



HAMAMATSU



Information Bulletin
HAMAMATSU
February 2024 Cover

HAMAMATSU CITY

The Information Bulletin Hamamatsu is available on our website.
*The QR Code is a registered trademark of DENSOWAVE Inc.

Hamamatsu population : 788,371
Foreign resident population : 28,834
(Population figures as of February 2024)

*This bulletin contains selected information from the Japanese edition published by City Hall. *The telephone numbers listed in this bulletin will all be answered in Japanese only.

The events etc. posted on this information bulletin are accurate as of January 16.

Information Bulletin Hamamatsu Plus
The website for Information Bulletin Hamamatsu has machine translation available (supports 100 languages and Plain Japanese)



CANAL HAMAMATSU

At Canal Hamamatsu, Hamamatsu City's official multilingual information website, you can find information to assist your daily life in 6 languages and Plain Japanese.



◆ ◆ ◆ INFORMATION (お知らせ) ◆ ◆ ◆

School Entrance Ceremonies for 2024

< 令和6年度入学(園)式について >

School Entrance Ceremonies			
Kindergarten	April 9 (Tue)	Elementary School	April 5 (Fri)
Junior-High School	April 5 (Fri)	Municipal Senior High School	April 9 (Tue)

※For further details, contact the Preschool Education and Childcare Division for queries regarding kindergarten, or the Educational Development Division for queries regarding elementary, junior and senior high-school.

City Website ▶

Educational Development Division ☎457-2411
Preschool Education and Childcare Division ☎457-2117



Deadline to Apply for First Property Tax and City Planning Tax Direct Debit for the 2024 Fiscal Year

< 令和6年度固定資産税・都市計画税 第1期の口座振替申込期限 >

Deadline: Financial institution service counter: March 19 (Tue)
Web: April 15 (Mon)

City Website ▶

Tax General Affairs Division (Zeimu Sōmu-ka) ☎457-2261



Commencement of "SuiSui" Cloud Service for Water Service Users

< 水道窓口クラウドサービス「すいすい」の運用開始 >

You can do the following by registering for SuiSui on your smartphone, tablet, or computer.

Functions:

- ①View Water consumption and billing history (for the past 2 years)
- ②Apply for various things (apply to commence or cease use of service, apply for credit card payment)
- ③Read notifications and announcements regarding the location of emergency water stations in the event of a disaster

How to Register: From your smartphone or tablet, on the app, or by accessing the website from your computer

※ Registration and use of SUISUI is free of charge (additional communication fees are required).

City Website ▶

Customer Service Division (Okyakusama Sābisu-ka) ☎474-7812



Temporary Closure of the Hamakita Cultural Center

< 浜北文化センターの休館 >

The Hamakita Cultural Center will be closed for major renovations (The Civic Museum Hamakita will also be closed).

Period: April 1 (Mon), 2024 - June 30 (Mon), 2025

City Website ▶

Hamana Ward and Ward Development Promotion Division ☎586-6201



Notifications of Moving in, Moving out, or Changing Residence can be made at Ward Offices, Administrative Centers (former ward offices), Branch Offices, and Collaboration Centers!

< 転入・転出・転居の届け出は、区役所以外の行政センター(旧区役所)や支所、協働センターなどでもできます! >

The service counters at the City Hall (Chuo Ward Office) will experience heavy congestion from around mid-March. We ask for your cooperation to reduce long waiting times.

Notifications	Necessary paperwork	
Moving to Hamamatsu City	<ul style="list-style-type: none"> • Moving-out certificate (only if issued by the municipality you left) • Certificate of classification of responsibility (only for those eligible for Late-Stage Senior Citizen's Health Care Insurance) • Certificate of enrollment (for elementary and junior high school students only, or certificate of graduation) 	<p>《Required for all procedures》</p> <ul style="list-style-type: none"> • Personal Identification documents (Driver's license, passport, or two forms of identification such as health insurance card and pension handbook.) • MyNumber Card or Basic Resident Registration Card (if you have one) • Residence card or special permanent resident certificate (Foreign nationals)
Moving Within Hamamatsu City	<ul style="list-style-type: none"> • Health insurance card ※ • Certificate of enrollment (for elementary and junior high school transfer procedures) 	
Moving out of Hamamatsu City	<ul style="list-style-type: none"> • Health insurance card ※ • Citizen Card (for those who have one) 	
※Certificates for National Health Insurance, Long-Term Care Insurance, or Advanced-Age Senior Citizen Medical Insurance, as applicable.		

Reporting a change of address cannot be done at the following facilities!

Type of Facility	Name (Location)
Community Collaboration Center	Seibu, Kitabu, Minamibu, Nakabu, Yuto, Kami, Hoso-e, Kitahama Minamibu, Hamana
Municipal Service Center	Akasa, Tatsuyamakita
Fureai Community Center	Futamata, Komei

City Website ▶



Report your move-out of Hamamatsu online!

With your My Number Card, you can submit a notification of moving out of the city online without visiting a service counter.

※See the website for more details.

City Website ▶




City Hall, Ward Offices, and Administrative Centers General Information

City Hall or Ward Office	Tel.	Administrative Center (former ward office)	Tel.
City Hall (Chuo Ward Office)	☎457-2111	Higashi Administrative Center	☎424-0111
		Nishi Administrative Center	☎597-1111
Hamana Ward Office (Hamana Kuyakusho)	☎587-3111	Minami Administrative Center	☎425-1111
Tenryū Ward Office (Tenryū Kuyakusho)	☎926-1111	Kita Administrative Center	☎523-1111

Special Benefits for Residence Tax-Exempt Households 70,000 yen per Household

< 電力・ガス・食料品等価格高騰重点支援給付金給付額 1世帯あたり7万円 >

Conditions	Households exempt from residence tax on a per-capita basis for 2023 (as of Dec 1, 2023) ※Households of dependents of a person paying residence tax are not eligible. ※If all members of a household are exempt from residence tax due to a revision of taxes, divorce, or a death, the household might be eligible for assistance. Please contact the call center.
Amount	¥70,000 per household
Application Method	Information started being sent to households deemed eligible around mid-January. For details, please refer to the notice received. Households that received a payment notice ◎You do not need to do anything ◎If you wish to change your payment account, or decline to receive the benefits, please contact the call center by the deadline indicated on the notice. Households that received a confirmation notice If you wish to receive the benefit, please submit the confirmation notice and supporting documents ※If you believe you are eligible and you did not receive a notice, please contact the call center
Deadline	Valid until April 1, 2024
Enquiries	Hamamatsu City Financial Subsidy for Inflation Call Center ☎0120-034-053 (8:30 to 17:15, Closed weekends and public holidays) City Website ▶ <input type="text" value="非課税世帯給付金 (Hikazei Setai Kyūfukin)"/> <input type="button" value="Search"/> 

“Our Promise to Hamamatsu City’s Residents” Evaluation Questionnaire Results

< 「市民への約束」評価月間アンケートの結果を報告します >

Thank you for taking part in our month-long “Our Promise to Hamamatsu City’s Residents” evaluation questionnaire (conducted in November 2023).

This year, a total of 98.6% of survey respondents answered either “Satisfied” (84.1%) or “Mostly Satisfied” (12.5%). We will continue our efforts to satisfy citizens based on these results.

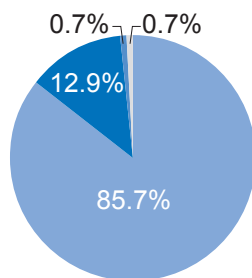
Total Responses: **7,450**

Respondents by Age Group:

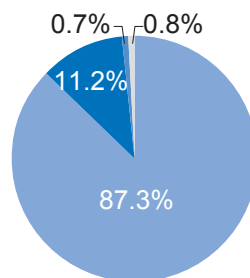
10s: 144 / 20s: 408 / 30s: 997 / 40s: 1,203 / 50s: 1,142 /
60s: 1,365 / 70s: 1,333 / 80s: 511 / No Age Answer: 347



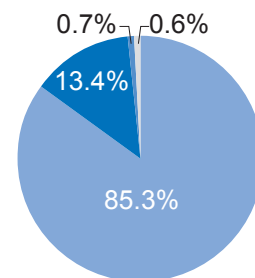
Was the response good?



Were you treated in a kind and polite manner?



Were the explanations easy to understand?



《Commitment to Citizens》

- ① We work for our citizens.
- ② We will explain things to citizens in an **easy-to-understand manner** and respond to them in a **kind and courteous manner**.
- ③ We will work with **originality, ingenuity, cost consciousness, and speed**.

City Website ▶

Personnel Division (Jinji-ka) ☎457-2088



Responding to the COVID-19 Pandemic
 < 新型コロナウイルス感染症(COVID-19)に関するお知らせ >

Q. I have a fever and cough. What should I do?

A. Please talk to your family doctor. If you do not have a family doctor, you can call the Hamamatsu City COVID-19 Call Center for guidance. When you call, you will hear an automated message. After the message, press 1. You will be connected to someone you can consult with.

Hamamatsu City COVID-19 Call Center (Consultation Hotline)		
TEL 0120-368-567 (Free)		
*Press the number you need after the message.		
Number	Enquiry Menu	Reception Hours
1	Symptom Examination Center Consultations for people who have a fever, cough, etc., and are concerned about infection.	Available 24 hours Open Every Day
2	Patient's physical condition What to do if the condition of a person recovering at home declines.	



※ For enquiries regarding things outside of poor physical health, e.g. issuance of a medical care certificate, please contact the Public Hygiene & Sanitation Division (TEL: 453-6118).
 The COVID-19 Call Center is scheduled to terminate service from 17:00 on Sunday, March 31.

● About COVID-19

Vaccination against COVID-19 will become a routine vaccination (the same as the routine seasonal influenza vaccination) from the 2024 fiscal year. Those who wish to get the autumn 2023 inoculation, which is currently being given, can be inoculated at individual medical institutions until Sunday, March 31.

	Current (innoculations that began in autumn, 2023)	From the 2024 fiscal year
For	Those aged 6 months or older	① People who are 65 or older ② People 60-64 with certain underlying diseases (same as those eligible for influenza and other vaccines.) ※ Age at the date of vaccination
Period	Until March 31, 2024	Autumn-Winter
Number of times	Once per vaccination cycle	Once per year
Where	Medical facilities giving individual vaccinations	Medical facilities giving individual vaccinations
Cost	Free (full payment at public expense)	Not free (co-pay amount has yet to be determined)

Book an appointment through the COVID-19 Vaccine Information Hotline (FREE)
TEL 0120-319-567 9:00 - 17:00

For more about the COVID-19 Vaccine Official Website



※ Make sure the number is correct before calling
 The COVID-19 Vaccine Information Hotline is scheduled terminate service from 17:00 on Sunday, March 31.

Intercultural Center Consultations for Foreign Residents (Free)

< 外国人のための相談会(無料) >

Details	Date	Time
Mediatory Consultations between Foreign and Japanese People with an Administrative Scrivener (Alternative Dispute Resolution)	March 2 (Sat)	13:00 - 16:00
Consultations with a Lawyer	March 9 (Sat), 21 (Thu)	
Consultations with a Labor and Social Insurance Consultant	March 14 (Thu)	
Consultations about Residence Status	April 4 (Thu)	

Venue: CREATE Hamamatsu (*Hayauma-cho, Chūō-ku*)

Application: In person or by telephone (on a first come, first served basis)

Website ▶ **HAMAPO** Search

Intercultural Center (*Tabunka Kyōsei Sentā*) ☎458-2170



Hamamatsu Information Bulletin

Edited by : HAMAON, Inc.
 Published by : Public Opinion and Relations Division
 (Kōchō Kōhō-ka) ☎ 053-457-2021

Date of publication : February 2024
 (Published once a month)
 Printing : 1,700 copies