

Here we have posted the departments in charge and phone numbers for the most frequently asked questions we receive by phone at City Hall. You can also view details on the website by scanning the QR code.

●Admission to Kindergartens and Nurseries

Content	Department in charge (phone number)	Website
● Licensed Childcare Facilities	Childcare Consultation Center ☎457-2833	 Child rearing information site Pippi
● Certified Early Childhood Education and Care Facility (Kindergarten Service)	Preschool Education and Childcare Division ☎457-2867	
● Private kindergarten	Preschool Education and Childcare Division ☎457-2118	

●Elementary and Junior-High Schools

Content	Department in charge (phone number)	Website
● School district confirmation ● Transferring schools and enrolling in schools outside the school district	Educational Support Division ☎457-2406	
● Educational consultation	Comprehensive Educational Support Center ☎457-2424	
● School commuting routes and school lunches	Health & Safety Division ☎457-2422	

●Taxes

Content	Department in charge (phone number)	Website
● Issuance of tax certificates	Certificate of Income and Certificate of Taxation Municipal Tax Division ☎457-2144	
	Certificate of Tax Payment Collection Measures Division ☎457-2268	
	Certificate regarding land/house Property Tax Division ☎457-2157	
● Light vehicle tax (reduction of taxes for people with disabilities, etc.) ● Registration, name change, and scrapping of motorized bicycles	Municipal Tax Division ☎457-2077	
● Location and method to pay municipal tax	Tax General Affairs Division ☎457-2261	
● Municipal tax payment consultation	Collection Measures Division ☎457-2251	
● Municipal tax/prefectural tax declaration	Municipal Tax Division ☎457-2145	
● Taxation contents of fixed asset tax	Property Tax Division ☎457-2155	

●Lifestyle Consultation

Content	Department in charge (phone number)	Website
● Citizen consultation and legal consultation (reservation required)	Citizen Counselling Center ☎457-2025 ☎457-2233 ☎457-2205	
● Traffic accident consultation		
● Consumer affairs consultation		
● Medical consultation	Health General Affairs Division ☎453-6168	

●Garbage

Content	Department in charge (phone number)	Website
<ul style="list-style-type: none"> ● How to dispose of and separate household waste (*1) ● Establishment of garbage collection points ● Hamamatsu City Sorted Collection Calendar (garbage calendar) 	<p>Due to the ward reorganization, there will be no changes to garbage separation methods or collection dates.</p> <p>For how to dispose of household garbage and establishment of garbage collection points, contact the garbage disposal and environmental office in charge of the town where you live. Please check the Hamamatsu City Sorted Collection Calendar for the garbage disposal and environmental office, etc. in charge.</p> <p>Waste Disposal Division ☎453-0011</p>	
<ul style="list-style-type: none"> ● How to dispose of contact garbage (oversized garbage) (*1) 	<p>Contact Garbage Reception Center ☎453-2288</p>	
<ul style="list-style-type: none"> ● Cases where illegal dumping is discovered (*2) 	<p>Industrial Waste Initiative Division ☎453-6110</p>	

(*1) You can search for how to sort and apply for collection of contact garbage from your smartphone.

(*2) You can report to the city from your smartphone with photos and location information.

In order to use this reporting system, you must register with the Hamamatsu City LINE official account “Shanbee Johokyoku”.

●Roads

Content	Department in charge (phone number and jurisdiction area)	Website
<ul style="list-style-type: none"> ● Picking up dead animals on the road (*2) 	<p>Contact Garbage Reception Center ☎453-2288</p>	
<ul style="list-style-type: none"> ● Road paving and repair ● Damage to gutter covers ● Problems with road lighting and damage to convex traffic mirror at road curves ● Management of street trees and other plants (*2) 	<p>Chuo Public Works Maintenance Office ☎457-1012 (Outside the jurisdictional area of the branch office)</p>	
	<p>Higashi ☎424-0165 <small>(Higashi Ward before reorganization)</small></p>	
	<p>Nishi ☎597-1129 <small>(Nishi Ward before reorganization)</small></p>	
	<p>Mikatahara ☎436-2551 <small>(Mikatahara/Hagioka District)</small></p>	
	<p>Hamakita ☎585-1113 <small>(Hamakita Ward before reorganization)</small></p>	
	<p>Mikkabi ☎523-8888 <small>(Mikkabi District)</small></p>	
<p>Tenryu Public Works Maintenance Office ☎926-1561 (Outside the jurisdictional area of the branch office)</p>	<p>Haruno ☎983-0003 <small>(Haruno District)</small></p> <p>Sakuma ☎966-0003 <small>(Sakuma District)</small></p> <p>Misakubo ☎982-0007 <small>(Misakubo District)</small></p>	

●Water and Sewerage

Content	Department in charge (phone number)	Website
<ul style="list-style-type: none"> ● Payment methods ● Plumbing problems (introduction of contractors) ● Inspection and cleaning of septic tanks 	<p>Water and Sewerage Reception Center ☎0120-09-1132</p> <p>Customer Service Division ☎474-7916</p> <p>Customer Service Division ☎474-7915</p>	
<ul style="list-style-type: none"> ● Procedures such as starting and canceling use 	<p>Water and Sewerage Reception Center ☎0120-09-1132</p>	
<ul style="list-style-type: none"> ● Murky tap water 	<p>Waterworks Construction Division ☎474-7911</p> <p>Hokubu Water Services Division ☎525-6081</p> <p>Tenryu Water Services Division ☎922-0035</p>	