in all of Tokyo.

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Chapter 1

Reporting an Emergency

1.In Case of Fire, Sudden Illness, or Serious Injury, Dial 119.

When you dial 119, you will be connected with the Disaster Emergency Information Center.

Available in English, Chinese, Korean, Portuguese, and Spanish.

(1) To Report a Fire

Fire Department: Shobocho desu. Kaji desu ka, kyukyu desu ka? (This is the fire department. Are you reporting a fire, or do you need an ambulance?)

Caller: Kaji desu. (I’m calling to report a fire.)

Fire Department: Shobosya ga mukau Jyusyo wo Osiete Kudasai. (Let us know the address where you need a

fire engine.)

Caller: Shinagawa-ku, ●●-machi ○-chome ×-ban △△-go no ◎◎-biru desu. (◎◎ Building, room No. △△, × ban, ○ chome, ●●cho, Shinagawa.)

Fire Department: Nani ga moete imasu ka? (What is burning?)

Caller: ○○ ga moete imasu. (The ○○ is burning.)

Fire Department: Wakarimashita Shobotai mukai masu. (OK. The firefighters are on the way.)

If a fire breaks out, shout in a loud voice to alert your neighbors, call for help, and then dial 119 to alert the fire department. Since it takes a few minutes for the firefighters to arrive, do what you can to extinguish the flames in the meantime. If the flames reach the ceiling, however, stop your fire-extinguishing efforts and get out quickly.

Note: If any oil such as cooking oil catches fire, DO NOT pour water on the flames.

(2) To Report a Sudden Illness or Injury

Fire Department: Shobocho desu. Kaji desu ka, kyukyu desu ka. (This is Fire Department. A fire or ambulance?)

Caller: Kyukyu desu. (We need an ambulance.)

Fire Department: Kyukyusya ga mukau Jyusyo wo osiete kudasai. (Let us know the address.)

Caller: Shinagawa-ku, ●●-machi ○-chome ×-ban △△-go no ◎◎-biru desu. (◎◎ Building, room No. △△, × ban, ○ chome, ●●cho, Shinagawa.)

Fire Department: Do shimashita ka? (What happened?)

Caller: Kodomo ga takai tokoro kara ochita. “Hasamarete iru” “Otoshiyori ga taorete iru” (My child fell from a high place. (Please give details such as: My child is trapped in a narrow gap. An old man is lying down on the ground.))

Fire Department: Namae wo osietekudasai. (Please tell me your name.)

Caller: ○○ desu. (My name is ○○. (your name))

Fire Department: Wakarimashita Kyukyutai mukai masu. (I understand. The emergency service workers are on the way.)

As you wait for the ambulance to arrive, get your health insurance certificate and some cash ready, since you will need them at the hospital. When you hear the siren, go outside and direct the ambulance to your location.

Ambulance services are free of charge. Since ambulances are emergency vehicles, however, please refrain from using one if your illness or injury is not serious and if you can use your own car or a taxi.

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2. In Case of Traffic Accident, Crime, or Theft, Dial 110. (Calls Can Be Made in English.)

(1) Traffic Accident

Immediately dial 110 to report the accident.

A police operator will answer with, “This is 110, Metropolitan Police Department,” and will ask you the following questions:

(a) Explain what kind of accident has occurred, and where. (If you do not know the address, give the name of a nearby shop, the number on a utility pole, or the address on a nearby vending machine.)

(b) State whether anyone is injured

(c) Give your name and address

If you are injured, you may suffer from the aftereffects later, so please be sure to get examined by a doctor.

Write down the other person’s license plate number, driver’s license number, address, name, age, telephone number, insurance company, and insurance program. If possible, ask witnesses to give their testimony, and ask for their names, addresses, and telephone numbers as well.

(2) Traffic Accident Consultation

Consultation services are available concerning how to file a claim for damages resulting from a traffic accident, and how to settle out of court.

Shinagawa Traffic Accident Consultation Office

Tel: 03-5742-2061

Hours: Monday through Friday, 8:30 a.m. to 4:00 p.m. (closed on national holidays and during the year-end/New Year holidays.)

Address: Shinagawa City Office Dai-san Chosha 3F

(3) Crime (e.g., Theft)

(a) Dial 110 to call the police or report the incident to the nearest police station or neighborhood police box.

(b) If your savings account bankbook, ATM card, credit card, etc., is stolen, contact your bank or other card issuer immediately and ask it to suspend or stop payment on the affected account.

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3. Crime Prevention

(1) Police Boxes (Koban)

Police boxes are small branches of the police department that are located on street corners. They serve as neighborhood safety centers where you can go if you lose your wallet, need directions, are involved in a traffic accident/incident, etc. If you have any problems, please feel free to visit your local police box.

(2) If You Have Dropped or Forgotten Your Belongings Somewhere

If you have lost your belongings somewhere and file a report at a police box or police station, you will be notified if your items are returned. If you leave something on a train, check the station where you boarded or exited, and file a report at the local police box or police department if it is not there. All lost and forgotten items delivered to police within Tokyo will ultimately end up at the Police Department Lost and Found Center.

Inquiries: Police Department Lost and Found Center

Tel: 0570-550-142

Address: 1-9-11 Koraku, Bunkyo-ku

Note: Lost and forgotten items delivered to police in other prefectures will be stored by the respective police stations.

(3) Metropolitan Police Department Counseling Service for Foreigners

Languages available: English, Mandarin, Korean, Thai, Tagalog, Spanish, Persian, and Urdu

Hours: Monday through Friday, 8:30 a.m. to 5:15 p.m. (closed national holidays and the year-end/New Year holidays), Tel: 03-3503-8484

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4. If You Become Ill

(1) Emergency Medical Institutions

Hospital Name　Telephone Number　Address

Dai-san Kita-Shinagawa Hospital　03-3474-1831　3-3-7 Kita-Shinagawa

NTT Higashi-Nihon Kanto Hospital　03-3448-6111　5-9-22 Higashi-Gotanda

Showa University Hospital　03-3784-8000　1-5-8 Hatanodai

Hatanodai Hospital　03-3781-1108　5-17-16 Hatanodai

Tokyo Heart Center　03-5789-8100　5-4-12 Kita-Shinagawa

Inanami Spine and Joint Hospital　03-3450-1773　3-17-5 Higashi-Shinagawa

Tokyo Shinagawa Hospital　03-3764-0511　6-3-22 Higashi-Ooi

(2) Telephone Services

Himawari Telephone Service (Information in Foreign Languages)

Himawari (Tokyo Metropolitan Medical Institution Information)

Inquiries are handled in English, Chinese, Korean, Thai, and Spanish, from 9:00 a.m. to 8:00 p.m. daily.

Tel: 03-5285-8181

Website: www.himawari.metro.tokyo.jp/qq/qq13tomnlt.asp

Tokyo Fire Department Emergency Telephone Consultation Center (24 hours, year-round)

Tel: #7119 (from a mobile, PHS or push button phone), 03-3212-2323 (from Tokyo’s 23 cities)

(3) Emergency Clinics (Internal Medicine, Pediatrics, Dental Care and Bone-Setting) during Holidays

During holidays, there are some clinics in the city that offer internal medicine, pediatric, and dental care services as well as bone-setting clinics that offer bone-setting services.

Clinic hours are 9:00 a.m. to 5:00 p.m. Please check the closing time of the reception desk in advance.

The clinics and bone-setting clinics that are available change on a rotation basis. An announcement has been posted on the Shinagawa City website, so please check it out.

Shinagawa City website: https://www.city.shinagawa.tokyo.jp/PC/kenkou/kenkou-byouki/kenkou-byouki-kyuzitsu/index.html

Notes

1. Those who are seriously ill should dial 119.

2. Be sure to call the medical institution in advance and bring your health insurance card with you on your visit.

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Shinagawa-ku Ishikai Kyujitsu Shinryojo (Shinagawa City Medical Association Holiday Clinic) and Ebara Ishikai Kyujitsu Shinryojo (Ebara Medical Association Holiday Clinic) offer internal medicine and pediatric services from 9:00 a.m. to 10:00 p.m. during the holidays. Please check when the reception ends before coming.

Notes

1. Credit cards are not accepted.

2. Be sure to call in advance and bring your health insurance card with you on your visit.

Shinagawa City Medical Association Holiday Clinic

Address: 3-7-25 Kita-Shinagawa, Tel: 03-3450-7650

Ebara Medical Association Holiday Clinic

Address: 2-6-5 Nakanobu, Tel: 03-3783-2355

(4) If Your Child Becomes Ill on a Weekday or Saturday Night

Weekdays (8:00 to 11:00 p.m.), 2nd and 4th Saturdays (5:00 to 10:00 p.m.)

Shinagawa City Children’s Night Emergency Room, Tel: 03-3784-8181

Address: Showa University Hospital, Chuo (Central) Bldg., 4F, 1-5-8 Hatanodai

Note: Treatment of injuries is not available.

1st, 3rd, and 5th Saturdays (5:00 to 10:00 p.m.)

Shinagawa City Medical Association Holiday Clinic, Tel: 03-3450-7650

Address: 3-7-25 Kita-Shinagawa

Notes

1. Credit cards are not accepted.

2. Be sure to call in advance and bring your health insurance card with you on your visit.

3. Please check when the reception ends before coming.

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Japanese Phrases Related to Hospitals

診療科目　ローマ字　Medical care categories　就诊科室　진료과목

内科　Nai-ka　Internal medicine　内科　내과

小児科　Shoni-ka　Pediatrics　小儿科　소아과

精神科　Seishin-ka　Psychiatry　精神科　정신과

神経科　Shinkei-ka　Neurology　神经内科　신경과

外科　Ge-ka　Surgery　外科　외과

整形外科　Seikei Ge-ka　Orthopedic surgery　骨科　정형외과

形成外科　Keisei Ge-ka　Plastic surgery　整形外科　성형외과

脳神経科　No Shinkei-ka　Neurology　脑神经外科　뇌신경과

産婦人科　Sanfujin-ka　Obstetrics and gynecology　妇产科　산부인과

眼科　Gan-ka　Ophthalmology　眼科　안과

耳鼻咽喉科　Jibi Inko-ka　Otorhinolaryngology　耳鼻咽喉科　이비인후과

皮膚科　Hifu-ka　Dermatology　皮肤科　피부과

歯科　Shi-ka　Dentistry　牙科　치과

病院で使われる日本語　ローマ字　Japanese terms used in hospitals　医院中使用的

日语　병원에서 사용되는 용어

受付　Uketsuke　Reception　挂号　접수

初診　Shoshin　Initial exam　初诊　초진

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病院で使われる日本語　ローマ字　Japanese terms used in hospitals　医院中使用的日语　병원에서 사용되는 용어

外来　Gairai　Outpatient　门诊　외래

保険証　Hokensho　Health insurance　保险证　보험증

診察券　Shinsatsu-ken　Patient registration card　就诊券　진찰권

処方箋　Shohosen　Prescription　处方　처방전

薬局　Yakkyoku　Pharmacy　药房　약국

医師　Ishi　Doctor　医师　의사

看護師　Kangoshi　Nurse　护士　간호사

病院で使われる日本語　ローマ字　Japanese terms used in hospitals　医院中使用的日语　병원에서 사용되는 용어

痛い　Itai　Painful　疼痛　아프다

ずっと痛い　Zutto itai　Painful for a long time　持续痛　계속 아프다

時々痛い　Tokidoki itai　Painful at intervals　有时痛　때때로 아프다

鋭い痛み　Surudoi itami　Stabbing pain　刺痛　찌르듯 아프다

鈍い痛み　Nibui itami　Dull pain　钝痛　지긋이 아프다

吐き気　Hakike　Nausea　恶心　구토

熱　Netsu　Fever　发热　열

便秘　Benpi　Constipation　便秘　변비

下痢　Geri　Diarrhea　腹泻　설사

寒気　Samuke　A chill　寒气　한기

だるい　Darui　Listless　倦怠　나른하다

鼻水　Hanamizu　Runny nose　鼻涕　콧물

咳　Seki　Cough　咳嗽　기침

食欲　Shokuyoku　Appetite　食欲　식욕

アレルギー　Arerugii　Alergy　过敏　알레르기

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5. Earthquake Preparedness

(1) Always Be Prepared for an Earthquake

Prevent your furniture from toppling over, falling down, or moving, and conduct evacuation drills

Prevent the glass in cupboards and windowpanes from shattering, and conduct first aid for injuries

Prepare food and water for one week (see page 30)

Note: Lifeline utilities such as electricity, water supply, gas, and telephone line may be damaged and intermittent or unavailable.

Prepare an emergency backpack to bring with you when evacuate (see page 32)

Be sure your family knows nearby evacuation routes and has an established method of communication

Participate in local earthquake drills

(2) Keep These Points in Mind When an Earthquake Strikes

What to Do When an Earthquake Strikes

Protect yourself

If you feel a major tremor, or if there is an emergency earthquake alert, do what you can to keep yourself safe until the tremors stop.

What to Do Immediately after an Earthquake

Turn off all sources of heat/fire

If a fire breaks out, calmly extinguish it

Open windows and doors to secure an exit

Be careful of furniture that has toppled over or fallen indoors, as well as shattered glass.

Do not rush outdoors, since roof tiles, windowpanes, and billboards may fall.

Keep away from stone gates and walls

What to Do after an Earthquake

Listen to accurate information, such as from the radio, TV, City Office, or Fire Department.

After checking on the safety of family members, check on the safety of your neighbors.

Rescue people who are buried under collapsed houses and fallen furniture with neighbors.

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If there is a major fire in your neighborhood and you feel your life is in danger, take shelter at an open evacuation area (see page 34).

If there is a tsunami alert, evacuate quickly to a safe location, such as a high plain.

Note: Before you evacuate, check the status of your electricity and gas and turn them off if necessary.

6. Preventing Fires

Do not leave the stove while you are cooking something

DO NOT smoke in bed

Do not leave items near a heater

Do not leave flammable items around your home

Do not leave lighters or matches within the reach of children

Keep electrical sockets clean of dust

Install household fire alarms in the living room, kitchen, and stairwell of your home, and periodically check to see if they work

Make sure fabrics such as beddings, aprons, and curtains are flame resistant or fire retardant products.

Note: See page 13 for information on what to do if a fire breaks out.

7. Be Prepared for Damage from Typhoons, Storms, and Floods

(1) Protect Yourself from Storm and Flood Damage

Pay attention to weather reports

If a typhoon is approaching or if there is heavy rain, do not go outside unless absolutely necessary

(2) If a Storm or Flood Occurs

After an announcement is made, a siren will sound if the waters of the Meguro River or Tachiai River exceed the flood alert level (increasing water level) or danger level (threat of flooding in lowland areas) due to heavy rain.

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Flood alert level

Announcement: “The Meguro River/Tachiai River has gone beyond the flood alert level. A siren will sound. (Broadcasted twice.) Please be on the alert.”

Siren: A 15-second siren, sounded three times.

Flood danger level

Announcement: “The Meguro River/Tachiai River has gone beyond the danger level. A siren will sound. (Broadcasted twice.) Please be on the alert.”

Siren: A 60-second siren, sounded once.

8. If a Disaster Strikes

(1) Necessary Household Supplies

Keep yourself safe, and stay in your home if it is safe to remain there. Prepare things that support your life after a disaster (food, etc.) for one week per person.

Food

Rice, canned food, and other food that are simple to prepare (Keep an extra supply and use items according to their expiration dates.)

Supply of Water for Drinking and Everyday Use

As a guideline, keep about three liters per person per day. (Keep an extra supply of mineral water and use items according to their expiration dates.)

Keep water in your bathtub and washing machine in case you need a supply for everyday use or to extinguish fires.

Fuel

A tabletop stove (and a supply of gas cartridge), solid fuel, etc.

Other

Keep a flashlight (and extra batteries) in case a disaster strikes at night.

Keep regular medicine and first-aid items handy.

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(2) Emergency Backpack

Evacuate if it is not safe or impossible to stay in your home. Place emergency items in an emergency bag—such as a backpack so that both hands will be free—and keep the backpack in a location where you can easily take it with you.

Valuables

Cash, savings account bankbooks, driver’s license, health insurance card, My Number Card, title deeds, etc.

Clothes

Underwear, outerwear, shoes, towels, disposable diapers, rainwear, etc.

Emergency Food

Water; rice (including processed foods); and preserved food, such as biscuits, canned food, retort/instant food, etc.

Sundries

Radio, flashlight (and extra batteries), lighters, knives, rope, mats, towels, first aid kit, regular medicines, portable toilet, plastic bags, wet wipes, sanitary napkins, etc.

(3) Points to Keep in Mind When Evacuating

When leaving your home, turn off the electricity circuit breaker, close the main gas valve, and take your emergency backpack

Evacuate on foot, except in special cases

(4)Elementary and Junior High Schools and Other Facilities Will Be Used as Evacuation Sites

If evacuation becomes necessary due to an earthquake or other disaster, the city will open all municipal elementary and junior high schools and other facilities for use as evacuation sites.

(5)Shinagawa City Residents’ Open Evacuation Areas

If there is a risk of a spreading fire, you need to evacuate to safety evacuation area to secure the safety of evacuees. (See page 34)

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(6) Let’s Go to the Shinagawa Disaster Prevention Experience Hall!

The Shinagawa Disaster Prevention Experience Hall is a hands-on disaster prevention educational facility. You can learn how to be prepared for and respond when a disaster occurs based on one of the basic philosophies of disaster prevention, the concept of “self-help”. At some booths in this hall, you can experience initial-stage firefighting techniques, first aid training, and the correct posture during evacuation. Please come and obtain knowledge that will be extremely helpful in your response to disaster.

Address: 2-1-36 Hiromachi

Shinagawa City Disaster Prevention Center 2F,

Tel: 03-5742-9098

Fax: 03-5742-6875

Hours: 9:00 a.m. to 5:00 p.m.

Closed: Mondays, Saturdays, national holidays, and the year-end/New Year holidays

Note: The center is not available for use when a group reserv-ation is made.

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Multilingual Information Sites on Disasters

1.Shinagawa City

Website: www.city.shinagawa.tokyo.jp

131 languages, including English, Chinese (simplified and traditional characters), and Korean

The latest emergency information is transmitted in foreign languages via the Shinagawa City website.

On the Shinagawa City website’s main page, click on the language selection button in the upper right-hand corner, and the website will automatically be translated into the desired language.

Please note that since an automated translation program is being used, some information may not be correctly translated.

2.Tokyo International Communication Committee

Website: www.tokyo-icc.jp

English

Assistance Manual for Foreigners in Times of Disaster

Website: www.tokyo-icc.jp/information/howto.html

English

You can enter the site from the “Useful Information” Page (see URL above). The “Q&A Manual for Helping Foreign Residents in Disasters” is available in Japanese (with furigana), English, Chinese, Korean, Tagalog, Thai and Spanish in PDF format. “Useful Links for Foreign Residents” can be read in English, Chinese, and Korean.

3.Tokyo Metropolitan Government Disaster Prevention Information

Website: www.bousai.metro.tokyo.jp/

English, Chinese (simplified characters), and Korean

This website has a disaster prevention map, a page for when a disaster strikes, pages with various guidance—such as concerning alarms and warnings—as well as information on emergency shelters and lifelines. Click on the “English” tab on the main page to enter the English-language pages.

4.Tokyo Fire Department

Website: www.tfd.metro.tokyo.jp/index.html

English, Chinese, Korean, Thai, and Tagalog

You can access pages providing information on everyday life and coping with emergencies and natural disasters. You can select the language from the main page. There is a website for mobile phones in English only.

5.Council of Local Authorities for International Relations (CLAIR)

Website: www.clair.or.jp　English

Multilingual Information for Everyday Living

Website: www.clair.or.jp/tagengorev/ja/index.html

In Japanese (with furigana), English, Chinese, Korean, Spanish, Portuguese, Tagalog, German, Vietnamese, French, Russian, Indonesian, Thai, and Burmese.

After choosing the language and clicking “Information in Community Languages,” you can click “P Emergencies/Disasters” and read about what to do in the case of an emergency or disaster, as well as how to get information when a natural disaster strikes.

6.Cabinet Office, Government of Japan

Website: www.cao.go.jp/

English

Portal Site on Policies for Foreign Residents

Website: www8.cao.go.jp/teiju-portal/jpn/living/index.html

English, Portuguese, and Spanish

For information on dealing with disasters, you can view the disaster management manual of the Fire and Disaster Management Agency from the “Living Information” page after selecting “English” (Website: www.fdma.go.jp/bousai\_manual/e/index.html). The manual primarily deals with earthquakes.

7.Ministry of Foreign Affairs of Japan

Website: www.mofa.go.jp/mofaj/

English and other languages

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Advisory Services

1. Foreign Language Advisory Services

(1) General Aspects of Everyday Life

Shinagawa City Office Advisory Services for Foreign Residents

English: The 2nd TuesdaysChinese: The 2nd and 4th ThursdaysTel: 03-3777-2000Hours: 9:00 a.m. to 5:00 p.m. (reception open until 4:30 p.m.)Address: Office of Consulting Service for Citizens (Shinagawa City Office Dai-san Chosha 3F)

Tokyo Metropolitan Government Advisory Services for Foreign Residents

Offers consultation services for foreigners living in Tokyo on issues in daily life such as immigration, marriage, nationality and work.

English: Monday through Friday, Tel: 03-5320-7744

Chinese: Tuesday and Friday, Tel: 03-5320-7766

Korean: Wednesday, Tel: 03-5320-7700

Hours: 9:30 a.m. to 12:00 noon and 1:00 to 5:00 p.m.

Address: Tokyo Metropolitan Main Building No. 1 3F (south side), 2-8-1 Nishi-Shinjuku, Shinjuku-ku

Website: https://www.metro.tokyo.lg.jp/tosei/iken-sodan/otoiawase/madoguchi/koe/tominnokoe/index.html

Immigration Information Center

Offers advisory services regarding visas via telephone, e-mail, or in person

Languages: English, Chinese, Korean, Spanish, Portuguese, Vietnamese, Filipino, Nepali, Indonesian, Thai, Khmer (Cambodian), Burmese, Mongolian, French, Sinhalese, Urdu, etc.

Tel: 0570-013904 Tel: 03-5796-7112 (for IP phones and from overseas)Hours: Monday through Friday8:30 a.m. to 5:15 p.m.Address: 5-5-30 Konan, Minato-kuWebsite: https://www.moj.go.jp/isa/consultation/center/index.html/

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Consultation Support Center for Foreign Residents

You can get advice about worries and concerns you may have regarding your visa status, administrative procedures and everyday living.

English, Chinese: Monday through Friday

Portuguese: Monday, Tuesday and Wednesday

Spanish: Monday, Tuesday and Wednesday

Indonesian: Tuesday

Vietnamese: Monday and Wednesday

Tagalog: Friday

(Except for the second and fourth Wednesdays of the month)

Tel: 03-3202-5535, 03-5155-4039

Hours: 9:00 a.m. to 4:00 p.m.

Address: Tokyo Metropolitan Health Plaza Hygeia 11F, inside Shinjuku Multicultural Plaza, 2-44-1 Kabukicho, Shinjuku-ku

(2) Consumer Life Consultation

Shinagawa City Consumer Center

The center provides assistance if you have any complaints concerning merchandise or services you have purchased, or any questions or concerns involving consumer life, such as contract problems.

Tel: 03-6421-6137 (consultation line)

Hours: Monday through Friday, 9:00 a.m. to 4:00 p.m.

Saturday, 12:30 to 4:00 p.m. (telephone only)

Fourth Tuesday of the month, 4:00 to 7:00 p.m. (telephone only)

Address: Chusho Kigyo Center 4F, 1-28-3 Nishishinagawa, Shinagawa City

Note:The service is provided in Japanese only. For other languages, please contact the Tokyo Metropolitan Comprehensive Consumer Center.

Tokyo Metropolitan Consumer Life Comprehensive Center (Iidabashi)

Languages: English, Chinese, Korean, Tagalog, and Vietnamese

Tel: 03-3235-1155 (You will be put through to an interpreter. Should you require an interview with an interpreter, please make a reservation beforehand.)

Hours: Monday through Saturday, 9:00 a.m. to 5:00 p.m.

Address: Central Plaza 16F, 1-1 Kaguragashi, Shinjuku-ku

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(3) Human Rights Consultations

Offers advice regarding human rights issues in daily life, such as discrimination and harassment.

Website: https://www.moj.go.jp/JINKEN/jinken21.html

Languages: English, Chinese, Korean, Tagalog, Portuguese, Vietnamese, Nepali, Spanish, Indonesian, Thai

Foreign-Language Human Rights Consultation Line

Tel: 0570-090911

Human Rights Consultation Center for Foreign Residents

Hours: Monday through Friday, 9:00 a.m. to 5:00 p.m. (except New Year holidays)

Address: Kudan No. 2 Government Bldg. 12F, 1-1-15 Kudan-Minami, Chiyoda-ku,

Human Rights Counseling Services in Foreign Language

Website: https://www.moj.go.jp/JINKEN/jinken21.html#01

(4) Consultations with the Police

Metropolitan Police Department Counseling Corner for Foreign Residents (telephone counseling)

Offers counseling services on general life issues. (See page 18)

Tel: 03-3503-8484

(5) Medical Treatment Information Providers

Tokyo Metropolitan Medical Institution Information Service (Himawari)

Offers information on Japan’s health care system and medical institutions

Tel: 03-5285-8181 (See page 20)

AMDA International Medical Information Center

Offers information on medical institutions that can accommodate foreign-language speakers and Japan’s health care and welfare systems

Telephone consultations: 03-6233-9266

Hours: 10:00 a.m. to 4:00 p.m.

English: Monday through Friday

Chinese: Tuesday and Thursday

Vietnamese: Wednesday and Friday

Korean and Filipino: Monday

Thai: Tuesday

Spanish: Wednesday

Portuguese: Friday

Tel: 03-5285-8088

Website: https://www.amdamedicalcenter.com/

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(6) Labor Issue Consultations

Telephone Consultation Service for Foreign Workers

English: Monday through Friday　Tel: 0570-001701

Chinese: Monday through Friday　Tel: 0570-001702

Portuguese: Monday through Friday　Tel: 0570-001703

Spanish: Monday through Friday　Tel: 0570-001704

Tagalog: Monday through Friday　Tel: 0570-001705

Vietnamese: Monday through Friday　Tel: 0570-001706

Burmese: Monday　Tel: 0570-001707

Nepali: Monday through Thursday　Tel: 0570-001708

Korean: Thursday and Friday　Tel: 0570-001709

Thai: Wednesday　Tel: 0570-001712

Indonesian: Wednesday　Tel: 0570-001715

Cambodian (Khmer): Wednesday　Tel: 0570-001716

Mongolian: Friday　Tel: 0570-001718

Hours: 10:00 a.m. to 3:00 p.m. (closed noon to 1:00 p.m.)

Website: https://jsite.mhlw.go.jp/tokyo-roudoukyoku/news\_topics/kyoku\_oshirase/roudou\_kijun/newpage\_00845.html

Tokyo Metropolitan Labor Consultation Center (Iidabashi)

Offers counseling services on general labor issues.

English: Monday through Friday

Chinese: Tuesday through Thursday

Tel: 0570-00-6110 (for telephone consultations)

Hours: 2:00 to 4:00 p.m.

Website: https://www.hataraku.metro.tokyo.lg.jp/sodan/sodan/foreign.html

Osaki office, Tokyo Metropolitan Labor Consultation Center

Language: English

Tel: 03-3495-6110

Hours: Tuesday, 2:00 to 4:00 p.m.

Address: Gate City Osaki West Tower 2F, 1-11-1 Osaki, Shinagawa-ku

Tokyo Employment Service Center for Foreigners

Offers assistance to foreign students and other foreign nationals who hold a status of residence in a professional or technical field and are looking for work.

Languages: English and Chinese

Tel: 03-5361-8722

Hours: Monday through Friday, 9:00 a.m. to 5:00 p.m. (closed national holidays and the year-end/New Year holidays)

Address: Comore Yotsuya (Yotsuya Tower 13F), 1-6-1 Yotsuya, Shinjuku-ku

Website: https://jsite.mhlw.go.jp/tokyo-foreigner/

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(7) Other Support Groups

Support21 (a social welfare foundation)

Offers consultation services to foreign nationals or former foreign nationals who are living in Japan, including refugees

Language: English

Tel: 03-5449-1331

Hours: Monday through Friday, 10:00 a.m. to 5:00 p.m. (closed national holidays)

Address: Mizuho Bldg. 6F, 2-12-2 Kami-Osaki, Shinagawa-ku

Website: www.support21.or.jp/

IWC (Interact with Community) International Citizens Association

The association offers Japanese-language education and support, conducts cultural exchange events, and provides consultation services on everyday life issues.

Languages: English and Chinese

Tel: 03-6423-0954

Hours: Monday through Saturday (closed national holidays), 10:00 a.m. to 5:00 p.m.

Address: The 2nd Shin-Kaihatsu Bldg. 4F, 6-13-3 Minami-Oi, Shinagawa-ku

Website: www.npo-iwc.com/

Tokyo English Life Line (TELL)

TELL is dedicated to providing effective support and counseling services to foreign resident communities in Japan and meeting their increasing needs for mental health support.

Language: English

Tel: 03-5774-0992, chat

Hours: 9:00 a.m. on Saturday to 11:00 p.m. on Monday

Tuesday through Thursday: 9:00 a.m. to 11:00 p.m.

Friday: 9:00 a.m. to 2:00 a.m.

Website: https://telljp.com/

2. Other Advisory and Information Services

JNTO Tourist Information Center (JNTO TIC)

The center offers information on tourism across Japan.

Tel: 03-3201-3331

Hours: 9:00 a.m. to 5:00 p.m., year-round (excluding January 1)

Address: Shin-Tokyo Bldg. 1F, 3-3-1 Marunouchi, Chiyoda-ku

JR East InfoLine

Offers information on East Japan Railway Company time schedules, fares, and fees

Tel: 050-2016-1603

Language: English, Chinese, and Korean

Hours: 10:00 a.m. to 6:00 p.m., year-round (excluding the year-end/New Year holidays)

Website: https://www.jreast.co.jp/e/customer\_support/infoline.html

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Chapter 2

Reports and Procedures to Be Completed at the City Office

1. City Office and Community Centers

Shinagawa City Office

2-1-36 Hiromachi, Shinagawa-ku 140-8715

Tel: 03-3777-1111 (main switchboard)

Website: www.city.shinagawa.tokyo.jp/

Hours: 8:30 a.m. to 5:00 p.m.

Notes

1. Open until 7:00 p.m. on Tuesdays for some services, including resident registration reports

2. Open on Sundays for some services, including resident registration reports (except when Sunday is the last day of the month)

Closed: Saturday, national holidays, the year-end/New Year holidays (December 29 through January 3), and Sunday if the last day of the mont falls on Sunday

Community Centers (see page 54–55)

Hours and Holidays: Same as Shinagawa City Office (no extended hours on Tuesdays; closed on Sundays)

Note: The Ebara Daiichi Community Center has extended hours on Tuesdays and is open on Sunday.

Tuesdays: 5:00 to 7:00 p.m. (excluding national holidays); Sundays: 8:30 a.m. to 5:00 p.m.

Some procedures, such as those that require confirmation with other municipalities, are not available.

As centers for community activities, community centers conduct activities related to community programs, and offer the following services:

Services Available:

Issuance of copies of resident records (including record of deletion)

Issuance of certificates attesting to the items registered in resident records

Issuance of nonresident certificates

Issuance of certified copies of seal registrations

Issuance of certificates of registered items in the family register, for either a copy of the entire family register or just part of the household (family register abstract)

Issuance of copies of address histories, certificates of registered items in deleted family registers for the entire/part of the household, and family registers created before the family registration system changed

Issuance of certificates of identification

Issuance of certificates of nonregistration

Handling payment of premiums for National Health Insurance, Latter-Term Elderly Health Insurance premiums, and Long-Term Care Insurance

Handling payment of special city resident's tax/metropolitan resident's tax/light motor vehicle tax

Issuance of certificates of payment/taxation of city resident's tax/metropolitan resident's tax

Handling dog registration, notification of death, and issuance of certificate of vaccination

Handling wheelchair rentals

Issuance of certificates for victims of disasters (except fire)

Sells publications

The community centers with the ◆ mark also handle the following services (see page 54–55):

Procedures for filing notification of moving into/out of/and others/within Shinagawa City

Notification of changing the head (member) of the household, merger of households, or separation of household

Application for seal registration and cancellation

Procedures for enrollment in or withdrawal from National Health Insurance

Enrollment in the national pension system

Issuance of Long-Term Care Insurance card

Issuance of the Parent and Child Health Handbook (formerly the Maternal and Child Health Handbook)

Procedures for transferring schools

Note: For pupils and students with foreign nationality, available only at the education section of the City Office.

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Osaki Daiichi Community Center

Address: 3-6-3 Nishi-Gotanda

Tel: 03-3491-2000

How to get there: A 10-minute walk from Meguro Station or Gotanda Station or a five-minute walk from Fudomae Station

Osaki Daini Community Center

Address: 2-9-4 Osaki

Tel: 03-3492-2000

How to get there: A five-minute walk from the new west exit of Osaki Station

Ebara Daiichi Community Center

Address: 3-14-1 Koyama

Tel: 03-3786-2000

How to get there: A three-minute walk from Musashi-Koyama Station on the Tokyu Meguro Line

Ebara Daini Community Center

Address: 6-17-12 Ebara

Tel: 03-3782-2000

How to get there: A 10-minute walk from Hatanodai Station or Nishi-Koyama Station

Ebara Daisan Community Center

Address: 1-13-18 Hiratsuka

Tel: 03-3783-2000

How to get there: A three-minute walk from Togoshi Station or a five-minute walk from Togoshi Ginza Station

Ebara Daiyon Community Center

Address: 5-3-12 Nakanobu

Tel: 03-3784-2000

How to get there: A one-minute walk from Ebaramachi Station

Ebara Daigo Community Center

Address: 1-1-2 FutabaTel: 03-3785-2000How to get there: A two-minute walk from Shimoshinmei Station

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Shinagawa Daiichi Community Center

Address: 3-11-16 Kita-ShinagawaTel: 03-3450-2000How to get there: A three-minute walk from Shinbanba Station

Shinagawa Daini Community Center

Address: 5-3-20 Minami-ShinagawaTel: 03-3472-2000How to get there: A five-minute walk from Aomono Yokocho Station

Yashio Community Center

Address: 5-10-27 YashioTel: 03-3799-2000How to get there: A 12-minute walk from Oi Keibajomae Station

Oi Daisan Community Center

Address: 4-1-8 Nishi-Oi (scheduled to relocate to 2-10-3 Nishi-Oi in February 2024)Tel: 03-3773-2000How to get there: A 10-minute walk from Nishi-Oi Station (a 6-minute walk after the relocation)

Oi Daini Community Center

Address: 2-27-20 OiTel: 03-3772-2000How to get there: A 10-minute walk from Oimachi Station

Oi Daiichi Community Center

Address: Inside Minami-Oi Cultural Center, 1-12-6 Minami-Oi

Tel: 03-3761-2000

How to get there: A five-minute walk from Tachiaigawa Station

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2. Resident Registration

(1) What Is Resident Registration?

On July 9, 2012, the foreign resident registration system was abolished, and the basic resident registration system was applied to foreign residents in the same manner it applies to Japanese residents.

Resident registration clarifies the address and the relationship of everyone in a household, such as the head of the household, and serves as the basis for such programs as National Health Insurance and National Pension. Resident records include information that is recorded and organized for each individual. If there is a change in any information, such as in your address, proper notification must be filed.

(2) Foreign Residents Eligible for Resident Registration

Mid- or Long-Term Residents (Those who have a Residence Card)

Note: Someone with a valid visa status of residence, with an authorized period of stay of over three months.

Special permanent residents

Those with a landing permit for temporary refuge or permission for a provisional stay in Japan

Those in Japan through circumstances of birth or who have overstayed due to the loss of Japanese nationality and are in a transitional period without any status of residence

(3) Notification Procedures Relevant to Resident Registration

Type of Notification　Situation for Notification　Notification Period　Required Documents

Notification of moving into Shinagawa City (moving into Shinagawa City from overseas)　When moving into Shinagawa City from overseas　Within 14 days after moving into the city　(a) The residence cards and/or special permanent resident certificates of all persons moving into Shinagawa City 　(b) The passports of all persons moving in　(c) Documentation certifying the relationship to the head of the household, including a Japanese translation of this documentation

Notification of Moving into Shinagawa City (moving into Shinagawa City from another municipality)　When moving into Shinagawa City from another municipality in Japan　Within 14 days after moving into the city　(a) The residence cards and/or special permanent resident certificates of all persons moving into Shinagawa City　(b) Certificate of moving out issued by the municipal office administering your previous address

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Type of Notification　Situation for Notification　Notification Period　Required Documents

Notification of acquisition of mid- or long-term resident status of residence　When a person who was not eligible for resident registration becomes a mid- or long-term resident for the first time　Within 14 days after acquiring mid- or long-term resident status of residence　(a) Residence card or special permanent resident certificate　(b) The passports of all relevant persons　(c) Documentation certifying the relationship to the head of the household, including a Japanese translation of this documentation

Notification of moving within Shinagawa City　When moving within Shinagawa City　Within 14 days after moving　The residence cards and/or special permanent resident certificates of all persons moving.

Notification of moving out of Shinagawa City (moving overseas)　When moving overseas　Before the moving date　The residence cards and/or special permanent resident certificates of all persons moving.

Notification of moving out of Shinagawa City (moving to another municipality in Japan)　When moving to another municipality　Before the moving date　The residence cards and/or special permanent resident certificates of all persons moving.

Notification of change in the household　(a) If there is a change in the head of the household　(b) If the household has been divided　(c) If two households have merged　Within 14 days after the change　(a) The residence cards and/or special permanent resident certificates of all members of the household　(b) Documentation certifying the relationship to the head of the household, including a Japanese translation of this documentation

Location for completing notification procedures: Unit in charge of Resident Transfer, Family Registry and Residents Section, and community centers with the ◆ mark. (See pages 54 and 55)

Inquiries: Unit in charge of Resident Transfer, Family Registry and Residents Section

Tel: 03-5742-6660

(4) Applying for Copies of Your Resident Record

When filing an application, please bring some form of official personal identification, such as your residence card or special permanent resident certificate. When a proxy other than a family member living in the same household files an application, a proxy letter written by the applicant himself/herself is required.

Processing fee: ¥300 per copy

Issuing location: Certificate Issuing Subsection of the Family Registry and Residents Section, local community centers, and city administration service corners

Note: If you need a certified copy of registered items in the foreign resident registration, such as a record of addresses before July 8, 2012, please contact the Ministry of Justice.

Inquiries: Director of the Information System Management Office, General Affairs Division, Immigration Services Agency, Tel: 03-5363-3005)

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3.Matters Related to Immigration Control

Administrative procedures related to visa procedures—such as application or renewal of residence cards, acquisition or change in visa status of residence, renewal of visa period of stay, permission to engage in activities other than those stated in the original visa status of residence, permanent residence and re-entry permits—are conducted at the Tokyo Regional Immigration Bureau.

Note: Notification forms for special permanent residents are handled at the Unit in charge of Resident Transfer of the Family Registry and Residents Section of Shinagawa City Office.

Inquiries: Tokyo Regional Immigration Bureau, Tel: 0570-034-259

4.Converting Your Foreign Resident Registration Card

Foreign resident registration cards issued on or before July 8, 2012 must be converted to a residence card or special permanent resident certificate.

Please note that your foreign resident registration card can continued to be used until the following expiration dates (excluding permanent residents and those with designated activities visa status):

Foreign Resident Registration Card Usage Periods

Eligibility　Those 16 Years of Age or Older　Those Under 16 Years of Age

Special Permanent Residents　The first date of the designated renewal period of your foreign resident registration card　The 16th birthday

Those with a different status of residence　The expiration date of your visa. (If there is a change in your visa status of residence, or if you receive a renewal of your visa, you will be issued a residence card.)

To apply:

Special Permanent Residents: Unit in charge of Resident Transfer, Family Registry and Residents Section, Shinagawa City Office, Tel: 03-5742-6660

Those Other than Special Permanent Residents: Tokyo Regional Immigration Bureau, Tel: 0570-034-259

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5. Seal Registration

(1) Seal Registration

In Japan, personal seals are required for a variety of purposes. Stamping a document with a seal bearing your name is equivalent to signing your name and is viewed as confirming your agreement or approval. Official personal seals are used on official documents, including all types of contracts (real estate purchases, business transactions, etc.) and documents required to establish a company. An individual must register his/her official personal seal with the City Office in advance and may request the issuance of a certified copy of seal registration.

(2) Registration

Registered foreign residents 15 years of age or older who live in Shinagawa are eligible to register a seal. An applicant should bring the seal he/she wants to register along with his/ her personal identification such as a residence card to the Unit in charge of Residential Transfer or community centers with the ♦ mark.

If you move to Shinagawa from another municipality, your seal registration will become invalid. You must register your seal again in Shinagawa.

Inquiries: Unit in charge of Resident Transfer, Family Registry and Residents Section, Tel: 03-5742-6660

(3) Certified copy of seal registration

You can request a certified copy of seal registration at the City Office Certificate Issuing Subsection or any community center by showing your seal registration card. A registered seal or letter of proxy is not necessary. It can be issued to a proxy with a seal registration card if he/she can write the address, name, and date of birth of the registrant.

The processing fee is ¥300 per copy.

Inquiries: Certificate Issuing Subsection, Family Registry and Residents Section, Tel: 03-5742-6659

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6.My Number Card (Personal Identification Card)

The My Number Card is an integrated circuit-embedded card with a My Number (personal identification number) printed on the back and issued to only those who applied for it. It also includes a face-to-shoulder photo and can be used for both personal identification and My Number identification with just a single card. You can also obtain certifications such as copies of your Resident Record through convenience stores. (See the following “Certification Acquisition at Convenience Stores” for details.)

Note: Issuance of the Basic Resident Registration Card was discontinued in December 2015 in line with the issuance of the My Number Card. The Basic Resident Registration Card you currently have can be used until the expiration date printed on the card.

(1) Application methods

1. Attach your face-to-shoulder photo to the Application Form for Issuance of My Number Card and post it in the return envelope enclosed with the My Number Notification Card.

2. Scan the QR code on the Application Form for Issuance of My Number Card with your QR-scanning device such as smart phone to make an application online.

3. Enter your application ID, which is printed on the Application Form for Issuance of My Number Card, into the dedicated website to make an application online.

4. Make an application using your Application Form for Issuance of My Number Card and the instant photo machine for My Number Card application.(Installed in the lobby of Level 3 of the second Government building of the Shinagawa City Office. Fee: 700 yen)

After your application has been received, your My Number Card will be created at J-LIS (Japan Agency for Local Authority Information Systems), where My Number Card issuance is outsourced, and sent to the Shinagawa City Office. Then, Shinagawa City checks the card and will send you notification of the issuance when the card is ready. To receive your card, Shinagawa City requires a previous reservation to avoid congestion at the reception desk.

Location the card will be issued: Unit in charge of Residential Address Change, Family Registry and Residents Section, My Number card issuance venue, Shinagawa City Office Dai-ni Chosha 3F and four other locations

(2) Certification Acquisition at Convenience Stores

You can obtain certifications at convenience stores (where multifunction copy machines are installed) throughout Japan using your My Number Card with its embedded electronic certificate for user identification. Obtainable certifications: 1. Copy of Resident Record, 2. Seal Registration Certificate, 3. Taxation Certificate/Tax Exemption for special city inhabi-tants tax and residential tax

Obtainable hours: 6:30 a.m. to 11:00 p.m.

(except for year-end/New Year holidays)

Fee: 200 yen/certificate

Inquiries: Unit in charge of Resident Transfer, Family Registry and Residents Section Tel: 03-5742-6660

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7. Electronic Certificates (Public Certification Service for Individuals)

In every My Number Card is embedded an electronic certificate, which is used for electronic online applications.

Electronic certificate for digital signature (6 to 16 digit code using alphanumeric characters) ・・・used for such as e-tax (tax return)

Electronic certificate for user authentication (4-digit number) ・・・ used to acquire a Resident Record via convenience stores or in the MyNa Portal

Note: Those who make an electronic application using the Basic Resident Registration Card can use the card until the expiration date of the current electronic certificate. If you would like to newly register an electronic certificate, you will be required to apply for a My Number Card. (Issuance and update of electronic application embedded in Basic Resident Registration Cards were discontinued in December 2015 in accordance with the launch of the My Number system.) Basic Resident Registration Card and My Number Card cannot be used at the same time. When you receive your My Number Card, your Basic Resident Registration Card will become invalid.Inquiries: Unit in charge of Resident Transfer, Family Registry and Residents Section Tel: 03-5742-6660

8. Notification of Family Register

(1) Notification of Family Register (Koseki)

Koseki is an official document that notarizes the registration of a Japanese person’s name, date of birth, spouse, family relationships, and other personal information. This registration system has no direct bearing on foreigners unless they marry someone who is Japanese.

However, births, deaths, marriages, and divorces that take place in Japan require the following notification.

Inquiries: Family Registration Subsection, Family Registry and Residents Section, Tel: 03-5742-6657

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(2) Birth Notification

This notification should be filed within 14 days from the time of birth. To file the notice, bring (1) the birth certificate issued by the doctor, (2) the Mother-Child Health Handbook (Boshi Kenko Techo), and (3) your health insurance card if you are a National Health Insurance member.

(3) Death Notification

If a person dies in Japan, a death notification must be completed within seven days. Please submit a death notification form along with a death certificate completed by the attending doctor.

Note: In Japan, in general, a deceased person is cremated, and the funeral urn is buried in a cemetery.

(4) Marriage Notification

If a foreign resident marries a Japanese citizen in Japan, the couple must submit various documents, including a marriage notification, a certified copy of the Japanese person’s koseki (family register), the foreign resident’s passport, and a certificate of eligibility for marriage issued by the embassy or consulate of the foreign resident’s home country.

(5) Divorce Notification

If a foreign resident divorces a Japanese spouse who lives in Japan by mutual agreement, they can be legally divorced according to Japanese law. If both parties agree, they should submit a completed divorce notification form to the City Office.

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9. Taxes and Tax Certification

See detailed pamphlets available in English, Chinese, and Korean. See page 135 for available locations.

Taxes are used by the national and local governments to provide public services, such as welfare and health care services, as well as the services of the police and fire departments.

(1) Resident’s Tax (Special City Resident’s Tax/Metropolitan Resident’s Tax)

(a) Who is subject to resident’s tax?

Individuals who had an address in Shinagawa as of January 1 and had an income in the previous year are subject to resident’s tax. Also, individuals who do not live in Shinagawa but own a business, office, or house in Shinagawa are subject to this tax. (Those who do not currently have an income but had an income over a certain amount in the previous year are subject to the tax.)

(b) Filing a tax return

Who Should File?　Who Does Not Need to File?

Individuals who had any income in the previous year　Individuals who need to verify their tax status for their national pension, National Health Insurance, or child allowance whether they receive income or not.

Wage earners whose employers withhold their taxes from their paychecks　Individuals whose only income is a public pension and who claim no tax deductions　Individuals who have filed a final tax return at a taxation office　Individuals receiving public welfare assistance

(c) Filing period

Usually, February 16 through March 15 (the following day if either day is a holiday)

(2) Light vehicle tax (vehicle type)/Vehicle tax (vehicle type)

(a) Light vehicle tax (vehicle type)

This tax is levied on individuals who own light motor vehicles or motorcycles as of April 1.

(This also applies to individuals who discarded their vehicles on April 2 or later.)

Filing a tax return　When applying for a license plate for your light motor vehicle

Issues to report　Registration, disposal, sale/transfer, change of address, theft, etc.

Where to file tax returns or reports　Motorcycles 125 cc or less　Tax Section, Shinagawa City Office

Motorcycles 126 cc or more　Tokyo Transport Branch Office, Kanto District Transport Bureau　1-12-17 Higashi-Oi, Shinagawa-ku　Tel: 050-5540-2030

Light three-wheeled and four-wheeled vehicles 660 cc or less (for passengers or cargo)　Light Motor Vehicle Inspection Organization　3-3-7 Konan, Minato-ku　Tel: 050-3816-3100

Note: Light motor vehicles used by handicapped individuals may be exempt from all or part of taxation. Apply for the exemption at the Tax Section by the deadline.

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(b) Vehicle tax (vehicle type)

This tax is levied on vehicle owners.

Inquiries: Shinagawa Metropolitan Tax Office (City Office 2F), Tel: 03-3774-6666

(3) Payment Methods

Resident’s tax (regular collection) is paid in four installments a year using the payment slips sent to each person in June. A light motor vehicle tax (vehicle type) must also be paid once a year using the payment slip sent to households in May. Both must be paid by the deadline. A late fee will be charged if you do not meet the deadline.

You can pay via online banking, smartphone payment apps, credit cards (Mobile-Regi Credit, Net-De-Mobile-Regi) or at a financial institution, convenience store or the like.

Alternatively, you can have your payments automatically withdrawn from your bank account.

Notes

1. If you plan to leave the country, assign someone to serve as your tax manager in your absence or prepay all four tax installments at once.

2. If you are unable to make your current tax payments due to a sudden change in your financial circumstances or the like, please consult us before the payment deadline.

(4) Tax Certification

If you need to verify your resident’s tax status, a certificate of tax payment/taxation (non-taxation) can be issued.

A processing fee of ¥300 per copy will be charged.

To verify your income tax status, contact a nearby taxation office.

(5) Major Taxes Levied by the Metropolitan Government

These include business tax, real estate tax, vehicle tax (vehicle type), and fixed asset tax.

Inquiries: Shinagawa Metropolitan Tax Office (City Office 2F), Tel: 03-3774-6666

(6) Major Taxes Levied by the National Government

Income tax is a national tax levied on annual (January 1 to December 31) personal income. Wage earners have taxes withheld automatically from their monthly paychecks, and adjustments are made at the end of the year. Individuals with large salaries or who have a source of income other than their wages must file a tax return on their previous year’s income and pay any taxes due to the tax office, usually between February 16 and March 15 (final tax return).

Other taxes include corporation tax, gift tax, and land value tax.

Inquiries: Shinagawa Tax Office (3-13-22 Takanawa, Minato-ku), Tel: 03-3443-4171

Ebara Tax Office (1-1-5 Nakanobu), Tel: 03-3783-5371

English consultations regarding national tax, Tel: 03-3821-9070

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Chapter 3

Health and Welfare

1. National Health Insurance and Latter-Term Elderly Medical Insurance

(1) Public Health Insurance Programs

There are two public healthcare insurance systems: Health insurance for employees and the public healthcare insurance system called National Health Insurance. If you have lived in Japan for three or more months and have a resident record (except short stay), it is essential for you to join either of the public insurances.

See detailed pamphlets available in English, Chinese, and Korean. See page 135 for available locations.

Inquiries: Qualification Subsection, National Health Insurance and Pension Section, Tel: 03-5742-6676

(2) Latter-Term Elderly Medical Insurance Program

Individuals 75 years old and older (or individuals 65 years old and older who have been certified as having certain handicaps) who need to join a public health insurance program must enroll in Latter-Term Elderly Medical Insurance. The co-payment that patients must pay to their medical institutions is 10% for most members, 20% for those with income above a certain limit, and 30% for currently employed income earners. Insurance cards will be mailed to individuals approaching 75 years of age. The co-payment percentage will be indicated on the card.

Inquiries: Senior Citizens Medical Care Subsection, National Health Insurance and Pension Section, Tel: 03-5742-6736

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2. National Pension

The National Pension system is managed by the national government to support the elderly, handicapped, and surviving relatives of the deceased. All individuals 20 to 59 years of age must enroll.

(1) Enrolling

Visit the National Pension Subsection to enroll. You need to pay the insurance fee yourself. If you cannot pay the insurance fee, please consult us. If you work for a Japanese company (workplaces that have employee pension programs), you will be enrolled in an employee pension program. Since your employer will complete the procedures for your pension, you do not need to enroll in the National Pension system.

Inquiries: National Pension Subsection, National Health Insurance and Pension Section, Tel: 03-5742-6682

(2) Benefits

If you have paid pension premiums or been exempted from paying premiums for a total of 10 years or more, in principle, you can start receiving the Old-Age Basic Pension at 65 years of age. In relevant cases, you may also start receiving the Disability Basic Pension or the Survivors’ Basic Pension. (You will need to fulfill the requirements to receive these pensions.) Members must apply to receive pension benefits.

Inquiries: National Pension Subsection, National Health Insurance and Pension Section, Tel: 03-5742-6682

Shinagawa Pension Office,

Address: Takatoku Building 2F, 5-1-5 Osaki, Tel: 03-3494-7831

(3) Lump-Sum Withdrawal Payment System

Foreign residents who have paid pension insurance premiums for six months or longer and leave Japan without fulfilling the requirements to receive benefits may request a lump-sum reimbursement of their premiums within two years of leaving Japan.

Inquiries: Shinagawa Pension Office, Tel: 03-3494-7831

(4) Social Security Agreements

Insurance period coverage is added cumulatively between participating countries. For details, visit the website of the Japan Pension Service or contact a pension office.

Inquiries: Shinagawa Pension Office, Tel: 03-3494-7831

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3.Long-Term Care Insurance

This public system ensures that the long-term care of the elderly is supported by not only families of the elderly but also society as a whole. All residents 40 years of age and older must enroll in Long-Term Care Insurance.

(1) When to Enroll in Long-Term Care Insurance

As soon as a person who lives in the city reaches 40 years of age, he/she becomes a member of Long-Term Care Insurance.

Note: In some cases, foreign residents must complete enrollment procedures.

Inquiries: Long-Term Care Insurance Premiums Subsection, Senior Citizens Welfare Section, Tel: 03-5742-6681

(2) Long-Term Care Insurance Members and Premiums

Primary Members　Secondary Members

Eligibility　Individuals 65 years of age and older　Individuals 40 to 64 years of age who are enrolled in National Health Insurance

Eligibility for benefits　(a) Individuals who require care for everyday living activities, such as bathing, using toilet facilities, and eating　(b) Individuals who require assistance with household chores or other everyday life activities or rehabilitation　Individuals who have come to require care due to dementia, cerebrovascular disorders, or other diseases associated with aging (16 specific diseases) during their early senior years

Insurance premiums　The insurer (Shinagawa City) determines the amount of premiums based on the cost of long-term care services every three years 　The method of calculating premiums for individuals differs according to the health insurance in which they are enrolled.

Insurance premiums for individuals are based on their income.　Insurance premiums for individuals are based on income.

(3) If Long-Term Care Is Needed

To use long-term care services, you must apply for certification indicating that you need care. Contact your nearest In Home Long Term Care Support Center or the Senior Support Subsection of the Senior Citizens Welfare Section. There are upper limits on the services that can be used, depending on the classification of the certified care required.

Inquiries: Senior Citizens Support Section 1 and 2, Senior Citizens Welfare Section, Tel: 03-5742-6729 or 6730

(4) Members’ Responsibility for Service Costs

Members are responsible for paying 10% or 30% of the cost of services that they used as well as the fees for meals provided at the facility. If the co-payment portion due at the time of services exceeds a certain amount, the insurance will cover the difference.

Inquiries: Long-term Care Insurance Benefits Subsection, Senior Citizens Welfare Section, Tel: 03-5742-6927

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4. Welfare

(1) Senior Welfare (In Home Long Term Care Support Center)

This is a place where families caring for people at home can consult with specialists in a familiar local setting. By providing information and advice so that people can get the health and welfare services they need, this facility helps reduce the burden placed on caregivers. Call to set up a home visit consultation appointment.

Inquiries: Senior Citizens Support Section 1 and 2, Senior Citizens Welfare Section; Tel: 03-5742-6729 or 6730

In Home Long Term Care Support Centers

Daiba　3-11-16 Kita-Shinagawa　03-5479-8593

Higashi-Shinagawa　3-1-5 Higashi-Shinagawa　03-5479-2793

Higashi-Shinagawa Dai-ni　3-27-25 Higashi-Shinagawa　03-5783-2656

Kami-Osaki　3-1-1 Kami-Osaki　03-3473-1831

Nishi-Gotanda　3-6-6 Nishi-Gotanda　03-5740-6115

Osaki　Osaki Wiz Tower 2F, 2-11-1 Osaki　03-3779-2981

Minami-Oi　4-19-3 Minami-Oi　03-5753-3902

Minami-Oi Dai-ni　4-9-1 Higashi-Oi　03-5495-7083

Yashio　5-9-2 Yashio　03-3790-0470

Oi　4-14-8 Oi　03-5742-2723

Oi Dai-ni　3-15-7 Oi　03-5743-2943

Nishi-Oi　2-4-4 Nishi-Oi　03-5743-6120

Ebara　2-9-6 Ebara　03-5750-3704

Koyamadai　1-4-1 Koyamadai　03-5794-8511

Koyama　7-14-18 Koyama　03-5749-7288

Seiko　1-8-7 Nakanobu　03-3787-7493

Nakanobu　6-8-8 Nakanobu　03-3787-2167

Oohara　6-25-13 Yutaka-cho　03-5749-2531

Togoshidai　1-15-23 Togoshi　03-5750-1053

Tosho　4-24-15 Yutaka-cho　03-5750-7707

(2) Welfare for the Disabled

(a) Handbooks for Those with Disabilities

A. Physical Disability Handbook

For those with physical disabilities, such as in the hands and feet, eyes, speech, hearing, heart, liver, kidneys, respiratory organs, bladder, or rectum, this handbook is needed to take advantage of the various programs and subsidies available. There are six categories, depending on the level of disability. Please call for more information, including on application procedures.

Inquiries: Obstacle Certification Procedures Subsection, Handicapped Residents Support Section, Tel: 03-5742-6710 Fax: 03-3775-2000

B. Ai no Techo (Mental Disability Handbook)

For those with mental disabilities, this handbook is needed to take advantage of the various programs and subsidies available. There are four categories, depending on the level of disability. The Ai no Techo program is run by the Tokyo metropolitan government, and the Ryoiku Techo program is sponsored by the national government.

Inquiries (for those who are 18 years of age or older): Tokyo Metropolitan Welfare Center for the Physically and Mentally Handicapped, Tel: 03-3235-2961

Inquiries (for those who are under 18 years of age): Shinagawa Child Guidance Center, Tel: 03-3474-5442

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(b) Consultation on Everyday Living for Those with Disabilities

Consultation services for the following are available:

Consultation about everyday living

Consultation on the use of welfare services for the disabled

For those who are physically or mentally disabled:

Shinagawa Hatanodai Disabled Children Consultation Support Center

5-2-2 Hatanodai, Tel: 03-5750-4995 Fax: 03-3782-3830

Shinagawa Higashi-Shinagawa Disability Consultation Support Center

3-1-8 Higashi-Shinagawa, Tel: 03-5479-2912 Fax: 03-3782-5479-2938

Shinagawa Minami-Shinagawa Disabled Children Consultation Support Center

3-7-7 Minami-Shinagawa, Tel: 03-5460-5301 Fax: 03-5460-5303

For those who are emotionally disabled:

Shinagawa City Local Activity Support Center for Mentally Disabled “Time”

2-24-2 Nishi-Gotanda, Tel: 03-5719-3381 Fax: 03-5435-0563

For residents who are developmentally disabled:

Shinagawa City Consultation Support Center for the Developmentally Disabled

1-20-12 Kami-Osaki, Tel: 03-5793-7071 Fax: 03-5793-7149

5. Childbirth, Childrearing, and Education

(1) If You Become Pregnant

Parent and Child Health Handbook (Oyako Kenko Techo) (Mother and Child Health Handbook/Boshi Kenko Techo)

Once you obtain a doctor’s confirmation that you are pregnant, please submit a pregnancy report. You will be given a Parent and Child Health Handbook (Oyako Kenko Techo); formerly the Mother and Child Health Handbook/Boshi Kenko Techo, along with prenatal health checkup coupons and other documents. English, Chinese, Korean, Tagalog, Thai, Portuguese, Spanish, Indonesian, Vietnamese and Nepali versions of the handbook are available for those who have difficulty entering information in Japanese. The pregnancy report of forms are available at the service counters of the Health Care Services Section, health service centers, and the following community centers: Shinagawa Daiichi, Osaki Daiichi, Oi Daiichi, Ebara Daiichi, Ebara Daiyon, and Yashio community centers.

Inquiries: Public Health and Hygiene Subsection, Health Care Services Section; Tel: 03-5742-6745

(2) When a Child Is Born

(a) Birth Notification

If you give birth to a child, obtain a birth certificate from your doctor and submit a birth notification to the Family Registration Subsection within 14 days.

Inquiries: Family Registration Subsection, Family Registry and Residents Section, Tel: 03-5742-6657

(b) Lump-Sum payment for delivery and childrearing

Members of National Health Insurance will receive a Lump-Sum Childbirth Allowance as one of their insurance benefits.

Inquiries: Benefits Subsection, National Health Insurance and Pension Section; Tel: 03-5742-6677

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(3) Infants and Toddlers

(a) Infant health checkups and consultations

A. Health checkups for children 4 months, 18 months, and 3 years of age and infant health, development, and psychological consultations

B. Medical and educational consultations for children with chronic diseases

Inquiries: Health service centers

Shinagawa Health Service Center

Address: 3-11-22 Kita-Shinagawa, Tel: 03-3474-2225

Oi Health Service Center

Address: 2-27-20 Oi, Tel: 03-3772-2666

Ebara Health Service Center

Address: 6-6-6 Nishi-Gotanda, Tel: 03-5487-1311

(b) Childhood vaccinations

The city offers vaccinations to protect children from infectious diseases. (See the vaccination information included in the Mother-Child Health Handbook.)

Inquiries: Health Prevention Subsection, Health Care and Disease Prevention Section, Shinagawa Public Health Center; Tel: 03-5742-9152

(c) Subsidies for medical expenses

Medical expenses subsidy for children up to 18 years: The city will subsidize the copayment for medical service under health insurance expenses for children until they complete the third year of high school (until the first March 31 after they turn 18). Applicants will be issued medical exam certificates, which should be presented together with health insurance cards to medical facilities in Tokyo where medical care is received.

Medical expenses subsidy for single-parent families: Single parents can obtain a single-parent medical care certificate valid until the child they are raising completes the third year of high school (until the first March 31 after they turn 18). You must apply to receive this certificate. Part or all of the copayment amount for treatment subject to medical insurance will be subsidized (please note that income restrictions apply).

Inquiries: Unit in charge of Allowances and Medical Care Subsidies, Childrearing Support Section; Tel: 03-5742-9174

(d) Allowances for children

A. Child Allowance (Jidou-Teate)

This allowance is available to city residents who are raising children up until the child completes the third grade of junior high school (until the first March 31 after the child turns 15). Income restrictions apply.

B. Children’s Rearing Benefit (for Single-Parent Families)

Child-Rearing Allowance: This allowance is available to mothers, fathers, or guardians who are living in the city and raising children up until the first March 31 after the child turns 18 and who meet one of the following conditions.

1. Child whose parents are divorced

2. Child whose father or mother is dead or missing

3. Child whose father or mother has abandoned the child for one year or longer

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4. Child born to an unmarried mother

5. Child whose father or mother has been imprisoned for one year or longer by law

6. Child whose father or mother has a severe handicap

7. Child whose father or mother has received a protection order

Disability Allowance: It will be paid to a father, mother, or a person who brings up a child younger than 20 years old with moderate intellectual disability, cerebral palsy, or progressive muscularatrophy certified as Degree 2 or higher physical disability.

C. Children’s Support Benefit (for Single-Parent Families)

This allowance is available to fathers, mothers, or guardians who are living in the city and raising children up until the first March 31 after the child turns 18 (including moderately or more severely handicapped children until they reach 20 years of age) and who meet one of the following conditions:

1. Child whose parents are divorced

2. Child whose father or mother is dead or missing

3. Child whose father or mother has abandoned the child for one year or longer

4. Child born to an unmarried mother

5. Child whose father or mother has been imprisoned for one year or longer

6. Child whose father or mother has a severe handicap

7. Child who meets one of the conditions above (1 through 5) and whose father or mother is not in a de facto marriage relationship

Please note that if the applicant or child receives a public pension, this benefit may not be provided in some cases.

D. Special Children’s Support Benefit

This is paid to fathers, mothers, or guardians who are living in the city and raising handicapped children under 20 years of age.

Note: Income restrictions apply for all allowances.

Inquiries: Unit in charge of Allowances and Medical Care Subsidies, Childrearing Support Section; Tel: 03-5742-6721, 03-5742-9174

(4) Children Center

Facilities that are open to community children have rooms where children can play, make crafts, play sports, read books, or enjoy other activities. They are used to host club activities and events as well. Also, there are “Oyako salons” where people raising children can interact with one another.

Inquiries: Child-rearing Support Subsection, Child Upbringing Section, Tel: 03-5742-7823

(5) Smile School (After-School Day Care)

The city operates a Smile School (after-school day care) at each elementary school and compulsory education school where children can spend time together after classes, on Saturdays, and during summer break. (Registration and fee required)

Inquiries: Unit in charge of Afterschool Support, Child upbringing Section; Tel: 03-5742-6596

(6) Child Care

(a) Nursery schools

These facility offer childcare for infants and toddlers when necessary, such as when the parent is working or ill.

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Please submit an enrollment application with the necessary documents attached to the nursery enrollment consultation desk, the nursery school section of the City Office. The monthly childcare fee will be decided according to the resident tax of each house-hold.

Inquiries: Unit in Charge of Enrollment Consultation, Nursery Section, Tel: 03-5742-6725

(b) Day care for sick children

If a child is but the guardian is unable to take a break from work, the child can stay at a medical institution or nursing room attached to the nursery.

Inquiries: Unit in charge of Facility Management, Nursery Section; Tel: 03-5742-6724

(c) Oasis Room (living assistance-type temporary child care space)

The Oasis Room can care for children temporarily while their stay-at-home parents are receiving hospital care, shopping, or refreshing themselves at cultural classes or other places.

Inquiries: Unit in charge of Establishment and Planning, Nursery Support Section; Tel: 03-5742-6039

(7) Kindergarten

There are nine municipal kindergartens in the city, and each provides two years of care. New enrollments are accepted around November. There is no monthly childcare fee.

Inquiries: Unit in charge of Enrollment Consulting, Nursery Section; Tel: 03-5742-6725

Private Kindergarten Subsidy: The subsidy will be paid to a guardian when the child aged 3 to 5 years old (until entrance to elementary school) registered as a resident in Shinagawa City goes to a private kindergarten.

Inquiries: Unit in charge of Establishment and Planning, Nursery Support Section; Tel: 03-5742-6039

(8) Elementary School, Junior High School, and Compulsory Education School

Compulsory education in Japan consists of nine years of schooling: six years of elementary school (for children 6 to 12 years of age) and three years of junior high school (for children 12 to 15 yeas of age). The school year starts in April. Children with foreign nationality are allowed to go to the municipal elementary school, junior high school, or compulsory education school if they have reached school age.

Inquiries: Educational Affairs Subsection, School Affairs Section; Tel: 03-5742-6828

Assistance with School Expenses

Shinagawa City provides financial aid to guardians of children who go to municipal elementary school, junior high school, or compulsory education school. It will be decided based on the income of the previous year. If you are eligible, the City will provide support for stationery or school lunches.

Inquiries: Educational Affairs Subsection, School Affairs Section; Tel: 03-5742-6828

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6. Health

(1) Adult Cancer Screenings and Health Checkups

Shinagawa offers various types of cancer screenings and

health checkups. Inquire for details.

(a) Cancer screening

Screenings are offered annually (in some cases once every 2 years or 5 years) for the following types of cancer free of charge (some require a fee):

Stomach cancer, uterine and breast cancer (for women), lung cancer, colon cancer, prostate cancer (for men), larynx

cancer, gastric cancer risk screening

(b) Health checkups for 20 years or older

(c) Eye examination

(d) Adult dental checkups

Inquiries: Public Health and Hygiene Subsection, Health Care Services Section; Tel: 03-5742-6743

(2) Designated Checkups

Blood tests for HIV and syphilis can be conducted anonymously and free of charge.

Note: No certificate-issuing services are available.

Inquiries:

Shinagawa Health Service Center

Address: 3-11-22 Kita-Shinagawa

Tel: 03-3474-2225

Ebara Health Service Center

Address: 6-6-6 Nishi-Gotanda

Tel: 03-5487-1314

(3) Medical Expense Assistance

Assistance is available for medical expenses related to bronchial asthma, incurable diseases, chronic pediatric diseases, mental illness, tuberculosis, and other diseases.

Inquiries:

For incurable diseases, chronic pediatric diseases, and mental illness: Contact the health service centers, Tel: 03-3474-2225 (Shinagawa Health Service Center), 03-3772-2666 (Oi Health Service Center), or 03-5487-1314 (Ebara Health Service Center)

For bronchial asthma: Contact the Pollution Compensation Subsection, Health Care Services Section, (only those under eighteen years of age may apply) Tel: 03-5742-6747

For incurable diseases: Health Prevention Subsection, Health Care and Disease Prevention Section, Shinagawa Public Health Center; Tel: 03-5742-9152

For tuberculosis: Infectious Diseases Prevention Subsection, Health Care and Disease Prevention Section, Shinagawa Public Health Center; Tel: 03-5742-9153

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Chapter 4

Living Information

1. Garbage and Recycling

For details, see the pamphlet entitled Guide to Recyclables & Waste Sorting (available in English, Chinese, and Korean). See page 135 for available locations.

(1) How to Dispose of Waste

Shinagawa City provides a house-to-house waste collection service. Please contact the waste collection office first to request the start of collection, and then put waste out in front of your house, etc. by 8:00 a.m. on the designated collection day. (In apartments and condominium complexes, place waste in the designated area.)

Note: In early collection areas, items should put out no later than 7:30 a.m.

(a) Combustible waste—Collected twice weekly

Put kitchen waste; scrap paper; uncleanable packaging of plastic containers or other plastic products; rubber products; and leather products in a lidded container or transparent or semitransparent bags that allow the contents to be seen.

(b) Ceramics, glass, and metals—Collected twice a month

Put ceramics, glass and metals in a lidded container or transparent or semitransparent bags so that the contents are visible. Empty gas cylinders, spray cans, and lighters of all contents and place them in bags separately.

Note: Please contact the waste collection office if you recently moved into Shinagawa.

(2) How to Dispose of Recyclables

Put recyclable items out at the recyclables collection station by 8:00 a.m. on the designated collection day.

Recyclable items—Collected once a week

Recyclable paper (newspapers, magazines, cardboard, paper boxes, and other recyclable paper), bottles and cans for food and beverages, plastic bottles, dry cells (D, C, AA, AAA, N batteries, 9-volt batteries, button-cell [CR and BR]), packing of plastic containers, fluorescent lights, fluorescent lights, mercury thermometers, and blood pressure manometers

Inquiries: Shinagawa Waste Collection Office

Programs Subsection, Tel: 03-3490-7051

Recycling Promotion Subsection, Tel: 03-3490-7098

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(3) Bulky Waste (by Appointment)

Bulky waste refers to large items with one side longer than approximately 30 cm, such as furniture and bicycles. You can have items collected or you can drop them off for yourself at designated places on Sundays. Contact the Shinagawa Bulky Waste Reception Center to make a collection appointment and place items out on the designated day. Appointments can be made via the Internet as well. Processing fees are charged by item. Purchase prepaid bulky waste stickers at sales locations or at Waste Collection Offices and affix them to your bulky waste.

Inquiries: Shinagawa City Bulky Waste Reception Center, Tel: 03-6733-5374

Website: https://shinagawa-sodai.com

Items Not Collected as Bulky Waste

Under the Home Appliance Recycling Law, televisions, refrigerators (and freezers), cooler-warmers, washing machines, clothes dryers, and air conditioners cannot be collected as bulky waste.

Please contact the store where you purchased them or the store where you will purchase a replacement. If the store where you purchased the item or if you live far from the store, contact the Electric Appliance Recycling Reception Center.

Inquiries: Electric Appliance Recycling Reception Center, Tel: 0570-087-200

Note: Recycling fees and collection and transportation fees will be charged.

To recycle personal computers, contact the manufacturer.

Note: If the manufacturer is unknown, contact the PC3R Promotion Association, Tel: 03-5282-7685, website: https://www.pc3r.jp/

Inquiries: Programs Subsection, Shinagawa Waste Collection Office, Tel: 03-3490-7051

(4) Other Recycling

In Shinagawa City, groups of residents collect recyclable items (group collection), and recyclables are collected at the collection site other than recyclables collection stations.

(a) Group collections (Neighborhood associations collect specific items on a given date/location.)

Newspapers, magazines, cardboard, used clothing, paper cartons, bottles, cans, etc.

(b) Collections at designated collection sites (From 10:00 a.m. to 12:00 noon on the 2nd and 4th Saturdays of the month, items are collected in 31 locations, e.g. elementary schools in the city.)

Used clothing, waste cooking oil, waste gardening soil, and small electric devices

\*Small electric devices (specified items) are collected in collection boxes at the City office, gyms, and Shinagawa Library and Waste Collection Offices during the business hours.

Inquiries: Recycling Promotion Subsection, Shinagawa Waste Collection Office, Tel: 03-3490-7098

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2. Pets and Other Animals

(1) If You Own a Pet, Please Observe the Following Rules:

(a) Finish urination and defecating before taking your dog for a walk.

(b) Do not let your pet soil or damage public places or other people’s property/buildings.

(c) Do not let your pet be a nuisance to your neighbors.

(d) If your pet runs away, you must do all you can to find it yourself.

(e) You must put a leash on your pet when walking it.

(2) Dog Registration and Vaccination

Dogs 91 days old or older must be registered (one time only) and vaccinated annually for rabies.

Inquiries: Public Hygiene Section, Shinagawa Public Health Center, Tel: 03-5742-9132

(3) If Your Pet Dies

(a) If your dog dies, file a notification of death at Public Hygiene Section, Shinagawa Public Health Center.

Inquiries: Public Hygiene Section, Shinagawa Public Health Center, Tel: 03-5742-9132

(b) Pet owners are responsible for disposing of their deceased dogs, cats, birds, and other pets. Owners can also dispose of their pets at the Trash and Recycling Collection Office. (Fees apply; less then 25 kg per pet)

Inquiries: Programs Subsection, Shinagawa Waste Collection Office, Tel: 03-3490-7051

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3. Cars and Bicycles

(1) Driver’s License/International Driver’s License

To convert a foreign driver’s license or for information on international driver’s licenses, please ask the license center.

Inquiries: Samezu Driver’s License Center, Tel: 03-3474-1374

Website: https://www.keishicho.metro.tokyo.jp/menkyo/menkyo/kokugai/

(2) Automobile Insurance

All car owners must have automobile insurance. There are optional insurance plans for casualty compensation that are not covered by compulsory insurance alone. If you are involved in a traffic accident, call your insurance company immediately.

(3) Traffic Accident Insurance

There are various insurance policies, such as Shinagawa City resident traffic accident insurance (\*), insurance for bicycles with the TS mark, bicycle secure insurance, and various specified policies. Please consider the one that is most suitable for you.

\* Please see the website of Shinagawa City for details.

Inquiries: The traffic safety subsection, Civil Engineering Administration Section, Tel: 5742-7660

(4) Shinagawa Bicycle Sharing

You can rent and return bicycles at any of the bicycle ports (rental and return bases) in the 15 cities in Tokyo. Please ask the Shinagawa City bicycle sharing operation office for instructions, locations of ports, and rental fees.

Inquiries: Shinagawa City bicycle sharing operation office, Tel: 0570-783-677

(5) When Riding a Bicycle, Please Follow These “Five Rules for Safe Bicycle Use”

1. In general, ride on the road and keep to the left

Only ride on the sidewalk in special cases; pedestrians have priority

2. Always obey traffic lights, and stop and look both ways at intersections

3. Always turn on your lights at night

4. Never drink and ride

5. Wear a helmet

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(6) Use Bicycle Parking Lots

Bicycles and motorcycles left in the roadway block traffic and create a hazard for pedestrians.

Stations with Bicycle Parking Lots (Fees Apply.)

Lines　Stations

JR Line　Oimachi, Omori, Osaki, Gotanda, Nishi-Oi, and Meguro

Keikyu Line　Shinbanba, Aomono Yokocho, Samezu, and Tachiaigawa

Tokyu Line　Shimoshinmei, Togoshi Koen, Nakanobu, Ebaramachi, Hatanodai, Togoshi Ginza, Ebara Nakanobu, Fudomae, Musashi Koyama, and Nishi-Koyama

Toei Subway Line　Togoshi and Nakanobu

Tokyo Monorail　Oi Keibajomae

Rinkai Line　Tennozu Isle and Shinagawa Seaside

(7) Shinagawa City Measures against Illegal Bicycle Parking

If a bicycle or motorcycle is left in an illegal parking zone, it will be removed after a public warning is issued. If the bicycle or motorcycle is locked with a guard pipe or chain, the locks will be cut off during the removal process.

(8) When Retrieving an Impounded Bicycle or Motorcycle

(a) You will need the following:

Your bicycle or motorcycle key

Your driver’s license, residence card, or other form of identification showing your name and address

Money for the impound and storage fee (bicycle: ¥3,000; motorcycle: ¥5,000)

The name of the station where your bicycle or motorcycle was impounded and the impound date

(b) Hours

Daily (excluding the year-end/New Year holidays)

10:00 a.m. to 7:00 p.m.

(c) Locations and stations covered (Note: Motorcycles are taken to the Yashio-Kita Bicycle Storage Center only.)

Yashio-Kita Bicycle Storage Center (for bicycles and motorcycles): 1-3-1 Yashio, Tel: 03-3790-8820

Oimachi, Osaki, Nishi-Oi, Shimoshinmei, Togoshi Koen, Omori, Shinbanba, Aomono Yokocho, Tachiaigawa, Oi Keibajomae, Tennozu Isle, and Shinagawa Seaside

Fudomae Bicycle Storage Center (for bicycles): 3-11-14 Nishi Gotanda, Tel: 03-5436-8885

Gotanda, Meguro, Musashi Koyama, Nishi-Koyama, Fudomae, Togoshi, Nakanobu, Ebaramachi, Hatanodai, Togoshi Ginza, and Ebara Nakanobu

Inquiries: Bicycle Controls Subsection, Civil Engineering Administration Section, Tel: 03-5742-6786

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4. Electricity, Gas, and Water

(1) Electricity

The electricity in eastern Japan, including Shinagawa, is 100V/50Hz. (In western Japan, it is 100V/60Hz.)

Raising all breaker switches will start the flow of electricity. If you activate the breakers and the electricity still does not come on, contact your electric company.

(2) Gas

The type of gas used by Tokyo Gas (city gas) is 13A.To start your gas service, contact your gas company in advance to arrange a visit by a gas utility worker.

If You Smell Gas

(a) Open your windows and doors.

(b) Shut off your gas valve.

(c) Do not use any flames and do not touch any fan or electrical switches.

(d) Contact your gas company even if it is night or a non-business day

(3) Water

You may drink water straight from the tap.

Water service will begin after you contact the Bureau of Waterworks. If you turn on your faucet and the water does not start to flow, contact the Bureau of Waterworks and turn the main tap inside your meter box to the right.

Inquiries: Bureau of Waterworks Customer Service Center, Tel: 03-5326-1100

Website: https://www.waterworks.metro.tokyo.jp/eng/charge/madoguchi/center\_23.html

If You Have a Water Leak

Turn the main tap inside your meter box to the right to stop the flow of water and contact the Bureau of Waterworks.

Tel: 03-5326-1101 (For payments, leak repairs, and inquiries)

(4) Methods of Paying Utility Bills

You will be sent invoices for your public utility charges for electricity, gas, and water. Payments should be made by the payment deadline at any post office, bank, convenience store, etc. If a payment is not made by the payment deadline, late fees will apply and/or your service may be suspended.

Automatic Payments

You can arrange to have your payments automatically withdrawn from your bank or postal savings account.

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5. Telephone, Postal Services, and Banks

(1) TelephoneTo obtain a new line or transfer oneApply for a new telephone service via the call center or service counter of NTT East. Starting a new telephone service or notifying of a change of address: 116 (toll-free)

From a cell phone, Tel: 0120-116-000

Note: Three-way call service with an interpreter is available.

Hours: 9:00 a.m. to 5:00 p.m., year-round (excluding the year-end/New Year holidays)

(2) Postal Services

Delivery when you are not at home

For small packages and registered mail brought when you are not home, the mail carrier will take the item(s) back and leave a notice of attempted delivery. If you would like to arrange delivery of the item(s), please apply using one of the following methods:

(a) Phone

Contact the delivery center at the phone number listed on the notice of attempted delivery, and select the desired delivery date and time.

(b) Online

Apply at https://trackings.post.japanpost.jp/delivery/deli/

(c) Mail or Fax

Fill in the required information and fax it to the number listed on the notice of attempted delivery, or drop it into a postbox.

(d) Post office

Call the number listed on the notice of attempted delivery first, then bring your notice of attempted delivery, personal seal, and a document confirming your name and address (driver’s license, health insurance card, etc.) to the post office.

For more information, please use the following:

Inquiries: Customer Service Center, Tel: 0120-23-28-86

From a cell phone, Tel: 0570-046-666

Tel: 0570-046-111 (English)

Hours: 8:00 a.m. to 9:00 p.m.

Website: www.post.japanpost.jp/english/index.html

(3) Bank

To open a bank account, please consult the financial institution of your choice.

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Chapter 5Facility Guide

1. Libraries

There are 11 libraries in Shinagawa City, as well as the Osaki Kodomo Library and the Musashi-Koyama library facility. The libraries provide not only books but also CDs and magazines and organize various events, such as displaying of special feature books, lectures, and movies. They are waiting for your visit.

Library　Address　Tel

Shinagawa Library　2-32-3 Kita-Shinagawa　03-3471-4667

Futaba Library　1-4-25 Futaba　03-3782-2036

Ebara Library　1-9-15 Nakanobu　03-3784-2557

Minami-Oi Library　3-7-13 Minami-Oi　03-3761-6780

Genjimae Library　4-14-17 Nakanobu　03-3781-6273

Yutaka Library　1-17-7 Yutakacho　03-3785-6677

Oi Library　5-19-14 Oi　03-3777-7151

Gotanda Library　6-5-1 Nishi-Gotanda　03-3492-2131

Osaki Library　5-2-1 Kita-Shinagawa　03-3440-5600

Osaki Library annex　3-12-22 Osaki　03-3491-3430

Yashio Library　5-10-27 Yashio　03-3799-1414

Osaki Station West Exit Satellite Library (Osaki Children’s Library)

You can borrow Shinagawa City Library books and materials you reserved at this library, as well as return any city libraries’ books and materials, register a library card, and complete the renewal procedure for your card. There are also picture books, picture cards and books for young children.

Address: Osaki Wiz City Terrace 2F, 2-11-1 Osaki,

Tel: 03-5487-6551

Musashi-Koyama Satellite Library

You can borrow Shinagawa City Library books and materials you reserved at this library, and return any city libraries’ books and materials here as well.

Address: 3-22-3 Koyama, Tel: 03-3782-8310

(1) Hours

Libraries

Monday through Saturday, 9:00 a.m. to 8:00 p.m.

Sundays and national holidays, 9:00 a.m. to 7:00 p.m.

Year-end holiday hours (December 29 and 30), 9:00 a.m. to 5:00 p.m. (Shinagawa, Ebara, Oi and Osaki libraries)

Closed: Second Thursday for all libraries except for the Shinagawa, Ebara and Gotanda branches; fourth Monday for the Shinagawa, Ebara and Gotanda branches; year-end/New Year’s holidays, special maintenance periods and facility inspection days.

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Satellite libraries

Osaki Station West Exit Satellite Library (Osaki Children’s Library)

Hours: Monday through Friday, 8:00 a.m. to 8:00 p.m.; Saturdays, Sundays and national holidays, 9:00 a.m. to 7:00 p.m.

Closed: year-end/New Year’s holidays, special maintenance periods and facility inspection days.

Musashi-Koyama Satellite Library

Hours: Monday through Friday, 8:00 a.m. to 7:00 p.m.; Saturdays, Sundays and transferred national holidays, 10:00 a.m. to 3:00 p.m.

Closed: national holidays, year-end/New Year’s holidays, facility inspection days.

(2) Library Registration

Users must register to borrow materials from the library. Bring valid identification issued by government agencies such as a student ID, Driver’s license, Health insurance card, or residence card with your name, address, and date of birth printed on it when you register. You will receive your library card after you register.

A library card is valid for two years and must be renewed. To renew your card, please complete the renewal notification form, and bring valid identification, issued by government agencies, with your name, address, and date of birth printed on it (see above). You will not be allowed to borrow, reserve, or request books 90 days after your library card has expired unless you complete renewal procedures.

(3) Borrowing Limits and Periods

You can borrow up to 20 items at one time from all libraries. Items may be borrowed for two weeks. You may borrow up to four videotapes and DVDs and up to eight reference materials, such as local materials and dictionaries, from all libraries for up to one week. Some materials may be used only at the library and may not be borrowed.

Note: DVDs (available only at Shinagawa, Ebara, Oi, and Gotanda libraries); videotapes (available only at Shina-gawa and Ebara libraries)

(4) Reserving Materials

You can reserve books or magazines that are currently checked out or that are shelved at other libraries. From the Shinagawa City website, you can search any Shinagawa City library’s collection and reserve materials.

(5) Events

Storytelling, lectures, movies, and other events are held at the libraries.

Inquiries: Shinagawa Library, Tel: 03-3471-4667 or contact the individual libraries

Website: https://library.city.shinagawa.tokyo.jp/

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2. Cultural Centers, Etc.

Cultural centers are facilities where people of all ages can interact with one another through volunteer educational, cultural, and athletic activities and are intended to promote the development of warm and interactive communities.

Curian (Civic Hall)　5-18-1 Higashi-Oi　03-5479-4100

Square Ebara (Civic Hall)　4-5-28 Ebara　03-5788-5321

Small and Medium Enterprise Center　1-28-3 Nishi-Shinagawa　03-3787-3041

Community Plaza Yashio　5-9-11 Yashio　03-3799-2021

Gotanda Cultural Center　6-5-1 Nishi-Gotanda　03-3492-2451

Ebara Cultural Center　1-9-15 Nakanobu　03-3785-1241

Higashi-Shinagawa Cultural Center　3-32-10 Higashi-Shinagawa　03-3472-2941

Hatanodai Cultural Center　5-19-5 Hatanodai　03-3786-5191

Minami-Oi Cultural Center　1-12-6 Minami-Oi　03-3764-6511

Maple Culture Center　1-4-25 Nishi-Oi　03-3774-5050

ECORU Togoshi (Environmental Learning Exchange Facility)　2-1-30 Yutakacho　03-6451-3411

3. Sports Facilities

(1) Gymnasiums

These gyms can be used by individuals or groups. For more information, please contact the particular gym. A first-time user should bring a document showing that he/she is a city resident (that he/she lives, works, or attends school in Shinagawa) to the registration desk on the first floor.

General Gymnasium

Hours: 9:00 a.m. to 9:30 p.m.

Closed: 3rd Monday (Tuesday if Monday is a national holiday) and year-end/New Year holidays

Facility features: Athletic field, martial arts hall, Ping-Pong, recreation room, conference room, and training room

Activities offered: Badminton, volleyball, basketball, tennis, Ping-Pong, judo, kendo, karate, ballroom dancing, folk dancing, and more

Address: 2-11-2 Higashi-Gotanda, Tel: 03-3449-4400

An eight-minute walk from Osaki Station or Gotanda Station

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Togoshi Gymnasium

Hours: 9:00 a.m. to 9:30 p.m.

Closed: 2nd Monday (Tuesday if Monday is a national holiday) and year-end/New Year holidays

Facility features: Athletic field, martial arts hall, Ping-Pong, recreation room, and conference room

Activities offered: Badminton, volleyball, basketball, tennis, Ping-Pong, judo, kendo, ballroom dancing, folk dancing, and more

Address: 2-1-17 Yutakacho, Tel: 03-3781-6600

A seven-minute walk from Togoshi Koen Station on the Tokyu Oimachi Line

Arena of Square Ebara (Shinagawa City Ebara Hiratsuka General Citizens’ Hall)

Hours: 9:00 a.m. to 9:30 p.m.

Closed: During the year-end/New Year holidays (in addition, on some days the facilities are unavailable for rental due to maintenance inspections)

Facility features: Athletic field

Activities offered: Badminton, volleyball, basketball, Ping-Pong, dance and more.

Address: 4-5-28 Ebara, Tel: 03-5788-5321

A ten-minute walk from Musashi-Koyama Station on the Tokyu Meguro Line, or from Togoshi-Ginza Station or Ebara-Nakanobu Station on the Tokyu Ikegami Line.

(2) Pools

Swimming Pools

With six heated public swimming pools, residents can enjoy swimming year-round. Pools may be unavailable for use due to school use, swimming classes, or swim meets.

Admission: Adults (high school age and older), ¥350; children (junior high school age and younger), ¥170

Shinagawa Gakuen Heated Pool　3-9-30 Kita-Shinagawa　03-5460-0480

Hino Gakuen Heated Pool (connected with General Gymnasium)　2-11-2 Higashi-Gotanda　03-3449-4400

Togoshidai Junior High School Heated Pool　1-15-23 Togoshi　03-5750-1549

Yashio Gakuen Heated Pool　5-11-2 Yashio　03-5492-7582

Ebara Cultural Center　1-9-15 Nakanobu　03-3785-1241

Hoyonomori Gakuen Heated Pool　1-3-40 Futaba　03-5749-3350

Outdoor Pool

(a) Shinagawa-kumin Park Outdoor Pool, 3-2-2 Katsushima

From July 10 to the 2nd Sunday of September (excluding days used by groups)

(b) Public Elementary and Junior High School Pools (designated schools)

During summer only

Inquiries: Community Sports Promotion Subsection, Sports Promotion Section, Tel: 03-5742-6838

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(3) Baseball Grounds

Rubber-ball Baseball Grounds

Tennozu Park Baseball Ground　2-6-23 Higashi-Shinagawa

Yashio-kita Park Baseball Ground　1-3-1 Yashio

Shinagawa-minami Terminal Baseball Ground　5-8-4 Higashi-Shinagawa

Inquiries: Community Sports Promotion Subsection, Sports Promotion Section, Tel: 03-5742-6838

Oi Central Seaside Park Baseball Ground　4-1-19 Yashio　Application/Inquiries: Park Maintenance Office (Oi Sports Center), Tel: 03-3790-2378

Junior Baseball Grounds

Kodomo-no-mori Park Junior Baseball Ground　3-10-13 Kita-Shinagawa

Shinagawa-kumin Park Junior Baseball Ground　3-2-2 Katsushima

Samezu Sports Park Junior Baseball Ground　Higashi-Oi 1-4-11

Inquiries: Community Sports Promotion Subsection, Sports Promotion Section, Tel: 03-5742-6838

(4) Tennis Courts

Outdoor Tennis Courts

Higashi-Shinagawa Park Tennis Court　3-14-9 Higashi-Shinagawa

Yashio-kita Park Tennis Court 　1-3-1 Yashio

Shinagawa-kumin Park Tennis Court 　3-2-2 Katsushima

Shinagawa Central Park Tennis Court　1-27/28 Nishi-Shinagawa

Inquiries: Community Sports Promotion Subsection, Sports Promotion Section, Tel: 03-5742-6838

Oi Central Seaside Park Tennis Court　4-1-19 Yashio　Application/Inquiries: Park Maintenance Office (Oi Sports Center), Tel: 03-3790-2378

Indoor Tennis Courts

General Gymnasium　2-11-2 Higashi-Gotanda　03-3449-4400

Togoshi Gymnasium　2-1-17 Yutakacho　03-3781-6600

Small and Medium Enterprise Center　1-28-3 Nishi-Shinagawa　03-3787-3041

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(5) Kyudojo (Japanese Archery Halls)

Higashi-Shinagawa Park Kyudojo, 3-14-9 Higashi-Shinagawa, Tel: 03-3471-8930

Inquiries: Community Sports Promotion Subsection, Sports Promotion Section, Tel: 03-5742-6838

(6) Track Field/Ball Game Ground

Oi Central Seaside Park Track Field/Ball Game Ground, 4-1-19 Yashio

Application/Inquiries: Park Maintenance Office (Oi Sports Center), Tel: 03-3790-2378

(7) Plazas Where You Can Enjoy Sports

Yashio Park Multipurpose Plaza　5-11 Yashio

Shinagawa Central Park Multipurpose Plaza　1-27/28 Nishi-Shinagawa

Inquiries: Community Sports Promotion Subsection, Sports Promotion Section, Tel: 03-5742-6838

(8) Elementary School Yards (School Yards Open to the Public)

On non-school days, the school grounds of municipal elementary schools are open for use as playgrounds for children.

Note: Days and hours of use vary by school. For details, contact each elementary school.

(9) Training Room and Sports Rooms

Shinagawa Health Center　3-11-22 Kita-Shinagawa　03-5782-8507

Ebara Health Center　2-9-6 Ebara　03-3788-7017

Small and Medium Enterprise Center　1-28-3 Nishi-Shinagawa　03-3787-3041

Higashi-Shinagawa Cultural Center　3-32-10 Higashi-Shinagawa　03-3472-2941

Haganodai Cultural Center　5-19-5 Haganodai　03-3786-5191

Minami-Oi Cultural Center　1-12-6 Minami-Oi　03-3764-6511

Yashio Community Center　5-10-27 Yashio　03-3799-2000

Community Plaza Yashio　5-9-11 Yashio　03-3799-2021

Note: Contact each facility for the sports available.

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4. Places to Go in Shinagawa

(1) Togoshi Park

2-1-30 Yutakacho, Tel: 03-3782-8819

A five-minute walk from Togoshi Koen Station on the Tokyu Oimachi Line

This park was created using the garden ruins of the second home of the Hosokawa Family, the feudal load of the Higo (Kumamoto) Domain. With a valley and waterfall centered around a pond and a gate called kabuki-mon, the park is reminiscent of a feudal load’s residence.

(2) Bunko-no-mori Park

1-16-23 Yutakacho, Tel: 03-3782-8819

A five-minute walk from Togoshi Koen Station on the Tokyu Oimachi Line

This park includes the lake and trees of what once was the National Institute of Japanese Literature. Usually it serves as an oasis for visitors; in times of disaster, it also serves as an evacuation site that ensures the safety of all who go there, equipped with various disaster prevention functions.

(3) Ikedayama Park

5-4-35 Higashi-Gotanda, Tel: 03-3447-4676

A 15-minute walk from the east exit of Gotanda Station

This park was developed on the ruins of the second home of the Ikeda Family, the feudal load of Bizen (Okayama) Domain. Visitors can enjoy the flowers, including water lilies and irises, all year long.

Autumn leaves are beautiful.

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(4) Shinagawa-kumin Park

3-2-2 Katsushima/2-3-17 Minami-Oi, Tel: 03-3762-0655

A 10-minute walk from both Tachiaigawa Station and Omori Kaigan Station on the Keihin Kyuko Line

With facilities where visitors can hold day camps or enjoy cycling, everyone from children to adults can enjoy this park.

Shinagawa Aquarium is in the garden.

(5) Omori Shell Mounds Garden

6-21-6 Oi

A five-minute walk from Omori Station

Omori Kaizuka (shell mounds) was discovered and surveyed by Dr. Edward S. Morse. Today, it has been developed into an archaeological park. The site features a monument that says, “The Origins of Japanese Archaeology.”

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(6) Nemunoki-no-niwa Garden

5-19-5 Higashi-Gotanda

A 10-minute walk from the east exit of Gotanda Station

There used to be the house of Shoda, the family of the Empress Emerita Michiko, in this garden. The Empress Emerita included the trees called Albizia and other plants in this garden in her poems, and the rose named after her is well known.

(7) Nagisa no Mori (Oi Central Seaside Park)

4-2-1 Yashio, Tel: 03-3799-0938

An eight-minute walk from the Oi Keibajomae Station on the Tokyo Monorail or a four-minute walk from the Oi Futo Chuo Koen bus stop: take the Toei Bus bound for Shinagawa-eki Higashi-guchi (Shinagawa Station east exit) from the east exit of Oimachi Station and get off at Oi Futo Chuo Koen.This lush green park runs along the Keihin-unga canal. Visitors to the tidal wetlands can play along the shore or go fishing for goby.

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(8) Shinagawa Historical Museum

Note: Closed for renovations. The museum is undergoing renovations, and is scheduled to reopen in late April 2024.

6-11-1 Oi, Tel: 03-3777-4060

Visitors can learn about the history of Shinagawa City at this museum. The museum also collects and preserves historical materials related to the culture and history of Shinagawa.

Hours: 9:00 a.m. to 5:00 p.m. (admission until 4:30 p.m.)

Closed: Mondays (open if Monday is a national holiday and closed the following business day), year-end/New Year holidays, and display reorganization periods

Admission: Adults, ¥100; elementary and junior high school students, ¥50 (additional fees apply to special exhibitions)

Note: Free of charge for Shinagawa municipal elementary and junior high school students, seniors 70 years of age and older, and handicapped visitors

A 15-minute walk from Oimachi Station on the JR, Tokyu Line, and Rinkai Line, or a 10-minute walk from Omori Station on the JR Line

A one-minute walk from the Kashima Jinja-mae bus stop (Tokyu Bus)A one-minute walk from Shinagawa Rekishikan Kita bus stop (Shina-Bus [available from Omori Station’s north exit and Nishi-Oi Station])

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(9) Shinagawa Aquarium

3-2-1 Katsushima (in Shinagawa-kumin Park), Tel: 03-3762-3433

You can see various creatures in the rivers and oceans and enjoy shows of dolphins, sea lions, and seals.

Hours: 10:00 a.m. to 5:00 p.m. (admission until 30 minutes before closing)

Closed: Tuesday (open on holidays, during the spring break, Golden Week holidays, summer break, and winter break) and January 1

Admission: Those who live, work, or go to school in Shinagawa—Adults, ¥800; senior citizens (65 years of age and older), ¥700; elementary and junior high school students, ¥400; children 4 years of age and older, ¥200 (Please show documentation verifying the addresses and other information of all visitors. Senior citizens must show documentation verifying their age,)

General—Adults, ¥1,350; senior citizens (65 years of age and older), ¥1,200 (Please show documentation verifying the age of the visitor.); elementary and junior high school students, ¥600; children 4 years of age and older, ¥300

Free shuttle bus from the east exit of Oimachi Station (approximately 15 minutes)About eight-minute walk from Omori Kaigan Station on the Keihin Kyuko Line

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(10) O Art Museum1-6-2 Osaki (Osaki New City Bldg. 2, 2F), Tel: 03-3495-4040

The museum holds art exhibitions throughout the year, including special exhibitions of artists associated with the city.

Hours: 10:00 a.m. to 6:30 p.m. (admission until 6:00 p.m.)

Note: Hours may differ by exhibition. Please check the exhibition schedule on the museum website.Closed: Thursdays and year-end/New Year holidaysAdmission: Fees charged for some eventsA two-minute walk from Osaki Station (JR and Rinkai lines)

(11) ECORU Togoshi

(Environmental Learning Exchange Facility)

2-1-30 Yutakacho (within Togoshi Park)

Tel: 03-6451-3411 (9:00 a.m. to 8:00 p.m., when the facility is open)

Located within nature-rich Togoshi Park, this facility allows you to learn about the environment through events and hands-on exhibits. ECORU Togoshi also has an open lounge where you can feel the warmth of wooden architecture. Visitors of all generations can enjoy this facility while taking in the park’s seasonal beauties and strolling through the nearby shopping district.

Hours: 7:00 a.m. to 9:30 p.m. (rental rooms are available from 9:00 a.m.)

Note: The hours for the environmental study exhibition and garden deck on the third floor and Kids Space on the first floor are 9:00 a.m. to 6:00 p.m.

Closed: 4th Monday of the month (or the following day if it is a national holiday), and year-end/New Year holidays

A seven-minute walk from Togoshi-koen Station or Shimo-shinmei Station on the Tokyu Oimachi Line

A twelve-minute walk from Togoshi Station on the Toei Asakusa Line; a fifteen-minute walk from Togoshi-Ginza Station on the Tokyu Ikegami Line

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5. Recreational Facilities

Shinagawa City has recreational facilities through private rentals that residents can easily access at a discounted price.

(1) Shinagawa-so Lodge

Visitors can enjoy cuisine made from local ingredients. There is also a natural onsen bath.

Address: 1-3-17 Hirono, Ito-shi, Shizuoka, Tel: 0557-35-0321

Website: https://www.shinagawasou.com

A three-minute walk from the Ito Yubinkyoku-mae bus stop: take the bus from Ito Station (loading zone 4 or 5) bound for Shuzenji.

(2) Korin-so Lodge

This facility is surrounded by the grandness of nature near the Daiya River, with Mt. Nantai towering above.

Address: 676-1 Hosohmachi, Nikko-shi, Tochigi, Tel: 0288-54-0988

Website: https://www.korinsou.com

A shuttle bus is available from Tobu Nikko Station on the Tobu Nikko Line. (Advance reservation required)

A 10-minute walk from the Hosoo Rink Iriguchi bus stop: take the bus from Tobu Nikko Station on the Tobu Nikko Line bound for Oku-Hosoo.

Usage Fees for (1) and (2) (As of October 2023)

Category　Rates for residents　Rates for nonresidents　Accompanied by a resident　Nonresidents only

Adults (junior high school age or older)　Weekdays　¥6,500　¥8,500　¥11,000

Day before a holiday　¥7,000　¥9,000　¥11,500

Peak season　¥8,000　¥10,000　¥12,500

Children (elementary school children)　Year-round　¥5,000　¥6,500　¥8,000

The rates for residents apply to those who live, work, or go to school in Shinagawa City.

The rates for Korinso B-Type rooms (without a toilet) are ¥550 less than the abovementioned rates

If one person uses one room, an additional ¥2,200 is charged

No charge for infants if they do not need bedding or meals; ¥2,200 for meals per person (dinner and breakfast) only, and ¥1,100 for bedding only. If you need both bedding and meals, it is ¥3,000 per person.

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Ito Hot Springs Shinagawa-so charges a bath tax (¥150 per person per night)

The rates for elderly residents (70 years of age or older), the disabled, caregivers of disabled people (regardless of address), caregivers of elderly persons requiring long-term care, and guardians accompanying infants living in Shinagawa City are ¥1,000 less than the above-stated rates (no double discounts are applied).

To apply:

Apply by telephone or fax, or directly with the website of the desired facility, giving the required information—name, address, and telephone number of the representative, desired facility, date of desired use, number of people, etc.—between 9:00 a.m. and 6:00 p.m.

Application period:

Applications are accepted from the first day of the month six months before the desired date of use. (For nonresidents, from the first day of the month four months before the desired date of use.)

Applications are on a first-come, first-served basis. However, during the peak season, a lottery is held. (The lottery deadline is the last day of the month of the first month applications are accepted.)

Reservations for the year-end/New Year holidays are accepted with those for January.

Other

To stay at residents rates, some form of identification for all members of the group is needed to confirm address such as a driver’s license, health insurance certificate, or company ID. The Disability Handbook for disabled visitors, and nursing care insurance card of the elderly for caregivers of the elderly, etc. must be presented to apply ¥1,000 discount.

For more information, please call the particular facility.

Inquiries: General Affairs Subsection, Community Promotion Section, Tel: 03-5742-6687

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International Exchange

International Exchange in Shinagawa

Shinagawa City works together with the Shinagawa-ku International Friendship Association (SIFA) to promote various international exchange programs—including friendly exchanges with foreign cities—as well as encouraging mutual understanding and strengthening friendly ties by building a community that is open to foreign residents and promotes globalization in the community.

Exchanges with Cities Overseas

The SIFA tries to cultivate people, particularly young people, who can serve as bridges in the international community by participating in homestay exchange programs with sister city and friendship cities.

Exchange City　Portland　Geneva　Auckland

Location　Maine, U.S.A.　Switzerland　New Zealand

Type of exchange　Sister City　Friendship City　Friendship City

Date of agreement　Oct. 13, 1984　Sept. 9, 1991　May 17, 1993

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Programs Implemented in Shinagawa

Programs Implemented by the SIFA

Classes　Description

Japanese-language classes

For foreign residents who live or work in Shinagawa

Seven classes based on skill level and time slot

Note: Please visit the website of the association or ask the office for details.

Also, it holds international communication salons and exhibits the materials about international interaction at community events.Inquiries: Shinagawa-ku International Friendship Association

(Shinagawa City Office Dai-san Chosha 4F)

Tel: 03-5742-6517, E-mail: japanese@sifa.or.jp

Website: www.sifa.or.jp/ (Japanese, English, Chinese, and Korean)

Programs Implemented by the City

In addition to holding plain Japanese-language classes and lectures on multicultural coexistence, the city is promoting internationalization and multicultural coexistence by distributing information to foreign residents on daily life through LINE and inviting them to participate in city festivals and disaster drills.

Inquiries: Unit in charge of Peace and International Affairs, General Affairs Section, Tel: 03-5742-6691

E-mail: somu-kokusai@city.shinagawa.tokyo.jp

Distributing Information for Foreign Residents through LINE

Necessary knowledge and information about daily life as well as introductions to city projects and other info for foreign residents living in Shinagawa City is distributed in plain Japanese and English. Please add the appropriate account to receive this information.

[Plain Japanese]

ID: @shinagawainfo\_j

[English]

ID: @shinagawainfo\_e

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Publications in Foreign Languages

Publication　Language　Content　Available Location

City News Shinagawa　English　The city’s English-language newsletter. Announcements from the Shinagawa City Office, information on events, and special features on places to visit.　Issued every month (excluding August). Folded into English-language newspapers, and also available at the PR stands in stations, public facilities, post offices, supermarkets, etc. You can also view it on the city’s website.

Guide on Shinagawa National Health Insurance　English, Chinese, Korean (separate publications for each language)　Information on the Shinagawa City National Health Insurance　Available at the National Health Insurance and Pension Section and community centers

“Vaccination and Children’s Health”　English, Chinese, Korean, Portuguese, and Tagalog　Introduction to the children’s immunization program　Available at the Health Care and Disease Prevention Section

“Information on Immunizations” (flyer)　English　Information on how to receive immunizations in Shinagawa City　Available at the Health Care and Disease Prevention Section and local health service centers

Mother-Child Health Handbook　English, Chinese, Korean, Tagalog, Spanish, Portuguese, Indonesian, Thai and Vietnamese　Health record of the expectant mother and child　Available at the Health Care Services Section, local health service centers, and some community centers (see page 54 to 55)

“Guide to Recyclables & Waste Sorting” (booklet and flyer)　English, Chinese, and Korean　Obtainable when handling procedures related to resident registration. Also available at the Shinagawa Trash and Recycling Collection Office

Introduction of Shinagawa Disaster Prevention Experience Hall　English, Chinese, and Korean　Movie shows about initial-stage firefighting techniques, first aid training, and disaster prevention.　Available at Disaster Prevention Section and Shinagawa Disaster Prevention Experience Hall. You can also view it on the city website.

“Inhabitant Tax of the 23 Special Cities in Tokyo”　English, Chinese, and Korean (a four-language publication, together with Japanese)　Pamphlet explaining resident’s tax　Available at the Tax Section

Shinagawa Walking Map　English　Available at Shinagawa Tourism Association

Shinagawa Tourism Map　English　Available at Shinagawa Tourism Association

Shinagawa-shuku, Tokaido Walking Map　English　Sold at Shinagawashuku Koryukan (¥50)

Shinagawa Disaster Prevention Handbook　English, Chinese, and Korean　Pamphlet on preparation at home against disasters　Distributed at the disaster prevention section, Shinagawa Disaster Prevention Experience Hall, and each community center.

Guide for Shinagawa City Libraries　English, Chinese, and Korean　Introduction of Shinagawa City libraries and their facilities　Distributed at each library and Osaki Kodomo library

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City Information in Foreign Languages

Website (available in 131 languages, including English, Chinese [simplified and traditional], and Korean)

Information is provided on resident registration, health insurance information, information on hospitals that provide after-hours emergency care, tourist destinations, etc.

https://www.city.shinagawa.tokyo.jp/

City News SHINAGAWA (English Newsletter)

Published on the 10th of each month (except August), this newsletter informs residents about the city’s policies, programs, events, etc. It is included in an English-language newspaper and made available at such locations as major municipal facilities, and station newsstands in Shinagawa.

Shinagawa Info (FM Broadcast)

Shinagawa City information is broadcast in Japanese, Chinese, Korean, Tagalog, and English on a rotating basis, from Monday through Friday on InterFM897 (89.7 Mhz). Broadcast times and content are published in City News SHINAGAWA (English newsletter).

Catalogue pocket (digital book)

Free app with which you can see the booklets issued by Shinagawa City, such as Koho Shinagawa (newsletter) and the Shinagawa Disaster Prevention Handbook through smartphones and tablets. Available in 10 languages including Japanese, English, Chinese, Korean, and Thai.

LINE (plain Japanese and English)

Necessary knowledge and information about daily life as well as introductions to city projects and other info is distributed regularly.

[Plain Japanese][English] ID: @shinagawainfo\_e

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