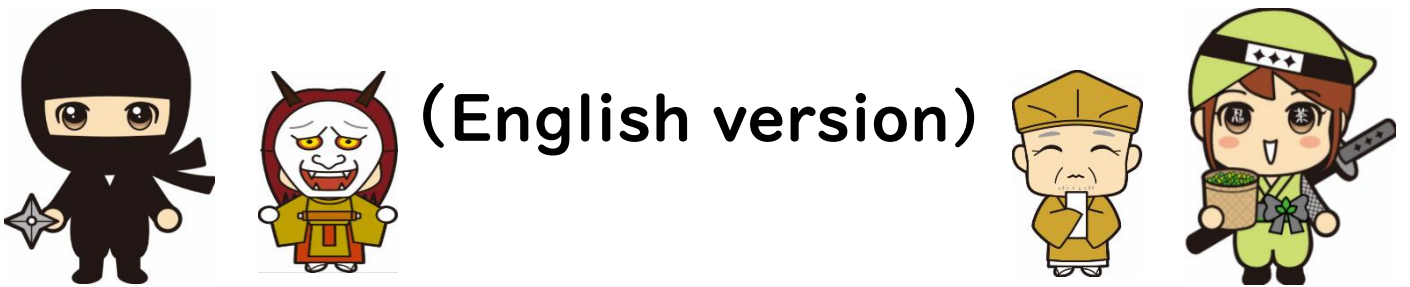
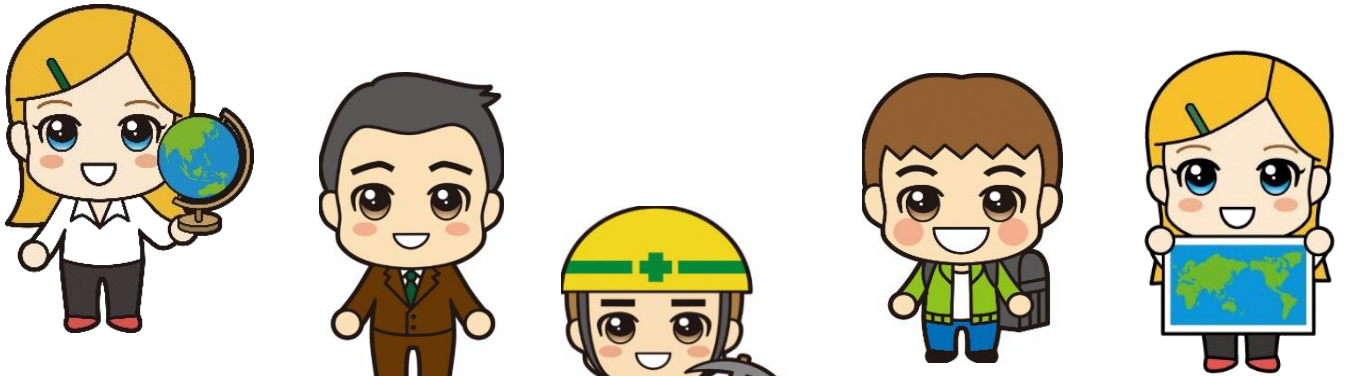


Living In Iga City

Guidebook For Foreign Residents



(English version)



Revised April, 2026 (Reiwa 8)

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For you, a citizen of Iga

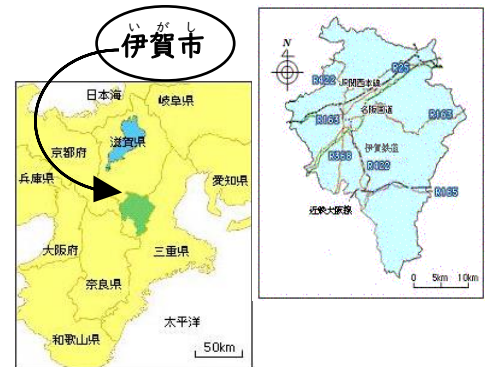


■Welcome to Iga City■

This guidebook has been prepared so that all foreigners living in Iga City can live in peace.

It contains information that you need to know in order to live safely and protect your life.

Please read this guide.



■What kind of city is Iga?■

Iga City is located in the northwestern part of Mie Prefecture.

It borders Shiga, Kyoto, and Nara prefectures. It takes about 80 minutes to Osaka, Kyoto, and Nagoya by car.

About 83,000 people live in Iga City. About 6,300 of them are foreigners. (As of the end of December 2025)

It is famous as the home of Matsuo Basho and the Iga Ninja.

Symbol flowers, trees, and birds in Iga City



Sasayuri








Akamatsu



Kiji

Injury/Illness

① In case of sudden illness, serious injury, fire, incident, or accident

Phone	Description	
<p>Call  119</p> <p>(Fire Department)</p> 	<p>Sudden illness, serious injury</p>	<ul style="list-style-type: none"> ● Say, “Kyukyu-desu” (It's an emergency.) ● Say where you want the ambulance to come. ● Tells how the person is sick or injured. ● Say your name and phone number.
	<p>Fire</p>	<ul style="list-style-type: none"> ● Say “Kaji-desu!” (Fire!) ● Say where the fire is. ● Say what is burning. ● Say your name and phone number.
<p>※ You can find out how to use ambulance services in various languages.</p> <div style="display: flex; align-items: center; justify-content: center;">  <p>(Fire and Disasters Management Agency, Minister of Internal Affairs and Communications)</p> </div> <p>https://www.fdma.go.jp/publication/portal/post1.html</p> <p>※ Ambulances are free but cannot be used for minor illnesses or injuries.</p>		
<p>Call  110</p> <p>(Police Station)</p> 	<p>Traffic Accident</p>	<ul style="list-style-type: none"> ● Say “Jiko-desu” (It’s an accident.) ● Say when and where it happened. ● Say your name and your phone number.
	<p>Incident</p>	<ul style="list-style-type: none"> ● Say “Jiken-desu” (It’s an incident.) ● Say when and where it happened. ● Say your name and your phone number.

② In case of doubt about ambulance call

I g a C i t y E m e r g e n c y H e a l t h C o n s u l t a

■ Iga-Shi-Kyukyu-Kenکو-Sodan Dial 24

☎ 0120-4199-22

You can discuss mental and physical health conditions with a nurse or other health care professional 24 hours a day, 7 days a week.

The service is free of charge (0 yen).

What you can consult	<ul style="list-style-type: none">• Slight injury• A cold• Child-rearing problems• Caring for sick or elderly people• Mental problems, worries, etc.
Time for consultation	<ul style="list-style-type: none">• Japanese, English, Portuguese 0:00 - 24:00 (24 hours a day, 365 days a year)• Vietnamese 8:30 - 20:00 (365 days a year)

M i e P r e f e c t u r e E m e r g e n c y M e d i c a l I n f o r m a t i o n

■ Mie-Ken-Kyukyu-Iryo-Jyoho (Call Center)

☎ 059-229-1199

In the case of an illness or injury not requiring an ambulance call, you can call 24 hours a day and ask which hospital you should go to.

You can also view the information on the Internet in many different languages.

Medical Net Mie
「Iryo Net Mie」 



③When hospitals are not open

The following facilities provide emergency treatment for illness and injury when hospitals are not open, such as at night or on Sundays.

■ Igashi ^{Emergency - Clinic} Okyu-shinryojyo ☎ 0595-22-9990

Place: 1700-1, Kaminosho, Iga City
(Next to Okanami General Hospital)



Clinic Day	Treatment Subjects	Consultation Hours	Reception hours
Monday - Saturday	General Medical Care Pediatrics	20:00~23:00	20:00~22:30
Sunday and national holidays		9:00~12:00	9:00~11:30
		14:00~17:00	14:00~16:30
	20:00~23:00	20:00~22:30	

■ Things need to bring to the Iga City Emergency Medical Center.

• My Number Health Insurance Card ^{まいなほけんしょう} (マイナ保険証) is now included within the My Number Card itself) or Qualification Confirmation Document

• Money

• Welfare Medical Expense Beneficiary Certificate (for Children, Single Parents, and People with Disabilities) (for those who has it) (fukushi iryou hi jukyuu shikaku shou)

• Medication notebook (okusuri techou)

👉 For those who cannot speak Japanese, it is possible to use interpretation apps to communicate.

④ Hospitals

■ Clinical department

<i>Nai-ka</i> Internal Medicine	Treatment of colds and diseases of internal organs
<i>Ge-ka</i> Surgery	Treats injuries
<i>Shoni-ka</i> Pediatrics	Treatment of children's diseases
<i>Seikeige-ka</i> Orthopedic Surgery	Treats bones, joints, muscles, and other parts of the body
<i>Gan-ka</i> Ophthalmology	Treats diseases of the eye
<i>Jibiinko-ka</i> Otorhinolaryngology	Treats diseases of the ear, nose, and throat.
<i>Shi-ka</i> Dentist	Dental treatment.
<i>Sanfujin-ka</i> Obstetrics and Gynecology	Treats diseases of women and childbirths.

■ What to bring to the hospital

- My Number Health Insurance Card まいなほけんしょう (マイナ保険証 is now included within the My Number Card itself) or Qualification Confirmation Document

- Money
- Shinsatsu-ken (Patient Registration Card) (The person who has it.)
- Welfare Medical Expense Beneficiary Certificate (for Children, Single Parents, and People with Disabilities) (for those who has it) (fukushi iryou hi jukyuu shikaku shou)
- Medication notebook (okusuri techou)

👉 If you cannot speak Japanese well, please ask someone who can speak Japanese to interpret for you.

Disasters (Typhoons and Earthquakes)

Japan is a country prone to disasters such as typhoons (lots of rain and strong winds) and earthquakes.

~When a disaster occurs~

Cellular phone lines will have difficulty connecting.

Electricity, gas, and water may stop.

Trains and buses may stop and roads may become impassable.




⑤ Preparations before a disaster occurs

Disaster Prevention and Crisis management Bureau

ぼうさい きき たいさくきょく

防災危機対策局 Tel: 0595-22-9640

- Check the evacuation shelter (Hinanjyo) you can escape to in the event of an earthquake or typhoon. 
- Participate in disaster prevention training (practice in case of a disaster).
- Prepare a stockpile of food, water, a flashlight, etc. for three days to a week so that you will not be in trouble if electricity, gas, or water is cut off.(=*Bichikuhin*)
- Prepare items to take with you in the event of an evacuation (food, water, medicine, important items, etc.).

⑥ When a disaster occurs

☎ 0595-22-9640

Bosai-Kiki-Taisaku-kyoku (Disaster Prevention and Crisis Management Bureau)

- Please gather accurate information and act accordingly.
- You can find information about the city in various languages.

Disaster information
APP







HAZARDON



※For information on how to register, please visit the Iga City homepage.



	What to bring with you when you escape
food	<input type="checkbox"/> Dried bread and crackers <input type="checkbox"/> Retort pouch foods and instant foods <input type="checkbox"/> Canned food <input type="checkbox"/> Sweets (chocolate, candy, etc.) <input type="checkbox"/> Milk powder, milk bottles, etc. 
Water	<input type="checkbox"/> Water for drinking (3 liters per person per day for 3 days or more)
Clothing, etc.	<input type="checkbox"/> Towels <input type="checkbox"/> Underwear・socks <input type="checkbox"/> Long-sleeved clothes <input type="checkbox"/> warm clothes (for winter) 
Medicine, etc.	<input type="checkbox"/> Band-aids or bandage, gauze <input type="checkbox"/> Medicines・Medication notebook <input type="checkbox"/> Toothbrush, Body wipes <input type="checkbox"/> Portable toilet <input type="checkbox"/> masks and disinfectant liquid <input type="checkbox"/> Sanitary items, paper diapers 
Fuel Lighting fixtures	<input type="checkbox"/> Gas cooker (★) <input type="checkbox"/> Matches, lighters <input type="checkbox"/> Flashlight 
Other	<input type="checkbox"/> Helmets and gloves <input type="checkbox"/> Mobile battery <input type="checkbox"/> Portable radio <input type="checkbox"/> Picnic blanket <input type="checkbox"/> Sleeping bag, Blanket (★) 
Valuables (important)	<input type="checkbox"/> Passport <input type="checkbox"/> Zairyu Card (Residence Card) <input type="checkbox"/> My Number Card <input type="checkbox"/> Shikaku-Kakuninsho <input type="checkbox"/> Money <input type="checkbox"/> Bank or post office passbook <input type="checkbox"/> Seal (Hanko/Inkan) 

※Don't take (★) with you when you run away.

⑦ Residence Procedures

Nagoya Regional Immigration Services Bureau

(Immigration Office) ☎ 052-559-2150

■ Zairyu Card (Residence Card)

Foreign nationals who will be living in Japan for a medium to long term (longer than 3 months) will receive a "Residence Card" (ID card).

This is a very important card.

It contains information such as name, date of birth, address, nationality, status of residence, and period of stay.

If you are 16 years of age or older, you must carry it with you at all times.



■ If you lost your Residence Card

Please go to the immigration office to get a new resident card. (You must go there within 14 days.)

What to bring	<ul style="list-style-type: none"> • Passport • One photo • Police report acceptance number etc. (Keisatsu no todokede juri bangou) 	
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■ Obtain a residence card for your newborn baby

If your baby is born in Japan and will stay in Japan for longer than 60 days after birth, you must go to the immigration office to obtain a residence card for your baby. (Within 30 days from the date of birth of your baby)

What to bring	<ul style="list-style-type: none"> • A birth certificate or a birth registration certificate. • Certificate of residence for all members of the household. (Setai-zen-in-no-jyuminhyo) • Passport of the baby (if you have one), etc. 	
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Where to consult	<p>Information Center for Foreign Residents</p> <p>☎ 0570-013904</p> <p>☎ 03-5796-7112 (IP, from abroad)</p> <p>🕒 Mon-Fri 8:30-17:15</p>	
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⑧ When moving Koseki Jumin-ka ☎ 0595-22-9645

■ When moving from Iga City to another city (*Tenshutsu*)

Before moving, you must submit a “Tenshutsu-todoke” (Notification of moving out) to the City Hall. You can submit this form up to 30 days in advance. You will receive a “Tenshutsu-shomeisho” (Certificate of moving out.)

What to bring	<ul style="list-style-type: none">• Passport• Zairyu card (Residence Card)• My Number Card (if you have one)
---------------	--

After moving, within 14 days submit the “Tennyu-todoke” (Notification of moving in) to the City Hall of the city where you have moved. Also you will use the “Tenshutsu-shomeisho” (Certificate of moving out) obtained from Iga City.

■ Moving within Iga City (*Tenkyo*)

After moving, submit a “Tenkyo-todoke” (Notification of change of address) to the City Hall. (You must submit it within 14 days.)

What to bring	<ul style="list-style-type: none">• Passport• Zairyu Card (Residence Card)• My Number Card (if you have one)• Qualification Confirmation Documents and Welfare Medical Expense Beneficiary Certificate etc. <p>(The one with the previous address written on it)</p>
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⑨ When someone has died Koseki Jumin-ka

☎ 0595-22-9645

Submit Shibotodoke (a notification of death) to the City Hall within 7 days of learning of the death.

What to bring	<ul style="list-style-type: none">• Death certificate or body certificate• Passport (for a deceased person, and the person who files the report)
---------------	---

※ The deceased person's zairyu card must be returned to the immigration office by either of the following methods.

- Take it to the immigration office near the house.
- Send it by mail along with the necessary documents.

Please read this code. 



A seal (*Inkan/Hanko*) is used in place of a signature. A *Inkan* registered with the City Hall is called a “Jitsuin”.

A “Jitsuin” is used for important documents such as when buying a house or registering a car. When you register your *Inkan*, you will receive a “*Inkan Torokusho*” (seal registration card).

The “*Inkan Torokusho*” is used to obtain a “*Inkan Toroku Shomeisho*” (Seal registration certificate).

■When registering *Inkan* / *Hanko*

Who can register	Persons 15 years of age or older (※Sometimes, even if you are 15 years old or older, you may not be able to register.)
<i>Inkan</i> that can be registered	Your original or registered name (<i>Tsushomei</i>) written on certificate of residence, or a katakana notation of how the name is read.
What to bring	<i>Inkan</i> to be registered and <i>Zairyu Card</i> (Residence Card)
Cost	300 yen

■When obtaining a *Inkan* registration certificate

What to bring	<i>Inkan</i> registration card and <i>Zairyu Card</i> (Residence Card)
Cost	300 yen per a certificate

All registered residents have a number called *My Number* (personal identification number).

It is a 12-digit number. This number is different for each person.

■ When you need “My Number”

Banks, securities companies, etc.



- When sending money to a foreign country
- When receiving money from a foreign country
- When opening an account etc.

City Hall

- When submitting social insurance or tax forms
- When applying for allowances such as child allowance
- When applying for things like daycare enrollment etc.

Employed companies and stores



- When you start working, etc.

■ My Number Card

- You can get a “My Number card” by applying for it at the City Hall.
- The card is made free of charge (0 yen).
- The My Number card can be used as your ID.
- The card can be used at convenience store’s xerox copy machine nationwide to issue your resident certificate, seal (Inkan) registration certificate, and other documents.
- The validity period of the My Number card for those with a residence period is the same as the residence period.

⑫ Garbage

■ Dispose of garbage at the designated collection point. Separate the garbage by type and dispose of it on the designated day.

<p>Types, Ways & Garbage Disposal Calendar</p> 	<p>The day of garbage disposal is determined by the district in which you live. Please check the garbage calendar or the garbage app.</p>  <p>Portuguese, Spanish, Chinese, English and Vietnamese translation is available.</p>   <p>iPhone Android</p>
<p>Places of Garbage Disposal</p>	<p>If you are a member of a neighborhood association (Jichikai), please check with the leader of the association or your neighbors. If you live in an apartment, please check with the management company or landlord.</p>
<p>Where to consult</p> 	<p>Sakura Recycle Center (Outside Aoyama area) ☎ 0595-20-9272 Iga Southern Clean Center (Aoyama area) ☎ 0595-53-1120</p>

■ If you want to take your garbage directly to a waste treatment facility ※Ask the facility directly for fees.

(For residents outside Aoyama area)

Where to bring it	Types of Garbage
<p>Sakura Recycle Center (3547-13, Hatta, Iga City) ☎ 0595-20-9272</p>	<p>combustible waste, recyclable, or bulky waste, etc. *Necessarily separate garbage by type and bring it with you. *Some waste materials cannot be disposed of, such as roofing materials, pillars, flooring materials, exterior wall materials, and car parts.</p>
<p>Noncombustible Waste Disposal Site (4631 Nishitakakura, Iga City) ☎ 0595-23-8991</p>	<p>Blocks, tiles, sand, etc. *Some waste materials cannot be disposed of.</p>

(For residents from Aoyama area) ※Ask the facility directly for fees.

Where to bring it	Type of waste
<p>Iga Southern Clean Center</p> <p>☎ 0595-53-1120</p>	<p>combustible waste, non-combustible waste, plastic containers and packaging, recyclable garbage, bulky waste</p> <p>You must always separate your garbage by type and take it with you.</p>

■How to dispose of bulky waste (Sodai-gomi)

For bulky waste such as wardrobes, beds and bicycles, they will come to the front of your house or near the apartment to pick them up. Reservations are required.

<p>How to make an appointment</p>	<ol style="list-style-type: none"> ① Call the bulky waste Reception Center. ② Give your address, name, telephone number, the number and name of items to be picked up. Ask for the date on which they will come to pick up the garbage and where they will put it out. ③ Buy an 「bulky waste disposal ticket」 (sticker) at the service counter of a City Hall or a large supermarket. ④ Write your name on the bulky waste disposal ticket and affix it to the garbage. ⑤ Put out your garbage by 9am (8:30am in the Aoyama district) on the day they come to collect it.
<p>Money to be paid, etc.</p>	<ul style="list-style-type: none"> • You can apply for up to five pieces of garbage per booking. • A bulky waste disposal ticket costs 200 yen per ticket. • You must make a reservation before buying a disposal ticket for the same number of items as you have applied for. (The money from unused tickets will not be returned.)
<p>Where to consult</p>	<p>Northern Iga bulky waste Reception Center (outside Aoyama area)</p> <p>☎ 0595-20-1255</p> <p>Southern Iga bulky waste Reception Center (Aoyama area)</p> <p>☎ 0595-64-8700</p>


⑬ Interactions with your neighbors

- Greet your neighbors when you meet them.
- If you have any questions, ask your neighbors.



■ Neighborhood Association (Jichikai)

The neighborhood association is a group of people who gather together and engage in a variety of activities to make the community a safe and comfortable place to live. Join a neighborhood association and participate in a variety of activities. Become a member of your community.




<p>To join a neighborhood association</p>	<ul style="list-style-type: none"> • Consult with the leader of the community association. • If you do not know who the leader is, ask your neighbors or the City Hall. <p>Chiki Seisaku-ka ☎ 0595-22-9639</p>
<p>Good points of a neighborhood association</p> 	<ul style="list-style-type: none"> • We can help each other with people in the neighborhood. • You can learn about notices from the city hall and other information through the community bulletin board "KAIRANBAN" (a notice that neighbors take turns reading). • You can drop off your garbage at the garbage collection point of your neighborhood association.
<p>Jichikaihi (Residents' association fee) Payment of fees</p>	<ul style="list-style-type: none"> • The fee is different for each community association. • Ask the leader of the community association.
<p>Activities of a neighborhood association</p>	<ul style="list-style-type: none"> • Manage garbage collection sites. • Maintain local parks and roads. • Disaster prevention training (training to escape safely in the event of a disaster or to extinguish a fire) • They will hold events such as festivals.

⑭ When you have a dog

Kurashi Anzen-ka

☎ 0595-41-0931

When keeping a dog, submit an “Application for Dog Registration” (Inu no toroku shinseisho) to City Hall.

Dog to be registered	Dogs born more than 90 days after the date of birth
Registration cost	3,000 yen per a dog
Vaccination	Once a year, your dog must be vaccinated to prevent rabies. (You will receive a postcard about it from the City Hall.)
To protect 	<ul style="list-style-type: none"> • When walking your dog, put the dog feces in a plastic bag and carry it back home. • When keeping a dog outside the house, attach a leash to the dog.
If your dog dies	When your dog dies, you must submit a death registration of the dog to the City Hall. You can also do it from here. 
When you move out	<p>When you move out, your dog must also change his/her address.</p> <p>■ Inside Iga City: You can do the procedure at Iga City Hall. </p> <p>■ Outside of Iga City : Please take the dog tags you received when you registered your dog to the City Hall of the city you moved to and complete the necessary procedures.</p>
If your dog escapes	<p>If your dog escapes, contact a public health center.</p> <p>Public Health Center Iga Hokenjyo ☎ 0595-24-8080</p>

⑮ When renting an apartment, etc. (Lease contract)

■ Necessary money

Rent (Yachin)	<ul style="list-style-type: none">• This is the money you pay every month.• In Japan, most of them are paid in advance.
Security deposit (Shikikin)	<ul style="list-style-type: none">• A security deposit is paid when a house is leased.• The amount of the deposit is the same as the rent for one to three months.• It is used by the landlord (the person who rents out the house) to repair broken or dirty parts of the house when the rent is not paid or after moving out• Unused money will be returned to you.
Key money (Rei-kin)	<ul style="list-style-type: none">• This is a thank-you fee paid when a house is leased.
Brokerage Fee	<ul style="list-style-type: none">• This is the fee paid to the real estate agency that introduced the house to you.
Management fee (common-area maintenance fee)	<ul style="list-style-type: none">• This is the fee paid for electricity and cleaning of staircases, corridors, and other areas used by everyone.
Renewal fee	<ul style="list-style-type: none">• A renewal fee is a fee paid separately from the rent when you continue to live in the same house after the lease contract ends without moving out. (Most rental contracts are for a period of two years.)

■ Private housing

- Rent from a landlord.
- Go to a real estate agency (a store that introduces a variety of houses to people who want to rent or buy a house) and search for a house.

■ Public housing

- There are two types of public housing: municipal housing (Apartments rented by the city) and prefectural housing (Apartments rented by the prefecture).
- The rent is cheap and can be rented by those who are in need of a place to live and who do not have a lot of money.
- There are various rules and regulations for renting an apartment.

	Municipal housing	Prefectural housing
When recruiting	July, January	April, July, October, January
Where to consult	Jutaku Seisaku-ka ☎ 0595-22-9737	Iga South Real Estate Cooperative Association ☎ 059-221-6171

■ Rules for Apartment Residences

- Do not live in an apartment with other people or rent an apartment to other people without informing the landlord.
- You must not make repairs to the room or create holes without permission.
- Do not make loud noises or voices. (especially 8:00pm to 7:00am)

For example

- × Talking loudly.
- × Listening music or watching TV with loud volume,
- × Have parties sing and dance.
- × Playing a guitar or other instruments

⑩ Electricity, gas, water (Sewer), cell phone (smartphone)

■ Electricity

Please ask your real estate agent or landlord about using electricity.

You can view information about power outages.

👉 Chubu Electric Power Power Outage Information



■ Gas


• There are two types of gas used in homes: 'city gas' and 'propane gas.' The type of gas differs depending on where you live."

• It is dangerous if the type of gas and the gas appliances do not match. Be sure to confirm with the real estate company or landlord."

■ Water supply (Sewer)

When you move out or in, you must notify us of the start or stop of your water supply at least 2 to 3 days before you move.

When to use	▶ Call the Water Supply and Sewerage Customer Center and inform them that you will be using the water supply (sewerage).
When to stop using the water	• Call the Water and Sewage Customer Center and inform them of your intention to stop using the water supply and Sewer. ※If you do not contact the center after you stop <u>using the water, you will be charged a fee.</u>

How to Pay Fees	<p>Payment can be made in one of the following ways</p> <p>① Account transfer Payment will be made by debiting money from your account. (You can apply for this service at a bank or post office.)</p> <p>② Payment slip Payment slip will be sent to you. Payment can be made at banks, post offices, convenience stores, smart phone apps, etc.</p> <p>③ Credit card You can pay by your credit card. (You can apply for credit card payment from your PC or smartphone.)</p>
Where to consult	<p>Jyoge Suido Okyakusama Center (Water Supply and Sewage Customer Center)</p> <p> 0595-24-0013</p>

■ Cell phone (Smart phone)

Necessary items for contract	<ul style="list-style-type: none"> • Zairyu card (Residence Card) • Bank account or credit card <p>(※ You may also need your passport in some cases)</p>
Rules	<p>Do not give or sell a smartphone that you have signed a contract with in your own name to another person. It is a crime!</p>
Where to consult	<p>Please check the website of the telephone company.</p>

Health Insurance, National Pensions, Nursing Care Insurance, Welfare for the Disabled and Taxes

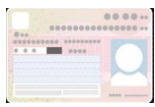
Insurance - Pension - Division
 ⑰ Health Insurance *Hoken-Nenkin-ka* ☎ 0595-22-9659

In Japan, you must have health insurance in case of injury or illness.

■ Kokumin-Kenko-Hoken (National Health Insurance)

Employees of a company are covered by the company's health insurance (social insurance).

Those who do not have social insurance are enrolled in Iga City's National Health Insurance.

Insurance fee	The insurance tax is determined by the previous year's income and the number of family members insured.
Hospital Charges 	Show your My Number Health Insurance Card or Qualification Confirmation Document at the hospital. The amount of money you pay at the hospital will be 20% or 30%. (This is determined based on last year's income.)
Where you can consult	HokenNenkin-Gakari 0595-22-9660

■ Koki-Koreisha-Iryo-Seido (Late-Stage Medical Care System for the Elderly)

When you turn 75 years old, you will be enrolled in the "Late-Stage Medical Care System for the Elderly."

You will discontinue your previous health insurance.

Insurance fee	Insurance premiums are determined by the previous year's income of the insured person or head of household.
Hospital charges	Show your My Number Health Insurance Card or Qualification Confirmation Document at the hospital. The amount of money you pay at the hospital will be 20% or 30%. (This is determined based on last year's income.)
Where you can consult	Hoken nenkin Ka Iryo Jyosei-Gakari 0595-22-9660

In addition


- 👉 If the amount of money you pay to a hospital exceeds the amount determined, a portion of the money will be returned to you.
(*Kogaku-Iryohi*: High-cost medical care expenses)
- 👉 Money received when a child is born (*Shussan-Ikuji-Ichijikin*: Lump-sum childbirth allowance) and money received when an insured person dies (*Sosaihi*, Funeral expenses) are also available.

⑱ National Pensions Insurance – Pension – Division

Hoken-nenkin-ka ☎ 0595-22-9659

In Japan, people between the ages of 20 and just before 60 are required to join the National Pension. People who join the pension and pay money into it will receive benefits when they get older, or if they are left with disabilities etc.

- For those who work for a company ⇒ *Kosei-nenkin* (Company pension)
- For those who don't work for a company ⇒ *Kokumin-nenkin* (National Pension)

Insurance premiums (Money to be paid.)	<ul style="list-style-type: none"> • Insurance premiums change every year. • If you are unable to pay the money, consult the Insurance Pension Division or the Pension Office.
Pension benefits you can receive	<ul style="list-style-type: none"> • <i>Rorei-kiso-nenkin</i> The basic old-age pension can be received, in principle, starting at the age of 65 • <i>Shogai-kiso-nenkin</i> (Basic disability pension) If you have a disability due to illness or injury, you can receive the pension.
<i>Dattai-ichijikin</i> ; a lump-sum withdrawal payment	<ul style="list-style-type: none"> • In some cases, you may be entitled to receive a lump-sum payment when you have paid premiums for more than 6 months and have returned to your home country without receiving a pension.
Japan Pension Service homepage	<ul style="list-style-type: none"> • You can view explanations and notices about pensions in various languages. 
Where to consult	Tsu Nenkin Jimusho ☎ 059-228-9112 (Automatic voice guidance 1 to 2)

⑱ Nursing Care Insurance (Kaigo Hoken)

All residents of Japan over the age of 40 are covered by nursing care insurance. After you pay a nursing care insurance premium, you can access the services you need by only paying a portion of the cost when you become bedridden or need long-term care. If you wish to use nursing care services, you must apply to the city for certification that you need nursing care.

<p>Where to consult</p> 	<ul style="list-style-type: none">• Application for nursing care certification and insurance premiums KaigoKoreiFukushi-ka (Elderly care Welfare Division) ☎ 0595-26-3939• For problems ChiikiHokatsuShien-Center (Regional Comprehensive Support Center) ☎ 0595-26-1521
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⑳ Welfare for the disabled

Persons with disabilities and families can consult with the center.

By receiving a 'handbook' that describes the type and degree of disability, you can access various services.

<p>Where to consult</p>	<ul style="list-style-type: none">• About the Disability ID card <small>Disability Welfare - Division</small> ShogaiFukushi-ka ☎ 0595-22-9656• About problems <small>Disability Consultation Support - Center</small> ShogaishaSoudanShien-Center ☎ 0595-26-7725
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② Taxes

Taxes are payments made by residents of Japan to the national, prefectural, and municipal governments. The government, prefecture, or city uses the collected taxes for the benefit of everyone's livelihood.

<p>Income tax</p>	<ul style="list-style-type: none"> • A tax paid to the government. • If you file a 'final tax return' in years when you paid a lot of money at the hospital, your taxes may be reduced. <p>Zeimusho (Ueno Tax Office) ☎ 0595-21-0950</p>
<p>Municipal and Prefectural Taxes</p>	<ul style="list-style-type: none"> • This is a tax paid to the city and prefecture. • This tax is paid to the city where you had your address on January 1st. • The amount of the payment is determined by the amount of your income received in the previous year. <p>Kazei-ka (Taxation Division) ☎ 0595-22-9613</p>
<p>Motor Vehicle Tax • Light Motor Vehicle Tax</p>	<ul style="list-style-type: none"> • This tax is paid to the prefectural or city government by those who own a car or motorcycle on April 1st of each year. <p><small>— Prefectural Tax Office</small> Iga-Kenzei-Jimusho (Vehicle Tax)</p> <p>☎ 0595-24-8020</p> <p>Kazei-ka (For light Motor Vehicle) ☎ 0595-22-9613</p>
<p>Fixed property tax</p>	<ul style="list-style-type: none"> • This is a tax to be paid to the city by those who own fixed assets (land, buildings, etc.) on the first day of January every year. <p>Kazei-ka (Taxation Division) ☎ 0595-22-9614</p>
<p>Paying taxes</p>	<ul style="list-style-type: none"> • If you do not pay your taxes by the due date, you will have to pay not only the tax but also a late charge. If you are unable to pay by the due date, please consult with us. <p>Zeimusho (Ueno Tax Office) (Income Tax & Consumption Tax) ☎ 0595-21-0950</p> <p><small>Prefectural Tax Office</small> Iga-Kenzei-Jimusho (Vehicle Tax) ☎ 0595-24-8020</p> <p><small>Tax collection—Division</small> Shuzei-ka (Municipal and Prefectural Tax, Light Motor Vehicle Tax, Fixed Asset Tax, National Health Insurance Tax) ☎ 0595-22-9612</p>

Raising children

② When you are pregnant C h i l d Rearing - Division
Kodomo Sodachi Shien-ka
☎ 0595-41-1556

If you become pregnant, you will receive a "Maternal and Child Health Handbook" at the City Hall.

If you have any concerns or problems, you can ask for advice.

■ Maternal and Child Health Handbook


You bring this when you go to the hospital. It contains information about the mother's health condition during pregnancy, the baby's size at birth, any illnesses the baby had, and whether preventive vaccinations (injections to prevent illness) were given, among other things..

When you receive your maternal and child health handbook, you will also get a book of tickets to have Pregnancy Health Checkup.

What to bring	<ul style="list-style-type: none">• Pregnancy Registration Certificate (you get at the hospital)• Zairyu card (Residence card)• My number card• The pregnant woman's passbook or cash card
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③ When a baby is born *Koseki Jumin-ka* ☎ 0595-22-9645

You must submit *Shusshou Todoke* (the report of birth of your baby) to the city hall within 14 days of the baby's birth.

What to bring	<ul style="list-style-type: none">• Birth registration (to be obtained at the hospital)• Residence card and passport of the baby's father and mother• Maternal and child health handbook 
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※ If both the father and mother are foreigners, please go to the immigration office to obtain a residence card for the baby. (⇒P8)

Children under 6 years old, before attending elementary school, can attend daycare nurseries, kindergartens, and a certified children's institution (Nintei Kodomo-en).

<p>Hoikusho Hoikuen (Day Nursery) *There are public and private nurseries.</p>	<ul style="list-style-type: none"> • Children from 0 years old to Elementary school age attend when their parents are working or sick. They learn many things while playing. • Available Hours Monday through Friday) (Public) 7:30~18:00 (Private) 7:00~18:00 • If you want your child to attend, you apply around October of the previous year.
<p>Yochien (Kindergarten)</p>	<ul style="list-style-type: none"> • Children from 3 years old to Elementary school age attend the school. They learn many things while playing. • Available Hours (Monday through Friday) 8:30~14:00 • It can be used after 14:00 while parents are working. • If you want your child to attend, you apply around September of the previous year.
<p>Shiritu-Nintei-Kodomo-en (Private certified children's institution)</p>	<ul style="list-style-type: none"> • It combines the features of both a kindergarten and a day nursery. • If you want your child to attend, you apply around October of the previous year.

※There is no charge for childcare in the 3-to 5-years-old class. Please contact the facility directly for the cost of educational materials, and others.



25 Elementary and Junior High School *Gakko-Kyoiku-ka*

☎ 0595-22-9649

- Parents of children between the ages of 6 and 15 are required to go to school in Japan. (Compulsory education)
- From the age of 6, children attend elementary school, and from the age of 12 to 15, junior high school.
- The school year begins in April and ends in March of the following year.
Foreign children can also attend elementary and junior high schools in Japan. (Please apply at the City Hall.)
- The school you attend is determined by where you live (your address).

<p>Entrance Orientation (Nyugaku-Setsumeikai)</p>	<ul style="list-style-type: none"> • Children who will be entering the first grade of elementary school in April will have an orientation session around November at the elementary school where they will be entering. • Children who will be entering their first year of junior high school in April will have an orientation meeting at the junior high school they will enter around November to January.
<p>Fees</p>	<ul style="list-style-type: none"> • Tuition, textbooks, and meals are free of charge. • There is a fee for studying materials. • If your income is too low to pay the fee, you may be able to receive school financial assistance. (Shugaku-enjyo)
<p>Japanese language study (Early Adaptation Guidance Class)</p>	<p>In cases where a foreign student is attending a Japanese school for the first time and does not speak or understand Japanese at all, we will provide a 3-months course of study of Japanese language, etc.</p>
<p>Career guidance</p>	<p>There will be an information session about high school life for foreign students and guardians. (Around September)</p>

■High School(Koukou)

A person who has graduated from a junior high school (a person who has not graduated from a junior high school in Japan but is recognized as having the same level of academic ability) may take an entrance examination and be admitted to a high school. If they pass the entrance examination, they are eligible to attend the school.

There are also "regular" high schools, which students attend at night, and "correspondence" high schools, where students study via the Internet etc.

<p>Where to consult</p>	<ul style="list-style-type: none"> • Prefectural High Schools Mieken-Kyoiku-Iinkai-Jimukyoku, Kokokyoiku-ka ☎ 059-224-3002 • Private High Schools Mieken-KankyoSeikatsu-bu, Shigaku-ka, Shigaku-han ☎ 059-224-2161
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■University, Junior College, Vocational School

High school graduates may take an examination to enroll in a university, short-term college (junior college), or vocational school. If you pass the exam, you can attend the school. Please ask directly to the school you want to go to.

②7 Others


■ After-school children's clubs

When parents are unable to take care of their children after elementary school classes are over due to work or other commitments, they can leave their children in the care of an after-school children's club.

Hours of use	After school hours・・・After school~18:00 Long-term holidays, etc.: 8:00-18:00
Cost (User Fee)	For daily use after school・・・¥8000 /person/month Separate fee will be charged for use during long-term holidays.
Other	Registration is required every fiscal year.
Where to consult	<small>child Policy - Division</small> KodomoSeisaku-ka ☎ 0595-22-9677

■ Children's Study (Learning Support)

	Learning Support Class "Sasayuri"	Kanji learning Support class
Day Hours	Saturday 14:00~16:00	Wednesday 15:30-16:30
Place	2F, Igashi-Sogo-Fukushi-Kaikan	4F, Haitopia Iga
Who can participate	From 5th grade Elementary School to Junior High School 3rd year, People who are taking the high school entrance exam	From 1st grade to 4th grade of Elementary School
Fee	200 yen per session	300 yen per month
Where to consult	NPO Iga no Tsutamaru ☎ 0595-23-0912 ☎ 080-3590-7612	Iga International Exchange Association ☎ 070-4455-4900

■ For more information on childcare, please click here. 



Traffic Rules

For your safety, it is important to know the rules of Japan.

⑳ When walking

- Walk on sidewalks (paths for people to walk on).
- On roads without sidewalks, walk on the right side of the road.
- When crossing a street, cross where there is a traffic light or pedestrian crossing.



㉑ When riding a bicycle

- Ride your bicycle on the left side of the roadway.
- Do not ride a bicycle after drinking alcohol.
- Do not ride a bicycle while using an umbrella or a cellular phone (smart phone).
- Wear a helmet when riding a bicycle.
- In Iga City (Mie Prefecture), all bicycle riders must submit bicycle liability insurance.



㉒ When driving a car or a motorcycle

- A driver's license is required to drive a car or motorcycle. (The driving test can be taken in English, Portuguese, Chinese or Vietnamese.)
- When driving a car or motorcycle, you must have a driver's license.
- For the safety of both the driver and passengers, seat belts must be worn. Motorcycle riders and passenger should wear helmet.
- Do not use a cellular phone (smart phone) when driving a car or motorcycle.
- You cannot drive if you have been drinking alcohol.

Others

③ In these cases

■ When you want to know information

- Public announcements can be viewed

on the multilingual support website 'My Public News' (My Kōhō-shi).

(It is available in Japanese, English, Korean, Chinese (Traditional & Simplified), Thai, Portuguese, Spanish, Indonesian, Vietnamese, Russian, French, Filipino, Nepali, Malay, Hindi, German, Myanmar, Italian, Arabic, Sinhala, Tamil, Bengali, Khmer, Turkish, and Persian).

※Please note that the translations are machine translation



- The multilingual information paper 'Iga' contains announcements and information related to life in Iga City.

(It is written in Easy Japanese, Portuguese, Spanish, Chinese, English, and Vietnamese.)



- Iga City Web site

You can see the information from the city in (Easy Japanese, English, Chinese, Portuguese, Spanish, Vietnamese)



※Please note that the translations are machine translations.

- You can view announcements from the Iga City Multicultural Coexistence Center on the homepage and Facebook.

(It is available in Easy Japanese, Portuguese, Spanish, Chinese, English, and Vietnamese.)



●LINE



By adding as a friend, you will receive notifications from Iga City.

●Foreigners' Support Portal Site



You can view notifications from the government and more.

(Available in Portuguese, Spanish, Chinese, English, Vietnamese, Korean, Thai, Tagalog, Indonesian, and others.)

※Please note that the translations are machine translations.

■When you want to consult with us

●Tabunka Kyosei ka (Multicultural Affairs Division)

 0595-22-9702

 Monday-Friday (excluding public holidays) 8:30~17:15



Interpreter: Portuguese, Spanish, Chinese, English, Tagalog, Vietnamese, Tagalog and easy Japanese

Video Interpreter: Portuguese, Spanish, Chinese, English, Vietnamese, Tagalog, Thai, French, Nepali, Hindi, Russian, Indonesian, Myanmar, Maley.

●Tabunka Kyosei Center

(Multicultural Center)

 0595-22-9629

 Monday to Friday (excluding public holidays) 9:00~17:00

Location: 4th floor of Haitopia Iga, 500 Marunouchi, Ueno

Interpreter: Portuguese(Mon, Tue, Wed), Spanish(Mon, Tue, Wed), Chinese(Mon), English (Thu), Tagalog(Thu) Vietnamese(Fri) and easy Japanese.

Video Interpreter: Portuguese, Spanish, Chinese, English, Vietnamese, Tagalog, Thai, French, Nepali, Hindi, Russian, Indonesian, Myanmar, Maley.



● **Mie Consultation Support Center for Foreigner
(MieCo)** ☎ **080-3300-8077**



🕒 **Monday to Friday** (excluding public holidays) **9:00~16:00**

Portuguese, Spanish, Chinese, English, Vietnamese, Tagalog,
Thai, Indonesian, Nepali, Korean and Japanese are available.

● **Iga no Tsutamaru (NPO)**

☎ **0595-23-0912 / 080-3590-7612**



🕒 **Monday to Friday/Office: Monday, Wednesday,
and Friday**(excluding public holidays) **10:00~16:00**

■ **Consultation for foreign residents about Visa**

● **Consultation with an *Gyoseishoshi* (administrative paralegal clerk) for foreigners**

※You need to have a reservation.

☎ **0595-22-9702** (Multicultural Coexistence Division)

The 1st Thursday of every month

Place: 4th floor of Haitopia Iga, 500 Marunouchi, Ueno



● **General Information Center for Foreign Residents**

☎ **0570-013904**



🕒 **Monday to Friday**(excluding public holidays) **8:30~17:15**

Portuguese, Spanish, Chinese, English, Vietnamese, Tagalog,
Thai, Indonesian, etc.

■ **Consultation when you have difficulties in your daily life**

● ***Seikatsu Shien-ka* (Livelihood Support division)**

☎ **0595-22-9650**

🕒 **Monday to Friday** (excluding public holidays) **8:30~17:15**

■When you want to look for a job

●Hello Work Iga

☎ 0595-21-3221

Location: 3074-2, Shijukucho

🕒 Monday to Friday (excluding public holidays) 8:30~17:15
(Mon., Tue., Wed.) Portuguese, Spanish, English

■When you have difficulties in your employment

●Iga-Rodo- Kijyun-Kantokusho (Iga Labor Standards Inspection Office)

☎ 0595-21-0802 (Kantoku-an'ei-ka)

☎ 0595-21-0803 (Rosai-ka)

Location: 1507-3 Midorigaoka Honmachi

🕒 Monday to Friday (excluding public holidays) 8:30~17:15

●Foreign Workers Corner

Location	Yokkaichi Rodo Kijyun Kantokusho 2-5-23 Shinsho, Yokkaichi ☎ 059-342-0340	Tsu Rodo kijyun Kantokusho 327-2 Shimazakicho, Tsu ☎ 059-227-1282
Language	Portuguese·Spanish	Portuguese·Spanish· English

※If you need an interpreter, please call to confirm.

●Foreign Workers Consultation Hotline

☎ 0570-001-7011



English①·Chinese②·Portuguese③·Spanish④·Tagalog⑤·Vietnamese⑥Other

🕒 Monday to Friday (excluding public holidays) 10:00~15:00

※ Depending on the language, the phone number, available days, and hours may be different. Please check the homepage for details.

※ There is also a “Working Conditions Hotline” (Labor Conditions Consultation Line)

■When you want to study Japanese

● Iga Japanese Language Club

 090-3425-7099

 Wednesday 19:30~20:40

 Saturday 19:00~20:30

Place: Iga Shi Sogo Fukushi Kaikan (Iga City Welfare Hall)

Cost: 200 yen per class

※We also have online classes.



● Connecting and Expanding Your Life in Japanese

(Ministry of Education, Culture, Sports, Science and Technology)

This is a Japanese language learning site where
you can learn Japanese for daily life.



③2 Major festivals and events in Iga City

【Ueno Tenjin Matsuri】

This is a major festival that has continued for more than 400 years.

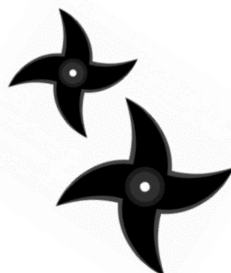
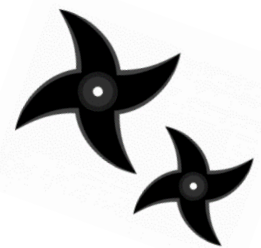
Nine danjiri (floats) and ogres make their way around the town.

The festival has been designated a UNESCO Intangible Cultural Heritage Site and a nationally important intangible folk cultural property.

The Ueno Tenjin Festival is held on the nearest Friday, Saturday, and Sunday until October 25 each year.

●Event

Name	When
Iga Ueno NINJA Festa	Beginning of May
Citizens Summer Nigiwai Festa	August
Iga City International Exchange Festa	Beginning of October



Guidebook For Foreign Residents Living In Iga City

Revised April 2026 (Reiwa 8)
Iga City Multicultural Coexistence Division

3184 Shijyuku-cho Iga city, Mie 〒518-8501

Phone: 0595-22-9702

<https://www.city.iga.lg.jp/0000011976.html>

