

A Guidebook on Daily Life in Matsue for Foreign Residents

【14th ed.】 Issued in April 2024

Residents of Matsue City,

This guidebook is aimed at supplying useful information for your everyday life here in Matsue City. It can be viewed on the Matsue City homepage.



Matsue City Homepage

URL

https://www.city.matsue.lg.jp/kurashi_tetsuzuki/gaikokujinnokatahe/index.html

This is the official Facebook page for Matsue City. The content for this page is written in both easy to understand Japanese, and in English.



Matsue International Residents Support

URL <https://www.facebook.com/matsue.international/>



This is the emblem of Matsue City. Mail sent by Matsue City will have this emblem printed on it.

Issuer: Matsue City's International Tourism Division

E-mail: k.kouryu@city.matsue.lg.jp

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1 An Introduction to Matsue City

1-1. What kind of city is Matsue?

Population About 200,000

Area 572.99 m²

Climate The winter is cloudy and there is a lot of rain, but it isn't very cold.
Every year it snows here, but the amount of snowfall at one time isn't a lot.
Average temperature : Winter (Jan) highest avg temp = 8.0°C

lowest avg temp = 1.1°C

Summer (Aug) highest avg temp = 31.3°C,

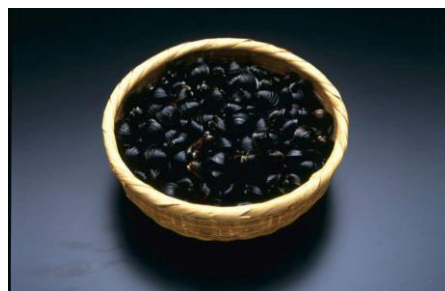
lowest avg temp = 23.4°C

Geography Shimane Prefecture is located in the Chūgoku Region. Shimane and the neighboring prefecture of Tottori are also referred to as the "San'in region". The eastern side of Shimane is also referred to as the "Izumo Region". The central part of Matsue City is divided into north and south by Lake Shinji, Nakaumi, and the Ohashi bridge that connects them. The north side of the city faces the Sea of Japan.

History In the region of Izumo, historic remains from ancient times including rare relics have been discovered. In addition, because the region of Izumo is often mentioned in Japanese legends, it is thought that extremely influential, powerful people lived in this region.

Matsue Castle was constructed about 400 years ago, and at this time Matsue itself was a prosperous Castletown. Matsue Castle has retained the appearance of when it was first constructed and has been designated as a national treasure.

Local Specialty basket clams, peony, traditional Japanese sweets



1-2. Matsue City Tourism Information

Matsue is an area famous for sightseeing. From the national treasure that is Matsue Castle, to ancient shrines and temples, as well as a variety of museums, there are many sights to be seen here in Matsue.

VISIT MATSUE, MATSUE CITY OFFICIAL TRAVEL GUIDE

Japanese <https://www.kankou-matsue.jp/>

English <https://www.visit-matsue.com/>

中文(簡体字) <https://cn.visit-matsue.com/>

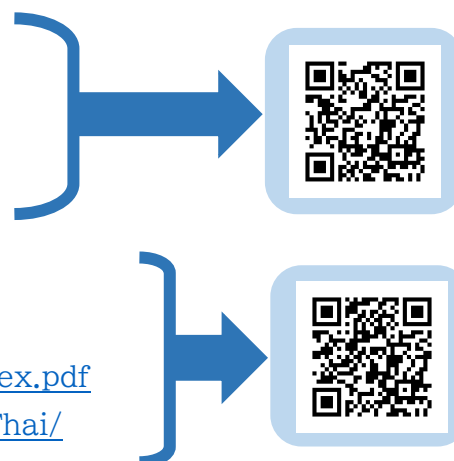
中文(繁体字) <https://tw.visit-matsue.com/>

Korean <https://kr.visit-matsue.com/>

French <https://fr.visit-matsue.com/>

Vietnamese <https://vn.visit-matsue.com/index.pdf>

Tai <https://www.facebook.com/MatsueCityThai/>



2 Welcome to Japan and Matsue

If you have just moved to Matsue, please go to Matsue City Hall within 14 days of arriving.

Things to bring

(Things you must bring): Residence Card, Passport

(Please bring if you have these): *My Number* ID Card

※For those who came with their family, please bring the original copy of documents that we can use to verify your family relationship plus a Japanese translation.
(ex: marriage certificate, child's birth certificate)



2-1. Where to begin

Please submit a Moving-in Notice to Matsue City Hall's Civic Division.

If you have a *My Number* ID Card, please bring it when submitting the notice.

Counter No. 2, Civic Division,
1F, City Hall

TEL 0852-55-5253

●My Number

My Number is a 12-digit number that everyone living in Japan is given. Foreign residents will also be sent a document related to the *My Number* ID number.

<https://www.kojinbango-card.go.jp/>



●About the *My Number* Card

The *My Number* Card is a plastic card with a face photo sometimes used as a form of ID when doing formal procedures and paperwork in settings like at the city hall.

※The *My Number* Card can only be made for applicants that applied for one. A separate document that lists your *My Number* ID number is not treated as the card.



2-2. Necessary Procedures

① For people enrolling into National Health Insurance

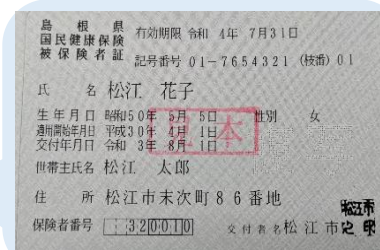
Everyone living in Japan is required to enroll in health insurance.

Health Care - Everyone contributes financially so that we all can be seen by a doctor or go to the hospital when we are sick or injured.



If you work for a company, you may be enrolled into healthcare through your employer. For those not enrolled into healthcare via a company, you are required to enroll into National Health Insurance.

Once you complete these procedures at the city hall's Insurance and Pension Division, you will receive your National Health Insurance Card. The cost of your insurance premiums will depend on factors like the size of your family and your income. Make sure to bring your health insurance card when visiting a clinic or a hospital.



② For people entering the national pension system

Those living in Japan who are age 20-59 must enter the national pension system.

Pension - For those who have paid money into the pension system, once they have become too old to work or can no longer work due to an injury, you can receive money to be used for daily expenses.

Those working for a company will sometimes be enrolled into the welfare pension system. Those not enrolled in the welfare pension system must enroll into the Japanese National Pension System.

For people enrolling into this pension system, please complete the necessary procedures at the city hall's Insurance and Pension Division. People entered into the Japanese National Pension System will pay a fixed premium every month.

[Counter No. 9,](#)
[Insurance and Pension Division,](#)
[1st Floor, City Hall](#)
TEL 0852-55-5263

For more details, please visit the pension page linked below.

https://www.moj.go.jp/isa/guidebook_all.html

(Guidebook on Living and Working)



③ For people with children

- A. For those with children 15 years old and younger, you may be able to receive the children allowance.
- B. In Matsue City, families will not be charged by the hospital for children who have yet to graduate junior high school. Once you have completed the correct procedures, you can receive the "Pediatric Care Recipient's Certificate".
- C. Children from a few months old to the age of 6 can be enrolled into nurseries. Nurseries are for children from families where both parents either work or attended school, and therefore aren't at home during the day to look after their kids.
- D. Children from the ages of 3-6 can be enrolled into kindergarten. Kindergarten services can be used even by families with parents that do not have a job.
- E. Children from the ages of 6-15 can be enrolled into elementary or middle school.

乳 ども医療費受給資格証 (0歳～小学6年生用)	
公費負担番号	9 0 3 2 0 0 1 1
氏 名	
住 所	
氏 名	
生年月日	
住 所	
加入保険者名	
記号番号	
氏 名	
本人負担額	0 円
受給期間	自 年 月 日 至 年 月 日

乳 ども医療費受給資格証 (中学生用・入院のみ)	
公費負担番号	9 0 3 2 0 0 1 1
氏 名	
住 所	
氏 名	
生年月日	
住 所	
加入保険者名	
記号番号	
氏 名	
本人負担額	0 円
受給期間	自 年 月 日 至 年 月 日

If you want to know more about daycares, kindergartens, elementary and middle schools in Matsue, please visit the link below.

https://www.moj.go.jp/isa/guidebook_all.html

(Guidebook on Living and Working)



You can watch videos about Japan's elementary schools in over 7 different languages by clicking the link below.

https://www.mext.go.jp/a_menu/shotou/clarinet/003_00004.htm

(Ministry of Education's Homepage)



Available Languages

Japanese, English, Chinese, Vietnamese, Spanish, Portuguese, Tagalog

※Moving forward, there are plans to add 7 more languages.

For those who will apply for the services listed in sections A and B, please come to the city hall's Child Care Benefit Division to complete the necessary procedures.

For those who will apply for the services listed in sections C and D, please come to the city hall's Nursery and Kindergarten Division to complete the necessary procedures.

Those planning on enrolling their children into either elementary or middle school, please complete the necessary procedures at the city hall's Board of Education, School Education Division.

Counter No. 11,
Child Rearing Support
Division,
1st floor, City Hall
TEL 0852-55-5326

Counter No. 24
Nursery and
Kindergarten Division
2nd floor, City Hall
TEL 0852-55-5312

Board of Education,
School Education Division,
3rd floor, 4th Annex, City Hall
TEL 0852-55-5416

④ For people that the above ①~③ services don't apply to

- There are support systems in place to help those with disabilities and those that are 65 years old or older.
- If there is anything that isn't clear or that you don't understand, please visit Matsue City's Foreign Residents Consultation Counter.



Matsue City's Foreign Resident's
Consultation Counter

E-mail k.kouryu@city.matsue.lg.jp

TEL 0852-55-5175

For more information about the support systems for helping people with disabilities Or that are 65 years old or older, please click the below link to visit the page for Long-term Care and Disability Welfare.

https://www.moj.go.jp/isa/guidebook_all.html

(Guidebook on Living and Working)



What is the “Fiscal Year”?

In Japan, the “fiscal year” is one term used to express a full year.

The fiscal year is used at city offices and schools, and it begins on April 1st and ends on March 31st of the following year.

The 2023 fiscal year will begin on this year's April 1st and end on March 31st in 2024.

3 Daily Life in Matsue

3-1. What do I need to know for throwing out waste?

In Matsue, there are specific garbage bags used when throwing out specific kinds of waste.

You can buy these garbage bags at convenience stores and supermarkets. Please take out your waste on the correct day to the designated garbage bin/spot.

If you are renting a home or plan on purchasing one, please ask the realtor where the appropriate place to leave your waste is.

When it comes to large waste items, please contact the city hall by email or phone to request for it to be taken. There are items that are necessary to dispose of in a certain way such as televisions or refrigerators.



For more information, visit the below link for Matsue City's homepage.

https://www.city.matsue.lg.jp/soshikikarasagasu/kankobu_kokusaikankoka/gaikokunokatahe/4/1882.htm

1

What is Reiwa ?

2023 年^{reiwa} (令和5 年)



In Japan, both the western calendar(西暦) and the Japanese calendar(和暦) are used. When the reigning emperor of Japan changes, so does the era. The current era is "Reiwa". Sometimes the name of an era is expressed with its first letter, such as "S" for Showa(昭和), "H" for Heisei(平成), and "R" for Reiwa(令和).

西暦	和暦	西暦	和暦	西暦	和暦	西暦	和暦	西暦	和暦
1956年	昭和31年	1971年	昭和46年	1986年	昭和61年	2000年	平成12年	2015年	平成27年
1957年	昭和32年	1972年	昭和47年	1987年	昭和62年	2001年	平成13年	2016年	平成28年
1958年	昭和33年	1973年	昭和48年	1988年	昭和63年	2002年	平成14年	2017年	平成29年
1959年	昭和34年	1974年	昭和49年	1989年	昭和64年	2003年	平成15年	2018年	平成30年
1960年	昭和35年	1975年	昭和50年	1989年	平成1年	2004年	平成16年	2019年	平成31年
1961年	昭和36年	1976年	昭和51年	1990年	平成2年	2005年	平成17年	2019年	令和1年
1962年	昭和37年	1977年	昭和52年	1991年	平成3年	2006年	平成18年	2020年	令和2年
1963年	昭和38年	1978年	昭和53年	1992年	平成4年	2007年	平成19年	2021年	令和3年
1964年	昭和39年	1979年	昭和54年	1993年	平成5年	2008年	平成20年	2022年	令和4年
1965年	昭和40年	1980年	昭和55年	1994年	平成6年	2009年	平成21年	2023年	令和5年
1966年	昭和41年	1981年	昭和56年	1995年	平成7年	2010年	平成22年	2024年	令和6年
1967年	昭和42年	1982年	昭和57年	1996年	平成8年	2011年	平成23年	2025年	令和7年
1968年	昭和43年	1983年	昭和58年	1997年	平成9年	2012年	平成24年	2026年	令和8年
1969年	昭和44年	1984年	昭和59年	1998年	平成10年	2013年	平成25年	2027年	令和9年
1970年	昭和45年	1985年	昭和60年	1999年	平成11年	2014年	平成26年	2028年	令和10年



3-2. What do I need to ride the bus?

Here we will introduce how to use the Matsue Municipal Bus and the Ichibata Bus,

both of which have routes that run mainly throughout Matsue City. These two buses are the same when it comes to payment and how to use them.

You enter the bus from the door in the middle, and you exit from the door towards the front.

Please press the button near you when you are approaching the bus stop you want to get off at.

You can pay with cash, an IC card, or with a commuter pass.

- ① Cash - When you get on the bus, take a ticket from the machine next to the entrance. Your payment amount will be displayed on a screen towards the front of the bus. Please pay the amount shown under the number listed on your ticket when getting off the bus.
- ② IC Card - When you get on the bus, place your IC card on the reader of the machine next to the entrance. When getting off, place your IC Card on the reader of the machine that is next to the bus driver.

You can use many different IC cards such as ICOCA.



Usable IC Cards



You can learn more about these bus services by visiting the homepage below.

<https://mi.bus-navigation.jp/wgsys/wgp/notes.htm?locale=ja>

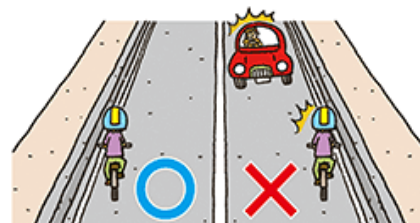


3-3. What should you be aware of when riding a bicycle?

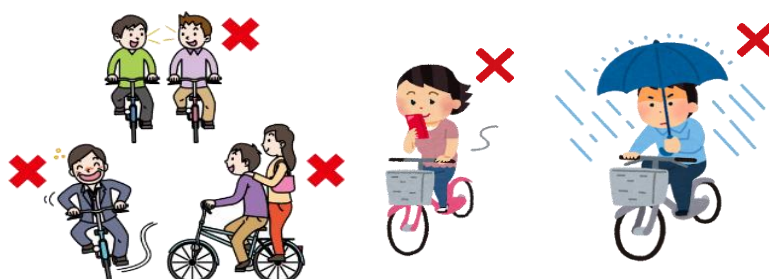
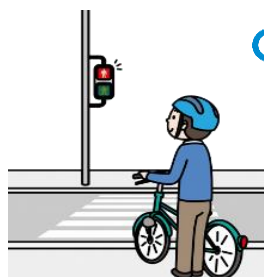
Please follow traffic laws when riding a bicycle.

<Important Traffic Laws>

- Please ride on the left side of cars (there are times when you can ride on the sidewalk).
- Please be careful of pedestrians when riding on the sidewalk.
- Please obey traffic signals.
- Use lights when riding at night.
- Do not ride a bicycle after drinking alcohol.
- Please park your bicycle in a parking lot. You cannot park your bicycle in the street or on someone else's property.
- Do not use your smartphone or earphones while riding.
- Do not ride while using an umbrella.
- Before riding, please purchase bicycle insurance and register your bicycle.
- Please wear a helmet when riding a bicycle.



For more information, please read the “The Correct Way to Ride a Bicycle” section on the Matsue City’s Homepage.



3-4. What should I do if I want to study Japanese?

① Japanese Classes in Matsue City

There are 4 volunteer groups in Matsue City that teach Japanese. If you would like to learn Japanese, please look at the list below and apply by either phone or email.

Asahi	Kakehashi
<p>Place Matsue Asahi Community Center (49 Higashi asahi-machi, Matsue-shi)</p> <p>Times Sat. 10:00am-11:30am</p> <p>Cost Free</p> <p>TEL 0852-21-3432</p> 	<p>Place Matsue International Community Center(3405-5 Nishikawatsu-cho, Matsue-shi)</p> <p>Times Wed. 5:00pm-6:30pm Sat. 10:00am-11:30am</p> <p>Cost 2,000 円/ a year</p> <p>TEL 090-8360-0086</p> <p>E-mail kamiunsai.62@sky.plala.or.jp わたなべ 渡部(Watanabe)</p> 
DanDan	
<p>Place Matsue Shimin Katsudou Center 「STIC Building」 (43 Shirikata hon-machi, Matsue-shi)</p> <p>Times Tues. 5:30pm-7:00pm Fri. 2:00pm-3:30pm</p> <p>Cost Free</p> <p>TEL 090-1016-1324</p> <p>E-mail kikyouse921@kyf.biglobe.ne.jp かとう 嘉藤(Kato)</p> 	

② Home-visit Style Japanese Lessons

For those unable to go to Japanese classes listed under section ①, please apply for home-visit style Japanese Lessons. A teacher will meet you at a place near your home.

The application period for this service is only 3 times a year. You can find more information about this on the Shimane International Center's homepage.



③ Studying Japanese Online

You can learn Japanese used in daily conversation with audio files and videos for free. Check out the links below.

[Connect and Enhance Your Life in Japanese](#)

[IRODORI Japanese for Life in Japan](#)



When are Japan's National Holidays?

In Japan, there are 16 national holidays within the course of a year.

In the case that a national holiday falls on a Sunday, the next weekday following that Sunday will be treated as a compensatory holiday.

Schools and city offices are closed on national holidays.

○2023年の日本の祝日

名称	日付	名称	日付
New Year's Day	2023/1/1	Green Day	2023/5/4
Compensatory Holiday	2023/1/2	Children's Day	2023/5/5
※ only if the holiday falls on a Sunday		Marine Day	2023/7/17
Coming of Age Day	2023/1/9	Mountain Day	2023/8/11
National Foundation Day	2023/2/11	Respect for the Aged Day	2023/9/18
Emperor's Birthday	2023/2/23	Autumnal Equinox	2023/9/23
Spring Equinox	2023/3/21	Sports Day	2023/10/9
Showa Day	2023/4/29	Culture Day	2023/11/3
Constitution Memorial Day	2023/5/3	Labor Thanksgiving Day	2023/11/23

3-5. Taxes in Japan

① Income Tax

Income tax is paid by those who receive a salary for working and is paid to the federal government. The amount you pay depends on the amount you earned in wages from January to December.

For many people, their income tax is taken directly from their wages.

Counter No. 23

[Civic Tax Division](#)

[2nd Floor, City Hall](#)

TEL 0852-55-5151

② Municipal Tax

Municipal Tax is paid by people who had an address in Japan as of January 1st of that year. Municipal tax is paid to the prefecture and city in which someone lives. The amount you pay depends on the amount you earned in wages from the previous year (from January to December).

For some people, their income tax is taken directly from their wages, and for others they receive a letter in the mail during June which shows how much they need to pay.

③ Automobile and Motorcycle Tax

(A) Automobile/Light Motor Vehicle Tax
(environmental performance based)

A tax that is paid by those who own an automobile with 3 or more wheels or a light motor vehicle. The amount you pay depends on the kind of vehicle and the amount you paid for it.

(A) Automobile/Light Motor Vehicle Tax
(environmental performance-based)
Eastern Shimane Citizen Center,
Automobile Tax Administration Division
Address 43-4, Makata-cho, Matsue-shi
TEL 0852-37-0341

(B) Automobile Tax (category based)

(C) Light Motor Vehicle Tax (category based)

Every year on April 1st, people that own a car or motorcycle will be charged the appropriate tax.

Where you pay the tax and how much you pay depends on the type of vehicle. The letter that shows how much you will pay will be delivered to you between April and May.



(B) Automobile Tax (category-based)
Eastern Shimane Citizen Center,
Automobile/Miscellaneous Tax Division
Address 1741 Higashi tsuda-cho, Matsue-shi
Matsue Goudou Choushanai
TEL 0852-32-5626

(C) Light Motor Vehicle Tax
(category-based)
[Municipal Tax Division](#)
[City Hall 2F #22](#)
TEL 0852-55-5154

For more information, please visit the tax page linked below.

https://www.moj.go.jp/isa/guidebook_all.html

(Guidebook on Living and Working)



3-6. Do you want to learn about life and social practices in Japan?

You can learn about life in Japan and what is currently happening in Japan in many different languages.



① [A DAILY LIFE SUPPORT PORTAL FOR FOREIGN NATIONALS](#)

You can learn about many things that will be useful for your daily life in 14 languages.

Available Languages

Japanese, English, Chinese, Korean, Spanish, Portugal, Vietnamese, Nepal, Tai, Bahasa Indonesia, Burmese, Khmer, Tagalog, Mongolian



② [NHK World-Japan](#)

You can read and watch news about Japan in over 20 languages.

Available Languages

Japanese, English, Arabic, Bengali, Burmese, Chinese(繁体字・简体字), French, Hindi, Bahasa Indonesia, Korean, Persian, Portugues, Russian, Spain, Swahili, Tai, Turkish, Urdu, Vietnamese



③ [Shimane International Center](#)

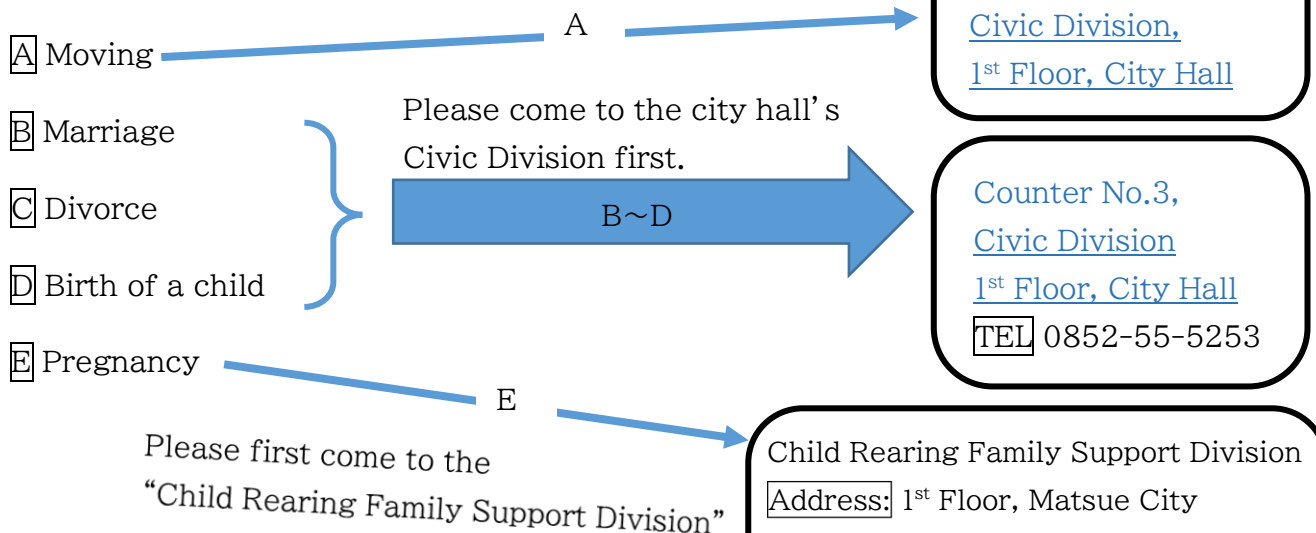
You can learn about events in Shimane and systems in place to assist foreign residents in 6 languages.

Available Languages

Japanese, English, Chinese, Tagalog, Portuguese, Vietnamese

3-7. When You Should Come to the City Hall

When either you or your family's situation changes, there are necessary procedures to do at the city hall.



4 Consultation Services for When You Need Help

This 『★』 means that we offer consultations in languages other than Japanese such as English. What languages are available and when they are available changes. The consultations with this 『☆』 symbol are only available in Japanese. For those who think having a consultation in Japanese would be difficult, please contact [Matsue City's Consultation Counter for Foreign Residents](#) or [The Shimane International Center](#).

① Places where you can receive a consultation at Matsue City Hall

★Matsue City's Consultation Counter for Foreign Residents
(Matsue City Hall, International Tourism Division)

Please contact us if you have trouble with any procedures at the city hall or have any problems about your daily life here in Matsue.

Address 86 Suetsuguchō, Matsue-shi

[Matsue City Hall Annex 4 1F](#)

Availability Weekdays 9:00am – 5:00pm

We can provide assistance in English, Korean, Chinese, and French.

E-mail k.kouryu@city.matsue.lg.jp

TEL 0852-55-5175



☆A Variety of Consultation Services

(A) Advice on everyday life and consumption habits

We can give advice on many things, such as divorce, problems with neighbors, debt, or what to do when wrongfully fired from a job. For those that would like advice, please give us a call, or come to the Matsue City Everyday Life & Consumption Consultation Room.

Availability Mon to Fri, 9:00am – 4:00pm

(B) Legal Advice

We offer legal consultations with a lawyer (this service can only be used once a year). Please call our number to make an appointment. Also, if for any reason you need to cancel your appointment, please give us a call.

Availability Tues, 1:15pm – 4:15pm

[Matsue City
Everyday Life &
Consumption
Consultation Room](#)

City Hall Annex 1 1F

TEL 0852-55-5148



(C) Free consultations for women

We can offer consultations to women for a number of issues, such as domestic violence, marriage/family difficulties, divorce, etc.

We would never disclose anything that was discussed. We can look after your child during the consultation, but please let us know beforehand if you will need this service.

Availability Mon, Tues, Thurs, Fri

10:00am – 4:00pm(excluding Holidays and New Years)

Matsue Center for Gender Equality

Address Matsue Community
Center, STiC Bldg 3F, Shirakata
hon-machi 43, Matsue-shi

TEL 0852-25-2602



(D) Free Administrative Advice & Consultation Corner for Foreign Residents

You can consult with someone who is an expert about things such as extending one's visa and applying for permission to engage in activities not originally allowed by your visa.

Also, they will listen to any difficulties you might be experiencing living in Japan. This takes place once every 2 months at the Matsue International Community Center.

Please check out [Matsue City's Official Facebook page](#) to see when you can schedule a consultation.



② More Consultation Counters



★[Multilingual Consultation “Go-en Shimane”](#)

We offer consultations on matters such as residential procedures, employment, health care, welfare, birth, child-raising, and education for children in over 21 different languages.

Availability Weekdays 9:00am – 5:00pm (Except national holidays and December 29-January 3)

TEL 070-3774-9329 **Skype ID** Soudan@SIC

1. After calling the number written above, please say

「〇〇語(話したい国の言葉) おねがいします」

or

“(The language you want to speak in) please”, ex: “English Please”

2. Have an interpreter speak for you.

Available Languages

English, Chinese, Tagalog, Portuguese (Brazil), Vietnamese, Korean, Nepali, Bahasa Indonesia, Tai, Spanish, Burmese, Khmer, Russian, French, German, Italian, Malay, Mongolian, Sinhales, Hindi, Bengali

★[Residential Support Center for Foreign Residents](#)

Consultations are offered about matters related to resident qualifications, work, human rights, and law.

Availability Weekdays 9:00am – 5:00pm

TEL 0570-011000

For more information, please visit the [FRESC Homepage](#)



★[Law Terrace, Multilingual Information Provider](#)

You can consult with someone who is an expert in law about any problems you may have in 10 different languages. Topics can range from debt, divorce, labor, accidents (e.g., car accident), etc.

Please call us if you are interested in a consultation.

Availability: Weekdays 9:00am – 5:00pm

TEL 0570-078377

Available Languages

English, Chinese, Korean, Spanish, Portugues (Brazil), Vietnamese, Tagalog (Philippines), Nepali, Tai, Bahara Indonesia

5 Leaving Matsue

Please check what procedures you need to do before moving away from Matsue.

5-1. Things to do at the city hall

What to bring resident card

(Please bring the following things if you have them)

National Health Insurance Card, *My Number* Card,
Medical Care Recipient's Certificate

- ① Please submit a Moving Notice to the Civic Division.
 - ② Please submit your *My Number* Card to the Civic Division if you plan on returning to your own country.
 - ③ For those enrolled in national health care, please come to the Insurance and Pension Division. If you haven't paid all insurance premiums, please do so.
 - ④ For those planning on leaving Japan and returning to their own country, please come to the city hall to complete necessary procedures for opting out of the National Pension system.
 - ⑤ For those that are receiving the Children's Allowance or that have a [Child Medical Care Subsidy Recipient Certificate](#), please come to the Child Rearing Support Division.
 - ⑥ For those that will return to their own country but haven't completely paid their [municipal taxes](#), please come to the Civic Division. Even those that will return home before spending a full year in Japan, please pay all of the municipal taxes up to that point.
 - A) For those who received their municipal tax notice in the mail, please pay everything using that letter before leaving Japan.
 - B) For those who have yet to receive a municipal tax notice, please have someone that is still living in Japan be designated as your "tax administrator". Complete these procedures at the Civic Tax Division.
- ※ You can start these procedures as soon as 2 weeks before moving.
- ※ In Japan, it's very common to move during the months of March and April, so many people will be visiting the city hall during this time. Please be aware that there are times where you may have to wait over 2 hours before finishing up your business.

Counter No. 2,
[Civic Division](#),
[1st Floor, City Hall](#)

Counter No. 23,
[Civic Tax Division](#),
[2nd Floor, City Hall](#)
TEL 0852-55-5151

Counter No. 9,
[Insurance and Pension Division](#),
[1st Floor, City Hall](#)
TEL 0852-55-5263

Counter No. 11,
[Child Rearing Support Division](#)
[1st Floor, City Hall](#)
TEL 0852-55-5326

5-2. Other Matters

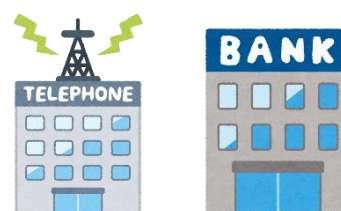
① House, Water, Gas, and Electricity

Once you know the date on which you will move, please inform all of your providers of that date. Also, please check how to make the payment for that month's service.



② Phone, Internet, and Bank

If you have a phone or internet contract with a Japanese provider or an account with a Japanese bank and you don't plan on using their service going forward, please complete the appropriate procedures to cancel your contract or to close your account.



③ Large Waste

Please look at the "Waste Disposal" section for how to dispose of waste that doesn't fit into a typical garbage bag such as a television or a refrigerator. You need to schedule for someone to come and dispose of your large sized waste. You may not be able to get an appointment right away during March and April because so many people move during this period, so please schedule an appointment well ahead of time.



④ Lump sum payment received after withdrawing from the National Pension System

For those who have made payments for over 6 months into the national pension system, you are able to complete procedures for receiving a lump sum payment for when you return to your own country.

If you already returned to your own country and have someone still living in Japan complete these procedures for you, they will need your letter of attorney.

For more information, please visit [the homepage for the Japanese pension system's framework](#).



6 Emergencies & Disasters

6-1. When you are involved in an accident or an unexpected incident

If you are involved in a traffic accident, or if something is stolen from you, please contact the police.

Please call the toll-free number 【110】.

Please explain when, where and what took place.

Also be sure to tell them your name and your phone number.

If someone has been injured, be sure to explain the details of their condition, such as whether they're a man or a woman, how old they look, what kind of injury, etc.



6-2. If there's a fire or if you need medical attention

When you need a firetruck to come and put out a fire, if you feel ill, or if you are injured and need an ambulance to come, please call the fire department.

【119】 is the number you call for both fires and when you need medical assistance.

【119】 is a toll free number.

Please let the phone operator know

(1) whether it's a fire or you require medical attention

(2) the place you need the emergency responders to come (name of building, room number)

Matsue City's 【119】 can be used in 21 different languages.

For those who want to speak in a language other than Japanese, please say the name of the language once you've called 【119】.

※The ambulance is free. Only use this service in the case of an emergency.



Available Languages

English, Chinese (北京語), Korean, Tai, Vietnamese, Bahasa Indonesia, Malay, Tagalog, Nepali, Burmese, Khmer, Mongolian, Sinhala, Hindi, Bengali, Portuguese, Spanish, German, French, Italian, Russian

★Be sure that you are ready to call 110 or 119 in case of an emergency.

When there's a fire say “かじです Kaji desu”

When there's been an accident say “じこです Jiko desu”

When you are sick or injured say “きゅうきゅうです Kyukyu desu”

※Be sure that you can say your address.

※When you need help, gather the attention of those around you by making a loud noise or by saying in a loud voice “たすけて Tasukete” or “Help”.

※The person who made the call should be ready to answer the phone if necessary.

6-3. If you lost or dropped something



If you lost or dropped something and are unable to find it, please report the item at a police station or police box.

Matsue Police Department
Address 5-10, Sodeshi-cho,
Matsue-shi
TEL 0852-28-0110

6-4. Disasters

Every year in Japan there is damage that occurs due to earthquakes, heavy rains, and typhoons. In Matsue, earthquakes are not very common, but there is always the possibility that a large earthquake will happen. There are times when damage occurs due to heavy rains, strong winds, and snow, though, so let's make sure to prepare for these kinds of situations.



① Getting disaster related information

★Safety Tips

There is an application called “Safety tips” that informs you when a natural disaster occurs (e.g. heavy rain, typhoon, earthquake, etc.). The information given by this application is available in 14 different languages.

Visit the links below to download.

Link for [Android](#)

Link for [iPhone](#)



Available Languages

English, Chinese(繁体字・简体字), Korean, Spanish, Portugues, Vietnamese, Tai, Bahara Indonesia, Tagalog, Nepali, Khmer, Burmese, Mongolian



★[Shimane Disaster Preparedness Info](#)

Here you can find information about Shimane's weather and any disasters that occur within the prefecture. 5 languages are available.

Available Languages

English, Chinese(简体字), Korean, Portugues, Tagalog

★[NHK World-Japan](https://www.nhk-world.com/japan/)



You can receive news about Japan in 19 different languages.

Available Languages

English, Arabic, Bengali, Burmese, Chinese(繁体字・简体字), French, Hindi, Bahasa Indonesia, Korean, Persian, Portuguese, Russian, Spanish, Swahili, Thai, Turkish, Urdu, Vietnamese, Ukrainian

- ② Be sure to have supplies prepared if you ever need to evacuate, if water stops running, or if there is a power outage.

Examples: food, drinking water, flashlight, something that can charge your cellphone, your medication, and a first aid kit



- ③ [Checking Where the Nearest Evacuation Center is Located](#)

In Japan, anyone is welcome to use the evacuation center when a disaster occurs. Make sure to check where the evacuation center closest to your home is located. Even if you are traveling, you can use the closest evacuation center. Evacuation centers are for everyone to use and receive help from, so please be aware and follow any guidance/rules when using these facilities.



For more information, check the below page below on evacuation facilities.

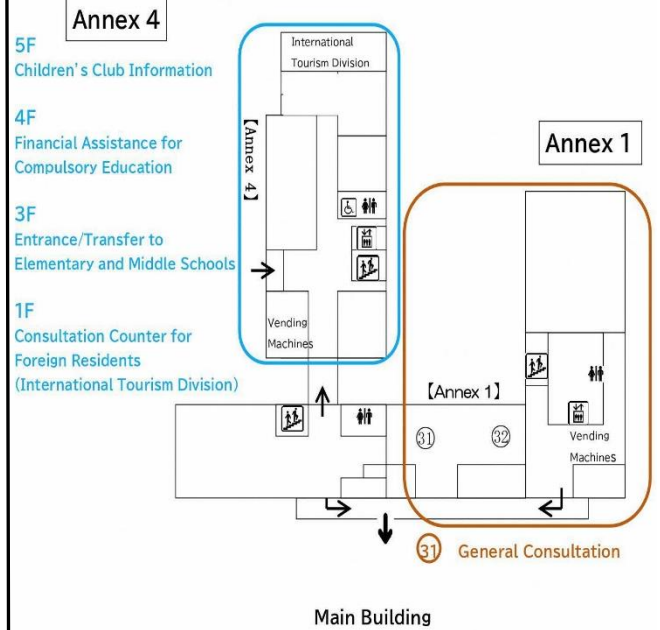
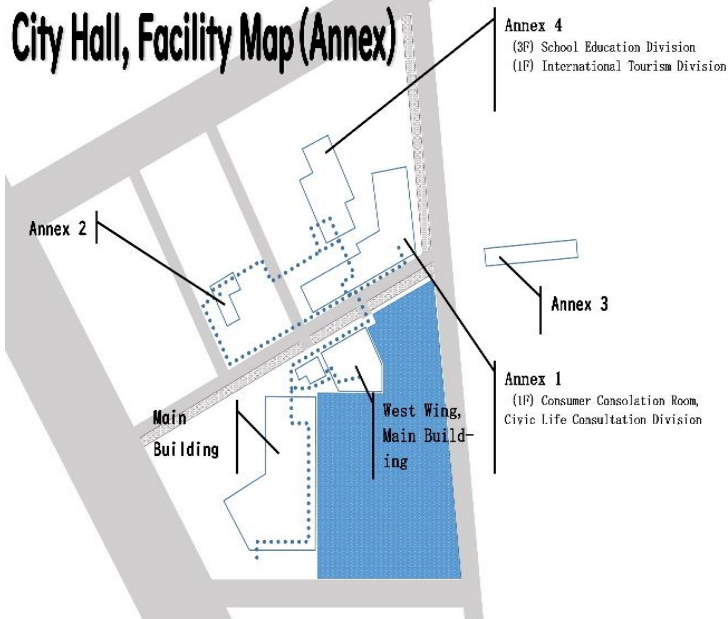
https://www.moj.go.jp/isa/guidebook_all.html

(Guidebook on Living and Working)



7 Floor Map of Matsue City Hall

City Hall, Facility Map (Annex)



Matsue City Hall, Facility Map(Main Building+West Annex)1F~3F

