

LIVING GUIDE HAKODATE

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1. WHERE TO CONTACT

●Area code of Hakodate: 0138

■Hakodate City Hall (*Hakodate Shiyakusho*):

- Foreign Residents' Assistance Desk and International Affairs 21-3619 (P3)
- Foreign Registration 21-3176 (P16)
- Day Nurseries 21-3270 (P18,19)
- Schools and Kindergartens 21-3554 (P18,19)
- Municipal Housing 21-3382 (P4)
- Waste Disposal 51-5163 (P10)
- Water Fees 27-8731 (P6)
- Water-Related Problems 27-8742 (P6)
- City Streetcars 32-1730 (P14)
- City Hospitals --- Hakodate City Hospital (*Shiritsu Hakodate Byoin*): 43-2000 (P2)
Esan City Hospital (*Shiritsu Hakodate Esan Byoin*): 85-2001 (P2)
Minami-Kayabe City Hospital (*Shiritsu Hakodate Minami-Kayabe Byoin*): 25-3925 (P2)
Hakodate Night Emergency Center (*Shiritsu Yakan Kyubyo Senta*): 43-3711 (P2)

■Police (*keisatsu*): 110 (P2)

■Fire (*shobo*) and Ambulance (*kyukyu*): 119 (P2)

■Residence Qualification (*zairyu shikaku*): 41-6922 (P15)

■Bus --- Hakodate Service Office, Hakodate Bus Company (*Hakodate Basu Hakodate Eigyo-sho*): 51-3137 (P14)

 Showa Branch Office (*Showa Eigyo-sho*): 41-2954 (P14)

 Hiyoshi Branch Office (*Hiyoshi Eigyo-sho*): 51-7811 (P14)

■Hakodate Airport Bus 51-3101 (P14)

■Electricity 0120-12-6565 (P6)

■Gas 41-3175 (P7)

■Hakodate Sightseeing Information: www.hakodate-kankou.com/

(Information is given in Japanese, English, Chinese in non-simplified characters, and Korean languages.)

*The phone numbers that start from “0120” or “0800” are toll free. In some cases you can not connect them by cell phone.

*For calls from cell phones, the area code 0138 is necessary before the numbers indicated as ○○—○○○○.

* *At the Internet addresses and telephone numbers shown in this Guidebook, information is available in Japanese only unless otherwise specified.*

2. EMERGENCIES

(1) Accident and Theft (*jiko* and *tonan*)

Call the police if you are involved in and/or witness a traffic accident or a crime such as theft or violence. Dial 110 (*keisatsu*) and give a detailed account of the circumstances. Be sure to call the police even in the case of slight injury or minor damage to the car or other objects. It is important to confirm the other party's name/s, address, telephone number, car license number and other necessary information.

(2) Fire (*kaji*)

In case of fire, call neighbors loudly for help and call the fire station. Dial 119 (*shobo*) and explain the address or landmarks near your home.

(3) Sudden Illness and Injury (*kyubyo* and *kega*)

Call 119 (*kyukyū*) for an ambulance in case of sudden illness or injury as in the case of a fire and explain the situation, address, landmarks near your home, name, and so on. You will not be charged for the use of ambulance. If illness or injury is not urgent, make a hospital visit. In Japan, hospitals have their own specializations. Accordingly select a hospital appropriate to the types of illness and injury. Some hospitals have several departments. Try to collect information on hospitals in your neighborhood in advance.

□ Hospital Specializations:

- ◆Sprains, shoulder muscle stiffness, back pain, etc.: Orthopedic surgeon (*seikei geka*)
- ◆Fever, anemia, stomach-ache, constipation, etc.: Physician (*naika*)
- ◆Hay fever, cold symptoms, sore throat, etc.: Ear, nose and throat specialist (*jibika*)
- ◆Bums, eczema, etc.: Dermatologist (*hifuka*)
- ◆Eye disease, eye injury, etc.: Ophthalmologist (*ganka*)
- ◆Children's illness: Pediatrician (*shonika*)
- ◆Women's illness, pregnancy, childbirth, etc.: Obstetrician (*san-fujinka*)
- ◆Teeth and mouth problems: Dentist (*shika*)

There are four city-operated medical institutions in Hakodate. Please note that Hakodate Night Emergency Center (*Shiritsu Yakan Kyubyo Senta*) only accepts sudden illness and injury at night.

◆ Hakodate City Hospital (*Shiritsu Hakodate Byoin*)

Address: 1-10-1 Minato-cho, Hakodate Tel: 43-2000

Departments: Internal Medicine, Psychiatry, Neurology, Respiratory, Gastroenterology, Circulatory, Pediatrics, Rheumatism, Surgery, Orthopedics, Dermatology, Plastic Surgery, Neurosurgery, Cardiovascular Surgery, Urology, Ophthalmology, Obstetrics, Otorhinolaryngology, Radiology, Anesthetics, Dentistry

Consultation hours: 8:45 to 17:15 (Weekdays, closed on national holidays)

◆ Hakodate Esan Hospital (*Shiritsu Hakodate Esan Byoin*)

Address: 15-1 Hinohama-cho, Hakodate Tel: 85-2001

Departments: Internal Medicine, Pediatrics, Surgery

Consultation hours: 8:30 to 17:00 (Weekdays, closed on national holidays)

◆ Hakodate Minami-Kayabe Hospital (*Shiritsu Hakodate Minami-Kayabe Byoin*)

Address: 92 Yasuura-cho, Hakodate Tel: 25-3511

Departments: Internal Medicine, Pediatrics, Surgery, Orthopedics

Consultation hours: 8:30 to 17:00 (Weekdays, closed on national holidays)

◆ Hakodate Night Emergency Center (*Shiritsu Yakan Kyubyo Senta*)

Address: 13-22 Shiratori-cho, Hakodate Tel: 43-3711

Departments: Internal Medicine, Pediatrics, Surgery

Consultation hours: 20:00 to 0:00 (Open everyday, after regular hospital hours only)

In general, hospitals are open in the morning and afternoon on Monday to Friday and only in the morning on Saturdays. On holidays and nights, some hospitals in the city are open on a rotating basis. Call the Information Center shown below for which hospitals are open.

- Emergency Care Information Center (*Kyukyu Iryo Joho Annai Senta*) Tel: 0120-208699 & 011-221-8699

www.qq.pref.hokkaido.jp/ (Japanese)

www.qq.pref.hokkaido.jp/qq/qq01fnlasp.asp (English)

(4) Earthquakes (*jishin*)

Japan is subject to frequent earthquakes. In recent years, there have been many strong earthquakes causing significant damage. Keep in mind the following so as not to panic in the case of such an emergency.

- ◆ Confirm the nearest designated evacuation areas and discuss with your family where to meet in advance.
- ◆ Prepare valuables, water, food, radio, clothes, rations and other necessities.
- ◆ Keep emergency exits clear of obstacles.

In case of an earthquake:

- ◆ Turn off all gas appliances and heaters. Close the main gas and oil valves to prevent fire.
- ◆ Beware of glass, signboards and other dropping objects, falling fences and walls, and cracks in the ground when outside.
- ◆ Beware of landslides, tidal waves, fires and other secondary disasters caused by the earthquake.
- ◆ Follow information on the radio.

(5) Foreign Residents' Assistance Desk

The Assistance Desk provides consultation and information on life in Hakodate at the International Affairs Section of City Hall. Contact in person, by telephone, facsimile, mail, or E-mail for consultation and information.

- Foreign Residents' Assistance Desk (*Gaikokujin Seikatsu Sodan Madoguchi*)

Place: International Affairs Section, Planning Department

Address: Hakodate City Hall 6F, 4-13 Shinonome-cho

Tel: 21-3619, Fax: 23-7604

E-mail: hkd-intl@city.hakodate.hokkaido.jp

3. FINDING A PLACE TO LIVE AND MOVING OUT

(1) Finding a Place to Live (*ie-sagashi*)

Housing information can be obtained at real estate agents, in newspapers and real estate information magazines. You can also find information on the web sites shown below,

- Hakodate Real Estate Network: www.rals.net/
- Hakodate Real Estate Website: www.bfnet.jp/

There are also public housing facilities that vary in the tenancy conditions, rents and the income of the residents. As public housing units are available by lottery, the latest information can be obtained at the Public Housing Planning Section, Urban Construction Department and Hakodate Housing and Urban Facility Corporation. It is also announced in the PR magazine “*Municipal Government Hakodate (Shisei Hakodate)*” distributed monthly to every household.

- Housing Section, Urban Construction Department (*Toshi Kensetsu-bu Jutaku-ka*)
Address: Hakodate City Hall 4F, 4-13 Shinonome-cho, Hakodate Tel:21-3382
www.city.hakodate.hokkaido.jp/toshiken/juutaku/index.htm
- Hakodate Housing and Urban Facility Corporation (*Hakodate-shi Jutaku Toshi Shisetu Kosha*)
Address: 1-26-8 Mihara, Hakodate Tel: 40-3602 www.city.hakodate-jts-kosya.jp/

(2) Signing a Lease (*keiyaku*)

You may have to pay the following fees at the time of signing a contract.

- Rent in advance (*mae-yachin*)
This is one month rent paid in advance.
- Deposit (*shikikin*)
This is deposited with the landlord as security for your rental payments. As a rule, it is paid back to you when you move out. This money may be used to pay for any rent that may be outstanding and to pay for the cost of repairs. The remainder will then be returned to you. It is usually equivalent to one or two months rent.
- Key Money (*kenrikin* or *reikin*)
This mandatory payment is paid to the landlord when you sign the contract and is not refundable. It is usually equivalent to one or two months rent.
- Real Estate Agent’s Handling Fee (*chukai-ryo*)
This is the commission paid to the real estate agent. It is usually the equivalent of one month rent.

When you sign a contract, you will normally have to prepare the equivalent of about six months rent. Public housings require neither key money nor handling fee. You may also need one or two guarantors when signing a lease.

(3) Moving Out (*hikkoshi*)

Keep in mind the following when moving out of an apartment or house.

- Notify cancellation of the rental contract to the landlord at least one month prior to the date of moving out. (Written notice may be required.)
- Contract a mover. Be advised to receive estimates from several movers for competitive pricing.
- Follow instructions on the disposal of large-size household waste. See page 10 for details.

Important procedures when changing address:

<Before moving out>

- Notify the electricity, gas, water and telephone companies. See page 6 for contacts.
- Notify the Post Office and ask how to have your mail forwarded to the new address (ID required). Change of Address forms for the Post Office is available also at City Hall or branch offices.
- Make transfer arrangements of schools if you have school-aged children.

<After moving in>

- Notify your banks.
- Notify Driver's License Center or police station to have the address on the driver's license changed. Moving to another administrative division requires a photograph (3 cm x 2.4 cm).
- Notify the foreign registration office within fourteen days after moving.

4. DAILY LIVING

(1) Electricity (*denki*)

Hokkaido Electric Power Co., Inc. (“*Hokuden*” for short) provides electricity in Hakodate. Power voltage in Eastern Japan where Hakodate is located is 100VAC/50Hz, whereas it is 100VAC/60Hz in Western Japan. Beware of the difference when you acquire electric appliances or use those from abroad.

- Hokkaido Electric Power Co., Inc.

Address: 25-15 Chitose-cho, Hakodate www.hepco.co.jp/

Inquiry about the electricity charges, contracts, etc.:

Hokuden Contract Center (*Hokuden Keiyaku Senta*) Tel: 0120-12-6565

For technical inquiries: Hakodate Branch Office Tel: 22-4112

◆Switching on Electricity

When first moving into a new residence, turn on the circuit breaker to switch on the electricity. Once you have confirmed the electricity is on, fill out the "Application Card for Starting Electric Service" card placed in your new mailbox or at the doorknob and post it. If there is no card, or if you have problems turning on the electricity, call the number shown above. You may also follow the procedures at the following website.

"Reception of moving" www2.hepco.co.jp/move/

◆Discontinuing Services

Call or visit the Hokuden Contract Center to discontinue electricity services. The customer's name, address, customer number (written on the receipt), date of moving, new address, and telephone number to contact will be needed. You may also follow the procedures at the following website.

"Reception of moving" www2.hepco.co.jp/move/

◆Payment of Electricity Charges

Pay electricity charges through your bank, Post Office, convenience store, or at the Hokuden office. Direct debit from your bank or Post Office account is also possible. Make an application for direct debit by using the "Application Card for Starting Electric Service" or through the Internet. Payment by credit card is not accepted.

(2) Water (*suido*)

City Waterworks Bureau provides water and sewage services in Hakodate. Water from the tap is drinkable.

- Hakodate City Waterworks Bureau (*Suido-kyoku*)

Address: 5-14 Suehiro-cho, Hakodate www.city.hakodate.hokkaido.jp/suidou/

Inquiry about fees and contract:

Services Fee Section (*Ryokin-ka*) Tel: 27-8731

Toi Branch Office (*Toi Eigyo-sho*) Tel: 82-2111

Esan Branch Office (*Esan Eigyo-sho*) Tel: 85-2331

Todohokke Branch Office (*Todohokke Eigyo-sho*) Tel: 86-2111

Minami Kayabe Branch Office (*Minami Kayabe Eigyo-sho*) Tel: 25-5087

For other inquiries:

Business Section (*Gyomu-ka*) Tel: 27-8742

◆Starting and Discontinuing Water Services

To start or discontinue water services, call the Services Fee Section indicated above. The customer's name, address, customer number (written on the receipt), date of moving, new address, and telephone number to contact will be needed.

◆Payment of Water Fees

Pay water fees through your bank, Post Office, convenience store, or at the Waterworks Bureau. Direct debit from your bank or Post Office account is also possible. Inquire at the Service Fee Section shown above for details. Payment by credit card is not accepted.

◆Freezing of Water Pipes

Freezing of water pipes can be a serious problem for households during the mid winter in Hakodate. Indoor water pipes in places such as instantaneous water heaters (*shunkan yu-wakashi-ki*), boilers, toilets, showers, and so on are also liable to freezing. To prevent this from happening, always beware of the low night-time temperature and make it a rule to drain water from pipes every night or during long absences.

□ How to drain water from water pipes, etc.:

To drain water from water pipes, run water on full from the taps, and close the water supply valves while water is running until the water stops. To drain water from water heaters, boilers, etc. do not forget to discharge water from the drain valve after closing the water supply valve. Since it is impossible to drain water from the toilet or drainpipe, antifreeze solution may be of help.

In case of water pipe freezes, call the Business Section of the City Waterworks Bureau shown above and seek advice.

(3) Gas (gasu)

There are two types of gas provided for household use, city natural gas and LP gas. Hokkaido Gas ("Kita Gasu") provides city natural gas, so-called "toshi-gasu" and LP gas shops provide LP gas, so-called "propane gas". Please make sure that your appliances are compatible with the type of gas that is used in your household. Using incompatible appliances is dangerous.

- Hokkaido Gas Co., Ltd.	www.hokkaido-gas.co.jp/
Inquiry about city gas:	
Hakodate Branch Office	
Address: 8-1 Mandai-cho, Hakodate	Tel: 41-3175
Tobu Service Shop	
Address: 6-19 Sugunami-cho, Hakodate	Tel: 52-2077
Chuo Service Shop	
Address: 6-1 Taya-cho, Hakodate	Tel: 43-2321
Seibu Service Shop	
Address: 6-6 Toyokawa-cho, Hakodate	Tel: 23-1911

* There are many LP gas shops around Hakodate. Please ask the neighbors for the nearest one.

◆Starting and Discontinuing Gas Services

Call Hokkaido Gas Co., Ltd. or the LP gas shop several days before moving into a new residence. Arrange for service personnel to start gas supply, check gas leakage and appliances, and explain use of the appliances. Follow the same procedures to discontinue gas services.

◆Payment of Gas Charges

Pay the gas charges through your bank, Post Office, convenience store, or at the branch offices or service shop. Direct debit from your bank or Post Office account is also possible. Payment by credit card is accepted. Note that the payment method may differ with LP gas.

(4) Telephone (*denwa*)

There are 3 types of telephone services: ①subscriber's telephone ②cellular phones, and ③public telephones.

①Subscriber's telephone (*ka-nyu denwa*)

The subscriber's telephone is generally used in homes and companies. NTT Higashi Nihon, Nippon Telecom and KDDI provide services in Hakodate. NTT Higashi Nihon covers all areas while Nippon Telecom and KDDI have limited service areas. It is necessary to check if their services are available in the area of your residence. The basic monthly fee and call charge differ according to the company.

An initial expense of about 40,000 yen is needed to install a telephone line with NTT Higashi Nihon. There is an alternative billing system that requires no initial expense but a higher basic monthly fee.

- NTT Higashi Nihon 116 Center	www.ntt-east.co.jp/ (Japanese & English) Tel: 116
-KDDI Customer Center	www.dion.ne.jp/service/metal/index.html Tel: 0077-7025
- SoftBank Telecom Otoku Line	www.softbanktelecom.co.jp/ Tel: 0088-221-221

The IP telephone is another option if you have an ADSL or other broadband communications environment. The details may differ according to providers, which include KDDI, NTT Communications and Yahoo!. For details call these companies.

- DION (KDDI) Customer Service Center	www.dion.ne.jp/service/ip phone Tel: 0077-7192
- OCN (NTT Communications) Customers Front	www.ocn.ne.jp/voip/phone/?voipT Tel: 0120-506506
- YAHOO! Information Center	bb.softbankbb.co.jp/bbphone/ Tel: 0800-1111-820 & 03-6688-1970

◆Starting and Discontinuing Telephone Services

Choose the telephone company and make a contract. It may take several days until the telephone services start. To discontinue the services, also call the company.

◆Payment of Telephone Charges

Pay telephone charges through your bank, Post Office, and convenience store. Direct debit from your bank or Post Office account is also possible. Payment by credit card *is* accepted.

②Cellular Phones (*keitai denwa*)

Cellular phones are widely used in Japan. Some cellular phones are capable of e-mail and Internet communications and thus can be used as information terminals. Cellular phones used overseas cannot be used because the GSM system is not adopted in Japan.

Cellular phone services are provided by 3 companies in Hakodate. Prepaid cellular phones are also available in addition to normal cellular phones that require a contract.

- NTT DoCoMo Hokkaido General Information Center	www.nttdocomo-h.co.jp/ Tel: 0120-800-000
- au Customer Center	www.au.kddi.com/ Tel: 0077-7-111
- SoftBank Customer Center	http://mb.softbank.jp/mb Tel: 0088-240-157

◆ Starting and Discontinuing Cellular Phone Services

Identification such as the certificate of alien registration is required when making a contract and to discontinue services. Visit a shop of your choice and inquire about the procedures.

◆ Payment of Cellular Phone Charges

The cellular phone charges are normally withdrawn from your bank or Post Office account by direct debit or by using credit card. You may also pay at bank, Post Office, convenience store or your cellular phone shop using the bill sent to you monthly.

③ Public Telephones (*koshu denwa*)

Green phones are for domestic calls. Gray phones with "International" signs on them can be used to make international calls. Both green and gray telephones accept telephone cards, 10-yen and 100-yen coins. Emergency calls (110 and 119) are toll-free.

④ Making International Phone Calls (*kokusai denwa*)

You can call overseas from the subscriber's telephones. It usually costs less to call through international telephone companies or by calling cards. Cellular phones also have international call options. IP phone is another option. Calling cards, some rechargeable, are available through the Internet or by telephone.

<International Telephone Companies>

- | | |
|----------------------------------|---|
| - MCI | www.mci.com/ (Most languages) |
| Call Center (Japanese & English) | Tel: 0120-61-0071 |
| - World Link | www.worldlink-tel.com/ (Japanese & English) |
| Inquiries (Japanese & English) | Tel: 042-388-5958 |

<Calling Cards>

- | | |
|-------------------------------------|-----------------------------------|
| - Brastel | www.brastel.com/ (Most languages) |
| Help Desks | |
| (Japanese) | Tel: 0120-659-533 & 03-5637-5903 |
| (English) | Tel: 0120-659-534 & 03-5637-5904 |
| (Chinese) | Tel: 0120-659-536 & 03-5637-5906 |
| (Korean) | Tel: 0120-659-537 & 03-5637-5907 |
| (Russian) | Tel: 0120-659-539 & 03-5637-5909 |
| - SK Calling Card | www.skcyberpass.com |
| Customer Center (Japanese & Korean) | Tel: 0120-630-882 & 03-3459-8405 |

(5) Internet

Dialing-up, ADSL, FTTH (optical fiber cable) and cable TV are options for Internet communications at home. Dialing-up and ADSL use telephone lines and require no special wiring if you already have a subscriber line. Some area restrictions may apply for ADSL. FTTH and cable TV require special cables, though some new condominiums and apartments are already equipped with cables. Permission from the landlord is required in case of the cabling works. Ask home appliance retailers.

<Providers>

- DION, YAHOO! BB, OCN, Plala, So-net, @Nifty, and BIGLOBE

<Internet Cafés in Hakodate> -Member registration may be required.

- | | |
|---------------------------------------|--|
| - HotWeb Café | www.hotweb.or.jp/cafe/ |
| Address: 18-1 Wakamatsu-cho, Hakodate | Tel: 26-3591 |
| - Jiyu Kukan Hakodate Hanazono Shop | www.runsystem.co.jp/cgi-bin/information/shopinfo.cgi?sc&9931876 |
| Address: 19-1 Hanazono-cho, Hakodate | Tel: 31-4750 |
| - Jiyu Kukan Hakodate Kikyo Shop | www.runsystem.co.jp/cgi-bin/information/shopinfo.cgi?sc&9931627 |
| Address: 1-28-1 Kikyo-cho, Hakodate | Tel: 46-7527 |
| - i-Café | www.i-cafe.ne.jp/hakodate/ |
| Address: 9-3 Yanagawa-cho, Hakodate | Tel: 55-7771 |

(6) Waste Disposal (*gomi-no-dashikata*)

Household garbage must be separated into four groups ①burnable (*moyaseru gomi*), ②unburnable (*moyasenai gomi*), ③plastic packages and containers, and ④cans, glass bottles and plastic bottles. Check the collection schedule in your area in the Garbage Calendar distributed by City Hall.

Burnable and unburnable garbage must be placed in the designated garbage bags that vary in size and color. Large-sized burnable and unburnable garbage that cannot be contained in the largest designated bags should be attached with city-issued garbage disposal coupons. Clear plastic bags of any size can be used for other types of garbage. Please place garbage on the morning of collection.

Designated garbage bags and garbage disposal coupons can be purchased at supermarkets or convenience stores in the city.

- | | |
|---|--|
| - Environment Department (<i>Kankyo-bu</i>) | www.city.hakodate.hokkaido.jp/kankyoh/ |
| Address: 26-2 Hinode-cho, Hakodate | |
| Inquiry about garbage collection: | |
| Recycling Section (<i>Risaikuru Suishin-ka</i>) | Tel: 51-0796 |

Garbage (<i>gomi</i>)	Examples	Collection Schedule & Method
①<Burnable> (<i>moyaseru gomi</i>) kitchen waste: paper: wood: clothing: plastic (smaller than 50 cm):	foods including shellfish tissue paper, paper cups, paper diapers, wooden pieces (smaller than 50 cm), fallen leaves or branches, clothes, bedding, shoes, video tapes, disposable lighters	Twice a week (See Garbage Calendar for your area.) Pink garbage bags (Need to be purchased.)
②<Unburnable> (<i>moyasenai gomi</i>) ceramics, glass: plastic (50 cm or larger): others:	trays, glasses and cups, plates, broken glass plastic sheds, chests kitchen knives, portable stoves, spray cans, cans larger than 20 cm	Once every two weeks (See Garbage Calendar for your area.) Green garbage bags (Need to be purchased.)
③<Plastic Packages & Containers> plastic bottles, caps plastic bags, wraps trays, packages, containers: aluminum -compound materials	empty shampoo and detergent containers, bottle caps, empty confectionery and food bags, food trays, empty instant noodle containers, egg packages instant curry packages	Three times a month (See Garbage Schedule for your area.) Clear plastic bags
④<Cans, Glass Bottles & PET bottles>	cans, bottles, PET bottles (Rinse well with water.)	Once every two weeks (See Garbage Schedule for your area.) Clear plastic bags
<Large-size household garbage> (<i>sodai gomi</i>) Furniture: Over-sized items:	desks, wardrobes, chests, cupboards, sofas bicycles, heaters with chimneys	Contact the Cleaning Operation Section, Environment Department (<i>Kankyo-bu, Seiso Jigyō-ka</i>) by telephone (Tel: 51-5163). Attach a garbage disposal coupon to each item and put it out on the specified day.
<Garbage Not Collected by the City> Garbage produced in large quantities at a time: 4 main household appliances: Others:	air-conditioners, TV sets, refrigerators, washing machines fire extinguishers, PCs, microwave ovens, tires	Call the Waste Treatment Section, Environment Department (<i>Kankyo-bu, Haikibutsu Taisaku-ka</i>). (Tel: 51-0742)

(8) Post Offices (*Yubin-kyoku*)

Post Offices offer postal services and postal savings services. There are 84 branches in Hakodate. The office hours are normally from 9:00 am to 5:00 pm on weekdays. Hakodate Chuo Post Office is open also on Saturdays and Sundays.

- Japan Post Group (*Nippon Yusen*) www.japanpost.jp/ (Japanese & English)

◆Postal Services (*yubin*)

Domestic postal charges are 50 yen for postcards and 80 yen or more for sealed letters depending on weight and size. Postcards (*hagaki*) and stamps (*kitte*) can also be purchased at convenience stores with the postal symbol mark "〒".

To send packages overseas, you can choose from the various postal services the Post Office offers.

- Express Mail Services (EMS)

EMS features the fastest services and highest rates. It also provides damage compensation (a maximum of 2 million yen) in case of theft or loss. Tracing services available in some countries show the delivery circumstances on the Internet. Approximately two to five days for delivery.

- Air Postal Services

Air Services have different area classification from the EMS, and the rates may be higher than the EMS depending on the destination. Approximately three to six days for delivery.

- Surface Airlifted Mail (SAL)

With SAL outgoing and incoming mail and packages are handled as surface mail in Japan and sent by air between Japan and overseas. It offers faster delivery than surface mail and lower rates than airmail. It takes about ten days for delivery to/from Asian countries and a couple of weeks to/from North America, for example.

- Surface Mail

Mail and packages are sent by surface only. It takes one or two months for delivery but offers the lowest rates.

Private courier services such as Yamato Transport (*Yamato Un-yu*), UPS and DHL also provide international delivery services.

◆Japan Post Bank (*Yucho-Ginko*)

Opening savings accounts, depositing and withdrawing money and remitting money overseas are possible. Postal savings accounts offer lower charges than banks and it is convenient to exchange foreign currencies and send money overseas.

Withdrawing money from accounts from banks situated overseas is possible only at the Post Office through linkage with PLUS and CIRRUS.



For details:

Withdrawal from banks overseas:

www.jp-bank.japanpost.jp/kojin/tukau/atm/kj_tk_atm_index.html (Japanese)

www.jp-bank.japanpost.jp/en/ias/en_ias_index.html (English)

Foreign Exchange:

www.jp-bank.japanpost.jp/kojin/tukau/kaigai/tc/kj_tk_kg_tc_index.htm (Japanese)

(9) Transportation (*kotsu*)

Public transportation in the city includes city streetcars, buses and taxis.

① Streetcars (*shi-den*)

Streetcars are operated by the city and called "*shi-den*". Routes cover tourist areas such as the Western area (*Seibu-chiku*), Goryokaku and Yunokawa. Streetcars offer frequent services and are especially convenient for daily life the city.

Streetcars are boarded through the rear entrance at a streetcar stop (*dentei*). Take a numbered boarding ticket (*seiri-ken*) from the ticket machine by the entrance door. Press the stop button on the window frame or ceiling when your intended stop is announced. The streetcar will not stop if there is no request. The fare is displayed on the electric fare board near the front exit. Your fare is under the number that corresponds to the number on your boarding ticket. Deposit the ticket and coins into the fare box. The fare box gives no change. Put the exact amount or use the moneychanger by the ticket machine.

Children aged between six and eleven may travel half-fare. Divide your fare in half and round up to the nearest 10 yen. One child under six years of age is not charged if accompanied by an adult. The second and subsequent children must each pay the child fare.

- Transportation Bureau (*Kotsu-kyoku*)

Address: 15-1 Komaba-cho, Hakodate www.city.hakodate.hokkaido.jp/transport/

Inquiry about streetcars: Transportation Administration Dept. (*Kanri Un-yu-bu*) Tel: 32-1730

Streetcar Route Charts

www.hakodate-kankou.com/c3 p01.html (Japanese)

www.hakodate-kankou.com/f/c3e p01.html (English)

www.hakodate-kankou.com/f/c3ch p01.html (Chinese in non-simplified characters)

www.hakodate-kankou.com/f/c3k p01.html (Korean)

② Bus (*basu*)

Hakodate Bus Company operates the bus services in the city. Enter from rear doors and exit from the front. The manner of payment of fares is the same as streetcars. Some bus routes offer flat rates. The destination and line number of the buses are indicated in the front upper part and side of the bus. Check routes and stops before boarding.

- Hakodate Bus (*Hakodate Basu*) www.hotweb.or.jp/hakobus/

Address: 10-1 Takamori-cho, Hakodate

Bus Inquiries:

Hakodate Service Office (*Hakodate Eigyo-sho*): 51-3137

Showa Branch Office (*Showa Eigyo-sho*): 41-2954

Hiyoshi Branch Office (*Hiyoshi Eigyo-sho*): 51-7811

Main Bus Route Charts www.hakodate-kankou.com/c3 p01.html

For information on Airport Buses:

- Hakodate Teisan Bus (*Hakodate Teisan Basu*)

Address: 22-38 Hinode-cho, Hakodate Tel: 51-3101

Timetable: www.hakodate.ne.jp/hakotaxi/time.html

③ Taxis

Taxis are for hire in front of JR stations, airports, department stores, hospitals and other busy areas. Taxis can also be hailed in the street, or you can call a taxi company. The driver opens and closes the rear passenger door automatically, and customers sit in the rear. Tips to drivers are not expected. Japanese law does not require rear seat passengers to fasten seat belts.

Taxis for hire display a red light (空車) in the front window.

5. RESIDENCE QUALIFICATIONS (*zairyu shikaku*)

Residence qualifications and periods are determined for each person with foreign nationality who enters Japan. The determined qualifications and periods are indicated on the passport. You must take the necessary procedures if you are going to engage in an activity deviating from the residence qualification or stay longer than the residence period. Any breach of residential qualifications or overstay of permitted period, may result in legal penalty or expulsion from Japan.

You must take necessary procedures in the following cases. Inquire to the Immigration Bureau for details.

- Updating residence period
- Changing residence qualification (for example, finding employment in Japan after graduation, or getting married with a Japanese citizen)
- Acquiring residence qualification (due to birth of child)
- Permission of unqualified activity (for example, a foreign student working part-time)
- Permission of re-entry

- Immigration Bureau (*Nyukoku Kanri-kyoku*)

www.immi-moj.go.jp/ (Japanese, English, Korean, Portuguese & Spanish)

General Information Center for Foreign Residence

www.immi-moj.go.jp/info/i_main.html (Japanese)

www.immi-moj.go.jp/english/info/index.html (English)

Tel: 03-5796-7112 (Japanese, English, Chinese, Korean & Spanish)

Hakodate Port Detached office of Sapporo Immigration Bureau

(*Sapporo Nyukoku Kanri-kyoku Hakodate-ko Shuccho-jo*)

Address: Hakodate Kowan Godo-chosha, 24-4 Kaigan-cho, Hakodate

Inquiry about residence registration Tel: 41-6922

6. FOREIGN REGISTRATION (*gaikoku-jin toroku*)

Every non-Japanese national who enters Japan or is born in Japan must apply for foreign registration. Every non-Japanese national of sixteen or older must carry his/her certificate of alien registration (registration card) at all times.

- Resident Registration Section, Citizens Affairs Department (*Shimin-bu Koseki Jumin-ka*)
Address: Hakodate City Hall 1F, 4-13 Shinonome-cho, Hakodate
Inquiry about foreign registration: 21-3176

◆ Initial Registration

Every non-Japanese national who enters Japan must apply for foreign registration within ninety days from the date of entry. Registration is not required if the duration of the stay is within ninety days. The passport and two recent photographs (4.5 cm x 3.5 cm) are needed for registration. Children under sixteen do not require a photograph.

When a child is born in Japan, a “Report of Birth” (*shusseidoke*) must be completed within fourteen days from the date of birth. The residence qualification must be applied for within thirty days and the foreign registration must be completed within sixty days from the date of birth.

You should also report the birth of a child to the embassy or consulate of your country.

◆ Changes

If you change, name, address, nationality, residence qualification, period, occupation, place of employment or other registration status, you must report within fourteen days.

◆ Application for Renewal

Every non-Japanese national must take the procedures of confirmation within the period of application for renewal. The period is written on your registration card. The current registration card, passport, two recent photographs (4.5 cm x 3.5 cm) are needed for the procedure.

◆ Return of Registration Card

When you leave Japan, you must return your registration card to the immigration authorities at the airport of departure. You need not return it if you have obtained re-entry permission. Death of a non-Japanese national must be reported within seven days, and his/her registration card must be returned to the city within fourteen days from the date of death. It should also be reported to the embassy or consulate of the country of origin.

7. SOCIAL INSURANCE (*shakai hoken*)

All residents in Japan are obliged to join both a public medical insurance and a public pension plan.

- National Health Insurance and Pension Plan Section, Citizens Affairs Department (*Shimin-bu Kokuho Nenkin-ka*)
Address: Hakodate City Hall 1F, 4-13 Shinonome-cho, Hakodate

Inquiries:

National Health Insurance and Pension Plan Section (<i>Kokuho Nenkin-ka</i>)	Tel: 21-3150
Yunokawa Branch Office (<i>Yunokawa Shisho</i>)	Tel: 57-6161
Zenikame-zawa Branch Office (<i>Zenikame-zawa Shisho</i>)	Tel: 58-2111
Kameda Branch Office (<i>Kameda Shisho</i>)	Tel: 45-5582
Toi Branch Office (<i>Toi Shisho</i>)	Tel: 82-2111
Esan Branch Office (<i>Esan Shisho</i>)	Tel: 85-2331
Todohokke Branch Office (<i>Todohokke Shisho</i>)	Tel: 86-2111
Minami-Kayabe Branch Office (<i>Minami-Kayabe Shisho</i>)	Tel: 25-5111

(1) Medical Insurance (*iryō hoken*)

There are two types of medical insurance in Japan: health insurance in which full-time employees join at the place of employment (*shakai hoken*), and the National Health Insurance (*kokumin kenko hoken*) in which others join at City Hall. All residents are required to join either health insurance system regardless of nationality even if they hold private health insurance schemes. Insurance cards (*hoken-sho*) will be issued.

If you receive medical treatment without medical insurance, you must pay the fee in full. With either public medical insurance, 70% of the fee will be covered. Dental treatment is also covered by the insurance. Present the insurance card (*hoken-sho*) when you receive medical treatment. The premium of the insurance depends on the income of the previous year and the family make-up of the insurance holder.

For details, inquire at your work place or the National Health Insurance and Pension Plan Section (*Kokuho Nenkin-ka*) of City Hall or branch offices indicated above.

(2) Pensions (*nenkin*)

There are two types of pension plans in Japan. Full-time employees have to join the Welfare Pension Plan (*kosein nenkin*) at the place of employment, and others have to join the National Pension Plan (*kokumin nenkin*) at City Hall. All residents over twenty and under sixty years of age are required to join either pension plan regardless of nationality even if they hold private pension schemes. The pension plan guarantees you an income when you attain an advanced age or become disabled. It also guarantees benefits to the family upon death of the holder.

The monthly premium of the Welfare Pension Plan depends on the income of the holder for the previous year. National Pension Plan has a fixed rate regardless of income.

For details, inquire at your work place or the National Health Insurance and Pension Plan Section (*Kokumin Nenkin-ka*) of City Hall or branch offices indicated above.

Non-Japanese residents who had paid premiums for six months or more and had to exit Japan are eligible to receive a refund upon request within two years after exiting. Twenty percent withholding tax at the source is taken off but is refundable also upon request. Check the procedures and papers necessary for refunding before leaving Japan.

- For information on Refund:

www.jetprogramme.org/j/former/pension.html (Japanese)

www.jetprogramme.org/e/former/pension.html (English)

8. DAY NURSERIES AND KINDERGARTENS (*hoikuen* and *yochien*)

(1) Day Nurseries (*hoikuen*)

Day nurseries take care of children whose parents are unable to look after them because both parents are either working or ill, or for other reasons. Day nurseries in general accept children from 0 (57 days after birth) up until entering elementary school. Fees depend on the previous year's income of the parents. Hours, age restrictions, conditions of vacancy differ among day nurseries. For details, inquire at the Parenting Consulting Section, Central Welfare Office.

- Parenting Consulting Section, Hakodate Central Welfare Office (*Chuo Fukushi Jimusho Ko-sodate Suishin-ka*)
 Address: Hakodate City Hall 2F, 4-13 Shinonome-cho
www.city.hakodate.hokkaido.jp/welfare/childcare/default.htm (Japanese, English)

Inquiries about day nurseries:

Parenting Consulting Section (<i>Ko-sodate Suishin-ka</i>)	Tel: 21-3270
Kameda Welfare Section (<i>Kameda Fukushi-ka</i>)	Tel: 45-5481
Toi Branch Office (<i>Toi Shisho</i>)	Tel: 82-2112
Esan Branch Office (<i>Esan Shisho</i>)	Tel: 85-2331
Todohokke Branch Office (<i>Todohokke Shisho</i>)	Tel: 86-2111
Minami-Kayabe Branch Office (<i>Minami-Kayabe Shisho</i>)	Tel: 25-5111

(2) Kindergartens (*yochien*)

Kindergartens are educational institutions for children from age three up until entering elementary school. No special restrictions are placed upon entrance. There are about 30 kindergartens public and private in Hakodate. Please apply to or inquire directly. School Education Section, City Board of Education also receives applications for entering city-operated kindergartens.

- School Education Section, City Board of Education (*Kyoiku Inikai Gakko Kyoiku-ka*)
 Address: Hakodate City Hall 5F, 4-13 Shinonome-cho, Hakodate www.hakodate-hkd.ed.jp/gakkyo/school/kinder.html
 Inquiry about the city-operated kindergartens Tel: 21-3553

9. EDUCATION (*kyoiku*)

(1) Schools (*gakko*)

In the Japanese school system, elementary school is for six years, junior high school three years, senior high school three years, junior college two years and university four years. There are also technical colleges, special training schools, and non-regular schools. Elementary and junior high schools are part of Japan's compulsory education system. Elementary and secondary schools adopt a three-term system in general. The school year begins in April. High schools and higher education imposes entrance examinations in principle. There are national schools, municipal schools, and private schools.

①Elementary School and Junior High School (*shogakko* and *chugakko*)

Most elementary and junior high schools are run by the city and enrollment, tuition and textbooks are free of charge. There are also national schools and private schools in which entrance examinations are imposed, where enrollment, tuition and textbooks have to be paid for.

Restrictions may be placed on the acceptance of pupils without knowledge of Japanese. Inquire at the School Education Section, City Board of Education for details. For national and private schools, inquire to the school directly.

- School Education Section, City Board of Education (*Kyoiku Linkai Gakko Kyoiku-ka*)
Address: Hakodate City Hall 5F, 4-13 Shinonome-cho, Hakodate Tel: 21-3553

<National schools>

- Hakodate Elementary School attached to Hokkaido University of Education (*Hokkaido Kyoiku Daigaku Fuzoku Hakodate Shogakko*, “*Fuzoku-sho*”) www.hak.hokkyodai.ac.jp/~f-shog-m/
Address: 3-48-6 Mihara, Hakodate Tel: 46-2235
- Hakodate Junior High School attached to Hokkaido University of Education (*Hokkaido Kyoiku Daigaku Fuzoku Hakodate Chugakko*, “*Fuzoku-chu*”) www.hak.hokkyodai.ac.jp/~f-chug-m/
Address: 3-48-6 Mihara, Hakodate Tel: 46-2233

<Private schools>

- Hakodate San-iku Elementary School www2.ncv.ne.jp/~hako3iku/
Address: 5-26-1 Kikyo, Hakodate Tel: 34-2115
- Iai Girls' Junior High School www.iaijoshi-h.ed.jp/japanese/newpage/newpage2.htm
Address: 23-11 Suginami-cho, Hakodate Tel: 51-0418
- Hakodate Shirayuri Junior High School www.hakodate-shirayuri.ed.jp/shirayuri_jr.hp/top.htm
Address: 2-6-3 Yamanote, Hakodate Tel: 55-6682
- Hakodate La Salle Junior High School www.hakodate.or.jp/school/la-salle/
Address: 1-12-1 Hiyoshi, Hakodate Tel: 52-0365

There is also a Christian school in Nanae-cho which functions as a unified elementary, junior high and high school. It features bilingual education in English and Japanese. Some restrictions may apply for entrance. Inquire to the school directly.

- Chefoo International Christian School www5.ncv.ne.jp/~chefoo77/
Address: 529-4 Hon-cho, Nanae-cho, Kameda-gun Tel: 64-4177

②High Schools (*koko*)

There are eight Prefectural, three city-operated, and eight private high schools in Hakodate. There is also a national technical college. There are entrance examinations to enter high schools. Transfer students also have to pass the entrance examinations. Inquire to the school directly.

(2) Japanese Language Courses

City Hall offers Japanese language courses free of charge. No restrictions are placed upon nationality or age. Inquire at the International Affairs Section (*Kokusai-ka*) for details.

- Japanese Language Courses for Foreigners (*Nihongo Kyoshitsu*)

Beginner's course for and primary course for those with Japanese lesson experience of 50 hours or more are offered.

Term: 30 classes from May to March yearly (not in summers.)

Location: Hakodate Youth Center (*Hakodate Seinen Senta*).

Address: 27-5 Chiyogatai-cho, Hakodate

Tuition: free of charge

International Affairs Sect., Planning Dept. (*Kikaku-bu Kokusai-ka*)

Address: Hakodate City Hall 6F, 4-13 Shinonome-cho, Hakodate

Tel: 21-3619

Fax: 23-7604

Mail: hkd-intl@city.hakodate.hokkaido.jp

10. WORKING AND EMPLOYMENT (*rodo and koyo*)

Labor conditions differ according to residence qualifications. For example, if you have residence qualification for temporary study (*ryugaku*), it is possible to work for a maximum of 28 hours a week, or if you have residence qualification for attending school (*shugaku*), you are able to work for a maximum of 4 hours a day. In both cases, this is provided you have obtained permission for unqualified activities. It is important to know what restrictions are placed upon your residence qualification. It is unlawful to act in contravention to the qualification.

Inquire at the Immigration Bureau (*Nyukoku Kanri-kyoku*) for details. See page 15.

You may seek employment at the public employment security office known as "Hello Work", a national organization.

- "Hello Work" Hakodate

Address: Branch Building of Hakodate Local United Government Office Building, 26-6 Shinkawa-cho, Hakodate

Tel: 26-0735

Location map: www.hokkaido-labor.go.jp/2kantoku/kantoku0306.html

11. TAXES (*zeikin*)

Japanese taxes consist of national income tax imposed on income, residence tax imposed by the prefecture and the city, and other taxes such as consumption tax and automobile tax. Any person receiving an income in Japan must pay taxes regardless of nationality.

(1) Income Tax (*shotoku-zei*)

Income tax is imposed on income paid from January to December every year. Income taxes of salaried workers are directly deducted from their monthly salaries. Tax rates and taxable ranges are not fixed. The tax rate of each non-resident who lives in Japan for less than a year is 20%. However, circumstances differ with individuals, and some people may be regarded as residents even though they live in Japan for less than a year. Special conditions may apply for countries which conclude tax treaties with Japan. For details, inquire at your employer or the tax office.

- Hakodate Tax Office (*Hakodate Zeimu-sho*) www.nta.go.jp/sapporo/
Address: 37-1 Nakajima-cho, Hakodate Tel: 31-3171

(2) Residence Tax (*jumin-zei*)

Residence tax is based on income of the previous year. Residence taxes for salaried workers are directly deducted from their monthly salaries. Others should pay their taxes individually. Special conditions may apply for countries which conclude tax treaties with Japan. For details, inquire at your employer or the Finance Department (*Zaimu-bu*).

- Residents Tax Section, Finance Department (*Zaimu-bu Shiminzei-ka*)
Address: Hakodate City Hall 2F, 4-13 Shinonome-cho, Hakodate Tel: 21-3211

(3) Other Taxes

A five percent consumption tax is imposed on purchased goods and services. Displayed prices of goods and services normally include consumption tax.

Owners of cars or motorcycles are required to pay automobile tax. Automobile taxes based on exhaust volume are imposed on the owners of cars or motorcycles as of April 1. If you purchase a car on April 2 or later, you must pay the tax at the monthly rate from the next month. If you purchase a light-motor vehicle (*kei-jidosha*) or motorcycle on April 2 or later, your automobile tax will be exempted until the next fiscal year. Tax notices for regular cars are sent out by Hokkaido Prefectural Office. Light-motor vehicles or motorcycle notices are sent out by the city. Taxes are to be paid at banks, Post Offices or at government offices and so on. Inquire for details.

<Hokkaido>

- Taxation Section, Taxation Department, Oshima Branch Administrative Office (*Oshima Shicho Zeimu-bu Kazei-ka*)
Address: 4-6-16 Mihara, Hakodate Tel: 47-9000 (Extension 2351)

<Hakodate>

- Residents Tax Section, Finance Department (*Zaimu-bu Shiminzei-ka*)
Address: Hakodate City Hall 2F, 4-13 Shinonome-cho, Hakodate Tel: 21-3207