

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 (P18)
- Day Nurseries 21-3270 (P20)
- Schools and Kindergartens 21-3553 (P20,21)
- Municipal Housing 21-3382 (P4)
- Waste Disposal 51-0796 (P11)
- Water Fees 27-8731 (P8)
- Water-Related Problems 27-8753 (P8,9)
- City Streetcars 32-1730 (P15)
- Hakodate City Night Emergency Center (*Shiritsu Yakan Kyubyo Senta*) 30-1199 (P2)

■Police (*keisatsu*): 110 (P2)

■Fire (*shobo*) (Fire, Ambulance, Rescue) 119 (P2)

■Residence Qualification (*zairyu shikaku*): 41-6922 (P17)

■Bus --- Hakodate Service Office, Hakodate Bus Company (*Hakodate Basu Hakodate Eigyo-sho*): 51-3135 (P15)

 Showa Branch Office (*Showa Eigyo-sho*): 41-2954 (P15)

 Hiyoshi Branch Office (*Hiyoshi Eigyo-sho*): 51-7811 (P15)

■Hakodate Airport Bus 51-0168 (P15)

■Electricity 0120-12-6565 (P7)

■Gas 41-3175 (P9)

■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 report the fire. Please pronounce clearly your name, address and the landmarks near your home.

*If the fire is in your neighborhood and you need the information on the fire, check the Fire Department home page (<http://www.city.hakodate.hokkaido.jp/syoubou/saigai/saigai-r.html>) or access the fire information phone service at 22-2141.

(3)Emergency (*kyukyuu* and *kyujo*)

If you need ambulance or rescue for sudden illness, injury or a traffic accident, call 119 as in the case of a fire. Please make it clear that you need ambulance, explain the situation and give your name, address, landmarks near your home or your present location. You will not be charged for the use of ambulance.

To avoid emergency room congestion, make a hospital visit if illness or injury is not urgent. For an after-hour visit of the hospitals (5pm~12pm), visit the clinics open for the night or Hakodate City Night Emergency Center.

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

Address: General Health Care Center 2F, 23-1 Goryokaku-cho, Hakodate Tel: 30-1199

Departments: Internal Medicine, Pediatrics, Surgery

Consultation hours: 19:30 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/qq01fnlgsp.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.
Evacuation Map (in Japanese) www.city.hakodate.hokkaido.jp/soumu/bousai/saigaihinan.html
- ◆ 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.
Huddle under a secure table or desk.
- ◆ 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.
If you are driving, pull over to the left side of the road or to the clear space and stop the engine.
- ◆ 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 pages 11~12 for details.

Important procedures when changing address:

<Before moving out>

- Notify the electricity, gas, water and telephone companies. See pages 7~10 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.
- Notify the foreign registration office within fourteen days after moving. (For information on foreign registration, see page 18)

4. DAILY LIVING

(1) Medical Care and Healthcare (*iryō* and *hoken*)

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 (*jibi-inkoka*)
- ◆Burns, 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*)

*Maternal and Child Health

Maternal and Child Health Handbook (*boshi kenko techo*)

If you will give birth in Japan, please submit a notification of pregnancy that you will receive from the maternity hospital to the City Health Center when you are three months pregnant. You will then be issued a Maternal and Child Health Handbook. The history of your baby's growth and inoculations will be recorded in this handbook.

Maternal and Child Health Section, Health Care Office, City Health Center 32-1533

Health Checkup (*kenko shinsa*)

City Health Center will send notice of health checkup (free of charge) to all parents of babies and toddlers of qualifying age by mail.

Recipients: 3~4 months, 10 months, 1 year and 6 months, 3 years

Received at: City Health Center

Inoculation (*yobo sesshu*)

Inoculation Handbook (*yobo sesshu no shiori*) will be mailed to all parents of babies two months of age. There will not be notices of inoculation, therefore if your child qualifies, it is recommended to act in good time.

Types of Inoculation	Qualifying Age	Place	Remarks
BCG Vaccination	By 6 months from the birth (after 3 months is desirable)	City Health Center	Given during Health Checkup for children 3 to 4 months of age
Diphtheria, Pertusis, Tetanus	Children aged from 3 months to 89 months	Designated Medical Offices (Appointment by phone necessary)	For information on the closest venue, contact City Health Center.
Poliomyelitis	Children aged from 3 months to 89 months (Fee is charged if the child is 90 months and older)	City Health Center	Given twice a year (April & September/October) Date of the first inoculation will be notified by mail. You will be informed of the date of the second inoculation at the time of the first inoculation.
Measles and Rubella mixed	First: Children aged 1 to 2 years Second: Children aged 5 to 6 years and during one year before entering elementary school	Designated Medical Offices (Appointment by phone necessary)	For information on the closest venue, contact City Health Center.

For inquiries and application Maternal & Child Health Section, Health Care Office, City Health Center 32-1533

*Cancer Screening

Cancer Screening is conducted as follows.

Types of Cancer	Qualifying age	Subjects of Checkup	Fee	Place
Stomach Cancer	35 and older	Barium X-ray of Stomach	1,650 yen (35 to 39 of age) 1,000 yen (40 and older)	Designated Medical Offices
Uterine Cancer	20 and older	Inquiry, Ocular Inspection, Internal/Cytological Examinations	1,500 yen (Cervical Area) 2,200 yen (Cervical Area & Uterine Body)	Designated Medical Offices
Breast Cancer	40 and older	Inquiry, Ocular Inspection, Palpation, Mammography	1,800 yen	Designated Medical Offices
Colon Cancer	40 and older	Inquiry, Fecal Occult Blood Test	1,000 yen (Designated Medical Offices) 500 yen (Mass Checkup)	Designated Medical Offices and General Health Care Center & other designated venues for mass checkup
Lung Cancer	40 and older	Inquiry, X-ray of the chest Sputum Examination	100 yen (X-ray Only) 600 yen (X-ray & Sputum Examination)	General Health Care Center and other designated venues for mass checkup

For inquiries and application for the checkup, contact:

Health Promotion Section, Health Care Office, City Health Center 32-1532

Fitness Course

Health Promotion Center located at 4th floor of General Health Care Center prepares personal fitness and nutrition programs and supports the healthy life of the citizens. Citizens who are 18 years of age and older with weight problems and who need exercise qualify. Course application needs appointment. For course application and inquiries on fee and other information, please contact at:

Health Promotion Section, Health Care Office, City Health Center 32-1515

(2) 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.

(3) 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

Todohokke Branch Office (*Todohokke Eigyo-sho*) Tel: 86-3533

Inquiries about frozen water pipes and other trouble:

Waterworks Section (*Suido-ka*) Tel: 27-8753

◆Starting and Discontinuing Water Services

To start or discontinue water services, call the Services Fee Section or branch offices 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 (except for Hasegawa 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.

In case of water pipe freezes, call Waterworks Repair Center (*Suido Shuzen Senta*) at 62-5511 and ask for referral to an appropriate repair shop.

(4) 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

* 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.

(5) Telephone (*denwa*)

There are 3 types of telephone services: land-line phone, mobile phones and public telephones.

Land-line phone (*ka-nyu denwa*)

The subscriber's telephone (*ka-nyu denwa*) is generally used in homes and companies. When you start or discontinue telephone services, you need to contact a telephone company such as NTT Higashi Nihon, Softbank Telecom and KDDI which provide services in Hakodate.

- 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: 0077-777
- SoftBank Telecom Otoku Line	www.softbanktelecom.co.jp/ Tel: 0088-221-221

Mobile Phones (*keitai denwa*)

When you wish to make a contract to use a mobile phone in Hakodate, you can apply for one at the shops of mobile phone companies such as NTT DoCoMo Hokkaido, au and SoftBank..

- 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: 0088-21-2000

Public Telephones (*koshu denwa*)

Green phones are for domestic calls only. 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.

(6) 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.

<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 |
| - i-Café | www.i-cafe.ne.jp/hakodate/ |
| Address: 9-3 Yanagawa-cho, Hakodate | Tel: 55-7771 |

(7) Waste Disposal (*gomi*)

Household garbage is separated into six groups. Of them <Burnable (*moyaseru gomi*)>, <Unburnable (*moyasenai gomi*)>, <Plastic Packages and Containers>, and <Cans, Glass Bottles and PET Bottles> have to be put in bags and put out on the designated day of collection. Check the collection schedule in your area in Garbage Calendar distributed by City Hall. Schedule varies depending on the area.

<Burnable> and <Unburnable> must be put in the city-designated garbage bags or with city issued garbage disposal coupons attached, both of which can be purchased at supermarkets and convenience stores in the city

<Bulk Garbage (*sodai gomi*)> is collected by the city by appointment. Please call the number indicated below for collection schedule and the fee.

<Batteries (*kandenchi*)> are collected at the collection boxes placed at block association halls or branch offices of City Hall.

- Environment Department (*Kankyo-bu*) Address: 26-2 Hinode-cho, Hakodate
www.city.hakodate.hokkaido.jp/kankyoh/

Inquiry about garbage collection: Recycling Section (*Risaikuru Suishin-ka*) Tel: 51-0796

Garbage Calendar www.city.hakodate.hokkaido.jp/kankyoh/suishin/calander/calender-top.html

For <Bulk Garbage>

Cleaning Operation Section (*Seiso Jigyo-ka*) Tel: 51-5163

Esan Clean Center Tel: 85-2213

(For Toi, Esan, Todohokke and Minamikayabe residents)

Recycle logos



The packages with this logo are divided into “plastic packages and containers”.

(Some do not apply)



PET

The bottles with this logo are divided into “cans, glass bottles and PET bottles”.

Garbage collected by City Hall

Classification	Examples	Collection Schedule & Method
①<Burnable> (<i>moyaseru gomi</i>) Kitchen waste: paper: wood: clothing: plastic (smaller than 50 cm):	Leftovers, tissue paper, paper cups, paper diapers, wooden pieces (smaller than 50 cm), fallen leaves or branches, clothes, bedding, shoes, video tapes, disposable lighters, etc.	Twice a week (See garbage calendar for your area.) Designated garbage bag (PINK) Over-sized garbage should have garbage disposal coupon attached. on it.
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, etc.	Once every two weeks (See Garbage Calendar for your area.) Designated garbage bag (GREEN) Over-sized garbage should have garbage disposal coupon attached on it.
③<Plastic Packages & Containers> Plastic containers, caps plastic bags, wraps trays, packages, containers: aluminum -compound materials	Shampoo and detergent containers, bottle caps, confectionery and food bags, food trays, instant noodle containers, egg packages instant curry packages, etc.	Once every week (See Garbage Schedule for your area.) Clear plastic bags
④<Cans, Glass Bottles & PET bottles>	Cans smaller than 20 cm, bottles, PET bottles. (Please rinse well before discarding.)	Once every two weeks (See Garbage Schedule for your area.) Clear plastic bags
<Bulk Garbage> (<i>sodai gomi</i>) Furniture: over-sized items	Desks, wardrobes, chests, cupboards, sofas bicycles, heaters with chimneys, etc.	Call Cleaning Operation Section, (<i>Seiso Jigyo-ka</i>) at: 51-5163. Attach a garbage disposal coupon to each item and put it out on the specified day. Residents in Toi, Esan, Todohokke and Minamikayabe should call Esan Clean Center. Tel: 85-2213
<Batteries>	Manganese battery Alkaline battery Lithium battery (including Lithium Coin battery)	Collected at the collection boxes placed at block association halls or branch offices of City Hall. (free of charge)

Garbage NOT collected by City Hall

Classification	Examples	Disposal Method
Toxic substances	Dangerous drugs, agrichemicals	Call Recycling Section at 51-0796 for information.
Explosives and Inflammables	Compressed gas cylinders, oil, thinner, fire extinguishers, etc.	
Automobiles, boats and their parts	Auto bodies, tires, batteries, mufflers, bumpers, FRP boats and ships, outboard motors, etc.	
Electric appliances	Air Conditioners, TV, refrigerators, washing machines	
Computers and related appliances	Personal computers, word processors and other appliances, etc.	
Garbage in enormous quantity	Garbage at the time of moving out and general house cleaning	
Others	Fireproof safes, microwave cookers, pianos, metal barrels, kerosene tanks (bigger than 90 liters), etc.	
Needles and other sharp objects	Injection needles for diabetes or other medical use	Return to the hospital that issued prescription.

(8) Banks (*ginko*)

Banks offer services such as deposits, foreign exchanges, remittances, and so on. Services offered may differ between branch offices.

<Banks and Main Branches in Hakodate> (Business hours 9:00-15:00)

- Aomori Bank:	www.a-bank.jp/	
Hakodate Main Branch	Address: 5-8 Yanagawa-cho, Hakodate	Tel: 56-4111
- Hokuyo Bank:	www.hokuyobank.co.jp/	
Hakodate Main Branch	Address: 15-7 Wakamatsu-cho, Hakodate	Tel: 23-8511
- Hokuriku Bank:	www.hokugin.co.jp/	
Hakodate Main Branch	Address: 17-10 Wakamatsu-cho, Hakodate	Tel: 26-5001
- Hokkaido Bank:	www.hokkaidobank.co.jp/	
Hakodate Main Branch	Address: 7-18 Hon-cho, Hakodate	Tel: 51-2211
- Mizuho Bank:	www.mizuhobank.co.jp/	
Hakodate Main Branch	Address: 16-6 Wakamatsu-cho, Hakodate	Tel: 22-2111
- Michinoku Bank:	www.michinokubank.co.jp/	
Hakodate Main Branch	Address: 9-10 Chitose-cho, Hakodate	Tel: 23-8101

◆Opening an Account (*koza kaisetsu*)

Savings accounts that yield interest are the most common type of bank account. Identification, such as your certificate of alien registration, and a seal (*inkan*) are necessary to open an account. The seal must have an impression in Katakana or Kanji characters. A bankbook is issued upon opening an account for the account holder to individually record all transactions. The bankcard will then be sent to you by registered mail. There is no monthly statement.

◆Withdrawing Money (*hikidashi*)

Bankbook and registered seal are necessary to withdraw money at the teller. You can also withdraw money from Automated Teller Machines using your bankcard. ATMs are located in banks, train stations, department stores, convenience stores, and so on. Some ATMs installed in convenience stores offer 24-hour services. Service fees may apply depending on time and day of the week of the withdrawal.

◆International Remittance (*sokin*)

Information such as the name and address of the remittee, name of the bank, name and address of the branch office, account number, and so on are needed. You will also be requested to show your ID such as the certificate of alien registration. There may be restrictions upon the banks you can remit money to. Not all branch offices deal with international remittances.

◆Foreign Currency Exchange (*ryogae*)

The types of exchangeable foreign currencies differ with banks. Inquire directly to the banks for details.

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

Post Offices offer postal services and postal savings services. 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 Holdings Co. Ltd., (*Nippon Yusei Kabushikigaisya*) 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.

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/tetuzuki/kaigai/kj_tzk_kg_tc.html (Japanese)

(10) Transportation (*kotsu*)

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

✦ 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 in the city. A placard with phrases is placed near the driver's seat to communicate with the driver by pointing phrases. (For English speakers)

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

✦ 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. A placard with phrases is placed near the driver's seat to communicate with the driver by pointing phrases. (For English, Chinese and Korean speakers)

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

Address: 10-1 Takamori-cho, Hakodate

Bus Inquiries:

Hakodate Service Office (*Hakodate Eigyo-sho*): 51-3135

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

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

Main Bus Route Charts www.hotweb.or.jp/hakobus/09rosenzu3.pdf

For information on Airport Buses:

- Hakodate Teisan Bus (*Hakodate Teisan Basu*)

Address: 22-38 Hinode-cho, Hakodate Tel: 51-0168

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

✦ 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 requires all passengers to fasten seat belts.

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

International Driver's License (*kokusai unten menkyosho*)

Holders of the international driver's license that was issued by the countries that abide by Geneva Convention and follows the formalities prescribed by Geneva Convention are allowed to drive in Japan for one year since the day of the arrival.

Changeover from foreign issued driver's license to Japanese driver's license (*menkyo no kirikae*)

Holders of foreign issued driver's license who plan on the long-term stay in Japan may apply for the changeover of the license. Those with limited ability of Japanese should accompany an interpreter when applying. Application must be preceded by telephone inquiry.

For inquiries or information

Hakodate Driver and Vehicle Licensing Center Tel: 46-2007 (Japanese only)

(11) Interpreting/Translation Services

For interpreting and translation services necessary for daily life, sightseeing or official procedures, Hakodate Goodwill Translation Service (*hakodate zen-i tsuyaku kai*) can help you for reasonable fees.

For information

Hakodate Goodwill Translation Service (Languages: English, Chinese, Korean) hakodategoodwill@yahoo.co.jp

* Please contact at least a week prior to the day the service is necessary.

5. RESIDENCE QUALIFICATIONS (*zairyu shikaku*)

A new system of residence qualifications will be introduced via an amended law promulgated on July 15, 2009. Please see the home page of the Immigration Bureau for further information.

www.immi-moj.go.jp/index.html

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*)

The foreign registration system will be changed to a new one within 3 years from the date of promulgation, July 15, 2009. The following procedures are based on the current system.

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” (*shussei todoke*) 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

For inquiries and information on National Health Insurance and National Pension Plan

National Health Insurance and Pension Plan Section (*Kokuho Nenkin-ka*) Tel: 21-3159 (Pension)
21-3150(National Health Insurance)

Yunokawa Branch Office (*Yunokawa Shisho*) Tel: 57-6163

Zenikame-zawa Branch Office (*Zenikame-zawa Shisho*) Tel: 58-2111

Kameda Branch Office (*Kameda Shisho*) Tel: 45-5582

Toi Branch Office (*Toi Shisho*) Tel: 82-2112

Esan Branch Office (*Esan Shisho*) Tel: 85-2331

Todohokke Branch Office (*Todohokke Shisho*) Tel: 86-2111

Minami-Kayabe Branch Office (*Minami-Kayabe Shisho*) Tel: 25-6042

(1) Medical Insurance (*iryō hoken*)

There are two types of medical insurance in Japan: Social Insurance (*shakai hoken*), in which full-time employees join at the place of employment 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 then 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 information on Social Insurance, inquire at your work place. For information on National Health Insurance, contact National Health Insurance and Pension Plan Section of City Hall or branch offices of City Hall indicated above.

(2) Pensions (*nenkin*)

There are two types of pension plan in Japan. Full-time employees join Welfare Pension Plan (*kosein nenkin*) or Mutual Aid Pension (*kyosai nenkin*) at the place of employment, and others have to join National Pension Plan (*kokumin nenkin*) at City Hall. All residents twenty years of age up to 59 years of age are required to join either pension plan regardless of nationality even if they hold private pension schemes.

The pension plan guarantees the holder an income when he or she attains 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 income of the holder and is withheld from the salary. National Pension Plan has a fixed rate regardless of income and the payment has to be made by the holder.

For information on Welfare Pension Plan and Mutual Aid Pension, inquire at your work place. For information on National Pension plan, contact National Health Insurance and Pension Plan Section of City Hall or branch offices of City Hall 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 details, inquire at your work place or Social Insurance Office.

- 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 inquiries and information, contact Parenting Consulting Section of Children's Future Office, Central Welfare Office.

- Parenting Consulting Section, Hakodate Central Welfare Office (*Chuo Fukushima Jimusho Kosodate 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:

Child-Care Support Section (<i>Kosodate Shien-ka</i>)	Tel: 21-3270
Kameda Welfare Section (<i>Kameda Fukushima-ka</i>)	Tel: 45-5481
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

(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.

For application, please contact a kindergarten directly. For city-operated kindergarten, Educational Affairs Section of Board of Education also answers for inquiries.

- Educational Affairs Section, Board of Education (*Gakumu-ka*)

Address: Hakodate City Hall 5F, 4-13 Shinonome-cho, www.hakodate-hkd.ed.jp/gakkyo/school/kinder.html

For inquiries and information 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 schools operated by national universities, city, and private entities.

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

Besides schools run by the city, in Hakodate there are Hakodate Elementary School and Hakodate Junior High School attached to Hokkaido University of Education, 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 at the school directly.

- School Education Section, Board of Education (*Kyoiku In-kai 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 (Girls only) 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.h-lasalle.ed.jp/jhs/jframe.htm
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 seven prefectural, one 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, Regional Development Department, Oshima Branch Administrative Office of Hokkaido Prefecture
(*Oshima Shicho Chiiki Shinko-bu Kazei-ka*)
Address: 4-6-16 Mihara, Hakodate Tel: 47-9444

<Hakodate>

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

**Living Guide Hakodate* is revised as needed. For information on the latest version of the *Guide*, contact International Affairs Section of City Hall.

International Affairs Section, Planning Department City of Hakodate
Tel 21-3619 Fax 23-7604 E-mail hkd-intl@city.hakodate.hokkaido.jp

Living Guide Hakodate can be downloaded at <http://www.city.hakodate.hokkaido.jp/kikaku/kokusai/0300.htm>

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