



TAITO CITY LIFE NEWS

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Residents' Affairs Section, Citizen's Division, Taito City Office, 4-5-6 Higashi-Ueno, Taito-ku 110-8615, Tel: 03-5246-1126

https://www.city.taito.lg.jp/kurashi/foreigner/jigyoannai/life_news.html

Please note that the content of the articles in this issue may change depending on the status of COVID-19 infections. We appreciate your understanding.

The City Office offers multilingual interpretation services via tablet devices.

Please inquire at the service window about the procedures.

The hours this service are available differ depending on the language.

<https://www.city.taito.lg.jp/kurashi/foreigner/sodan/sodan.html>

Supported languages: English, Chinese, Korean, Spanish, Portuguese, Vietnamese, Nepalese, Filipino, Thai, French, Russian, Hindi, Khmer, Indonesian and Myanmar



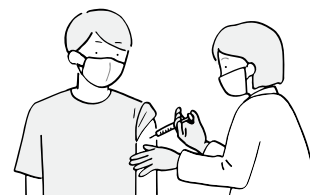
You can check the hours service is available here



COVID-19 Vaccination Notification

Foreign residents can also receive the vaccine

We are currently administering the third dose of the COVID-19 vaccine as well as the first and second doses for those who have not received them yet. Vaccination can reduce the severity and even prevent the onset of the virus. The booster dose can increase the effectiveness of this protection, which decreases over time. If you want to get vaccinated, please make an appointment according to the procedure below.



○ Steps until vaccination

(1) Obtain your vaccination ticket

Taito City has sent out vaccination tickets. If you have not received one or have lost yours, please call 03-6834-7410.

(2) Reservation

Make a reservation using one of the following methods:

- Phone: 03-4332-7912 (foreign-language service is available)
- Internet (reservation website): vaccine-taitocity.jp



(3) Vaccination

You will need your vaccination ticket, prevaccination screening questionnaire, and some form of official ID, such as your residence card. Please be sure to bring them with you.

Inquiries

For reservations: 03-4332-7912

Consultations and questions: 03-6834-7410

Available from 9 a.m. to 6 p.m. including Saturdays, Sundays and national holidays.

Service is available in eighteen languages.

For more information, please access the city website using the QR code at right.

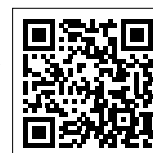


Taito City website

To get vaccination notifications, an explanation about the vaccine and prevaccination screening questionnaires in foreign languages, please use the following link

(Tokyo Intercultural Portal Site)

<https://tabunka.tokyo-tsunagari.or.jp>



Please Use the Pamphlets and Apps on Disaster Prevention and Crime Prevention We've Created

We've created a disaster preparedness map, flood and landslide hazard maps and disaster preparedness app to help you evacuate quickly, smoothly and safely during emergencies.

① Taito City Safety and Security Handbook

This handbook provides countermeasures that your household can take to protect yourselves in a natural disaster, against crime and in other situations in an easy-to-understand format. Please use it to determine which actions to take when a disaster such as an earthquake, storm or flood strikes, to make routine preparations, and to take countermeasures against various crimes, etc.



There are English, Chinese, and Korean versions as well.

② Taito City Disaster Preparedness Map (for earthquakes)

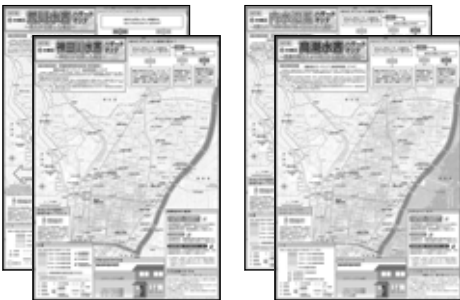
Taito City's disaster prevention map (for earthquakes) shows temporary meeting places, evacuation centers, evacuation sites and disaster prevention facilities to use in case of an earthquake or other major disaster. Please be sure you know how to evacuate from your home.



There are English, Chinese, and Korean versions as well.

③ Taito City Hazard Maps for Arakawa River and Kanda River Flooding/Inland Flooding/Storm Surge Flooding

These flood hazard maps show the wind and flood damage that may occur in Taito City, including the extent and depth of flooding that may occur for each type of disaster. Please also use these maps to identify evacuation sites and routes and take prompt action in an emergency.



These flood hazard maps are also available in English, Chinese and Korean.

④ Taito City Landslide Hazard Map (part of the Yanaka and Ikenohata areas)

The landslide hazard map shows areas at risk and evacuation routes after landslides caused by earthquakes or ground loosening caused by typhoons, heavy rains, prolonged rains and other disasters. Please use these maps to respond quickly in an emergency.



There are English, Chinese, and Korean versions as well.

⑤ Taito City Disaster Preparedness App: Taito Bosai

You can use this app on your smartphone to see whether evacuation centers are open and access other evacuation information from the city if an earthquake, storm or flood occurs. Taito Bosai also provides disaster preparedness maps and hazard maps as well as evacuation action guidance in the form of a chatbot.

Languages: English, Chinese and Korean



Android



iOS

Distribution location: Crisis and Disaster Management Section, Taito City Office 10F **Tel:** 03-5246-1092


Inquiry hours: 8:30 a.m. to 5 p.m. except for Saturdays, Sundays, national holidays and during the year-end/New Year's holiday period (unless otherwise stated)

Why You Should Visit the Child/Family Assistance Centers

Child/family assistance centers are great places to play with your children, converse with other people, and relax and enjoy yourself.

Please feel free to consult center staff members about childrearing-related or other daily life issues. Depending on the nature of the consultation, you may be able to receive the support you need.



	Nihonzutsumi Child/Family Assistance Center	Taito Child/Family Assistance Center	Kotobuki Child/Family Assistance Center	Nihonzutsumi Child/Family Assistance Center, Yanaka Branch
Location	2-25-8 Nihonzutsumi, Taito-ku	1-25-5 Taito, Taito-ku	1-10-10 Kotobuki, Taito-ku	2-9-21 Yanaka, Taito-ku
Tel	03-5824-2571	03-3834-4497	03-3841-4631	03-3824-5532
FAX	03-3873-2617	03-3834-4426	03-3841-4643	03-3824-5535
E-mail	You can also ask for advice by email through the Taito City website 			
Consultation	In person (reservations required) and by phone: 9 a.m. to 5 p.m. Monday to Saturday (except on national holidays and during the year-end/New Year's holidays) Fax or email: On a 24-hour basis			

Please Have a Look at the Taito City Newsletter



Various notifications from the Taito City Office are written in the Taito City newsletter.

The newsletter can be viewed in various languages, such as English, Chinese (simplified and traditional),

Korean, Thai, and Indonesian if viewed from the city website or smartphone application "Catalog Pocket."

Note: To read via Catalog Pocket, search for "Taito City" after scanning the two-dimensional code and downloading the app.

Inquiries: Public Relations Section

Tel: 03-5246-1021



Android



iOS

About the Taito City Consumer Life Center

Ask for advice in these situations!

- If there was something you couldn't understand when purchasing/signing a contract.
- If you are billed for something you didn't purchase
- If an accident occurs when using a product

● Who can use this service?

Anyone who lives, works or goes to school in Taito City

● Consultation days and hours

Monday through Friday
9 a.m. to 4 p.m.

● Consultation procedures

Call or come to the Taito City Consumer Life Center

Tel: 03-5246-1133

Location: Taito City Office 9F, Service Counter No. 7

- Consultation is free of charge. All matters are kept strictly confidential.

Inquiries: Residents' Counseling Section

Tel: 03-5246-1144

Service Counters Open on Second Sundays for Partial Services

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

Location: Taito City Office 1F

Services available:

- Matters related to family registry notifications
- Issuance of residence records, personal seal registration certificates, and family registry certificates
- Matters related to notifications of moving in/out and National Health Insurance enrollment
- Matters related to personal seal registration and annulment
- Payments for taxes or health insurance premiums and matters related to motorcycle registration
- Matters related to child allowances and medical subsidies for children
- Matters related to applications for and issuance of Individual Number cards
- Matters related to applications for and issuance of special permanent resident certificates
- Consultation on tax payments and health insurance premiums
- Matters related to issuance of residence tax (tax exemption) certificates
- Matters related to issuance of a *Mother and Child Health Handbook*
- Sales of one-month ticket, coupon tickets and one-day ticket for the Taito City Circular Route Bus, Megurin

Find a Hospital

You can search for hospitals through Himawari, a service run by the Tokyo Metropolitan Government. They will tell you the location, telephone number, hours and medical departments of the hospital.

◇ **Telephone**

Languages: English, Chinese, Korean, Thai and Spanish

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

Tel: 03-5285-8181

◇ **Internet** (English, Chinese and Korean)

URL: <https://www.himawari.metro.tokyo.jp/>



You can also access the website by scanning this code.

Taito City Night & Holiday Children's Clinic

Medical treatment is available for children fifteen years of age or younger for sudden illnesses that can be handled without hospitalization.

Location: Inside Eiju General Hospital, 2-23-16 Higashi-Ueno, Taito-ku

Tel: 03-3833-8381

Note: Please come to the emergency reception desk on the first floor.

Hours:

- Monday through Saturday (except on national holidays and during the yearend/New Year's holidays): 6:45 to 9:45 p.m. (treatment from 7 to 10 p.m.)
- Sundays, national holidays, *Obon* holidays (August 14-16), and during the yearend/New Year's holidays (December 29 to January 3): 8:45 a.m. to 9:45 p.m. (treatment from 9 a.m. to 10 p.m.)

Note: Please be sure to call before coming in, since we may ask visitors to come at a different time to prevent the spread of COVID-19.



You can also access the website by scanning this code.

Inquiry hours: 8:30 a.m. to 5 p.m. except for Saturdays, Sundays, national holidays and during the year-end/New Year's holiday period (unless otherwise stated)

Some Service Counters Have Extended Hours on Wednesdays

Extended hours: Until 7 p.m.

Available service counters:

Taito City Office (4-5-6 Higashi-Ueno, Taito-ku)

1F: ○ Family Registration Residents' Service Section

2F: ○ Nursing Care Insurance Section

○ Preventive Care & Community Support Section

○ Senior Citizens' Welfare Section

○ Handicapped Welfare Section

○ National Health Insurance Section

3F: ○ National Pension Subsection, Residents' Affairs Section

○ Collection Section ○ Tax Administration Section

6F: ○ Child-Rearing & Youth Support Section

○ After-School Affairs Subsection ○ Child Care Section

Residents' Offices

○ Seibu (West) Residents' Office (3-1-30 Shitaya, Taito-ku)

○ Nambu (South) Residents' Office (1-10-12 Kotobuki, Taito-ku)

○ Hokubu (North) Residents' Office (4-48-1 Asakusa, Taito-ku)

Taito City's Website Is Viewable in Various Languages

The Taito City website can be viewed in 108 languages.

Languages: English, Chinese (simplified and traditional), Korean, French, Indonesian, Malay, Thai, etc.

▶ **Procedure**

1. Click the "Foreign Language" button on the upper right side of the website

"Foreign Language" button



2. Choose a language

Note: Since the translation is automated, the text may not be entirely accurate in some cases.

Inquiries: Public Relations Section, **Tel:** 03-5246-1021

Consultation about Life in Japan

▶ **Foreign Residents' Consultation Center**

If you have any problems or concerns, please feel free to consult the Foreign Residents' Consultation Center.

You can talk to a consultant directly on the following days.

Language	Days	Hours
Chinese	First, second and third Thursdays	10 a.m. to noon
English	First and third Thursdays	10 a.m. to noon
Korean	First and third Thursdays	2 to 4 p.m.

Location: Residents' Consultation Office (Taito City Office 1F)

Inquiries: Residents' Consultation Office, Residents' Counseling Section

Tel: 03-5246-1025

Remember to Pay Your Resident Tax!

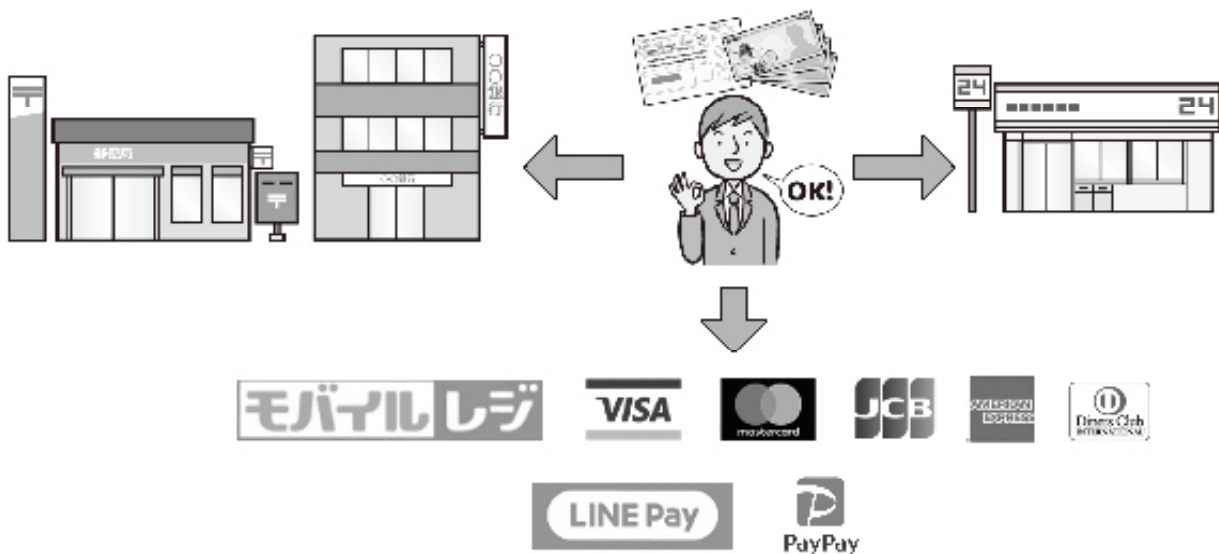
You must pay resident tax to Taito City regardless of your nationality if you have earned an income during the previous year and have lived in Taito City for one year or longer, are planning to live in Taito City for one year or longer, or were registered as a resident of Taito City as of January 1 of the current year.

Tax payment slips are divided into four installments per year, and are all mailed together in June. (This excludes salaried employees whose employers deduct taxes from their pay every month.)

Payment methods

In addition to financial institutions such as banks and post offices, you can pay at convenience stores listed on the back of slips with barcodes.

If you have a smartphone, you can also pay through apps such as Mobile-Regi (using a credit card or Internet banking), LINE Pay, and PayPay.



If You're Having Difficulty Paying Your Taxes

If you're having financial difficulties due to the COVID-19 pandemic, other illnesses, a disaster or business losses that are making it hard for you to pay your taxes on time, please call the service center for advice right away. We will tell you about your payment options, such as paying in installments.

If You Fall Behind in Your Payments

If you fail to pay your taxes by the deadline, we will send you a reminder. If you do not pay within ten days after the reminder is sent, we will conduct an investigation according to law concerning your assets—such as your savings, salary, real estate and life insurance. We may be forced to take measures such as seizing your assets to cover the amount you still owe.

Payment & Consultation Service Counter

● Service Hours

Days and times: Monday through Friday, 8:30 a.m. to 5 p.m. (until 7 p.m. on Wednesdays)

Location: Collection Section (No. 9 service counter, Taito City Office 3F)

● Sunday hours

Day and time: Second Sunday of the month, 9 a.m. to 5 p.m.

Location: Family Registration Residents' Service Section (No. 5 service counter, Taito City Office 1F)

☆ If you are unable to come to the City Office during the day on weekdays, please take advantage of the extended hours on Wednesdays or Sunday to ask for advice.

Inquiries: Collection Section, **Tel:** 03-5246-1107

Try the AI Chatbot!

Inquiries: Information and Policy Section, Tel: 03-5246-9022

You can ask the chatbot about the topics noted below in various languages. Since it is ready 24/7 and 365 days a year, don't hesitate to call on the chatbot whenever you have concerns or questions.

(As of February 2022)

Topics: COVID-19, garbage and recyclables, family register and resident records, resident tax and light vehicle tax, national health insurance, nursing care insurance, senior citizen welfare, libraries

Languages available: English, Chinese (simplified and traditional), Korean, Vietnamese, Nepali, Thai, French, Myanmar, Uzbek, Indonesian, Russian, Mongolian



(1) Click (tap) the AI Chatbot banner on the city website's top page.

● How to switch languages (Example: English-language pages)

(2) Click (tap) "Language" at the top right and choose a language.

(3) Use the service once the language you selected is displayed.

(4) Frequently asked questions are displayed.

(5) If the FAQ does not answer your question, please type your question to receive an answer.

(6) Please take the customer satisfaction survey after you receive your answer.