

“Okuyami” Guide: An Administrative Guide for Procedures after a Death

How to Use this Guide

Checklist of procedures for City Hall, Ward Offices and Branch
Offices

- ☒ Check the necessary procedures on pages **5 to 12**.



Open the page corresponding to the procedure that you checked and
read the process.

* Please prioritise and start with procedures that must be completed
within a limited amount of time.

Published April 2025

We offer our condolences to the bereaved family
for their loss

The family of the deceased will need to submit a
Notification of Death as well as other documents to carry out
various procedures regarding inheritance, pension, and
insurance.

Hamamatsu City has made this administrative guide in the
hopes that it would lighten the burdens of the bereaved family
members who need to carry out these procedures.

We hope that it proves useful.

Hamamatsu City Government

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The administrative information in this guide is accurate as of April 2025.

There may be changes to the contents due to social conditions. If you have any questions regarding any of the procedures, please enquire at the relevant divisions in charge. Thank you for your understanding.

1. Submission of Notification of Death and Cremation

A Notification of Death must be submitted within 7 days of the date of death by an eligible person. However, a representative may submit the notification on the eligible person's behalf. In many cases, the funeral home will handle this along with the cremation arrangements.

Once the Notification of Death has been submitted, various certificates can be requested from municipal offices. Please continue reading for more information.

2. Requesting Certificates After Submitting of the Notification of Death

This section explains the timeframe for when certificates for the deceased can be requested after submitting a Notification of Death. The following certificates are often required for inheritance procedures, pension claims, insurance applications, and other administrative processes, so please read the explanations carefully.

Estimated Wait Time Before Requesting Certificates

The number of days before an individual can request a Family Register Certificate and a copy of the Certificate of Residence varies depending on where the Notification of Death was submitted.

Family Register Certificate (For Japanese nationals)

Notification of Death Submitted at the Ward Office in the Registered Domicile → This certificate can be requested eight business days following submitting the Notification of Death.

Note: Processing times may vary during consecutive holidays such as New Year or Golden Week.

*For cases where the deceased's registered domicile is in Hamamatsu City.

Notification of Death Submitted at a Municipal Office Outside of the Registered Domicile → Additional processing time is required to update the Family Register after submitting the Notification of Death. Please contact at the Family Register Team at the Ward Municipal Services Division of the Ward Office of the deceased's registered domicile for more information.

*Including other districts within Hamamatsu City.

(Chuo Ward 053-457-2131 Hamana Ward 053-585-1112 Tenryu Ward 053-922-0019)

Copy of Certificate of Residence

* For cases where the deceased's registered domicile is in Hamamatsu City.

Notification of Death Submitted at a Ward Office in Hamamatsu City → This certificate can be requested two business days after the Notification of Death was submitted.

*Including all service counters in Hamamatsu City.

Submission of Notification of Death at a Municipal Office Outside of Hamamatsu City → Processing time varies, as it takes additional time for the information to be reflected on the Certificate of Residence. Please contact the municipal office where you submitted the notification for more information.

Certificate of Acceptance of Notification of Death

Submission of Notification of Death at a Ward Office in → Only the individual who submitted the Notification of Death can request this certificate, and can be requested on the same day that the

Note: This certificate will be available from the next business day if the Notification of Death was submitted on a weekend.

■ Where to Request Certificates

Family Register Certificate (For Japanese nationals)

① If the deceased's registered domicile is in Hamamatsu City.

□ Where can I get this certificate?

Ward Office Ward Municipal Services Division, Administrative Centers, Branch Offices, Community Collaboration Centers (some expectations apply), Fureai Centers (some expectations apply), Citizen Service Centers.

For mail-in requests: Please contact the Family Register and Certificate of Residence Mailing Center.

Note: Closed Family Register Certificate of All Records can only be requested at Ward Office Ward Municipal Services Division, Administrative Centers, and Branch Offices (excluding Maisaka).

Note: In some cases, requests may be possible at municipal offices outside of Hamamatsu City. Please contact the respective office in advance to confirm.

□ Who can request this certificate?

- The deceased's spouse, individuals who were on the same family register as the deceased, or the direct lineage of the deceased (e.g., parents, grandparents, children, grandchildren)

Note: Siblings from a different family registry or another relative not listed above should contact their nearest ward office or administrative center first.

□ What to bring?

Proof of identity such as:

- One government issued photo ID (e.g., *MyNumber* card (individual number card), residence card, driving license)
- OR two non-photo IDs (e.g., Long-Term Care Insurance Certificate, Pension Handbook)
- Proof of direct lineage with the deceased

□ Fees

- Family Register Certificate (All Records/Personal Records) 450 yen per copy
- Closed Family Register Certificate (All Records/Personal Records) 750 yen per copy

Note: Since Family Registers may be updated due to marriage, adoption or legal revisions, multiple versions may exist.

Please confirm with the receiving institution what type of family register you need before coming.

E.g.: A Family Register from birth till death,

A Family Register Certificate of All Records with record of death, etc.

② The Deceased's Registered Domicile is Outside Hamamatsu City.

Only those listed below can request this certificate at a Certificate Issuance Counter in Hamamatsu.

Those who do not meet the criteria must submit their request at the municipal office of the deceased's registered domicile.

□ Where do I get the certificate?

Ward Office Ward Municipal Services Division, and Administrative Centers (Reception Hours: 8:30 -16:00)

□ Who can make an application?

- The deceased's spouse, individuals who were on the same family register as the deceased, or the direct

lineage of the deceased (e.g., parents, grandparents, children, grandchildren)

Note: Siblings from a different family registry or another relative not listed above cannot request this certificate at a Certificate Issuance Counter in Hamamatsu

□ **What to bring?**

Proof of identity:

- One government issued photo ID (e.g., *MyNumber* card (individual number card), residence card, driving license)
- Proof of direct lineage with the deceased such as a Birth Certificate

□ **Fees**

- Family Register Certificate of All Records 450 yen per copy
- Closed Family Register Certificate of All Records 750 yen per copy

□ **Notes**

- Personal Records cannot be requested.
- Please allow sufficient time for your request as processing times may vary.
- In some cases, we may be unable to issue the requested certificate. In this case, please submit your request to the municipal office of the registered domicile.

Copy of Closed Certificate of Residence (Former Hamamatsu Residents)

Note: If your registered domicile was in a municipality other than Hamamatsu, please submit your request to the relevant municipal office.

□ **Where do I get the certificate?**

Ward Office Ward Municipal Services Division, Administrative Centers, Branch Offices, Community Collaboration Centers (some expectations apply), Fureai Centers (some expectations apply), Citizen Service Centers.

□ **Who can make an application?**

Individuals who need to submit a copy of the Closed Certificate of Residence as part of post death administrative procedures.

□ **What to bring**

Proof of identity:

- One government issued photo ID (e.g., *MyNumber* card (individual number card), residence card, driving license)
- OR two non-photo IDs (e.g., Long-Term Care Insurance Certificate, Pension Handbook)

Supplementary Documents:

- Family Register Certificate (complete record) proving relationship, Birth Certificate, Insurance Policy, or other documents depending on the procedure that the individual requires a copy of Closed Certificate of Residence .

Note: Please contact your local Ward Office Ward Municipal Services Division or Administrative Center in advance to confirm required documents.

□ **Fee**

350 yen per copy

Certificate of Acceptance of Notification of Death

□ **Where do I get the certificate?**

The Ward Office or Administrative Center of the ward where the Notification of Death was submitted

□ **Who can make an application?**

The individual who submitted the Notification of Death

□ **What to bring**

Proof of identity:

- One government issued photo ID (e.g., *MyNumber* card (individual number card), residence card, driving license)
- OR two non-photo IDs (e.g., Long-Term Care Insurance Certificate, Pension Handbook)

□ **Fee**

350 yen per copy

□ **Contact Information for Certificate Requests**

Ward Municipal Services Divisions

Chuo Ward Office	053-457-2135
Higashi Administrative Center	053-424-0153
Nishi Administrative Center	053-597-1115
Minami Administrative Center	053-425-1346
Hamana Ward Office	053-585-1111
Kita Administrative Center	053-523-1116
Tenryu Ward Office	053-922-0019
Family Register and Certificate of Residence Mailing Center	053-457-2126

3. Checklist of Procedures at the City Hall, Ward Offices and Branch Offices

* The time limit to complete the procedures listed below is as follows.

◎→ Within 2 weeks ○→ Within 1 week △→ Over 1 month to complete procedure Blank→ No time limit, but complete as soon as possible

Items Regarding the Deceased		Relevant Procedures	Time Limit*	Service Counter	Page
Residency Procedures	<input type="checkbox"/> They were the head of the household <input type="checkbox"/> There are two or more remaining members in the same household	<input type="checkbox"/> Change the Head of the Household	◎	• Ward Municipal Service Division • Administrative Centers, Branch Offices, Municipal Service Centers, and the Certificates and Notifications service counter at your respective Community Collaboration Center (Fureai Community Center)	P15
	<input type="checkbox"/> They had a Citizen Card (Personal Seal Registration Certificate)	<input type="checkbox"/> Return or Dispose of the Citizen Card			

Pension	<input type="checkbox"/> They were enrolled in National Pension	<input type="checkbox"/> Procedures for National Pension	△	▪ The Pension Division or Team of the Welfare Office of your respective Ward Office or Administrative Center	P16 P17
	<input type="checkbox"/> They received only Survivor’s Basic Pension/Widow’s Pension/Disability Basic Pension	<input type="checkbox"/> Claim unpaid pension sum	△		
	<input type="checkbox"/> They received an Old-age Basic Pension/Employee’s Pension	Please refer to P13 Other Procedures Separate from the City Hall, Ward Offices and Branch Offices			
Long-term Care	<input type="checkbox"/> They were over 65 years old or received Certification of Nursing or Care Requirement	<input type="checkbox"/> Submit a Notification of Withdrawal from Long-term Care Insurance (Return the Insurance Card) <input type="checkbox"/> Submit an Inheritance Representative Form <input type="checkbox"/> Return the Long-Term Care Insurance Premium Rate Certificate <input type="checkbox"/> Return the Eligibility Certificate for Long-Term Care Insurance Ceiling Amount <input type="checkbox"/> Return the Eligibility Certificate for Social Welfare Corporation Usage Fee Reduction		▪The Long-Term Care Insurance Division or Team of the Welfare Office of your respective Ward Office or Administrative Center ▪ Branch Offices, Municipal Service Centers, and the Certificates and Notifications service counter at your respective Community Collaboration Center (Fureai Community Center)	P18 ~ P20

Health Insurance	<input type="checkbox"/> They were enrolled in National Health Insurance <input type="checkbox"/> They were the head of a household that was enrolled in National Health Insurance	<input type="checkbox"/> Return the National Health Insurance card <input type="checkbox"/> Submit an Application for Grant for Funeral Expenses <input type="checkbox"/> Submit an Inheritance Representative Form	Partly △	• The National Health Insurance Division or Team of the Welfare Office of your respective Ward Office or Administrative Center	P21 P22
	<input type="checkbox"/> They were enrolled in Advanced-Age Senior Citizen Medical Insurance	<input type="checkbox"/> Return the Advanced-Age Senior Citizen Medical Insurance Card <input type="checkbox"/> Submit an Application for Grant for Funeral Expenses <input type="checkbox"/> Submit an Inheritance Representative Form	Partly △	• The Advanced-age Senior Citizen Healthcare Division of Team of the Welfare Office of your respective Ward Office or Administrative Center	P23 P24
	<input type="checkbox"/> They were enrolled in other types of health insurance besides the ones stated above.	Please refer to P13 Other Procedures Separate from the City Hall, Ward Offices and Branch Offices			

* The time limit to complete the procedures below is as follows.

→ Within 2 weeks ○→ Within 1 week △→ Over 1 month to complete procedure Blank→ No time limit but complete as soon as possible

Items Regarding the Deceased		Relevant Procedures	Time Limit*	Service Counter	Page
Tax	<input type="checkbox"/> They paid Hamamatsu City taxes via bank transfer	<input type="checkbox"/> Cancel bank transfers for taxes		• Tax General Affairs Division	P25 P26
	<input type="checkbox"/> They were paying individual municipal, prefectural, and forest environmental tax	<input type="checkbox"/> Submit an Inheritance Representative Appointment Form <input type="checkbox"/> Have a payment slip reissued		• Municipal Tax Division	
	<input type="checkbox"/> They were paying fixed assets tax	<input type="checkbox"/> Submit an Inheritance Representative Form for Fixed Assets Tax and Ownership of Property	△	• Property Tax Division	
	<input type="checkbox"/> They owned a moped or a light duty special vehicle	<input type="checkbox"/> Change the ownership or decommission a moped or light duty special vehicle	○	• Municipal Tax Division	
	If they owned any of the following: <input type="checkbox"/> Standard automobile <input type="checkbox"/> Light two-wheeled vehicle <input type="checkbox"/> Small two-wheeled vehicle <input type="checkbox"/> Light four-wheeled vehicle <input type="checkbox"/> Boat trailer	Please refer to P13 Other Procedures Separate from the City Hall, Ward Offices and Branch Offices			
	<input type="checkbox"/> Regarding National Tax	Please refer to P13 Other Procedures Separate from the City Hall, Ward Offices and Branch Offices			
Disability Welfare	If they owned any of the following: <input type="checkbox"/> Physical Disability Handbook <input type="checkbox"/> Intellectual Disability Handbook <input type="checkbox"/> Mental Disability Handbook <input type="checkbox"/> Recipient Certificate for Medical System for Services and Supports for Persons with Disabilities (Outpatient Mental Medical Services) <input type="checkbox"/> Recipient Certificate for Medical Payment for Services and Supports for Persons with Disabilities (Rehabilitation)	<input type="checkbox"/> Return the Physical Disability Handbook <input type="checkbox"/> Return the Intellectual Disability Handbook <input type="checkbox"/> Return the Mental Disability Handbook <input type="checkbox"/> Return the Recipient Certificate (Outpatient Mental Medical Services) <input type="checkbox"/> Return the Recipient Certificate (Rehabilitation)		• The Social Welfare Division of the Welfare Office of your respective Ward Office or Administrative Center.	P27 - P29
	If they used either of the following: <input type="checkbox"/> Medical Care Expenses Grant for the Severely Disabled <input type="checkbox"/> Medical Expense Assistance for Mental Disabilities	<input type="checkbox"/> Withdraw from Medical Expense Assistance for Severe Physical and Mental Disabilities Procedures <input type="checkbox"/> Change the bank account for receiving the Medical Care Expenses	Partly △		P30 P31

		Grant for the Severely Disabled <input type="checkbox"/> Application for Medical Expense Assistance for Mental Disabilities			
	<input type="checkbox"/> They received Special Child Rearing Allowance <input type="checkbox"/> They were the child eligible for the Special Child Rearing Allowance	<input type="checkbox"/> Procedures and Application for Special Child Rearing Allowance	Partly ◎ or △		P32
	If they received any of the following: <input type="checkbox"/> Special Disability Allowance <input type="checkbox"/> Child Disability Welfare Allowance <input type="checkbox"/> Developmental Welfare Allowance	<input type="checkbox"/> Special Disability Allowance, Child Disability Welfare Allowance, Developmental Welfare Allowance Procedures	Partly ◎ or △		P33
	<input type="checkbox"/> They were enrolled in Mutual Aid for Dependents with Mental and Physical Disabilities	<input type="checkbox"/> Claim pension benefits from the Mutual Aid for Dependents with Mental and Physical Disabilities <input type="checkbox"/> Claim condolence money from the Mutual Aid for Dependents with Mental and Physical Disabilities <input type="checkbox"/> Make a Notification of Death for the recipient of the pension benefit from the Mutual Aid for Dependents with Mental and Physical Disabilities			P34 - P35

* The time limit to complete the procedures below is as follows.

→ Within 2 weeks ○→ Within 1 week △→ Over 1 month to complete procedure Blank→ No time limit but complete as soon as possible

Items Regarding the Deceased		Relevant Procedures	Time Limit*	Service Counter	Page
Disability Welfare	If they have used any of the following: <input type="checkbox"/> Transport Voucher (Excluding NICE pass) <input type="checkbox"/> Adult Diaper Voucher <input type="checkbox"/> Food Delivery Services <input type="checkbox"/> Disaster Information FAX Services <input type="checkbox"/> Emergency Communication System Equipment	<input type="checkbox"/> Return Transport Voucher (excluding NICE pass) <input type="checkbox"/> Return Adult Diaper Voucher <input type="checkbox"/> Cancel Food Delivery Services <input type="checkbox"/> Cancel Disaster Information FAX Services <input type="checkbox"/> Return Emergency Communication System Equipment		•Health & Welfare for the Disabled Division (only for Disaster Information FAX Service-related queries) •The Social Welfare Division of the Welfare Office of your respective Ward Office or Administrative Center.	P36 - P38
	<input type="checkbox"/> An underage child's father or mother has passed away They used any of the following: <input type="checkbox"/> Child Allowance <input type="checkbox"/> Child Rearing Allowance <input type="checkbox"/> Orphan/ Traffic Orphan Allowance <input type="checkbox"/> Single-Parent Household Medical Expenses Grant <input type="checkbox"/> Single Parent Welfare Loan	<input type="checkbox"/> Apply for Child Allowance and claim unpaid payments <input type="checkbox"/> Procedures and application for Child Rearing Allowance <input type="checkbox"/> Procedures and application for Orphan/Traffic Orphan Allowance <input type="checkbox"/> Procedures and application for Single-Parent Household Medical Expenses Grant <input type="checkbox"/> Single Parent Welfare Loan	Partly ○ or ◎	•The Child and Family Support Center of your respective Ward Office or Administrative Center	P39 - P44
Other Welfare	<input type="checkbox"/> They had a Hamamatsu City Pediatric Chronic Specified Disease Medical Care Card	<input type="checkbox"/> Return the Hamamatsu City Pediatric Chronic Specified Disease Medical Care Card		•Public Health Promotion Division •The Health Promotion	P45
	They had any of the following: <input type="checkbox"/> Recipient Certificate for Hamamatsu City Specified Medical Expenses <input type="checkbox"/> Recipient Certificate for Shizuoka Prefecture Specified Medical Treatment	<input type="checkbox"/> Return the Specific Intractable Diseases Medical Expense Card <input type="checkbox"/> Return the Shizuoka Prefecture Specified Medical Treatment Card		Center of your respective Ward Office or Administrative Center	P45 P46
	They were a senior citizen who lived on their own and used the following: <input type="checkbox"/> Food Delivery Services <input type="checkbox"/> Emergency Communication System Equipment	<input type="checkbox"/> Cancel the Food Delivery Services <input type="checkbox"/> Cancel the Emergency Communication Equipment		•Senior Citizen Welfare Division (only for Welfare Benefit for Foreign Senior Citizen Resident-related queries)	P47
	<input type="checkbox"/> They had used Lifestyle Support Service	<input type="checkbox"/> Cancel the Lifestyle Support Service			P48
	<input type="checkbox"/> They received the Welfare Benefit for	<input type="checkbox"/> Submit a Notification of Change in		•The Senior Citizen	

	Foreign Senior Citizen Residents	Eligibility for the Welfare Benefit for Foreign Senior Citizen Residents		Support Team or Division of the Welfare Office of your respective Ward Office or Administrative Center	
	<input type="checkbox"/> They registered for the Programme Tracking Wandering Senior Citizens with Dementia (Orange Seals)	<input type="checkbox"/> Submit a notification to withdraw from the Programme Tracking Wandering Senior Citizens with Dementia (Orange Seals)		<ul style="list-style-type: none"> • Your respective Local Integration Support Center • The Senior Citizen Support Team or Division of the Welfare Office of your respective Ward Office or Administrative Center • Senior Citizen Welfare Division 	P49

* The time limit to complete the procedures below is as follows.

→ Within 2 weeks ○→ Within 1 week △→ Over 1 month to complete procedure Blank→ No time limit but complete as soon as possible

Items Regarding the Deceased		Relevant Procedures	Time Limit*	Service Counter	Page Reference
Other Welfare	<input type="checkbox"/> They had a priority parking permit	<input type="checkbox"/> Return the priority parking permit		• The Social Welfare Division, Senior Citizen Support Division, Senior Citizen Support and Health Insurance Division, and Health Promotion Center of your respective Ward Office or Administrative Center.	P49
	<input type="checkbox"/> They used the water supply/sewerage services.	<input type="checkbox"/> Change the user of the services		• Water Services Reception Center	P50
Water Services	<input type="checkbox"/> They have unpaid water service beneficiary payments	<input type="checkbox"/> Change the payee for the water service beneficiary payments		• Water Service Department Customer Service Division	
	<input type="checkbox"/> They used a well.	<input type="checkbox"/> Update the Family Register for Households with Wells		• Water Services Reception Center	P51
	<input type="checkbox"/> They were an owner of a water supply equipment	<input type="checkbox"/> Submit a Notification of Change of Ownership of the Water Supply Equipment		• The division in charge of water supply service in your region	
	<input type="checkbox"/> They were a user or manager of a septic tank for purifying water	<input type="checkbox"/> Change the manager of the septic tank	○	• The Ward Development Promotion Division of your respective Ward Office • Administrative Centers • Water Service Department Customer Service Division	P52
Other Procedures	<input type="checkbox"/> They are using a municipal cemetery.	<input type="checkbox"/> Application for Succession of Cemetery Access Rights <input type="checkbox"/> Submit a Notification of Interment of Cremains		• Ward Municipal Service Division • Administrative Centers • Mikatahara Cemetery Management Office	P53
	<input type="checkbox"/> They were registered for the Hamamatsu Interment Hall in life.	<input type="checkbox"/> Application for Permanent Interment of Cremains		• Ward Municipal Service Division • Administrative Centers • Mikatahara Cemetery Management Office	P55
	<input type="checkbox"/> They had a dog.	<input type="checkbox"/> Change the owner of the dog	○	• Animal Protection Education Center • The division in charge of	P56

			<p>pets in your local Ward Office</p> <ul style="list-style-type: none"> • Administrative Centers, Branch Offices 	
<input type="checkbox"/> They were owners of forest land.	<input type="checkbox"/> Submit a Notification of Ownership of Forest Land	△	<ul style="list-style-type: none"> • Forestry Promotion Division • Agriculture Promotion Division (Hokubu/Hamakita Agricultural Group) • Tenryu Forest Office 	
<input type="checkbox"/> They were owners of agricultural land.	<input type="checkbox"/> Submit a Notification of Inheritance of Agricultural Land	△	<ul style="list-style-type: none"> • Agricultural Land Usage Division • Agricultural Commission Executive Office 	P57
<input type="checkbox"/> They lived in municipal housing	Please refer to P13 Other Procedures Separate from the City Hall, Ward Offices and Branch Offices			
<input type="checkbox"/> They left a will	Please refer to P13 Other Procedures Separate from the City Hall, Ward Offices and Branch Offices			
<input type="checkbox"/> They had a driving license	Please refer to P13 Other Procedures Separate from the City Hall, Ward Offices and Branch Offices			
<input type="checkbox"/> They had a residence card	Please refer to P13 Other Procedures Separate from the City Hall, Ward Offices and Branch Offices			

4. Other Procedures Separate from the City Hall, Ward Offices and Branch Offices

	Categories	Procedures	Contact
Other Procedures Separate from the City Hall, Ward Offices and Branch Offices	<input type="checkbox"/> Life insurance	<input type="checkbox"/> Claim life insurance money <input type="checkbox"/> Claim hospitalization money	• The life insurance company or agency which they were enrolled in
	<input type="checkbox"/> Various health insurance packages	<input type="checkbox"/> Return the health insurance card	• The health insurance company or agency which they were enrolled in
	<input type="checkbox"/> Bank account	<input type="checkbox"/> Release frozen accounts	• The bank which manages the account
	<input type="checkbox"/> Stocks	<input type="checkbox"/> Change the owner	• The brokerage which manages the stocks
	<input type="checkbox"/> Government bonds	<input type="checkbox"/> Change the owner <input type="checkbox"/> Claim reimbursement	• The place for reimbursement payments or the post office on your security deposit certificate.
	<input type="checkbox"/> Credit card	<input type="checkbox"/> Cancel the credit card	• The credit card company
	<input type="checkbox"/> Landline/mobile phone	<input type="checkbox"/> Transfer/ cancel the contract	• The phone company
	<input type="checkbox"/> Internet	<input type="checkbox"/> Change the user or cancel the service	• The Internet company
	<input type="checkbox"/> NHK television services	<input type="checkbox"/> Change the user or cancel the service	• The contractor (company) for the service
	<input type="checkbox"/> Electric and gas utility fees	<input type="checkbox"/> Change the user or cancel the service	• The contractor (company) for the service
	<input type="checkbox"/> Cable television	<input type="checkbox"/> Change the user or cancel the service	• The contractor (company) for the service
	<input type="checkbox"/> Residence card, special permanent resident card	<input type="checkbox"/> Return the card	• Nagoya Regional Immigration Bureau 053-458-6496
	<input type="checkbox"/> Matters relating to Old-age Basic Pension /Employee's Pension	<input type="checkbox"/> Claim unpaid pensions	• Hamamatsu Nishi Pension Office 053-456-8511 • Hamamatsu Higashi Pension Office 053-421-0192
	<input type="checkbox"/> Regular automobile (standard-sized car)	<input type="checkbox"/> Tax related procedures	• Hamamatsu Financial Office 053-458-7132
	<input type="checkbox"/> Regular automobile (standard-sized car)	<input type="checkbox"/> Change owner or decommission	• Shizuoka Transportation Bureau Hamamatsu Automobile Inspection Registration Office 050-5540-2052
	<input type="checkbox"/> Light two-wheeled vehicles (Over 125cc but under 250cc) <input type="checkbox"/> Two-wheeled small vehicles (Over 250cc)	<input type="checkbox"/> Change owner or decommission	• Shizuoka Transportation Bureau Hamamatsu Automobile Inspection Registration Office 050-5540-2052
	<input type="checkbox"/> Light four-wheeled vehicles/ boat trailers	<input type="checkbox"/> Change owner or decommission	• Light Motor Vehicle Inspection Association Shizuoka Office, Hamamatsu Branch 050-3816-1777

<input type="checkbox"/> Housing agency registration related	<input type="checkbox"/> Change the registration of ownership	• Shizuoka District Legal Affairs Bureau Hamamatsu Branch 053-454-1396
<input type="checkbox"/> Matter relating to national tax	<input type="checkbox"/> Inheritance procedures, etc.	• Hamamatsu Nishi Tax Office 053-555-7111 • Hamamatsu Higashi Tax Office 053-458-111
<input type="checkbox"/> Grocers, fishmongers, restaurateurs (people who are using central wholesale market)	<input type="checkbox"/> Change/withdrawal of representative	• Hamamatsu Chuo Wholesale Market 053-427-7406
<input type="checkbox"/> Municipal housing	<input type="checkbox"/> Submit a Notification of Moving	• Municipal Housing Management Center 053-457-3051 • Municipal Housing Hokubu Management Center 053-401-0323
<input type="checkbox"/> Will & Testament	<input type="checkbox"/> Verify and unseal the will	• Shizuoka Family Courthouse Hamamatsu Branch 053-453-7158
<input type="checkbox"/> Renunciation of inheritance	<input type="checkbox"/> Statement of renunciation of inheritance	• Shizuoka Family Courthouse Hamamatsu Branch 053-453-7158
<input type="checkbox"/> Driving license	<input type="checkbox"/> Return the card	• Hamamatsu Chuo Police Station 053-475-0110 • Hamamatsu Higashi Police Station 053-460-0110 • Hamamatsu Nishi Police Station 053-484-0110 • Hosoe Police Station 053-522-0110 • Tenryu Police Station 053-926-0110 Driving License Center • Seibu Driving License Center 053-587-2000

5. Procedures at the City Hall, Ward Offices and Branch Offices

(1) Residency Procedures

Change the Head of the Household

Who needs to carry out this procedure?

If either of the conditions below apply, this procedure is required:

- ☐ If the deceased was the head of the family
- ☐ There are two or more remaining family members in the same household

What To Bring

- ☐ Proof of identity of the person submitting the notification
- ☐ Letter of Attorney (For those in a different household to the person who passed away)
- ☐ The National Health Insurance Cards or Insurance Qualification Certificates of the remaining family members of the household

Service Counters and Contact Details

Ward Municipal Service Division

Chuo Ward Office	457-2125
Hamana Ward Office	585-1111
Tenryu Ward Office	922-0019

Administrative Centers

Higashi Administrative Center	424-0154
Nishi Administrative Center	597-1115
Minami Administrative Center	425-1348
Kita Administrative Center	523-1116

Time Limit

Within 14 days from the day the head of the household passed away.

Return or Dispose of Citizen Card

Who needs to carry out this procedure?

If the deceased person had a registered personal seal, please return their citizen card to the city hall, or dispose of it.

What To Bring

- ☐ The citizen card of the person who passed away

Service Counters and Contact Details

Ward Municipal Service Division

Chuo Ward Office	457-2125
Hamana Ward Office	585-1111
Tenryu Ward Office	922-0019

Administrative Centers

Higashi Administrative Center	424-0154
Nishi Administrative Center	597-1115
Minami Administrative Center	425-1348
Kita Administrative Center	523-1116

Branch Offices

Chuo-ku	Tenryu-ku
Maisaka 592-2111	Haruno 983-0001
Hamana-ku	Sakuma 966-0002
Inasa 542-1111	Misakubo 982-0002
Mikkabi 524-1111	Tatsuyama 966-2113

*Services may also be available at Municipal Service Centers and the Certificates and Notifications service counter at your respective Community Collaboration Center (Fureai Community Center). Please enquire for more details.

Time Limit

None

(2) Pension

**Procedures for National Pension and
Requests for Survivor's Basic Pension, Widow's Pension,
And Lump-sum Death Benefit**

Who needs to carry out this procedure?	What To Bring														
<p>If the person who passed away and the bereaved family meet the following requirements, they may qualify for Survivor's Basic Pension, Widow's Pension, or Lump-sum Welfare Upon Death.</p> <p>For the person who passed away</p> <p><input type="checkbox"/> Survivor's Basic Pension</p> <ul style="list-style-type: none"> • They were enrolled in the National Pension. • They were a resident living in Japan enrolled in National Pension between the ages of 60 and 65. • They received Old-age Basic Pension * • They received the Old-age Basic Pension for their entire eligible period* <p>* Limited to those who have been eligible to receive Old-age Basic Pension for over 25 years.</p> <p><input type="checkbox"/> Widow's Pension</p> <ul style="list-style-type: none"> • They paid into National Pension for 10 years or longer, and did not receive Old-age Basic Pension or Disability Basic Pension before passing away. <p><input type="checkbox"/> Lump-sum Death Benefit</p> <ul style="list-style-type: none"> • They paid into National Pension for 3 years or longer, and did not receive Old-age Basic Pension or Disability Basic Pension before passing away. <p>For the bereaved family...</p> <p><input type="checkbox"/> Survivor's Basic Pension</p> <ul style="list-style-type: none"> • Spouse with the Child of the Deceased • Child of the Deceased <p>*Child refers to a child up to the age of 18 before the end of that fiscal year.</p> <p><input type="checkbox"/> Widow's Pension</p> <ul style="list-style-type: none"> • A person who was married for 10 years or longer to the person who passed away. <p><input type="checkbox"/> Lump-sum Death Benefit</p> <p>In order of ①~⑥, the following is a list of who gets priority in claiming the Lump-sum benefit.</p> <p>① Spouse ② Child ③ Parent ④ Grandchild ⑤ Grandparent ⑥ Sibling (If someone higher in the number order claims the benefit, the following numbers cannot claim it. e.g. If ② claims then ③~⑥ won't be able to, but ① can.</p>	<p>To apply for Survivor's Basic Pension or Widow's Pension, please bring the following:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Certificate of Death <input type="checkbox"/> Bank book <input type="checkbox"/> <i>MyNumber</i> card of the person who is filing the request <p>To apply for Lump-sum Death Benefit, please bring the following:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Certified Copy (or excerpt) of Family Register <input type="checkbox"/> Bank book (to transfer the money) <input type="checkbox"/> <i>MyNumber</i> Card of the person who is filing the request <p>* Please contact the appropriate service counter below for more information on documents you need to bring.</p>														
	Service Counters and Contact Details														
	<p>• The Pension Team or Division of your respective Welfare Office</p> <table> <tr> <td>Chuo Ward Office</td><td>457-2211</td></tr> <tr> <td>Higashi Administrative Center</td><td>424-0183</td></tr> <tr> <td>Nishi Administrative Center</td><td>597-1166</td></tr> <tr> <td>Minami Administrative Center</td><td>425-1582</td></tr> <tr> <td>Hamana Ward Office</td><td>585-1125</td></tr> <tr> <td>Kita Administrative Center</td><td>523-2864</td></tr> <tr> <td>Tenryu Ward Office</td><td>922-0021</td></tr> </table>	Chuo Ward Office	457-2211	Higashi Administrative Center	424-0183	Nishi Administrative Center	597-1166	Minami Administrative Center	425-1582	Hamana Ward Office	585-1125	Kita Administrative Center	523-2864	Tenryu Ward Office	922-0021
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Tenryu Ward Office	922-0021														
	Time Limit														
	<p>For applications for Survivor's Basic Pension, or Widow Pension</p> <ul style="list-style-type: none"> • Within 5 years of the day of death <p>For applications for Lump-sum Death Benefit</p> <ul style="list-style-type: none"> • Within 2 years of the day of death 														

Claim Unpaid Pension Sum

Who needs to carry out this procedure?

If the person who passed away received pension payments, the bereaved family may be able to receive the unpaid payments.

The conditions are as follows:

- ☐ They were living on the same income as the recipient of the pension (the deceased).
- ☐ They are within the 3rd degree of kinship to the deceased.

What To Bring

- ☐ Annuity Certificate
- ☐ Certified Copy/Excerpt of Family Register
- ☐ Bank book (to transfer the money)
- ☐ *MyNumber* Card of the person who is filing the request

*Please contact the appropriate service counter below for more information on documents you need to bring.

Service Counters and Contact Details

For **Survivor's Basic Pension/Disability Basic Pension/Widow's Pension**, contact the Pension Team or Division of your respective Welfare Office

Chuo Ward Office	457-2211
Higashi Administrative Center	424-0183
Nishi Administrative Center	597-1166
Minami Administrative Center	425-1582
Hamana Ward Office	585-1125
Kita Administrative Center	523-2864
Tenryu Ward Office	922-0021

For **Old-age Basic Pension/Employee's Pension**, contact the Japan Pension Institution/ Pension Office.

Hamamatsu Nishi Pension Office 456-8511

Hamamatsu Higashi Pension Office 421-0192

Time Limit

Within 5 years of the day of death

(3) Long-term Care

Withdraw from Long-term Care Insurance (Return the Long-term Care Insurance Card)

Who needs to carry out this procedure?														
<p>Recipient of Hamamatsu Long-term Care</p> <p><input type="checkbox"/> All primary insured persons (65 years old and above)</p> <p><input type="checkbox"/> Secondary insured persons receiving Certification of Needed Long-term Care</p> <p>(Persons between 40 and 64 years old with health insurance)</p>														
What To Bring														
<p><input type="checkbox"/> Long-term Care Insurance Card</p> <p>(If you are waiting for the card to arrive, please bring your Qualification Certificate)</p>														
Service Counters or Contact Details														
<p>The Senior Citizen Support Team or Division of your respective Welfare Office</p> <table border="0"> <tr> <td>Chuo Ward Office</td> <td>457-2324</td> </tr> <tr> <td>Higashi Administrative Center</td> <td>424-0184</td> </tr> <tr> <td>Nishi Administrative Center</td> <td>425-1572</td> </tr> <tr> <td>Minami Administrative Center</td> <td>597-1119</td> </tr> <tr> <td>Hamana Ward Office</td> <td>585-1122</td> </tr> <tr> <td>Kita Administrative Center</td> <td>523-2863</td> </tr> <tr> <td>Tenryu Ward Office</td> <td>922-0065</td> </tr> </table> <p>Branch Offices</p> <p>Maisaka, Haruno ,Sakuma, Inasa ,Misakubo ,Mikkabi, Tatsuyama</p> <p>*Services may also be available at Municipal Service Centers and the Certificates and Notifications service counter at your respective Community Collaboration Center (Fureai Community Center). Please enquire for more details.</p>	Chuo Ward Office	457-2324	Higashi Administrative Center	424-0184	Nishi Administrative Center	425-1572	Minami Administrative Center	597-1119	Hamana Ward Office	585-1122	Kita Administrative Center	523-2863	Tenryu Ward Office	922-0065
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Tenryu Ward Office	922-0065													
Time Limit														
As soon as possible														

Submit Inheritance Representative Form

Who needs to carry out this procedure?														
The inheritor of the recipient of the Long-term Care.														
What To Bring														
<p><input type="checkbox"/> Long-term Care Insurance Card</p> <p>(If you are waiting for the card to arrive, please bring your Qualification Certificate)</p> <p><input type="checkbox"/> The bank book under the inheritor's name</p>														
Service Counters or Contact Details														
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Time Limit														
As soon as possible														

Long-Term Care Insurance Premium Rate Certificate

Who needs to carry out this procedure?

- ☐ Persons that were eligible for various long-term care and support before certification
- ☐ Persons certified as requiring support
- ☐ Persons certified as requiring long-term care

What To Bring

- ☐ Long-Term Care Insurance Premium Rate Certificate

Service Counters and Contact Details

The Senior Citizen Support Team or Division of your respective Welfare Office

Chuo Ward Office	457-2324
Higashi Administrative Center	424-0184
Nishi Administrative Center	425-1572
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Kita Administrative Center	523-2863
Tenryu Ward Office	922-0065

Branch Offices

Maisaka, Haruno, Sakuma, Inasa, Misakubo, Mikkabi, Tatsuyama

*Services may also be available at Municipal Service Centers and the Certificates and Notifications service counter at your respective Community Collaboration Center (Fureai Community Center). Please enquire for more details.

Time Limit

As soon as possible

Return Eligibility Certificate for Long-Term Care Insurance Ceiling Amount

Who needs to carry out this procedure?

Those who received the Eligibility Certificate for Long-Term Care Insurance Ceiling Amount.

What To Bring

- ☐ Eligibility Certificate for Long-Term Care Insurance Ceiling Amount

Service Counters and Contact Details

The Senior Citizen Support Team or Division of your respective Welfare Office

Chuo Ward Office	457-2324
Higashi Administrative Center	424-0184
Nishi Administrative Center	425-1572
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Tenryu Ward Office	922-0065

Branch Offices

Maisaka, Haruno, Sakuma, Inasa, Misakubo, Mikkabi, Tatsuyama

*Services may also be available at Municipal Service Centers and the Certificates and Notifications service counter at your respective Community Collaboration Center (Fureai Community Center). Please enquire for more details.

Time Limit

As soon as possible

**Return Eligibility Certificate for Social
Welfare Corporation Usage Fee
Reduction**

Who needs to carry out this procedure?														
Those who received the Eligibility Certificate for Social Welfare Corporation Usage Fee Reduction.														
What To Bring														
<input type="checkbox"/> Eligibility Certificate for Social Welfare Corporation Usage Fee Reduction														
Service Counters and Contact Details														
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Time Limit														
As soon as possible														

(4) Health Insurance

Return National Health Insurance Card

Who needs to carry out this procedure?														
Those under national health insurance.														
What To Bring														
<input type="checkbox"/> The National Health Insurance Card or Insurance Qualification Certificate														
Service Counters and Contact Details														
<p>The National Health Insurance Team or Division of your respective Welfare Office</p> <table border="0"> <tr> <td>Chuo Ward Office</td> <td>457-2216</td> </tr> <tr> <td>Higashi Administrative Center</td> <td>424-0183</td> </tr> <tr> <td>Nishi Administrative Center</td> <td>597-1166</td> </tr> <tr> <td>Minami Administrative Center</td> <td>425-1582</td> </tr> <tr> <td>Hamana Ward Office</td> <td>585-1125</td> </tr> <tr> <td>Kita Administrative Center</td> <td>523-2864</td> </tr> <tr> <td>Tenryu Ward Office</td> <td>922-0021</td> </tr> </table> <p>Services may also be available at Branch Offices, Municipal Service Centers and the Certificates and Notifications service counter at your respective Community Collaboration Center (Fureai Community Center). Please enquire for more details.</p>	Chuo Ward Office	457-2216	Higashi Administrative Center	424-0183	Nishi Administrative Center	597-1166	Minami Administrative Center	425-1582	Hamana Ward Office	585-1125	Kita Administrative Center	523-2864	Tenryu Ward Office	922-0021
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Tenryu Ward Office	922-0021													
Time Limit														
As soon as possible														

Submit Funeral Expenses Application Form

Who needs to carry out this procedure?														
<p>The person who arranged the funeral for the recipient of national health insurance</p> <p>*Not eligible if one has received benefits covering funeral fees from sources other than National Health Insurance. e.g. if one receives funeral fees from social insurance, they are not eligible for the funeral fee from the National Health Insurance.</p>														
What To Bring														
<input type="checkbox"/> The National Health Insurance Card or Insurance Qualification Certificate <input type="checkbox"/> Proof of Funeral Ceremony (funeral cards, receipts) <input type="checkbox"/> Bank book of person carrying out the ceremony														
Service Counters and Contact Details														
<p>The National Health Insurance Team or Division of your respective Welfare Office</p> <table border="0"> <tr> <td>Chuo Ward Office</td> <td>457-2216</td> </tr> <tr> <td>Higashi Administrative Center</td> <td>424-0183</td> </tr> <tr> <td>Nishi Administrative Center</td> <td>597-1166</td> </tr> <tr> <td>Minami Administrative Center</td> <td>425-1582</td> </tr> <tr> <td>Hamana Ward Office</td> <td>585-1125</td> </tr> <tr> <td>Kita Administrative Center</td> <td>523-2864</td> </tr> <tr> <td>Tenryu Ward Office</td> <td>922-0021</td> </tr> </table> <p>Services may also be available at Branch Offices, Municipal Service Centers and the Certificates and Notifications service counter at your respective Community Collaboration Center (Fureai Community Center). Please enquire for more details.</p>	Chuo Ward Office	457-2216	Higashi Administrative Center	424-0183	Nishi Administrative Center	597-1166	Minami Administrative Center	425-1582	Hamana Ward Office	585-1125	Kita Administrative Center	523-2864	Tenryu Ward Office	922-0021
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Tenryu Ward Office	922-0021													
Time Limit														
Two years from the day after the funeral ceremony														

Submit Inheritance Representative Form

Who needs to carry out this procedure?

The inheritor of the recipient of national health insurance.

What To Bring

- ☐ The National Health Insurance Card or Insurance Qualification Certificate
- ☐ Bank book under the inheritor's name

Service Counters and Contact Details

The National Health Insurance Team or Division of your respective Welfare Office

Chuo Ward Office	457-2216
Higashi Administrative Center	424-0183
Nishi Administrative Center	597-1166
Minami Administrative Center	425-1582
Hamana Ward Office	585-1125
Kita Administrative Center	523-2864
Tenryu Ward Office	922-0021

Services may also be available at Branch Offices, Municipal Service Centers and the Certificates and Notifications service counter at your respective Community Collaboration Center (Fureai Community Center). Please enquire for more details.

Time Limit

As soon as possible

Return Advanced-Age Senior Citizen Medical Insurance Card

Who needs to carry out this procedure?

Those under Advanced-Age Senior Citizen Medical Insurance Card.

What To Bring

☐ Advanced-Age Senior Citizen Medical Insurance Card
or Insurance Qualification Certificate

Service Counters and Contact Details

National Health Insurance & Pension Division
Advanced-Age Senior Citizen Group 457-2889

The Advanced-age Senior Citizen Healthcare Team or Division of your respective Welfare Office

Chuo Ward Office	457-2053
Higashi Administrative Center	424-0183
Nishi Administrative Center	597-1166
Minami Administrative Center	425-1582
Hamana Ward Office	585-1125
Kita Administrative Center	523-2864
Tenryu Ward Office	922-0021

Services may also be available at Branch Offices, Municipal Service Centers and the Certificates and Notifications service counter at your respective Community Collaboration Center (Fureai Community Center). Please enquire for more details.

Time Limit

As soon as possible

Submit Funeral Expenses Application Form

Who needs to carry out this procedure?

The person who arranged the funeral for the recipient of Advanced-Age Senior Citizen Medical Insurance.

*Not eligible if one has received benefits covering funeral fees from sources other than Advanced-Age Senior Citizen Medical Insurance.

e.g. If one receives funeral fees from social insurance, they are not eligible for the funeral fee from the Advanced-Age Senior Citizen Medical Insurance.

What To Bring

☐ Advanced-Age Senior Citizen Medical Insurance Card or Insurance Qualification Certificate
☐ Proof of Funeral Ceremony (funeral cards, receipts)
☐ Bank book of person carrying out the ceremony

Service Counters and Contact Details

National Health Insurance & Pension Division
Advanced-Age Senior Citizen Group 457-2889

The Advanced-age Senior Citizen Healthcare Team or Division of your respective Welfare Office

Chuo Ward Office	457-2053
Higashi Administrative Center	424-0183
Nishi Administrative Center	597-1166
Minami Administrative Center	425-1582
Hamana Ward Office	585-1125
Kita Administrative Center	523-2864
Tenryu Ward Office	922-0021

Services may also be available at Branch Offices, Municipal Service Centers and the Certificates and Notifications service counter at your respective Community Collaboration Center (Fureai Community Center). Please enquire for more details.

Time Limit

2 years from the day after the funeral was held

Submit Inheritance Representative Form

Who needs to carry out this procedure?														
The inheritor of the recipient of Advanced-Age Senior Citizen Medical Insurance Card.														
What To Bring														
<input type="checkbox"/> Advanced-Age Senior Citizen Medical Insurance Card or Insurance Qualification Certificate <input type="checkbox"/> Bank book under the inheritor's name														
Service Counters and Contact Details														
<p>National Health Insurance & Pension Division</p> <p>Advanced-age Senior Citizen Group</p> <p>457-2889</p> <p>The Advanced-age Senior Citizen Healthcare Team or Division of your respective Welfare Office</p> <table style="width: 100%;"> <tr> <td>Chuo Ward Office</td> <td style="text-align: right;">457-2053</td> </tr> <tr> <td>Higashi Administrative Center</td> <td style="text-align: right;">424-0183</td> </tr> <tr> <td>Nishi Administrative Center</td> <td style="text-align: right;">597-1166</td> </tr> <tr> <td>Minami Administrative Center</td> <td style="text-align: right;">425-1582</td> </tr> <tr> <td>Hamana Ward Office</td> <td style="text-align: right;">585-1125</td> </tr> <tr> <td>Kita Administrative Center</td> <td style="text-align: right;">523-2864</td> </tr> <tr> <td>Tenryu Ward Office</td> <td style="text-align: right;">922-0021</td> </tr> </table> <p>Services may also be available at Branch Offices, Municipal Service Centers and the Certificates and Notifications service counter at your respective Community Collaboration Center (Fureai Community Center). Please enquire for more details.</p>	Chuo Ward Office	457-2053	Higashi Administrative Center	424-0183	Nishi Administrative Center	597-1166	Minami Administrative Center	425-1582	Hamana Ward Office	585-1125	Kita Administrative Center	523-2864	Tenryu Ward Office	922-0021
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Tenryu Ward Office	922-0021													
Time Limit														
As soon as possible														

(5) Tax

Cancellation of Bank Transfers for Taxes (Municipal/prefectural tax, fixed asset tax, light automobile tax)

Who needs to carry out this procedure?

Even if the taxpayer passes away during the fiscal year, the full amount of taxes assessed for that year must be paid.

When the account holder passes away, automatic withdrawal for city taxes can no longer be processed. Therefore, family members should contact the office listed below.

After completing the necessary procedures, payment can be made either by payment slip or by direct debit from another account.

*If the deceased never set up a direct debit to pay city taxes, no action is required.

What To Bring

Certificate of Tax Payment.

Service Counters and Contact Details

Please have your Certificate of Tax Payment to hand when calling.

Hamamatsu City Hall Main Building 3rd Floor
457-2261

Inheritance Representative Appointment Form Submission and Payment Slip Reissuance

Who needs to carry out this procedure?

The inheritor or testamentary done etc. to the deceased.

*Individual municipal, prefectural, and forest environmental taxes are levied on those who possess an address in Hamamatsu as of January 1 of that year, and whose income in the previous year exceeded a certain amount. If the deceased's income for the previous year exceeded a certain amount, they will be taxed the full amount for the current year, even if they pass away mid-way through the year.

In the event of the deceased having unpaid individual municipal, prefectural, and forest environmental taxes, the inheritor must pay in their stead.

*If the full amount has already been paid, or the inheritor has received a payment slip, etc. and plans to make the payment, then no further procedures are necessary.

*Please let us know at the enquiry address listed below if the legal inheritors have renounced their inheritance.

*Please be aware that if taxes remain unpaid we will have to issue a collection letter.

What To Bring

(If submitting an Inheritance Representative Appointment Form)

ID for the person(s) going to the service counter

*If the testamentary done is not a legal inheritor, then a copy of the will is required.

*If an administrator of estate, a certified copy of the written tribunal appointment ruling is required (if reissuing a payment slip)

ID for the person(s) going to the service counter

Service Counters and Contact Details

Municipal Tax Division

Individual Municipal Tax Group 457-2145

(Genmoku Annex Building 2F)

Time Limit

As soon as possible

Time Limit

As soon as possible

**Submit Inheritance Representative
Declaration Form for Fixed Asset Tax
and Ownership of Property**

**Change Ownership or Decommission a
Moped or Light Duty Special Vehicle**

Who needs to carry out this procedure?

The inheritor to the person who passed away.

*A notice will be sent with an enclosed reply envelope to the address of the deceased a month after the Notification of Death is submitted.

*This form is for changing the name of the tax payer when the address for tax payment slips is not changed or an inheritor is not registered within the fixed time period.

Who needs to carry out this procedure?

Procedures to either change ownership of the vehicle or decommission the vehicle are required when the original owner passes away.

What To Bring

- ☐ Number Plate Registration Certificate
- ☐ Proof of inheritors name, address, and phone number.
- ☐ Documents to confirm the identity of the submitter (*MyNumber* card, driving license, etc.)
- ☐ The number plate (if changing ownership / decommissioning a vehicle with number plates pre-dating 2005.)

What To Bring

- ☐ Inheritance Representative Form for Fixed Asset Tax and Ownership of Property

- ☐ Personal identification of the individual submitting the declaration form (*MyNumber* Card, driver's license, passport)

*When submitting the declaration form via post, please fill in all necessary items on the form and provide a photocopy of your ID in the enclosed designated response envelope.

Service Counters and Contact Details

**Municipal Tax Division Light Automobile Tax Group
(Genmoku Annex Building 1st Floor)**

Location: 120-1 Genmoku-cho, Chuo-ku, Hamamatsu

Telephone: 053-457-2077

*You can complete the procedures at the light automobile tax service counters at the Hamana and Tenryu Ward Offices, Tax General Affairs Division at the city hall, the Light Automobile Tax service counters at the Higashi, Nishi, Minami, and Kita Administrative Centers, and at the Inasa, Mikkabi, Haruno, Misakubo, Tatsuyama, and Sakuma Administrative Centers.

*When decommissioning a vehicle, if you cannot bring the number plate, please prepare 100 yen as a reimbursement fee.

*Procedures to decommission a vehicle can be completed at citizen service centers.

Service Counters and Contact Details**Property Tax Division**

Genmoku Annex Building 3rd Floor 457-2157

Kita Administrative Center 2nd Floor 523-2879

Tenryu Ward Office 2nd Floor 922-0015

Time Limit

Within 3 months from the day you find out you are the inheritor

Time Limit

Within 30 days from the day of death

(6) Disability Welfare

Return the Physical Disability Handbook

Who needs to carry out this procedure?
Relative or related person who lived together with the deceased.
What To Bring
<input type="checkbox"/> Physical Disability Handbook *Fill out the form to return form at the service counter (no personal seal required)
Service Counters and Contact Details
The Social Welfare Team or Division of your respective Welfare Office Chuo Ward Office 457-2057 Higashi Administrative Center 424-0176 Nishi Administrative Center 597-1159 Minami Administrative Center 425-1485 Hamana Ward Office 585-1697 Kita Administrative Center 523-2898 Tenryu Ward Office 922-0024
Time Limit
As soon as possible

Return the Intellectual Disability Handbook

Who needs to carry out this procedure?
Parent/Guardian.
What To Bring
<input type="checkbox"/> Intellectual Disability Handbook *Fill out the form to return form at the service counter (no personal seal required)
Service Counters and Contact Details
The Social Welfare Team or Division of your respective Welfare Office Chuo Ward Office 457-2057 Higashi Administrative Center 424-0176 Nishi Administrative Center 597-1159 Minami Administrative Center 425-1485 Hamana Ward Office 585-1697 Kita Administrative Center 523-2898 Tenryu Ward Office 922-0024
Time Limit
As soon as possible

Return the Mental Disability Handbook

Who needs to carry out this procedure?
Obligated persons stipulated in the Article 87 of the Family Register Act. (Relatives, guardians, conservators, limited guardians and voluntary guardians)
What To Bring
<input type="checkbox"/> Mental Disability Handbook *Fill out the form to return form at the service counter (no personal seal required)
Service Counters and Contact Details
The Social Welfare Team or Division of your respective Welfare Office <div> <div>Chuo Ward Office</div> <div>457-2057</div> </div> <div> <div>Higashi Administrative Center</div> <div>424-0176</div> </div> <div> <div>Nishi Administrative Center</div> <div>597-1159</div> </div> <div> <div>Minami Administrative Center</div> <div>425-1485</div> </div> <div> <div>Hamana Ward Office</div> <div>585-1697</div> </div> <div> <div>Kita Administrative Center</div> <div>523-2898</div> </div> <div> <div>Tenryu Ward Office</div> <div>922-0024</div> </div>
Time Limit
As soon as possible

Return the Recipient Certificate for Medical System for Services and Supports for Persons with Disabilities (Outpatient Mental Medical Services)

Who needs to carry out this procedure?
The family members of the recipient.
What To Bring
<input type="checkbox"/> Recipient Certificate for Medical Payment for Services and Supports for Persons with Disabilities (Outpatient Mental Medical Services) *Fill out the form to return form at the service counter (no personal seal required)
Service Counters and Contact Details
The Social Welfare Team or Division of your respective Welfare Office <div> <div>Chuo Ward Office</div> <div>457-2057</div> </div> <div> <div>Higashi Administrative Center</div> <div>424-0176</div> </div> <div> <div>Nishi Administrative Center</div> <div>597-1159</div> </div> <div> <div>Minami Administrative Center</div> <div>425-1485</div> </div> <div> <div>Hamana Ward Office</div> <div>585-1697</div> </div> <div> <div>Kita Administrative Center</div> <div>523-2898</div> </div> <div> <div>Tenryu Ward Office</div> <div>922-0024</div> </div>
Time Limit
As soon as possible

**Return the Recipient Certificate for
Medical System for Services and
Supports for Persons with
Disabilities (Rehabilitation)**

Who needs to carry out this procedure?

Family members of the recipient.

What To Bring

☐ Recipient Certificate for Medical System for Services and Supports for Persons with Disabilities (Rehabilitation)

*Fill out the form to return form at the service counter (no personal seal required)

Service Counters and Contact Details

The Social Welfare Team or Division of your respective Welfare Office

Chuo Ward Office	457-2057
Higashi Administrative Center	424-0176
Nishi Administrative Center	597-1159
Minami Administrative Center	425-1485
Hamana Ward Office	585-1697
Kita Administrative Center	523-2898
Tenryu Ward Office	922-0024

Time Limit

As soon as possible

**Withdraw from Medical Care
Expenses Grant for the Severely
Disabled**

Who needs to carry out this procedure?
Obligated persons stipulated in Article 87 of the Family Register Act. (Relatives, guardians, conservators, limited guardians and voluntary guardians)
What To Bring
<input type="checkbox"/> Obligated person's proof of identity <input type="checkbox"/> Recipient Certificate for Medical Care Expenses Grant for the Severely Disabled
Service Counters and Contact Details
The Social Welfare Team or Division of your respective Welfare Office <div> <div>Chuo Ward Office</div> <div>457-2057</div> </div> <div> <div>Higashi Administrative Center</div> <div>424-0176</div> </div> <div> <div>Nishi Administrative Center</div> <div>597-1159</div> </div> <div> <div>Minami Administrative Center</div> <div>425-1485</div> </div> <div> <div>Hamana Ward Office</div> <div>585-1697</div> </div> <div> <div>Kita Administrative Center</div> <div>523-2898</div> </div> <div> <div>Tenryu Ward Office</div> <div>922-0024</div> </div>
Time Limit
As soon as possible

**Change Bank Account to Receive
Medical Care Expenses Grant for the
Severely Disabled**

Who needs to carry out this procedure?
Legal inheritor. *If they only had checkups at medical institutions within Hamamatsu, procedures are not required if there is no unpaid medical aid.
What To Bring
<input type="checkbox"/> Bank book under the legal inheritor's name <input type="checkbox"/> Legal inheritor's proof of identity <input type="checkbox"/> Certified Copy of Family Register (Not required if you live together)
Service Counters and Contact Details
The Social Welfare Team or Division of your respective Welfare Office <div> <div>Chuo Ward Office</div> <div>457-2057</div> </div> <div> <div>Higashi Administrative Center</div> <div>424-0176</div> </div> <div> <div>Nishi Administrative Center</div> <div>597-1159</div> </div> <div> <div>Minami Administrative Center</div> <div>425-1485</div> </div> <div> <div>Hamana Ward Office</div> <div>585-1697</div> </div> <div> <div>Kita Administrative Center</div> <div>523-2898</div> </div> <div> <div>Tenryu Ward Office</div> <div>922-0024</div> </div>
Time Limit
As soon as possible

**Application for Medical Care
Expenses Grant for the Mentally
Disabled**

Who needs to carry out this procedure?

The legal inheritor.

What To Bring

- ☐ Application Form for Medical Care Expenses Grant for the Mentally Disabled (with the medical institution's seal)
- ☐ Legal inheritor's bank account details for bank transfer.
- ☐ Legal inheritor's proof of identity
- ☐ Certified Copy (or Excerpt) of Family Register
- * Depending on whom the legal inheritor is, a Certified Copy of Invalidated Family Register may be required.

Service Counters and Contact Details

The Social Welfare Team or Division of your respective Welfare Office

Chuo Ward Office	457-2057
Higashi Administrative Center	424-0176
Nishi Administrative Center	597-1159
Minami Administrative Center	425-1485
Hamana Ward Office	585-1697
Kita Administrative Center	523-2898
Tenryu Ward Office	922-0024

Time Limit

Within 1 year from the 15th of the month after hospitalization for which the application was made

Procedures for Special Child Rearing Allowance
(Notification of Death, Claiming Unpaid Allowance etc.)

Who needs to carry out this procedure?														
<p>If the recipient passed away, the persons stipulated in the Family Register Act (family who lived together with the deceased) have to carry out the procedure.</p> <p>If the eligible child passed away, the recipient of the Special Child Rearing Allowance has to carry out the procedures.</p> <p>* There is a possibility that you could claim unpaid allowances</p> <p>* Please enquire on the phone numbers below for more details</p>														
What To Bring														
<p>Claim Unpaid Allowance</p> <p>If the Recipient has passed away</p> <ul style="list-style-type: none">• The bank book under the child’s name that the recipient cared for														
Service Counters and Contact Details														
<p>The Social Welfare Team or Division of your respective Welfare Office</p> <table><tr><td>Chuo Ward Office</td><td>457-2057</td></tr><tr><td>Higashi Administrative Center</td><td>424-0176</td></tr><tr><td>Nishi Administrative Center</td><td>597-1159</td></tr><tr><td>Minami Administrative Center</td><td>425-1485</td></tr><tr><td>Hamana Ward Office</td><td>585-1697</td></tr><tr><td>Kita Administrative Center</td><td>523-2898</td></tr><tr><td>Tenryu Ward Office</td><td>922-0024</td></tr></table>	Chuo Ward Office	457-2057	Higashi Administrative Center	424-0176	Nishi Administrative Center	597-1159	Minami Administrative Center	425-1485	Hamana Ward Office	585-1697	Kita Administrative Center	523-2898	Tenryu Ward Office	922-0024
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Time Limit														
<p>Notification of Death</p> <p>If the Recipient has passed away</p> <ul style="list-style-type: none">□ Within 14 days from the day of death <p>If the eligible child has passed away</p> <ul style="list-style-type: none">□ As soon as possible. If the procedure is carried out late, you may need to return the allowance already disbursed <p>Claim Unpaid Allowance</p> <p>If the Recipient has passed away</p> <ul style="list-style-type: none">□ Within 2 years from the day of death														

Application for Special Child Rearing Allowance
(Changing the Recipient etc.)

Who needs to carry out this procedure?
Any of the following: <ul style="list-style-type: none"><input type="checkbox"/> The mother caring for the child and supporting the child's livelihood after the father has died<input type="checkbox"/> The father caring for the child and supporting the child's livelihood after the mother has died<input type="checkbox"/> The guardian taking care of the child and supporting the child's livelihood after the father or mother has died <p>* Please enquire on the phone numbers below for more details</p>
What To Bring
Common Items <ul style="list-style-type: none"><input type="checkbox"/>Parent (mother or father) and child's <i>MyNumber</i> Card <p>* For foreign residents, please bring the parent (mother or father) and child's residence cards</p> <input type="checkbox"/> Transfer of Bank Account Application Form (Please bring your bankbook or documents where your bank details can be confirmed) <p>*Depending on the applicant's situation, the items to bring may differ. Please enquire using the phone numbers below</p>
Service Counters and Contact Details
The Social Welfare Team or Division of your respective Welfare Office
Chuo Ward Office457-2057
Higashi Administrative Center424-0176
Nishi Administrative Center597-1159
Minami Administrative Center425-1485
Hamana Ward Office585-1697
Kita Administrative Center523-2898
Tenryu Ward Office922-0024
Time Limit
As soon as possible. If the procedure is carried out late, you may need to return the allowance already disbursed

**Special Disability Allowance, Child Disability
Welfare, Developmental Welfare Allowance
Procedures (Notification of Death)**

Who needs to carry out this procedure?	
<p><input type="checkbox"/> The persons stipulated in the Family Register Act (family who lived together with the deceased).</p> <p>* There is a possibility that you could claim unpaid allowances</p> <p>* If you are late submitting the Notification of Death, you could lose eligibility for the allowances and an overpayment may occur</p> <p>* Please enquire using the phone numbers below for more details</p>	
What To Bring	
<p><input type="checkbox"/> Nothing</p> <p>*If you are claiming unpaid allowances, you will need to bring some documents so please check the section on the right</p> <p>Please contact the phone numbers below for further details.</p>	
Service Counters and Contact Details	
The Social Welfare Team or Division of your respective Welfare Office	
Chuo Ward Office	457-2057
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Minami Administrative Center	425-1485
Hamana Ward Office	585-1697
Kita Administrative Center	523-2898
Tenryu Ward Office	922-0024
Time Limit	
Within 14 days from the recipient's day of death	

**Special Disability Allowance, Child Disability
Welfare, Developmental Welfare Allowance
Procedures (Claim Unpaid Allowance)**

Who needs to carry out this procedure?	
<p><input type="checkbox"/> The recipient's spouse or dependent that lived with them before they passed away.</p> <p>* You can claim the unpaid allowance even if you lived apart from the recipient if you can prove you shared and lived on the same source of income. Different documents are required so please enquire in advance</p> <p>*Please enquire using the phone numbers below</p>	
What To Bring	
<p><input type="checkbox"/> Bank book under the claimant's name</p> <p><input type="checkbox"/> Proof that you lived on the same income (for spouse and dependents that lived apart from the recipient.)</p> <p>* Please enquire using the phone numbers below for more details</p>	
Service Counters and Contact Details	
The Social Welfare Team or Division of your respective Welfare Office	
Chuo Ward Office	457-2057
Higashi Administrative Center	424-0176
Nishi Administrative Center	597-1159
Minami Administrative Center	425-1485
Hamana Ward Office	585-1697
Kita Administrative Center	523-2898
Tenryu Ward Office	922-0024
Time Limit	
Within 2 years from the recipient's day of death	

Claim Pension Benefit from the Mutual Aid for Dependents with Mental and Physical Disabilities

Who needs to carry out this procedure?														
If the person who applied for Mutual Aid for Dependents with Mental and Physical Disabilities passed away while the person with disabilities who they cared for is still alive, you need to do this procedure.														
What To Bring														
Claim Pension Benefit <div><input type="checkbox"/> Mutual Aid for Dependents with Mental and Physical Disabilities Recipient Certificate or additional certificates of dependents (or a Lost Certificate Report if lost) <input type="checkbox"/> Certificate of Death (Post-mortem certificate) <div>* The original or a certified copy. * The certified copy of the certificate must have the hospital's seal or address like this 「○○病院 (hospital)○○科医師(doctor) △△△△ (name)」and the doctor's personal seal.</div><input type="checkbox"/> Recipient's Closed Certificate of Residence <input type="checkbox"/> Disabled Individual's Certificate of Residence <input type="checkbox"/> Pension Administrator’s Certificate of Residence (if delegated) <input type="checkbox"/> Copy of your bank book for bank transfer (Must show bank name, branch, holder's name, account number)</div>														
Service Counters and Contact Details														
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Tenryu Ward Office	922-0024													
Time Limit														
As soon as possible														

Claim Condolence Money from the Mutual Aid for Dependents with Mental and Physical Disabilities

Who needs to carry out this procedure?	
If the recipient has been receiving Mutual Aid for Dependents with Mental and Physical Disabilities for over one year, and the recipient is alive while the person with disabilities has passed away, you must carry out this procedure.	
What To Bring	
Claim Condolence Money <div><input type="checkbox"/> Mutual Aid for Dependents with Mental and Physical Disabilities Recipient Certificate or additional certificates of dependents (or a Lost Certificate Report if lost)</div> <div><input type="checkbox"/> Recipient's Closed Certificate of Residence</div> <div><input type="checkbox"/> Disabled Individual's Certificate of Residence</div> <div><input type="checkbox"/> Copy of your bank book for bank transfer (Must show bank name, branch, holder's name, account number)</div>	
Service Counters and Contact Details	
The Social Welfare Team or Division of your respective Welfare Office	
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Kita Administrative Center	523-2898
Tenryu Ward Office	922-0024
Time Limit	
As soon as possible	

**Submit Notification of Death for
Recipient of Mutual Aid for Dependents
with Mental and Physical Disabilities**

Who needs to carry out this procedure?

Recipients of Mutual Aid for Dependents with Mental and Physical Disabilities.

What To Bring

For people who have been receiving aid from before 2007

- ☐ Recipient's Closed Certificate of Residence is required if they live outside of the prefecture
- ☐ Copy of your bank book for bank transfer (must show bank name, branch, holder's name, account number)

For people who have been receiving aid from after 2006

- ☐ Copy of your bank book for money transfer (Must show bank name, branch, holder's name, account number)

Service Counters and Contact Details

The Social Welfare Team or Division of your respective Welfare Office

Chuo Ward Office	457-2057
Higashi Administrative Center	424-0176
Nishi Administrative Center	597-1159
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Hamana Ward Office	585-1697
Kita Administrative Center	523-2898
Tenryu Ward Office	922-0024

Time Limit

As soon as possible

Return Transport Voucher (Excluding NICE pass)

Who needs to carry out this procedure?														
The family of the user of the service.														
What To Bring														
<input type="checkbox"/> Unused vouchers * Please contact the Hamamatsu Station Entetsu Bus Terminal about the NICE pass. (Tel. 455-2255)														
Service Counters and Contact Details														
The Social Welfare Team or Division of your respective Welfare Office <table> <tr> <td>Chuo Ward Office</td> <td>457-2057</td> </tr> <tr> <td>Higashi Administrative Center</td> <td>424-0176</td> </tr> <tr> <td>Nishi Administrative Center</td> <td>597-1159</td> </tr> <tr> <td>Minami Administrative Center</td> <td>425-1485</td> </tr> <tr> <td>Hamana Ward Office</td> <td>585-1697</td> </tr> <tr> <td>Kita Administrative Center</td> <td>523-2898</td> </tr> <tr> <td>Tenryu Ward Office</td> <td>922-0024</td> </tr> </table>	Chuo Ward Office	457-2057	Higashi Administrative Center	424-0176	Nishi Administrative Center	597-1159	Minami Administrative Center	425-1485	Hamana Ward Office	585-1697	Kita Administrative Center	523-2898	Tenryu Ward Office	922-0024
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Time Limit														
As soon as possible														

Return Adult Diaper Voucher

Who needs to carry out this procedure?														
The family of the user of the service who has unused vouchers.														
What To Bring														
<input type="checkbox"/> Unused vouchers														
Service Counters and Contact Details														
The Social Welfare Team or Division of your respective Welfare Office <table> <tr> <td>Chuo Ward Office</td> <td>457-2057</td> </tr> <tr> <td>Higashi Administrative Center</td> <td>424-0176</td> </tr> <tr> <td>Nishi Administrative Center</td> <td>597-1159</td> </tr> <tr> <td>Minami Administrative Center</td> <td>425-1485</td> </tr> <tr> <td>Hamana Ward Office</td> <td>585-1697</td> </tr> <tr> <td>Kita Administrative Center</td> <td>523-2898</td> </tr> <tr> <td>Tenryu Ward Office</td> <td>922-0024</td> </tr> </table>	Chuo Ward Office	457-2057	Higashi Administrative Center	424-0176	Nishi Administrative Center	597-1159	Minami Administrative Center	425-1485	Hamana Ward Office	585-1697	Kita Administrative Center	523-2898	Tenryu Ward Office	922-0024
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Tenryu Ward Office	922-0024													
Time Limit														
As soon as possible														

Cancel Food Delivery Services

Who needs to carry out this procedure?
The family of the user of the service.
What To Bring
None
Service Counters and Contact Details
The Social Welfare Team or Division of your respective Welfare Office Chuo Ward Office 457-2057 Higashi Administrative Center 424-0176 Nishi Administrative Center 597-1159 Minami Administrative Center 425-1485 Hamana Ward Office 585-1697 Kita Administrative Center 523-2898 Tenryu Ward Office 922-0024
Time Limit
As soon as possible

Cancel or Amend Disaster Information FAX Services

Who needs to carry out this procedure?
The family of the user of the service.
What To Bring
<input type="checkbox"/> Submit a notification to amend or cancel the Disaster Information FAX Service
Service Counters and Contact Details
City Hall Health & Welfare for the Disabled Division 457-2034 Social Welfare Division of your respective Welfare Office Chuo Ward Office 457-2057 Higashi Administrative Center 424-0176 Nishi Administrative Center 597-1159 Minami Administrative Center 425-1485 Hamana Ward Office 585-1697 Kita Administrative Center 523-2898 Tenryu Ward Office 922-0024
Time Limit
As soon as possible

Return Emergency Communication System Equipment

Who needs to carry out this procedure?

The family of the user of the service.

What To Bring

☐ Emergency Communication System Equipment

Service Counters and Contact Details

The Social Welfare Team or Division of your respective Welfare Office

Chuo Ward Office	457-2057
Higashi Administrative Center	424-0176
Nishi Administrative Center	597-1159
Minami Administrative Center	425-1485
Hamana Ward Office	585-1697
Kita Administrative Center	523-2898
Tenryu Ward Office	922-0024

Time Limit

As soon as possible

(7) Child Welfare

Application for Child Allowance

Who needs to carry out this procedure? <p>If the recipient has passed away, the recipient's spouse or the grandparents of the child can apply to take care of the child in place of the child's biological parents.</p> <p>*Children are eligible for Child Allowance until the first March 31 after their 18th birthday.</p> <p>*If the person who will be taking care of the child lives outside of the city, please consult the local office of the area they live in</p>														
What To Bring <p><input type="checkbox"/> Bank book under the name of the applicant (or a document showing the bank account for the deposit of the Child Allowance)</p> <p><input type="checkbox"/> Health Insurance Card of the applicant (not required if enrolled in Hamamatsu City National Health Insurance.)</p> <p><input type="checkbox"/> Document with applicant's <i>MyNumber</i> (individual number)</p> <p><input type="checkbox"/> Applicant's proof of identity (driving license, residence card etc.)</p> <p>*Items to bring differ depending on the applicant's situation. Please enquire before making an application</p>														
Service Counters and Contact Details Your respective Child and Family Support Center <table border="0"> <tr> <td>Chuo Ward Office</td> <td>457-2035</td> </tr> <tr> <td>Higashi Administrative Center</td> <td>424-0175</td> </tr> <tr> <td>Nishi Administrative Center</td> <td>597-1157</td> </tr> <tr> <td>Minami Administrative Center</td> <td>425-1463</td> </tr> <tr> <td>Hamana Ward Office</td> <td>585-1121</td> </tr> <tr> <td>Kita Administrative Center</td> <td>523-2893</td> </tr> <tr> <td>Tenryu Ward Office</td> <td>922-0023</td> </tr> </table>	Chuo Ward Office	457-2035	Higashi Administrative Center	424-0175	Nishi Administrative Center	597-1157	Minami Administrative Center	425-1463	Hamana Ward Office	585-1121	Kita Administrative Center	523-2893	Tenryu Ward Office	922-0023
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Tenryu Ward Office	922-0023													
Time Limit <p>The child allowance will be disbursed starting the month after application. Please apply as soon as possible</p> <p>* If the recipient passed away near the end of the month, the applicant can receive the child allowance the next month by applying within 15 days from the day after the day of death.</p>														

Claim Unpaid Child Allowance

Who needs to carry out this procedure? <p>If the recipient has passed away and there are unpaid child allowance payments, the payment will go to:</p> <p><input type="checkbox"/> The child that was being taken care of by the deceased recipient</p> <p>*If there are 2 or more children being taken care of, the payment will be combined and paid to one of the child</p>														
What To Bring <p><input type="checkbox"/> Bank book under the name of the child (or a document showing the bank account)</p>														
Service Counters and Contact Details Your respective Child and Family Support Center <table border="0"> <tr> <td>Chuo Ward Office</td> <td>457-2035</td> </tr> <tr> <td>Higashi Administrative Center</td> <td>424-0175</td> </tr> <tr> <td>Nishi Administrative Center</td> <td>597-1157</td> </tr> <tr> <td>Minami Administrative Center</td> <td>425-1463</td> </tr> <tr> <td>Hamana Ward Office</td> <td>585-1121</td> </tr> <tr> <td>Kita Administrative Center</td> <td>523-2893</td> </tr> <tr> <td>Tenryu Ward Office</td> <td>922-0023</td> </tr> </table>	Chuo Ward Office	457-2035	Higashi Administrative Center	424-0175	Nishi Administrative Center	597-1157	Minami Administrative Center	425-1463	Hamana Ward Office	585-1121	Kita Administrative Center	523-2893	Tenryu Ward Office	922-0023
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Tenryu Ward Office	922-0023													
Time Limit <p>The child allowance will be disbursed starting the month after application</p> <p>If you do not apply, the payment will not be paid. Please apply as soon as possible</p>														

Application for Child Rearing Allowance

Who needs to carry out the procedure?

Those who fulfil any of the following are eligible:

- ☐ The child's father has died, and the mother is caring for the child
- ☐ The child's mother has died, and the father is caring for the child while working
- ☐ The child's father or mother has died, and a person (other than the father or mother) is caring for the child.

*The child is eligible until the first March 31 after their 18th birthday. Some children with certain disabilities may receive the allowance until their 20th birthday

* Depending on your salary/pension you may not qualify for the allowance. Please enquire prior to application

What To Bring

Common Items

- ☐ Certified Copy of the Complete Family Register (with information about the father or mother and child) or a similar document
- ☐ Bank book under the applicant's name
- ☐ Pension handbook
- ☐ Health Insurance Card

*Items to bring differ depending on the applicant's situation. Please enquire below before making an application

Service Counters and Contact Details

Your respective Child and Family Support Center

Chuo Ward Office	457-2035
Higashi Administrative Center	424-0175
Nishi Administrative Center	597-1157
Minami Administrative Center	425-1463
Hamana Ward Office	585-1121

Procedures for Those Who Were Receiving Child Rearing Allowance

Who needs to carry out the procedure?

If the recipient has passed away

- ☐ Person who has the obligation to submit a Notification of Death according to the Family Register Act

If the child being taken care of has passed away

- ☐ Recipient

What To Bring

If the recipient has passed away:

- ☐ Document showing that the recipient has passed away (not needed if it can be confirmed with Certificate of Residence)
- ☐ Child Rearing Allowance Certificate
- ☐ If a payment has not been received before the recipient passed away, applicant's bank passbook (usually the child's passbook)

If the child being taken care of has passed away:

Depending on the child's situation, the items to bring may differ. Please enquire below.

Service Counters and Contact Details

Your respective Child and Family Support Center

Chuo Ward Office	457-2035
Higashi Administrative Center	424-0175
Nishi Administrative Center	597-1157
Minami Administrative Center	425-1463
Hamana Ward Office	585-1121
Kita Administrative Center	523-2893
Tenryu Ward Office	922-00

Time Limit

If the recipient has passed away:

Within 14 days of death.

If the child being taken care of has passed away:

As soon as possible. If the procedure is carried out too late, you may be required to return the allowance already disbursed

Kita Administrative Center	523-2893
Tenryu Ward Office	922-0023
Time Limit	
There is no deadline but child allowance is disbursed starting the month after application. Please apply as soon as possible	

Application for Orphan/Traffic Accident Orphan Allowance

Who needs to carry out the procedure?														
<p>Those who fall into any of the following categories are eligible to apply</p> <p><input type="checkbox"/> Person who is taking care of the child after the father has passed away</p> <p><input type="checkbox"/> Person who is taking care of the child after the mother has passed away</p> <p>* The child is eligible until the first March 31 after their 18th birthday</p>														
What To Bring														
<p><input type="checkbox"/> Traffic Accident Certificate if cause of death is traffic accident</p> <p><input type="checkbox"/> Death Certificate if cause of death is traffic accident</p> <p><input type="checkbox"/> Certified Copy of Complete Family Register with information about the father or mother and child or a similar document</p> <p><input type="checkbox"/> Bank book under applicant's name</p> <p><input type="checkbox"/> Document showing tax-exempt public pension</p> <p><input type="checkbox"/> Other documents necessary to determine eligibility</p> <p>*Items to bring differ depending on the applicant's situation. Please enquire below before making an application</p>														
Service Counters and Contact Details														
<p>Your respective Child and Family Support Center</p> <table border="0"> <tr> <td>Chuo Ward Office</td> <td>457-2035</td> </tr> <tr> <td>Higashi Administrative Center</td> <td>424-0175</td> </tr> <tr> <td>Nishi Administrative Center</td> <td>597-1157</td> </tr> <tr> <td>Minami Administrative Center</td> <td>425-1463</td> </tr> <tr> <td>Hamana Ward Office</td> <td>585-1121</td> </tr> <tr> <td>Kita Administrative Center</td> <td>523-2893</td> </tr> <tr> <td>Tenryu Ward Office</td> <td>922-0023</td> </tr> </table>	Chuo Ward Office	457-2035	Higashi Administrative Center	424-0175	Nishi Administrative Center	597-1157	Minami Administrative Center	425-1463	Hamana Ward Office	585-1121	Kita Administrative Center	523-2893	Tenryu Ward Office	922-0023
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Time Limit														
<p>There is no deadline but the child allowance will be disbursed starting the month after application. Please apply as soon as possible</p>														

Procedures for Those Who Were Receiving Orphan/Traffic Accident Orphan Allowance

Who needs to carry out the procedure?														
<p>If the recipient has passed away:</p> <p><input type="checkbox"/> Person who has the obligation to submit a Notification of Death according to the Family Register Act</p> <p>If the child being taken care of has passed away:</p> <p><input type="checkbox"/> Recipient</p>														
What To Bring														
<p>If the recipient has passed away:</p> <p><input type="checkbox"/> Document showing that the recipient has passed away (not needed if it can be confirmed with Certificate of Residence)</p> <p><input type="checkbox"/> If a payment has not been received before the recipient passed away, applicant's bank passbook (usually the child's passbook)</p> <p>If the child being taken care of has passed away:</p> <p>Depending on the child's situation, the items to bring may differ. Please enquire below</p>														
Service Counters and Contact Details														
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Hamana Ward Office	585-1121													
Kita Administrative Center	523-2893													
Tenryu Ward Office	922-0023													
Time Limit														
<p>If the recipient has passed away:</p> <p>Within 30 days starting from the day after day of death</p> <p>If the child being taken care of has passed away:</p> <p>As soon as possible. If the procedure is carried out late, you may need to return the allowance already disbursed</p>														

**Procedures following the death of a
Single-Parent Household Medical
Expenses Grant Recipient**

Who needs to carry out the procedure?														
<p>The person who has the obligation to submit a Notification of Death according to the Family Register Act.</p> <p>*This certificate cannot be used starting from the day of death</p>														
What To Bring														
<p><input type="checkbox"/> Document to prove that the recipient has passed away</p> <p><input type="checkbox"/> Recipient Certificate for Single-Parent Household Medical Expenses Grant</p> <p>*Items to bring differ depending on the situation. Please enquire below before making an application</p>														
Service Counters and Contact Details														
<p>Your respective Child and Family Support Center</p> <table><tr><td>Chuo Ward Office</td><td>457-2035</td></tr><tr><td>Higashi Administrative Center</td><td>424-0175</td></tr><tr><td>Nishi Administrative Center</td><td>597-1157</td></tr><tr><td>Minami Administrative Center</td><td>425-1463</td></tr><tr><td>Hamana Ward Office</td><td>585-1121</td></tr><tr><td>Kita Administrative Center</td><td>523-2893</td></tr><tr><td>Tenryu Ward Office</td><td>922-0023</td></tr></table>	Chuo Ward Office	457-2035	Higashi Administrative Center	424-0175	Nishi Administrative Center	597-1157	Minami Administrative Center	425-1463	Hamana Ward Office	585-1121	Kita Administrative Center	523-2893	Tenryu Ward Office	922-0023
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Hamana Ward Office	585-1121													
Kita Administrative Center	523-2893													
Tenryu Ward Office	922-0023													
Time Limit														
<p>There is no deadline but you may need to return the allowance disbursed, if you continued to use the Single-Parent Household Medical Expenses Grant after the recipient passed away</p>														

**New Applications for Single-Parent
Household Medical Expenses Grant**

Who needs to carry out the procedure?	
The person caring for the child when the mother or father has passed away.	
*A child is defined as anyone until the end of the month that they turn 20 years old. However, only household exempt from income tax are eligible	
What To Bring	
<input type="checkbox"/> Certified Copy of Complete Family Register with information about the parent (mother or father) and child or a similar document	
<input type="checkbox"/> The applicant and child's Health Insurance Cards (not the mother or father's dependent)	
<input type="checkbox"/> Bank book under the applicant's name	
<input type="checkbox"/> Applicant's personal seal	
* It may be required to bring your Residence Tax certificate to confirm your income if you had an address outside of Hamamatsu in January of this or last year. Please enquire prior to application	
Service Counters and Contact Details	
Your respective Child and Family Support Center	
Chuo Ward Office	457-2035
Higashi Administrative Center	424-0175
Nishi Administrative Center	597-1157
Minami Administrative Center	425-1463
Hamana Ward Office	585-1121
Kita Administrative Center	523-2893
Tenryu Ward Office	922-0023
Time Limit	
There is no deadline. The medical expense assistance will be disbursed starting the next day after application. Please apply as soon as possible	

Single Parent Welfare Loan

Who needs to carry out the procedure?

The borrower, joint borrower or joint guarantor or the inheritor needs to carry out some procedures if the person who passed away was the borrower, joint borrower or joint guarantor.

What To Bring

☐ Certified Copy of Complete Family Register of the deceased or a similar document

☐ Personal seal

(if you will be using a signature, a personal seal is not necessary)

*Items to bring differ depending on the applicant's situation. Please enquire below before making an application

Service Counters and Contact Details

Your respective Child and Family Support Center

Chuo Ward Office 457-2035

Higashi Administrative Center 424-0175

Nishi Administrative Center 597-1157

Minami Administrative Center 425-1463

Hamana Ward Office 585-1121

Kita Administrative Center 523-2893

Tenryu Ward Office 922-0023

Time Limit

Within 14 days of death

(8) Other Welfare

Return the Hamamatsu City Pediatric Chronic Specified Disease Medical Care Card

Who needs to carry out this procedure?
If the person who passed away had a Hamamatsu City Pediatric Chronic Specified Disease Medical Care Card
What To Bring
<input type="checkbox"/> Hamamatsu City Pediatric Chronic Specified Disease Medical Care Card
Service Counters and Contact Details
Public Health Promotion Division 453-6116 Health Promotion Center Chuo Ward Office 457-2890 Higashi Administrative Center 424-0125 Nishi Administrative Center 597-1120 Minami Administrative Center 425-1590 Hamana Ward Office 585-1171 Kita Administrative Center 523-3121 Tenryu Ward Office 922-0075 *You can return the card by post. Please contact the Public Health Promotion Division for more details.
Time Limit
After the calculation of medical expenses

Return the Hamamatsu City Specified Medical Expenses (Designated Intractable Disease) Card

Who needs to carry out this procedure?
If the person who passed away is a recipient of Hamamatsu City Specified Medical Expenses (Designated Intractable Disease).
What To Bring
<input type="checkbox"/> Hamamatsu City Specified Medical Expenses (Designated Intractable Disease) Card
Service Counters and Contact Details
Public Health Promotion Division 453-6116 Health Promotion Center Chuo Ward Office 457-2891 Higashi Administrative Center 424-0125 Nishi Administrative Center 597-1120 Minami Administrative Center 425-1590 Hamana Ward Office 585-1171 Kita Administrative Center 523-3121 Tenryu Ward Office 922-0075 *You can return the card by post. Please contact the Public Health Promotion Division for more details.
Time Limit
After the calculation of medical expenses

**Return the Recipient Certificate for
Shizuoka Prefecture Specified Medical**

Who needs to carry out this procedure?
If the person who passed away is a recipient of Shizuoka Prefecture Specified Medical Treatment.
What To Bring
<input type="checkbox"/> Recipient Certificate for Shizuoka Prefecture Specified Medical Treatment
Service Counters and Contact Details
<p>Public Health Promotion Division 453-6116</p> <p>Health Promotion Center</p> <p>Chuo Ward Office 457-2891</p> <p>Higashi Administrative Center 424-0125</p> <p>Nishi Administrative Center 597-1120</p> <p>Minami Administrative Center 425-1590</p> <p>Hamana Ward Office 585-1171</p> <p>Kita Administrative Center 523-3121</p> <p>Tenryu Ward Office 922-0075</p> <p>*You can return the card by post. Please contact the Public Health Promotion Division for more details</p>
Time Limit
After the calculation of medical expenses

**Cancel Food Delivery Services for
Senior Citizens Who Live Alone**

Who needs to carry out this procedure?
Family members of people who were using the food delivery services.
What To Bring
None
Service Counters and Contact Details
The Senior Citizen Support Team or Division of your respective Welfare Office
Chuo Ward Office 457-2062
Higashi Administrative Center 424-0186
Nishi Administrative Center 597-1164
Minami Administrative Center 425-1542
Hamana Ward Office 585-1123
Kita Administrative Center 523-1144
Tenryu Ward Office 922-0130
Time Limit
As soon as possible

**Cancel Emergency Communication
System for Senior Citizens Who Live
Alone**

Who needs to carry out this procedure?
Family members of people who were using the emergency communication services.
What To Bring
<input type="checkbox"/> Emergency Communication System (appliance) and Handset (Pendant-type)
Service Counters and Contact Details
The Senior Citizen Support Team or Division of your respective Welfare Office
Chuo Ward Office 457-2062
Higashi Administrative Center 424-0186
Nishi Administrative Center 597-1164
Minami Administrative Center 425-1542
Hamana Ward Office 585-1123
Kita Administrative Center 523-1144
Tenryu Ward Office 922-0130
Time Limit
As soon as possible

Cancel Lifestyle Support Service

Who needs to carry out this procedure?
Family members of people who were using the lifestyle support service.
What To Bring
None
Service Counters and Contact Details
The Senior Citizen Support Team or Division of your respective Welfare Office Chuo Ward Office 457-2062 Higashi Administrative Center 424-0186 Nishi Administrative Center 597-1164 Minami Administrative Center 425-1542 Hamana Ward Office 585-1123 Kita Administrative Center 523-1144 Tenryu Ward Office 922-0130
Time Limit
As soon as possible

Submit Change in Eligibility for Welfare Benefits for Foreign Senior Citizen Residents

Who needs to carry out this procedure?
Family members of people who were receiving Welfare Benefits for Foreign Senior Citizen Residents.
What To Bring
None
Service Counters and Contact Details
Senior Citizen Welfare Division 457-2789 The Senior Citizen Support Team or Division of your respective Welfare Office Chuo Ward Office 457-2062 Higashi Administrative Center 424-0186 Nishi Administrative Center 597-1164 Minami Administrative Center 425-1542 Hamana Ward Office 585-1123 Kita Administrative Center 523-1144 Tenryu Ward Office 922-0130
Time Limit
As soon as possible

**Withdraw from Program Tracking
Wandering Senior Citizens with
Dementia (Orange Seals)**

Who needs to carry out this procedure?			
Family members of people who were registered in this program.			
What To Bring			
<input type="checkbox"/> Personal seal (if using a signature a personal seal is not necessary)			
Service Counters and Contact Details			
Service Counter:			
Your respective Local Integration Support Center			
Motohama	479-1215	Yuto	597-0022
Kamoe	456-3362	Shinzu	444-3333
Sanarudai	448-0201	Hogawa	426-1503
Wago	475-5560	Sanwa	462-1011
Itayama	456-5600	Mikatahara (Satellite Miyakoda/Shinmiyakoda)	428-6333
Takaoka	420-6330		
Mikatahara	439-5000	Hosoe	528-2288
Aritama	434-7899	Kitahama	584-2733
Saginomiya	432-5151	Shinpara	584-1090
Anma	423-2701	Oro	588-5600
Ohiradai	485-2800	Tenryu	925-0034
Waji	437-2001	Hokuen Chuo	969-0088
The Senior Citizen Support Team or Division of your respective Welfare Office			
Chuo Ward Office	457-2062		
Higashi Administrative Center	424-0186		
Nishi Administrative Center	597-1164		
Minami Administrative Center	425-1542		
Hamana Ward Office	585-1123		
Kita Administrative Center	523-1144		
Tenryu Ward Office	922-0130		
Senior Citizen Welfare Division	457-2105		
Time Limit			
As soon as possible			

Return Priority Parking Permit

Who needs to carry out this procedure?	
Family members of people who had this certificate.	
What To Bring	
<input type="checkbox"/> Priority Parking Permit	
Service Counters and Contact Details	
Where to Return:	
• Social Welfare Division of your respective Welfare Office	
Chuo Ward Office	457-2057
Higashi Administrative Center	424-0176
Nishi Administrative Center	597-1159
Minami Administrative Center	425-1485
Hamana Ward Office	585-1697
Kita Administrative Center	523-2898
Tenryu Ward Office	922-0024
• Senior Citizen Support Division of your respective Welfare Office	
Chuo Ward Office	457-2062
Higashi Administrative Center	424-0186
Nishi Administrative Center	597-1164
Minami Administrative Center	425-1542
• Senior Citizen Support and Health Insurance Division of your respective Welfare Office	
Hamana Ward Office	585-1123
Kita Administrative Center	523-1144
Tenryu Ward Office	922-0130
• Health Promotion Division	
Chuo Ward Office	457-2891
Higashi Administrative Center	424-0122
Nishi Administrative Center	597-1120
Minami Administrative Center	425-1590
Hamana Ward Office	585-1171
Hosoe Health Center	523-3121
Tenryu Health and Welfare Center	922-0075
Time Limit	
As soon as possible	

(9) Water Services

Change the User of Water and Sewage Services or Stopping Usage

Who needs to carry out this procedure?
If the registered user of the water and sewerage system has passed away, please contact us to change the registered user or to stop usage.
What to Bring
None
Service Counters and Contact Details
<p>(1) Changing Registered User/Stopping Usage</p> <p><input type="checkbox"/> Water Services Reception Center Telephone (0120-09-1132)</p> <p><input type="checkbox"/> Or submit a notification via the Hamamatsu homepage</p> <p>(2) Change in Bank Account Details</p> <p>Please fill out the form and send it to the Water Services Department. You can get the form by:</p> <p><input type="checkbox"/> Requesting one by calling the Water Services Reception Center</p> <p><input type="checkbox"/> Download the form from the Hamamatsu homepage</p> <p>*1 Processes for bank transfers can also be completed at service counters in municipal financial organizations.</p> <p>*2 Credit card transactions can be carried out online via the “SuiSui” website.</p>
Time Limit
As soon as possible

Change the Payee of the Sewerage Services Beneficiary Payments

Who needs to carry out this procedure?
If the payee registered for the Water Services Beneficiary Payment has passed away before making the payment, please contact us to change the payee.
What to Bring
<p>*The signature and personal seal of the new payee is needed on the Change of Payee Application Form. If you are using a signature, a personal seal is not necessary.</p> <p>*Those who wish to pay via their bank account should bring their bank book and personal seal or stamp associated with the bank account.</p> <p>You can download the application form from the city's homepage and submit the application via mail.</p>
Service Counters and Contact Details
<p>Hamamatsu City Water Services Department Customer Service Division</p> <p>Beneficiary Payment Group: 415-8240</p>
Time Limit
As soon as possible

Change in Households that Use Wells

Who needs to carry out this procedure?
Households who are using well water and discharges sewage into the sewer system. If someone in your household has passed away, please contact us to notify us about the change in number of people.
What To Bring
Nothing
Service Counters and Contact Details
Water Services Reception Center 0120-09-1132 *If the person who passed away is the person user, please carry out this procedure along with the procedure to change the user of water and sewage services.
Time Limit
As soon as possible

Notification of Change Owner of Water Supply Equipment

Who needs to carry out this procedure?
If the person who has passed away is the owner of the water supply equipment, please submit an application to change the owner.
What To Bring
For how to submit the application, please make an enquiry using the phone numbers below.
Service Counters and Contact Details
Contact the office in charge of the area your water supply equipment is located in. Chuo-ku, Hamana-ku (Shinmiyakoda 1 Chome-5 Chome, Miyakoda-cho, Takisawa-cho, Washizawa-cho) Customer Service Division 474-7913 Hamana-ku (Old Hamakita area, Hosoe-cho, Inasa-cho, Jinguji-cho) Hokubu Water Services Division 525-6085 Hamana-ku (Old Mikkabi-cho) Mikkabi Water Services Office 524-119 Tenryu-ku (Old Tenryu Area) Tenryu Water Services Division 922-0035 Tenryu-ku (Haruno-cho) Haruno Water Services Office 983-0005 Tenryu-ku (Tatsuyama-cho) Tatsuyama Water Services Office 966-2111 Tenryu-ku (Sakuma-cho) Sakuma Water Services Office 966-0007 Tenryu-ku (Misakubo-cho) Misakubo Water Services Office 982-0009
Time Limit
As soon as possible

Change the Manager of the Septic Tank

Who needs to carry out this procedure?

If the person who passed away is the manager (owner) of the septic tank, please submit an application to change the manager of the septic tank.

What To Bring

For how to submit the application, please view the Hamamatsu website at the QR code below, or make an enquiry using the phone numbers below.



Service Counters and Contact Details

☐ Online Applications

Scan the QR code above and proceed with the online application form on the Hamamatsu website.

☐ Service Counter

Contact the office in charge of your area.

Chuo Ward Office Ward Development Promotion Division 457-2778

Higashi Administrative Center Ward Development Promotion Team
424-0164

Nishi Administrative Center Ward Development Promotion Team
597-1117

Minami Administrative Center Ward Development Promotion Team
425-1382

Hamana Ward Office Ward Development Promotion Division
585-1151

Kita Administrative Center Ward Development Promotion Team
523-3120

Tenryu Ward Office Ward Development Promotion Division
922-0033

Department Customer Service Division 474-7915

Time Limit

Within 30 days of change

(10) Other Procedures

Application for Succession of Rights of Use of Municipal Cemetery

Who needs to carry out this procedure?
<p>People who want to take over the rights of usage of users of the municipal cemetery who have passed away.</p> <p>Municipal Cemetery</p> <p><input type="checkbox"/> Mikatahara Cemetery <input type="checkbox"/> Nakazawa Cemetery</p> <p><input type="checkbox"/> Funagira Cemetery <input type="checkbox"/> Maisaka Fukiage Cemetery</p> <p><input type="checkbox"/> Hosoe Takadai Cemetery <input type="checkbox"/> Yūto Cemetery</p> <p>*Those who are not taking over the rights of usage are subject to return procedures.</p> <p>Please inquire at the contacts listed below for further details.</p>
What To Bring
<p><input type="checkbox"/> Use of Cemetery Permit</p> <p>(If you have lost the permit, please request the cemetery to reissue you with a new one.)</p> <p><input type="checkbox"/> Copy of Certificate of Residence of Successor (a copy without MyNumber issued within the last 3 months)</p> <p><input type="checkbox"/> Successor's Family Register Certificate of All Records or Family Register Certificate of Personal Records (Both must be current for the applicant themselves and show the relationship between the successor and the predecessor)</p> <p>*Please talk to the service counter if the successor is of a foreign nationality.</p> <p><input type="checkbox"/> Family Register of predecessor, Certified Copy of Closed Family Register, or an abstract (document listing date of death)</p> <p>* Please talk to the service counter if the predecessor was of a foreign nationality.</p> <p><input type="checkbox"/> If the inheritor is not the successor, a letter of agreement from the inheritor is needed.</p> <p><input type="checkbox"/> If a representative is carrying out the procedures, a letter of attorney is needed from the successor. (Not required for family members living together.)</p>
Service Counters and Contact Details
<p><u>Ward Municipal Services Divisions</u></p> <p>Chuo Ward Office 457-2131</p> <p>Hamana Ward Office 585-1112</p>

Apply for Internment of Cremains in Cemetery (Users of Municipal Cemetery)

Who needs to carry out this procedure?
<p>People who already have a burial spot in the municipal cemetery.</p> <p>Municipal Cemetery</p> <p><input type="checkbox"/> Mikatahara Cemetery <input type="checkbox"/> Nakazawa Cemetery</p> <p><input type="checkbox"/> Funagira Cemetery <input type="checkbox"/> Maisaka Fukiage Cemetery</p> <p><input type="checkbox"/> Hosoe Takadai Cemetery <input type="checkbox"/> Yūto Cemetery</p> <p>*Those who are not taking over the rights of usage are subject to return procedures.</p> <p>Please inquire at the contacts listed below for further details.</p>
What To Bring
<p><input type="checkbox"/> Cremation Permit or Reburial Permit</p>
Service Counters and Contact Details
<p><u>Ward Municipal Services Divisions</u></p> <p>Chuo Ward Office 457-2131</p> <p>Hamana Ward Office 585-1112</p>

Tenryu Ward Office 922-0019

Administrative Centers

Higashi Administrative Center 424-0164

Minami Administrative Center 425-1352

Nishi Administrative Center 597-1115

Kita Administrative Center 523-1116

Mikatahara Cemetery Management Office

437-8108

*Mikatahara Cemetery is open on weekends and public holidays except for the New Year holidays between Dec 29 and Jan 3.

Time Limit

As soon as possible

Tenryu Ward Office 922-0019

Administrative Centers

Higashi Administrative Center 424-0164

Minami Administrative Center 425-1352

Nishi Administrative Center 597-1115

Kita Administrative Center 523-1116

Mikatahara Cemetery Management Office

437-8108

*Mikatahara Cemetery is open on weekends and public holidays except for the New Year holidays between Dec 29 and Jan 3.

Time Limit

As soon as possible

Apply for Permanent Internment of Cremains

Who needs to carry out this procedure?

Those listed as the inheritor by the deceased when the deceased registered for the permanent internment of cremains before their death.

What to Bring

☐ Copy of Certificate of Resident of Applicant (a copy without MyNumber issued within the last 3 months)

☐ Copy of Family Register of Applicant

*Please talk to the service counter if the applicant is of a foreign nationality.

☐ Family Register of the Deceased, Certified Copy of Removal from Register, or (document listing date of death)

* Please talk to the service counter if the deceased was of a foreign nationality

Service Counters and Contact Details

Ward Municipal Services Divisions

Chuo Ward Office 457-2131

Hamana Ward Office 585-1112

Tenryu Ward Office 922-0019

Administrative Centers

Higashi Administrative Center 424-0164

Minami Administrative Center 425-1352

Nishi Administrative Center 597-1115

Kita Administrative Center 523-1116

Mikatahara Cemetery Management Office 437-8108

*Mikatahara Cemetery is open on weekends and public holidays except for the New Year holidays between Dec 29 and Jan 3

Time Limit

Within 5 years of registration

Procedures to Change the Owner of Dog

Who needs to carry out this procedure?
<p>If the deceased owned a dog and there is a need to change the owner.</p> <p>If the new owner lives within the city</p> <p>Please enquire at the appropriate counter.</p> <p>If the new owner lives outside the city</p> <p>You will need to carry out procedures to convert the permit at the registration counter of the place you live in.</p>
What To Bring
<p>□ Dog permit, vaccination record, Aiken card etc.</p>
Service Counters and Contact Details
<p>Animal Protection Education Center 487-1616</p> <p>Chuo-ku (Health General Affairs Division) 453-6111</p> <p>Higashi Administrative Center 424-0164</p> <p>Nishi Administrative Center 597-1117</p> <p>Minami Administrative Center 425-1382</p> <p>Kita Administrative Center 523-3120</p> <p>Hamana-ku (Healthcare Center Hamakita Branch) 585-1398</p> <p>Tenryu-ku Ward Development Promotion Division 922-0033</p> <p>Haruno Branch Office 983-0001</p> <p>Sakuma Community Branch Office 966-0002</p> <p>Misakubo Community Branch Office 982-0002</p> <p>Tatsuyama Community Branch Office 966-2113</p>
Time Limit
<p>Within 30 days of the passing of the deceased</p>

Submit Notification of Ownership of Forest Land

Who needs to carry out this procedure?
<p>Those who newly acquire forest land covered by the Regional Forest Plan through a sales contract, inheritance, gift or merger of corporations, etc., regardless of whether they are individuals or corporations.</p> <p>*Excluding those who have submitted a notification of land sale in accordance with the National Land Use Planning Act.</p>
What To Bring
<p>□ Notification of Ownership of Forest Land (if you are using a signature, a personal seal is not necessary)</p> <p>□ Certificate of Registered Matters and other documents proving the facts of registration (Copies of the documents are accepted)</p> <p>*Certificate of Registered Matters, sales contract of forest, inventory of inheritance division agreement or registration certificate</p> <p>□ Location map of land (map from Shizuoka Forest Ground Development Information System or cadastral map)</p>
Service Counters and Contact Details
<p>(For general enquiries about the system)</p> <p>Forestry Promotion Division 457-2159</p> <p>Agricultural Promotion Division (<i>Nōgyō Shinkō-ka</i>)</p> <p>Kita-ku Agricultural Group 523-1113</p> <p>Agricultural Promotion Division (<i>Nōgyō Shinkō-ka</i>)</p> <p>Hamakita Agricultural Group 585-1117</p> <p>Tenryu Forest Office (<i>Tenryu Shinrin Jimusho</i>)</p> <p>922-0031</p>
Time Limit
<p>Within 90 days of becoming the owner</p>

Submit Notification of Inheritance of Agricultural Land

Who needs to carry out this procedure?

Those who acquire agricultural land through inheritance etc.

What to Bring

- ☐ Notification From
- ☐ Proof of identity of the person submitting the form
- ☐ Letter of Attorney (If the person submitting the form is a representative)

Service Counters and Contact Details

**Agricultural Land Usage Division/Agricultural
Committee Office**

(Contact the office of the ward the land is in)

Agricultural Land Management Group

457-2481

Hokubu Agricultural Land Usage Group

523-3106

Hamakita Agricultural Land Usage Group

525-1118

Time Limit

Within 10 months of being informed of the acquiring rights to the land

6. Glossary

Administrative Centers.....	(gyōsei sentā)
Adult Diaper Voucher.....	(kami omutsuken)
Advanced-Age Senior Citizen Medical Insurance Card.....	(kōki kōreisha iryō hihokenshasho)
Advanced-Age Senior Citizen Medical Insurance.....	(kōki kōreisha iryō hoken)
Agricultural Commission Executive Office.....	(nōgyō iinkai jimukyoku)
Agricultural Land Usage Division	(nochi riyō-ka)
Agriculture Promotion Division.....	(nōgyō shinkō-ka)
Animal Protection Education Center.....	(doubutsu aigo kyoiku sentā)
Application Form for Medical Care Expenses	
Grant for the Mentally Disabled.....	(seishin shōgaisha iryōhi josei shinseisho)
Application for Grant for Funeral Expenses.....	(sōsaihi shikyū shinseisho)
Application for Succession of Rights of	
Use of Municipal Cemetery.....	(shiei bosho riyōken shōkei shinsei)
Branch Offices.....	(shisho)
Cemetery Permit.....	(bosho riyō kyokasho)
Certificate of Death.....	(shibo shindansho)
Certificate of Residence.....	(jyuminhyō)
Certification of Needed Long-term Care.....	(kaigo nintei)
Certificates.....	(shōmeisho)
Certified Copy (or excerpt) of Family Register.....	(koseki tōhon/shōhon)
Certified Copy of Closed Family Register/Excerpt.....	(joseki tōhon/joseki shōhon)
Certified Copy of Family Register/Excerpt.....	(koseki tōhon/koseki shōhon)
Certified Copy of Invalidated Family Register/Excerpt.....	(kaiseigen joseki tohon/joseki shohon)
Child Allowance.....	(jidō teate)
Child Disability Welfare Allowance.....	(shōgaiji fukushi teate)
Child Rearing Allowance.....	(jidō fuyō teate)
Child and Family Division.....	(kodomo katei-ka)
Child and Family Division	(jidō katei-ka)
Citizen Card	(shimin card)
Closed Family Register Certificate of All Records.....	(joseki zenbu jikō shōmeisho)
Closed Family Register Certificate of Personal Records	(joseki kojīn jikō shōmeisho)
Community Comprehensive Care Center	(chiiki Hōkatsu Shien Sentā)
Condolence Money	(chōikin)
Copy of Certificate of Residence	(jūminhyō no utsushi)
Cremation Permit	(kasō kyokasho)
Cremation procedures	(kaso tetsuzuki)
Death Certificate	(shibō todoke juri shōmeisho)
Deleted Record	(johyō)
Developmental Welfare Allowance	(keikateki fukushi teate)
Disability Basic Pension	(shōgai kiso nenkin)
Driving license	(untēn menkyoshō)

Eligibility Certificate for Long-Term Care

Insurance Ceiling Amount.....(kaigo hoken futan gendogaku ninteisho)

Eligibility Certificate for Social Welfare Corporation

Usage Fee Reduction.....(shakai fukushi hōjin tō riyōsha futan
keigen taishō kakuninsho)

Emergency Communication System Equipment(kinkyū tsūho shisutemu sōchi)

Emergency Communication System for Senior

Citizens Who Live Alone.....(hitori gurashi kōreisha tō kinkyutsūhō
shisutemu jigyo)

Employee's Pension.....(kōsei nenkin)

FAX Simultaneous Services (F NET)

Family register.....(koseki)

Family Register Certificate of All Records.....(koseki zenbu jikō shōmeisho)

Family Register Certificate of Personal Records.....(koseki kojīn jikō shōmeisho)

Family Register Certificate of Records.....(koseki jikō shōmeisho)

Financial Office.....(zaimu Jimusho)

Fixed Assets Tax.....(kotei shisanzei)

Food Delivery Services.....(haishoku sabisu shien)

Food Delivery Services for Senior Citizens

Who Live Alone.....(hitori gurashi kōreisha tō haishokusābisu
jigyo)

Forestry Promotion Division.....(ringyō shinkō-ka)

Funeral Fee Application Form.....(sōsaihi shikyū shinsei)

Hamamatsu Chuo Wholesale Market.....(oroshiuri ichiba)

Hamamatsu City Pediatric Chronic Specified Disease

Medical Care Card.....(shōni mansei tokutei shippei iryōhi jukyusyashō)

Hamamatsu City Specified Medical Expenses

(Designated Intractable Disease) Card.....(tokutei iryōhi jukyūsha sho (shitei
nanbyō))

Hamamatsu City Taxes.....(shizei)

Hamamatsu Higashi Tax Office.....(higashi zeimusho)

Hamamatsu Nishi Tax Office.....(nishi zeimusho)

Head Of Household.....(setai nushi)

Health & Welfare for the Disabled Division.....(shōgai hoken fukushi-ka)

Health Promotion Center.....(kenkōzukuri sentā)

Health Promotion Division.....(kenkōzukuri -ka)

Hospitalization Money(nyūin kyūfukin)

Individual Municipal Tax.....(kojīn shiminzei)

Inheritance Representative Form.....(sōzokunin daihyōsha no todoke)

Inheritance Representative Form for Fixed Asset Tax

and Ownership of Property.....(kotei shisanzei sōzokunin daihyōsha todoke
ken genshoyūsha shinkokusho)

Intellectual Disability Handbook.....(ryōiku techō)

Insurance.....	(hoken)
Insurance Card.....	(hokenshō)
Life Insurance.....	(seimei hoken)
Life Insurance Money.....	(shibō hokenkin)
Lifestyle Support Service.....	(keido seikatsu enjo-in haken jigyo)
Light Automobile Tax.....	(keijidōshazei)
Light Motor Vehicle Inspection Association Shizuoka Office, Hamamatsu Branch.....	(keijidōsha kensa kyōkai shizuoka jimusho hamamatsu shisho)
Light duty special vehicle.....	(kogata tokushu jidōsha)
Light four-wheeled vehicle.....	(keijidōsha yonrinsha)
Light two-wheeled vehicle.....	(keijidōsha nirinsha)
Local Integration Support Center.....	(chiiki hōkatsu shien sentā)
Long-Term Care Insurance Premium Rate Certificate.....	(kaigo hoken futan wariaisho)
Long-term Care Insurance Card.....	(kaigo hoken hihokenshasho)
Lump-sum Death Benefit.....	(shibō ichiji kin)
Medical Care Expenses Grant for the Severely Disabled.....	(jūdo shinshin shōgaisha iryōhi josei)
Medical Expense Assistance for Mental Disabilities.....	(seishin shōgaisha iryōhi josei)
Mental Disability Handbook.....	(seishin shōgaisha hoken fukushi techō)
Moped.....	(gendōki tsuki jidōsha)
Municipal Cemetery.....	(shiei bosho)
Municipal Housing.....	(shiei jūtaku)
Municipal Housing Hokubu Management Center.....	(shiei jūtaku hokubu kanri sentā)
Municipal Housing Management Center.....	(shiei jutaku kanri sentā)
Municipal Service Centers.....	(shimin sābisu sentā)
Municipal Tax Division.....	(shiminzei-ka)
Municipal Tax Division Light Automobile Tax Group.....	(shiminzei-ka keijidōsha gurūpu)
Mutual Aid for Dependents with Mental and Physical Disabilities.....	(shinshin shōgaisha fuyō teate kyōsai)
Nagoya Regional Immigration Bureau.....	(nagoya shutsunyūkoku zairyū kanrikyoku hamamatsu shucchōjo)
National Health Insurance.....	(kokumin kenkō hoken)
National Health Insurance & Pension Division Advanced-age Senior Citizen Group.....	(kokuho nenkin-ka kōki kōreisha gurupu)
National Health Insurance Card.....	(kokumin kenkōhoken hihokenshasho)
National Pension.....	(kokumin nenkin)
National Tax.....	(kokuzei)
Notification of Change Owner of Water Supply Equipment.....	(kyūsui sōchi shoyūsha henkō no todokede)
Notification of Change in Eligibility for the Welfare Benefit for Senior Citizen Foreign Residents.....	(gaikokujin kōreisha fukushi teate shikaku henkō todokedesho)
Notification of Death.....	(shibō todoke)
Notification of Inheritance of Agricultural Land.....	(nōchi wo sōzokunado shitamune no

	<i>todokede)</i>
Notification of Interment of Cremains.....	<i>(nōkotsu todoke)</i>
Notification of Withdrawal from Long-term Care Insurance.....	<i>(kaigo hoken shikaku sōshitsu todoke)</i>
Number Plate Registration Certificate.....	<i>(hyōshiki kōfu shomeisho)</i>
Old-age Basic Pension.....	<i>(rōrei kihon nenkin)</i>
Old-age Basic Pension.....	<i>(rōrei kiso nenkin)</i>
Orphan/ Traffic Orphan Allowance.....	<i>(iji/kōtsu-iji teate)</i>
Payments Via Payment Slips.....	<i>(nōfusho-barai)</i>
Pension.....	<i>(nenkin)</i>
Pension Card.....	<i>(nenkin techō)</i>
Pension Office.....	<i>(nenkin jimusho)</i>
Personal seal (inkan)	
Physical Disability Handbook.....	<i>(shintai shōgaisha techō)</i>
Physical Disability Handbook.....	<i>(shintai shōgai techō)</i>
Prefectural tax.....	<i>(kenminzei)</i>
Primary Insured Persons.....	<i>(dai ichigō hihokensha)</i>
Priority Parking Permit.....	<i>(yuzuriai chūshajo riyōsho)</i>
Procedures For Inheritance.....	<i>(sōzoku tetsuzuki)</i>
Programme Tracking Wandering Senior Citizens	
with Dementia (Orange Seals).....	<i>(haikai kōreisha sōki hakken jigyo (orenji shiru kōfu)</i>
Property Tax Division.....	<i>(shisanzei-ka)</i>
Public Health Promotion Division.....	<i>(kenkō zōshin-ka)</i>
Qualification Certificate.....	<i>(shikakushasho)</i>
Reburial Permit.....	<i>(kaisō kyokasho)</i>
Recipient Certificate for Medical Care Expenses	
Grant for the Severely Disabled.....	<i>(jūdo shinshin shōgaisha iryōhi josei)</i>
Recipient Certificate for Medical Payment for Services and	
Supports for Persons with Disabilities	
(Rehabilitation).....	<i>(jiritsu shien iryō jukyūshasho kōsei iryō)</i>
Recipient Certificate for Medical System for Services and	
Supports for Persons with Disabilities	
(Outpatient Mental Medical Services).....	<i>(jiritsu shien iryō jukyūshasho seishin tsūin)</i>
Recipient Certificate for Single-Parent	
Household Medical Expenses Grant.....	<i>(hitori oya katei tō iryōhi josei jukyūshasho)</i>
Recipient of Hamamatsu Long-term Care.....	<i>(kaigo hoken hihokensha)</i>
Residence Card.....	<i>(zairyū kādo)</i>
Secondary Insured Persons.....	<i>(dai nigō hihokensha)</i>
Seibu Driving License Center.....	<i>(seibu unten menkyo sentā)</i>
Senior Citizen Health Insurance Division.....	<i>(chōju hoken-ka)</i>
Senior Citizen Support Division.....	<i>(chōju shien-ka)</i>
Senior Citizen Welfare Division.....	<i>(kōreisha fukushi-ka)</i>
Septic Tank.....	<i>(jōkasō)</i>

Shizuoka District Legal Affairs Bureau	
Hamamatsu Branch	(shizuoka chihō hōmukyoku hamamatsu shikyoku)
Shizuoka Family Courthouse	
Hamamatsu Branch	(shizuoka katei saibansho hamamatsu shibu)
Shizuoka Family Courthouse	
Hamamatsu Branch	(shizuoka katei saibansho hamamatsu shibu)
Shizuoka Prefecture Specified	
Medical Treatment Card	(shizuoka-ken tokutei shippei iryō jukyūshasho)
Shizuoka Transportation Bureau Hamamatsu	
Automobile Inspection Registration Office	(shizuoka unyu shikyoku hamamatsu jidōsha kensa tōroku jimusho)
Single Parent Welfare Loan	(boshi fushi kafu fukushi shikin kashitsuke kin)
Single-Parent Household Medical Expenses Grant	(hitori oya katei tō iryōhi josei)
Small Two-Wheeled Vehicle	(nirinsha kogata jidōsha)
Social Welfare Division	(shakai fukushi-ka)
Special Child Rearing Allowance	(tokubetsu jidō fuyō teate)
Special Permanent Resident Card	(tokubetsu eijūshasho)
Standard Automobile	(futsū jidōsha)
Survivor's Basic Pension	(izoku kiso nenkin)
Tax General Affair Division	(zeimu sōmu -ka)
Tax Notice	(nōzei tsūchisho)
Tenryu Forest Office	(tenryū shinrin jimusho)
Traffic Accident Certificate	(jiko shōmeisho)
Transport Voucher	(gaishutsu shien joseiken)
Ward Municipal Services Division	(kumin seikatsu-ka)
Water Service Beneficiary Payments	(juekisha futankin)
Water Service Department Customer Service Division	(jōge suidō-bu okyakusama sābisu-ka)
Water Services Reception Center	(jōge suidō uketsuke sentā)
Welfare Benefit for Senior Citizen Foreign Residents	(gaikokujin kōreisha fukushi teate)
Welfare Office	(fukushi jigyō-sho)
Widow's Pension	(kafu nenkin)

NOTES

A large rectangular box with rounded corners, outlined in black, containing ten horizontal blue lines for writing notes. The lines are evenly spaced and extend across most of the width of the box.



浜松市