

1. Emergency/Natural Disasters

(1) Gas leaks

When gas leaks

- ① Open the window and let fresh air into a room.
- ② Turn off the gas taps or gas meter valves.
- ③ Call the following number and say 「Gasumoredesu. Sugunikitekudasai (=Gas is leaking, please come immediately)」 They are open 24 hours a day.

• Municipal gas/Ohsaka Gas

0120-8-19424(gas leak hotline)

※If you have difficulty in hearing or language, please use a fax.

FAX 0120-6-19424

• Propane gas /Each gas company

Phone number written into a sticker attaching to gas equipment.

※If you aware of leaking gas, please do not use a ventilation fan, turn on any switches of electric light and so on. It also sparks when turn off them. Do not turn off as well.

(2) Typhoon

Typhoon usually occurs from July to October, blow a heavy rain or storm. It may bring about mudslide or flood as well. Moreover there is a possible to be injured by flying objects. When it is expected that big disaster because of storm occur, 「storm warning」 will be issued. Please pay attention to weather forecast if typhoon is getting closer. Mailing service which Nagahama City offers in Portuguese and Spanish also offers information of typhoon, please register at it.

When typhoon coming

- ① Shut a storm door or shutter.(if you have)
- ② Refrain to go out during a storm.
- ③ Check the latest weather forecast at all times, irrespectively of ②, take refuge as soon as possible if refuge advice ordered.
- ④ Keep away from broken utility pole or hanging downed electric wire.

(3) Flood/Mudslide

Shiga Prefecture has heavy rainfall in rain season (June to July) and typhoon season (September). Also has heavy rainfall in winter caused by snow in north area where Nagahama City located. There are apt to be localized heavy rain, take precautions against flood or mudslide. Same as earthquake or typhoon, make sure of precaution of stockpile and an evacuation area.

(4) Heavy snow

Nagahama City is an area where has heavy snowfall. It snows in December to March. Former Nagahama, Azai, Kinomoto, and Nishiazai area are designated as a heavy snowfall area. Especially Yogo area is designated as special snowfall area. Pay attention to may happen an accident owing to heavy snow. If it is expected that big disaster owing to heavy snow occur, 「Heavy Snowfall Warning」 will be issued. Also pay attention to weather conditions.

• When snow accumulate

- ① Put on non slippery shoes when go out, walk in conditions to be able to use both hands as possible, and pay attention to stumble over.
- ② Clear of snow industriously. Please do not let out of snows for street then. That why it makes street narrow and cause passerby trouble. Moreover it going to a factor of an accident. Please pile them up on the premises or designated area. Most of fatal accidents owing to snow are fall accident during removing the snows from the roof of a house. When you remove the snows from the roof, take a step to prevent falls such as life chain, nonslip tread, fixing ladder and so on. And do not do that by oneself. And also pay attention to falling snows from the roof when you clear of snows around house.

• Driving on a snowy road

Refrain from driving on snowy road, if possible. But in the case of you need to, please pay attention to the following points.

- ① The point to drive is operating accelerator, brake and handle slowly. Scrambling and slamming on the brakes are strictly forbidden.
- ② Choose wide and heavy traffic road.
- ③ If you drive for a long stretch of time, have an inspection of battery at gas station.

- ④ In snowy district, stud less tire is essential. But it is very danger to fit them for only front or four wheels. When you fit stud less tires, please fit them to all of wheels. In the case of tire chains, it is a general rule to fit them on driving wheels.

(5) Lost Article

- When you lost money or things.
 - Report to near police office or police box.
 - Make inquire by there, if you lost an article in train, vehicle (taxi) or department store, etc.
 - If you find something that has been lost.
 - Go to near police office or police box and explain how matters stand.
 - Please hand it over to the reference there if you find a lost article at vehicle or department store.
 - Please receive a claim check certainly.
 - When lost article you had lost is found
 - You have to reward for finder. As law, you have to pay 5 to 20% of the price of what you had lost.
 - Facilities you have to report when you lost articles.
 - Alien registration card or Resident card: Make application for reissue at the nearest local immigration bureau after obtain a certificate of the loss of an article at the police.
- [Consulting window] Immigration Information Center
TEL 0570-013904 ※Foreign language available.
- Passport: Embassy or Consulate after obtain a certificate of the loss of an article at the police.
 - Credit Card: Each card company.
 - Cash Card: Each bank or post office.
 - Driver's license card: Police

2. Status of residence/Working

(1) Status of residence

There are 27 kinds of resident status, depends on each status, sphere is limited. Make sure that your resident status and period of stay on the passport. You can also confirm them with Resident Card which resident status and recognition/non-recognition or conditions of working per status of residence is recorded.

● Kind of resident status

- ① Diplomat, Official, Professor, Artist, Religious Activities, Journalist, Investor/Business Manager, Legal/Accounting Services, Medical Services, Researcher, Instructor, Engineer, Specialist in Humanities/International Services, Intra-company Transferee, Entertainer, Skilled Labor, Technical Intern
- ② Cultural activities, Temporary Visitor, Student, Trainee, Dependent
- ③ Designated Activities
- ④ Permanent resident, Spouse or child of Japanese National., Spouse or Child of Permanent resident, Long-Term resident

① and ③ can work only on the individually specified activity.

② Non-Working status

④ Because it is based on their status or position, there is no limitation about working activity.

[Reference]

Immigration Information Center TEL : 0570-013904

Reception Time weekdays 8:30~17:15 ※Foreign Languages available

(2) Working

Foreign nationals who are permitted to work in Japan can accept employment placement same as Japanese.

● Public Employment Security Office (Hello Work)

It is a national association offering employment placement or vocational counseling for free.

They offer a variety of consultations such as decision when you sign a working contract

as well as unemployment insurance after you got a job.

※Before you start working a job, confirm the working contract or working terms carefully.

[Reference]

Hello Work Nagahama (Nagahama Public Employment Security Office)

TEL 0749-62-2030 FAX 0749-65-3246

[Open] Monday to Friday 8:30~17:15

3. Residence

(1) How to find real estate

- Visit to real estate agent located around where you want to live. Tell your desires about rent, extent, distance from the nearest station, and get some introduced. It is recommended that you visit them with Japanese. If you are an exchange student, you can use the student affairs section in your school.
- Ask details about terms of renting, power, gas, or water supplies

(2) Contraction

●The need for sign a contract

- ① Joint surety: Person who take a responsibility instead of you if you make troubles with rent and so on.
- ② Security Deposit: Money deposit to owner for something happens. Deposit 1 to 3 month's rent. A part of them will be returned when the contract finished.
- ③ Key Money: Money you have to pay owner as rewards. It amount 1 to 2 month's rent generally, it won't be returned.
- ④ Brokerage: Fee for real estate agent. It amount 1 month's rent generally.

●Point to confirm in a written contract.

In order to prevent troubles, confirm the following items.

- ① Rent, management costs: price, payment day, way to pay, etc.
- ② Forbidden matters: pets etc.
- ③ Whether it is possible to renew contract or not: A term of contract is 2 years commonly. You may be demanded a renewal rent from owner then.
- ④ Terms when finish contract: It may happens that deposit won't be returned or demanded to expensive fee for cleaning house when contract finish. Sign a contract after decide fee that you have to pay for when finish renting in advance.

※Do not remodel(painting, nailing, etc), let someone not family live without owner's permission. Of course do not rent a house for other one.

4 .Public Service

After the occupancy decided on, apply for power, gas, water supplies. It is convenience to pay the rates by direct debit.

(1) Apply to water supply

Please inquire for following number when start/stop water supplies or about water bills.

[Reference]

Nagahama Water Business Entity (Nagahama Suidou Kigyodan) 0749-62-4101

(2) Apply to power supply

Please inquire for following number about bill, way to pay, frequency and any troubles when start using power supply. You can apply to [Start/Stop using power supply] by telephone or internet.

[Reference]

Kasai Electric Power CO, INC (Kansai Denryoku)

Hikone Office 0800-777-8062(free call)

FAX (0749)24-9491

Website URL 「<http://www.kepco.co.jp/>」

(They have English translation)

※Please apply to start power supply by the day before moving into house.

※ Please be careful that foreign electric devices may not suit for Japanese standards.

(3) Apply to gas supply

There are two kinds of gas, municipal gas and propane gas. First of all, make sure which one is used.

●Municipal gas

Please inquire for following number when you start/stop using gas or about bill, notice of use, and any troubles. You can apply to [Start/Stop using gas] by telephone or internet.

[Reference]

Osaka Gas Customer Center 0120-8-94817

Website URL [<http://www.osakagas.co.jp/index.html>]

(They have English translation)

※When you start using gas, staff will visit your house to test for leaking gas or confirm igniting, etc.

※It is possible to visit your house on the day if you apply to start using gas by the morning of the day when you start using gas by phone.

※Please apply as soon as possible in March or April crowded by many moving. It is convenience to apply in the internet.

●Propane gas (LP Gas)

Please inquire for each gas companies when start/stop using gas or about bill, notice of use, and any troubles.

(4) Telephone

Please inquire for following number to have a telephone installed or any trouble. You can apply by telephone or internet.

[Reference]

NTT West (NTT Nishinohon)

About applications 116

(By cell phone or PHS) 0800-2000116

About having a trouble 113

(By cell phone or PHS) 0120-444113

Website URL of (NTT West) [<http://www.ntt-west.co.jp/>]

(They have an English translation)

※How to make an international phone call(From Japan to other country)

[International Call Identification Number]-[010]-[Country Code]-[Local Telephone Number]

※Cell phone can be bought and contracted at specializing store.

(5) Postal Service

[〒] is a mark shows a post office and a mailbox in Japan.

●Business hours/date

Nagahama Post Office

Windows of Mail service Monday to Friday 9:00~19:00
Windows of Yuyu Monday to Saturday 8:00~20:00
 Sunday 9:00~16:00

Post Office except Nagahama Post Office

Windows of mail service Monday to Friday 9:00~17:00

※Letters or parcels(Yu pack) are accepted in both windows, windows of mail service and Yuyu. Use windows of Yuyu in Nagahama post office after windows of mail service close.

Parcels (Yu pack) are also accepted in designated convenience stores.

- When you move
If you hand in a notice of your change of address for post office, they will send mails from ex address to new one for 1 year. (free)
- When you are absenting
If letter or parcels are arrived, delivery absence notice [We are keeping postal matter] will be posted. Go to post office to take it with your identification within 1 week or call to post office to let it send you again.
- When you will be away from home for long while
Hand in a notice of absence to post office in advance when you will be out for a long while owing to trip, etc. They will keep postal matters and send them all together. (until 30 days)

[Reference]

- Nagahama Post Office 0749-62-0380
〒526-8799 Shigaken Nagahamashi Retsuke-cho 11-9
- Japan Post Customer Service Center
About mailing service in general 0120-23-28-86
(By cell phone) 0570-046-666
(Reference in English) 0570-046-111

5. Convenience Living Information

(1)Bank

●How to use a bank

In Japan, each bank, Japan Post Bank (Yucho) or JA (Japan Agricultural Cooperatives), etc. offer service of deposit, remittance, paying charges for public services (power, gas supply) by direct debit or payment for credit cards. First of all, you have to open an account to receive the services.

① When open an account

Fill an application form out at the window in bank. You need resident card or special permanent resident certificate, seal and cash more than 1 yen. You will be able to accept a credit card after open an account.

※You can deposit or withdraw money at ATM using a cash card easily. You need a personal identification number to use it.

② Pay charges for public services by direct debit

If you procedure for direct debit, charges of public services (power, gas, water supply, telephone bill, or NHK reception fee is drawn automatically from your bank account.

※Payment for public fee, telephone fee, NHK reception fee or taxes are available at convenience store.

③ When you want to make a remittance.

To make a remittance, you have to fill the designated sheet out at bank and procedure.

• Name of bank/branch, kind of account, account number/name, receiver's address/name/phone number, etc.

※When you receive a remittance, let remitter know precede them.

※Making a remittance could not be available depends on the country.

Please inquire with following number about the details.

[Reference]

• Nagahama Post Office (Japan Post Co Ltd)

- About deposit service 0749-62-0480 FAX 0749-62-0344
- Yucho Call Center 0120-108420
 - JA Lake Ibuki Nagahama North Branch 0749-62-3374
 - JA Noth Lake Biwa main office (kohoku-cho hayami) 0749-78-2407

Please inquire with each bank about bank.

(2)TV

●How to watch NHK (Reception fee)

NHK is government controlled broadcasting. It is different from others, managed by the reception fee from audiences.

[Reference]

NHK Fureai Center Reception for receiving instruction 0120-151515

NHK window of reception fee Website <http://pid.nhk.or.jp/jushinryo/>

●How to watch foreign TVs

Please inquire with broadcasting stations which has a lot of channels.

(3)Home Delivery Service

When you want to send a luggage to someone, there is not only a postal service (Yubun), but a home delivery service (Takuhaibin). If the parcel is big, they will come to pick it up to your house.

※It is available at convenience stores.

[Reference]

Japan Post Applications of shipping Yu Pack 0800-0800-111

Website http://www.post.japanpost.jp/service/you_pack/index.html

Please inquire with each transportation corporations about other delivery service.

6. School/Education

(1)Senior High School

Senior high school is called Koukou generally. It is not a compulsory education. There are 3 kinds of senior high school, national, public and private. They also have a lot of courses. To enter Japanese senior high school, you have to pass the entrance examinations for each senior high school. You can take entrance examinations of senior high school if you are expected to graduate with junior high school or you are considered to have an equal to surpass a junior high school graduate in scholastic ability.

[Reference]

Public senior high school:

Shiga Prefectural Board of Education School Education Section 077-528-4571

Website: <http://www.pref.shiga.lg.jp/edu/>

Nagahama Municipal Board of Education Education Guide Section 0749-74-3701

Private senior high school: Please ask teacher in your junior high school.

(2)Japanese Language School

Nagahama City offers following Japanese language schools. Both of them accept student at any time.

●TANOSHII NIHONGO (pleasant Japanese) (Nagahama International Friendship Association)

Date : Tuesday 19:00~20:30 Tuition: 16times 3,200 yen.

Place : Nagahama City International Cultural Friendship House GEO
(Nagahamashi Kamiterucho 519)

Style of class : Small classes by volunteers.

◎It is homey Japanese Language School, the distance between teacher and student is close.

◎we offer programs which each student want to study.

[Reference]

Specified non-profit corporation Nagahama International Fiendship Association

TEL:0749-63-4400 FAX:0749-63-4400

Website: <http://www.nifa.jp/>

●Nagahama UNESCO Association

Date : Wednesday/Saturday 19:00~20:30 Tuition: 4times 1,000 yen

Place : Nagahama City International Cultural Friendship House GEO

(Nagahamasi Kamiterucho 519)

Style of class: Classes are divided depends on their Japanese ability. (Beginner, Primer, Middle, Advance)

[Reference]

Nagahama UNESCO Association TEL:0749-65-6552 FAX:0749-65-5486

7. Traffics

(1) Train

In Nagahama city, there are JR Tamura station, Nagahama station, Torahime station, Kawake station, Takatsuki station, Kinomoto station, Yogo station, Ohmishiotsu station and Nagahara station.

●How to take a train

- ① Automatic machine is used for ticket machine or gate.
Please learn the way to buy a ticket or pass through the gate.
- ② There are some stations which have no gate or staffs (unattended station) in Nagahama city. You are not requires to insert ticket into ticket gate or show staff ticket in there, but you must not ride free.
- ③ If you ride past your destination, please adjust the difference in the fare using the automatic fare adjustment machine (Norikoshi Seisanki) or ask to staff at station you get off.

There are following types of ticket except standard one.

- ① Commuter passes: There are two types of commuter passes, business commuter pass and school commuter pass. You can ride as much as you want in the predefined route for set period.
- ② Coupon ticket: It would be profitable if you buy ticket in the limp for set period.
- ③ 1 day pass: You can ride as much as you want in predefined route for whole day.
- ④ IC Card: Top up a card in advance, you can pay fare just placing a card over the reader at the gate. [ICOCA] (JR West Japan) etc.

[Reference]

JR West Japan JR West Japan customer service center
(Fare, Timetable, Lost articles) 0570-00-2486
Website: <http://www.westjr.co.jp/> (English, Chinese, Korean available)

(2)Bus

●How to take a bus

- ① Board a bus through a rear door and exit through a front door.
- ② Push a button which is attached near your seat when your destination (bus station) is getting closer.

- ③ Put fare into a fare box which is located next to a driver's seat.

●Route

There are following 17 bus routes in Nagahama city.

South of the city (Former Nagahama, Azai, Biwa, Torahime)

KinomotoMaibara Line, Ohminagaoka Line, Ibukitozanguchi Line, Nagahama City Loop Line, BiwaTorahime Line, Azai Line, Takayama Line.

Middle of the city (Kohoku, Takatsuki)

Biwako Line, Odaniyama Line, Takatsukikannon Line

North of the city (Kinomoto, Yogo, Nishiazai)

KinomotoMaibara Line, Kanaibara Line, Yanagase Line, Nyu Line, Kataokanishi Line, Sugaura Line, Fukasaka Line, Nishiazai Network Line.

●Fare

In case that fare changes depends on a distance, take a ticket issued from ticket machine which is located near rear door, put fare and ticket into a fare box following a price list which is in front of a bus.

A flat fare system is used in following 3 buses. They offer reservation service by phone as well as regular service.

① Takatsuki kannon Line

Regular/Reservation Service Fare: Adult 200yen Child/Handicapped 100yen

About reservation and service

Kokoku Bus Co,Ltd Nagahama Office 62-3203(open 9:00~18:00everyday)

Takatsuki Branch Office Regional Promotion Bureau 85-3112

② Kohakucho Bus (Biwako Line, Odaniyama Line)

Regular/Reservation Service Fare:Adult 200yen Child 100yen (Half fare for handicapped)

About service Kokoku Bus Co,Ltd Nagahama Office 62-3201

About reservation Kokoku Bus Co,Ltd NagahamaOffice 62-3203

③ Odekake Wagon (Nishiazai Traffic Network Line)

Morning Regular Service/Afternoon Reservation Service Fare:200yen

About service or reservation Nagahara Station Community House 89-0281

There are some discount service same as train.

In Nagahama city, there are not only business/school commuter passes and coupon ticket, but a commuter passes for elderly people, profitable commuter passes if you use a bus in the daytime, discount for child and handicapped. Please inquire about the details to the following number.

[Reference]

About the sales of commuter passes and coupon ticket

Kokoku Bus Co,Ltd Nagahama Office 64-1224

Yogo Bus Co,Ltd 86-8066

About all public traffics

Nagahama City Planning Department 65-6562

Nagahama City Website: <http://www.city.nagahama.shiga.jp/index.cfm/1.html/>

(3)Taxi

Taxi has a lump that shows their name of company on the roof.

In Japan, rear door of taxi open automatically. You can entrust to a driver to open/close the door.

●How to take a taxi

- ① You can take a taxi at station's taxi stand.
- ② You can take a taxi that shows a sign of empty by raising hand.
- ③ A taxi will be sent to pick you up if you call to the taxi company.

●Fare

- ① You have to pay fare by the meter. It will be shown near the driver's seat.
- ② You have to pay extra if you take a taxi in the middle of the night and early morning.

Please inquire about the details to each taxi company.

(4)Car

- Car and motorcycle keep to the left.

- You must fasten your seatbelt when you drive car, and you must put on a helmet when you drive motorcycle.
- Drunk driving is prohibited. If you violate it, you will be punished strictly.
- Using mobile phone during driving is prohibited.
- You must take your car to garage for inspection for each 2 or 3 years. Take precautions against the accident, take out a voluntary insurance.

(5)Driver's License

●International Driver's License

You can use a driver's license in the case of you brought it to Japan after renew it to the international one. The term of validity is 1year since it's issued.

※Person who comes from non-contracting countries in the convention at Geneva can't use the driver's license.

●Switching a foreign driver's license to a Japanese Driver's license.

Driver's license issued by a foreign country can be switched to Japanese driver's license by applying to Driver's License Center (Moriyama).

※Making a reservation is necessary for applications. Making a reservation by phone is also available.

Reference place/time

Driver's License Center (Moriyama city) 077-585-1255

Monday to Friday 8:30~11:00 13:00~17:00

Terms

- ① The applicant's foreign driver's license must be valid.
- ② You must be able to prove that you stayed in the issuing country for at least 3 month in total after obtaining the license.

Necessary for application

- ① Foreign Driver's License

You need a certification of issuance date in the case of it is not written on your driver's license.

- ② Japanese translation of foreign driver's license.

(Translation by embassy, consulate or JAF [Japan Automobile Federation] only)

- ③ Passport (All passports can be proved the length of your stay.)
- ④ Copy of a certificate of residence (Mentioned your nationality)
 - ※ Certificate of residence issued by local autonomy, etc, not city(KyojuSyomeisyo) is necessary if you are not applied in Basic Resident Register Code.
- ⑤ Resident Card or Special permanent resident certificate
(Alien Registration Card is considered as a Resident Card or Special permanent resident certificate for set period)
- ⑥ Photo for application
(3.0 × 2.4cm, 1/3 upper-body photograph, taken within the last 6 months, full-faced with your head uncovered, with solid color background)
- ⑦ Application fee
- ⑧
 - ※ You can take a written examination in 10 kinds of languages. But there are asking about your foreign driver's license, etc, please come with interpreter.

●When you want to obtain a driver's license in Japan.

If you have an address in Nagahama City, it is possible to take a written examination in Portuguese or Spanish, but you have to take a practical examination in Japanese. To pass an examination, it is necessary to study Japanese traffic rules.

※In Japan, person who can drive a car must be more than 18years old, and motorcycle(less than 400cc) must be 16 years old over.

As law, you can't obtain a driver's license if you don't reach the age.

[Reference]

Shiga Prefectural Police Headquarters Traffic Department License Division
Examination Section 077-585-1255

※Please inquire about the details through an interpreter.

(6)Bicycle

Please park your bicycle in designated area. Parking your bicycle on the street cause many people trouble. In the case of bicycle, you may be inflicted penal servitude or penalty if you violate traffic rules as well as car or motorcycle.

●When you ride a bicycle

There are following rules. Please obey them.

You will be punished strictly if you cause an accident without keeping the rules.

- Bicycles must keep to the left side of the street.
- Please walk a bicycle on the pedestrian walkway.
- Cyclists should ride slowly on the side of roadway in street designated for the specific use by bicycle and pedestrians.
- Stop riding bicycle when it may impede pedestrians.
- Riding double on a bicycle is prohibited by traffic rules.
 - ※In the case of driver is over 16 years old, it is permitted a child less than 6 years old to be carried on a bicycle only if the bicycle has a child seat.
- You have to turn on the headlight at night.
- Drunk driving is prohibited by traffic rules even though a bicycle.
- It is prohibited by traffic rules to drive with an umbrella or using cell phone (e-mail/calling) during driving.

●Bicycle theft prevention registration

Bicycle theft prevention registration is required as an Act on promotion of safe use of bicycle and comprehensive advance of measures for bicycle parking. To register for theft prevention, it makes easier to find it in the case that you meet with a theft. Please register for your bicycle when you buy a bicycle.

- How to register

Please procedure at bicycle shop consigned by Crime prevention association. 500 yen is necessary to register then. If you take over bicycle from your friend, it is necessary to register again.

●Illegal parking bicycle removal

Leaving bicycle is prohibited around Nagahama station and Tamura station.
An illegally parked bicycle or motorcycle will be removed promptly.

●Taking back a removed bicycle, etc

1. Procedural place/time/period

- Place: Nagahama city main hall 2nd floor Promotion of Civic Partnership Division
- Date: Monday to Friday (Except national holidays) 8:30~17:15
- Period: We execute to dispose the bicycles in sequence as at 6 month passed since

