

## 1

**Japanese customs and manners in daily life**

It is important for you to have a good understanding of Japanese customs and manners in daily life to live comfortably.

Here is a brief description of general Japanese customs and manners in daily life for your reference.

**(1) Japanese greetings**

"Ohayogozaimasu" Good morning

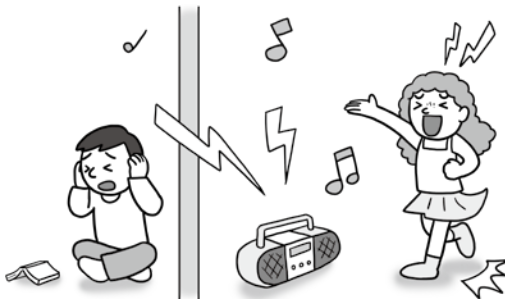
"Konnichiwa" Good day

"Konbanwa" Good evening

**(2) Daily manners (noise/cooking)**

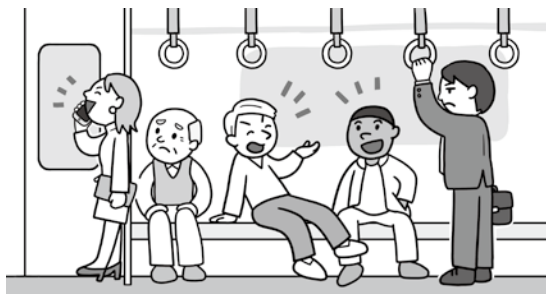
Houses are built in close proximity in Japan's urban areas. In particular, the walls of an apartment building are so thin that noises are transmitted easily. Please be considerate of your neighbors and keep the noise levels down. Naturally, we are different from each other in customs and way of life, but it is hoped that such differences will not affect anyone too much.

When you cook particularly smelly dishes, be careful that strong smells do not emit from your room to the neighborhood.



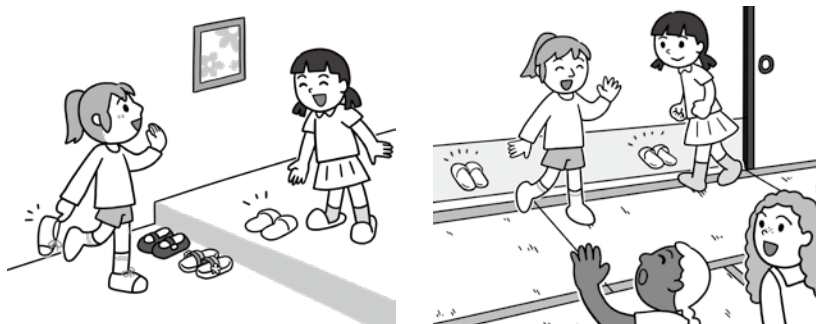
### (3) Using a cellphone in public spaces

Refrain from talking on the phone on a bus, train or in an elevator, and set your cellphone on silent mode or turn it off.



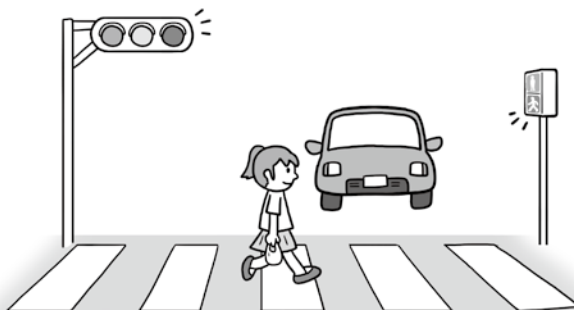
### (4) A custom of taking off shoes

Always take off your shoes when entering a house. We sometimes wear indoor slippers, but these must also be removed if you enter a tatami-mat room.



### (5) Traffic rules

Please obey traffic signals. Pedestrians go on the right, and vehicles and bicycles go on the left. Pedestrian safety is given the highest priority on sidewalks.



### ① Pedestrians

- Walk on the pathway or sidewalk if possible. If not, walk on the right side of the road.
- Stop and check for safety when visibility is low.

### ② Bicycles

- Keep to the left side of the road when riding. (Riding on the right side is not allowed.)

Times you are allowed to ride on the pathway:

- when there is a road sign saying [Bicycle riding is OK];
  - when you are under 13, 70 years old or over, or have a disability;
  - when there is an inevitable circumstance such as road work.
- It is prohibited to ride drunk, with another person, with an umbrella or something in your hand, one-handed or side by side. When riding your bicycle, observe all the traffic rules: Turn on the light at night, follow the signal lights, and stop briefly to ensure safety.
  - In Tokyo, cyclists are required to carry liability insurance to cover damages caused by accidents. Be sure to take out insurance.
  - Cyclists are required to lock their bicycles to prevent from robbery or any other criminal behavior. Be sure to register your bicycle and lock it when it is not in use.

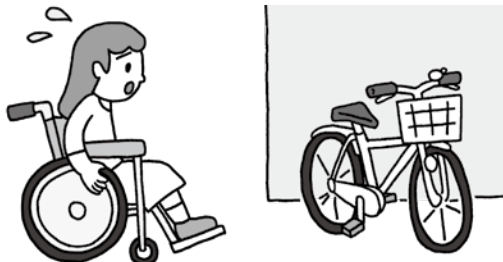


### ③ Illegally parked bicycles

Illegally parked bicycles on the road may cause accidents or block traffic. They are also a safety hazard in an emergency. Please use a bicycle parking lot.

It is prohibited to illegally park a bicycle in the vicinity of any train or subway station. Please take notice of the warning signs.

If you illegally park your bicycle or motorbike in such an area, your bicycle or motorbike will be removed.



#### ④ How to get your impounded bicycle back

Impounded bicycles are stored at one of the Impounded Bicycle Storage Centers. The location where your bicycle is stored is based the station from which it is removed.

- Opening days: Daily except holidays, substitute holidays, and from December 29 to January 3
- Opening hours: 11:00 - 19:00
- Storage time limit: 30 days (in principle)
- Bring the following to get your bicycle back:

① Your ID

② Bicycle lock key

③ Impoundment fee (3,000 yen for bicycles; 5,000 yen for mopeds and scooters)

\* Exemption from payment of impoundment fees: The impoundment fee must be paid even if your bicycle is stolen. However, you may be exempt from this payment if you have reported the theft to the police before your bicycle is impounded. For more information, please contact the nearest Impounded Bicycle Storage Center in advance.

- A List of Impounded Bicycle Storage Centers

Storage Center	Location & contact number	Place of impoundment
Impounded Bicycle Storage Center I (Under the west side of the Heiwajima Overpass)	1-2 Heiwajima ☎03-3765-5161	Omori, Omori Kaigan, Heiwajima, Omorimachi, Umeyashiki, Showajima, Ryutsu Center, Ikegami, Magome, Nishi-Magome, Ookayama, Kita-Senzoku, Den-enchofu, Tamagawa, Numabe, Unoki, Nagahara, Senzokuike, Ishikawadai, Yukigaya-Otsuka, Ontakesan, Kugahara, and Chidoricho Stations
Impounded Bicycle Storage Center II (Under the Miyako-Ohashi Overpass)	5-1 Heiwajima ☎03-3765-5162	Kamata Station East Exit
Impounded Bicycle Storage Center III (Under the Miyako-Ohashi Overpass)	2 Heiwanomori-Koen ☎03-3765-5163	Kamata Station West Exit, Yaguchi-nawatashi, Musashi-Nitta, Shimo-Maruko, and Hasunuma Stations
Impounded Bicycle Storage Center VI (Under the Rokugo Bridge Overpass)	4-30 Naka-Rokugo ☎03-3736-0372	Keikyu Kamata, Zoshiki, Rokugodote, Kojiya, Otorii, Anamori-Inari, and Tenkubashi Stations

#### (6) Please do not smoke while walking and do not throw cigarette butts on the ground.

In Ota City, you are not allowed to smoke while walking or riding a bicycle, or throw cigarette butts on the streets. Smoking while walking or riding a bicycle can injure people as you pass them. In addition, littered cigarette butts will ruin the beauty of the city. Stop littering! Keep good manners and help keep our city clean and beautiful.



## (7) Local Town Associations

In most parts of Japan, there are organizations called Local Town Associations within each neighborhood. They are voluntary groups which aim at developing friendly relations among the residents through cleaning, disaster and crime prevention activities, in addition to local festivals. Please feel free to join these groups in your area and participate in creating a better local community.



## (8) New Year's Day and the Bon Festival

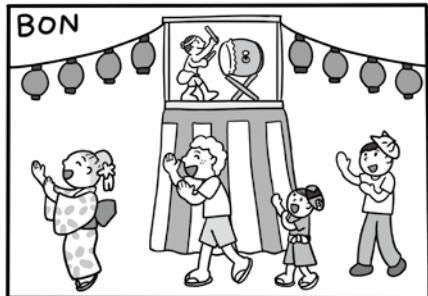
January 1 is New Year's Day. People are usually off work until January 3, and it is the tradition that all family members celebrate the New Year together. This is why shops and hospitals are closed till January 3.

We customarily exchange post cards called New Year's cards as part of our New Year greetings.

You can buy these cards at convenience stores, supermarkets, post offices and various other places. We post New Year's cards with New Year's greetings and words of thanks so that they arrive on January 1 to our family, friends, and those people who have been kind to us.

Most people are also off from August 13-15 because of the Bon Festival.

The Festival is a memorial service for ancestors. A tower is built in the center of a park or temple, and people dance around the tower to traditional music. This will provide you with a unique opportunity to interact with residents of your community.



## 2 Utilities (electricity, gas and water)

### (1) Electricity

**[Inquiries] TEPCO Customer Center**

☎ 0120-995-001 (Moving, change of contract, electricity fees)

☎ 0120-995-002 (Power outage or other services)

Mon-Sat (except for national holidays) 9:00-17:00

**Usage:**

When you move in, you will need to apply for electricity connection.

To use electricity on the day service starts, lift the switch on the ampere breaker. Please contact TEPCO for details.

※ This method is for when power is provided by TEPCO. When using a different power company, please contact them.

### (2) Gas

**[Inquiries] Tokyo Gas Customer Center ☎ 0570-002211**

※ From PHS/IP phone ☎ 03-3344-9100

Mon-Sat 9:00-19:00 Sun and national holidays 9:00-17:00

**Usage:**

Before you start to use gas, an employee from the gas company will visit you and open your gas valve. Please contact Tokyo Gas Company about 1 week prior to the date that you will start using gas. The company can then dispatch an employee to open the valve free of charge.

※ This method is for when gas is provided by Tokyo Gas. When using a different gas company, please contact them.

**When you smell gas, flame is prohibited!**

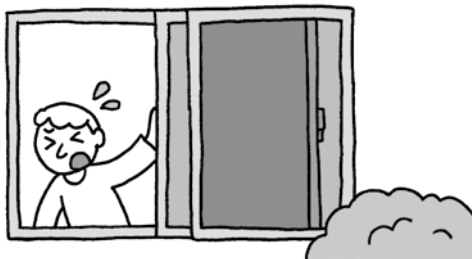
- 1 Open windows and doors.
- 2 Close the gas valves.
- 3 Also, close the main gas line meter.

※ Do not touch the switches for lights or fans. (Small sparks can form when switching on and off.)

Gas leak information phone ☎0570-002299 (Available 24 hours)

※ When navigation dial does not connect (IP phones or from overseas)

☎03-6735-8899



### (3) Water

**[Inquiries] Tokyo Metropolitan Waterworks Bureau Customer Center**

**☎ 03-5326-1100 (Moving/Updating contract)**

**☎ 03-5326-1101 (Charges/Leak repair/Others)**

Mon-Sat (except for national holidays) 8:30-20:00

※ 24-hour services in case of emergency, including water leaks.

#### **Usage:**

When using new water services after moving, etc., contact the waterworks bureau 3 to 4 days before start of use. You can also apply online.

### (4) Telephone

#### **How to dial**

- International calls

Call using the access number depending on your telecommunications provider + 010 (International Dial Identification Number) + Country Code + Area Code + Local Number in this order.

Please confirm the access number with your telecommunications provider.

- Domestic calls

Area Code No.+The person's phone number

Example) 03-1234-5678



Tokyo area code

## 3

### **Driving an automobile or a motorbike**

**[Inquiries] Driver's License Center**

**☎ 03-5463-6000 (Automatic answering in English)**

**Samezu Driver's License Test Center**

**1-12-5 Higashi-oi, Shinagawa-ku, Tokyo**

**☎ 03-3474-1374**

A driver's license is needed when you drive a car or a motorbike in Japan.

#### **(1) International driver's license**

You can drive a car in Japan when you have a valid international driver's license issued by any member country of the Geneva Treaty.

#### **(2) Switching to a Japanese driver's license**

When you have an overseas driver's license and can meet the following two requirements, you can switch it to a Japanese driver's license at a driver's license center.

- Your overseas driver's license is valid.
  - You can verify that you have stayed for 3 months or longer in total in the country where you got the license.
- For more details, use the contact information above.

## 4 Other information about daily life

### (1) Recyclable garbage

#### [Inquiries] • Waste Collection Offices

Omori ☎ 03-3774-3811

Chofu ☎ 03-3721-7216

Kamata ☎ 03-6451-9535

• Sanitation Division ☎ 03-5744-1628

### ① Garbage separation

Home garbage is separated into recyclable (used paper, glass bottles, cans, PET bottles and food trays), burnable, unburnable, and bulky or oversized items before collection.

The day of collection varies by area. For more details, see the pamphlet “How to sort and dispose of recyclable garbage and trash”.



#### Separating and setting out recyclable garbage

Languages: English, Chinese, Korean, Tagalog, Nepali, and Vietnamese  
 Major distribution locations: City Office Main Building, Branch Offices (P12),  
 Waste Collection Offices (P26), other public facilities including libraries  
<https://www.city.ota.tokyo.jp/seikatsu/gomi/shigentogomi/p.html>  
 Issued by: Ota City Sanitation Division





## ② Application for the collection of bulky or oversized refuse

**[Inquiries] Ota City Bulky Refuse Reception Center ☎ 03-5465-5300**

Supported Languages: English, Chinese, Korean, Portuguese, Spanish, Thai, and Vietnamese

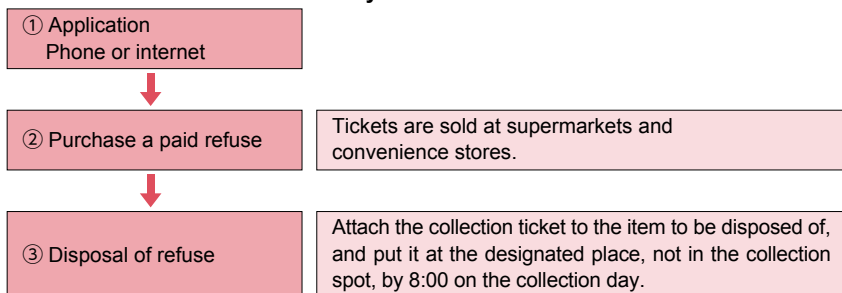
<http://sodai.tokyokankyo.or.jp/> (English, Chinese, Korean)

8:00-19:00 (Except Dec 29 to Jan 3 and maintenance days)

Apply with Ota Bulky Refuse Reception Center for the collection of bulky refuse that is 30cm or wider. This includes furniture and electrical appliances. You will be charged for collection. Illegal disposal of garbage is subject to penalties. Follow the rules and correctly dispose of waste.



### A flow chart for collection of bulky refuse



## ③ Recycling of electrical appliances for home use

**[Inquiries] Electrical Appliances Recycle Reception Center.**

**☎ 03-5296-7200 (Reception: Mon-Sat 8:00-17:00)**

It is obligatory by law to recycle air conditioners, TV sets, washing machines, dryers, refrigerators and freezers. Ask the salesperson where you are purchasing a new appliance about recycling your old appliance. If you fail to find a recycling shop, contact the Home Electrical Appliances Recycle Reception Center

※ Cannot be collected by the City. You will be charged a recycling fee and a collection fee.

## ④ Smartphone app for how to sort and dispose of recyclables and garbage

**[Inquiries] Collection and Recycling Section, Sanitation Division**

**☎ 03-5744-1628**

Have you ever wondered about when and how to dispose of your trash?

This App tells you when and how to dispose of waste and what you should keep in mind when disposing of your trash as well as waste sorting rules, frequently asked questions, and quizzes and their answers.

This App is available not only in Japanese but also in English, Chinese, Korean, Nepali, Tagalog, and Vietnamese. We hope that this App will be helpful to you.

Ota City Garbage Separation Search

<https://www.city.ota.tokyo.jp/seikatsu/gomi/topics/gomi-bunbetsu-apli.html>



## (2) Postal services

### Japan Post

**[Inquiries] Customer Service Consultation Center ☎ 0120-23-28-86**

※ By cell phone ☎ 0570-046-666

※ English reception ☎ 0570-046-111

Mon-Fri 8:00-21:00 Sat, Sun and holidays 9:00-21:00

### ① Major Post Offices in Ota City (Japan Post)

- Omori – 3-9-13 Sanno, Ota City
- Kamata – 1-2-8 Kamata-Honcho, Ota City
- Den-enchofu – 2-21-1 Minami-Yukigaya, Ota City
- Chidori – 2-34-10 Chidori, Ota City

### ② Post office opening hours (mail business)

Mon-Fri 9:00-17:00 [Selected post offices open on Sat, Sun and at night.]

### ③ Mail box

When you send a postcard or letter to a domestic or international destination, attach a postage stamp and put the postcard or letter in a red mailbox. There are two slots on the boxes, one for letters (regular size) and postcards, and one for other mail (irregular sizes, international, express, etc.).

You can also send bigger mail through the post office.



### ④ International postal services

For parcels intended for overseas, services include EMS (Express Mail Service), air mail, SAL (Surface Air Lifted) and surface marine post, with a variety of fees and days before delivery.

### ⑤ Delivery when not available

Packets and parcels delivered when you are not available will be returned to the center by the delivery agent with a failed delivery notice left in the mailbox. The parcel will remain at the post office for seven days from the following day. Please go within this period to pick up the package with the failed delivery notice, identification such as a Zairyu card and a personal seal if you have one. If you would like to request redelivery, there is space for you to fill in the desired date and location of delivery. Fill in the card and put it in a mailbox.

## (3) Banking

At banks you can open a savings account and send funds overseas. Services vary at each financial institution. For further details, contact the financial institution concerned.

## (4) Housing

### ① Public housing

The municipal government provides public housing. Because eligibility, requirements and application times differ by type of housing, please contact the following for further details.

Type	For inquiries, contact
City housing • Resident housing	Ota City Residence Management Center ☎03-3730-7325
Senior Citizen Housing	Senior Citizen Housing Management Service Counter ☎03-5744-1346
Tokyo Metropolitan housing	Tokyo Metropolitan Housing Application Center ☎03-3498-8894

### ② Private housing rental

Because the number of public housing is limited, there is a high demand for private housing. You contact the landlord of a house through a real estate agency, and rent a house by paying monthly rent.

Housing assistance is available for households with foreign nationals with the status of residence, such as providing a list of cooperative real estate agencies and introducing rent insurance companies.

**[Inquiries] Housing Consultation Desk ☎ 03-5744-1343**

**Opening hours: Mon - Fri 8:30 - 17:00 (except holidays and year-end and new year holidays)**

#### **[Process of locating and moving to a house]**

##### ○ Finding a room

[How to find a room]

- Search the internet;
- Visit a real estate agency located in your desired area.

##### ○ Contract

[Expenses payable at the time of contracting]

It will be necessary for you to pay, at the time of contracting, a total of the rent for 5 to 6 months in the name of the following:

- Security deposit: Amount paid to the landlord at contracting. This is allocated to the unpaid rent or repair expenses attributable to the renter. The remaining amount will be refunded when the renter terminates the contract.
- Key money: Amount paid to the landlord at contracting in addition to the deposit. This is nonrefundable when the renter terminates the contract.
- Commissions: Amount you pay to the real estate agency.

[Cosigning]

It is requested for you to have a cosigner when renting a private house in Japan. If you fail to find a cosigner, you can otherwise use a rental guarantee company.

※ Fees will be charged when using an guarantee company.

### ○ Moving

When moving, you are expected to pay attention to the following housing circumstances in Japan, in addition to observing the contract:

- Disposal of garbage at the designated spot on the designated day.
- When cooking, be careful that strong smells do not emit from your room to the neighborhood.
- The room must be occupied by the contracted renter(s) only. No one other than the person on the rental agreement is allowed to move in.
- Do not let anyone take over your rented room without landlord's prior consent.
- Take care not to make noise.

## (5) Consumer Consultation

### [Inquiries] Consumer Center Consultation Hotline ☎ 03-3736-0123

- Consultation reception Mon - Fri 9:00 - 16:30
- Saturdays, Sundays and holidays are handled by national/prefectural facilities.  
(Consumer Hotline ☎ 188)

Consumer consultation regarding issues with products and services provided to consumers who are local residents are handled by the hotline with provision of advice and information for finding a solution. If needed, the center can also provide arbitration between the consumer and the business.

## (6) Notification regarding dogs

### [Inquiries] Area Health Divisions (P11)

All dog owners are obliged to register their dogs and have them vaccinated against rabies annually by law (Rabies Prevention Act).

#### ① Dog license

All dogs aged 91 days or older must be registered. Dog owners are issued a license tag called Inukansatsu at registration. It is the requirement to keep it on the dog at all times. If the license tag is lost, you must apply for a replacement. Please notify the Health Care Services Division if your dog dies or if there is a change in registered information such as change of address.

- Handling fees for dog license

Description of registration	Handling fee
New registration of the dog/ Issuance of license tag or Inukansatsu	¥3,000
Reissuance of license tag or Inukansatsu	¥1,600

#### ② Inoculation against rabies

All dog owners are required to have their dogs inoculated against rabies annually, and keep inoculation tags on the dogs issued to certify the dogs have been inoculated. You must apply for reissuance if the certificate tag for the current year is lost.

- Handling fees for rabies-inoculation tag

Description of registration	Handling fee
Issuance of inoculation tag	¥550
Reissuance of inoculation tag	¥340

### ③ Rules and etiquette for pet owners

We would like your kind cooperation to ensure that pet owners and those who are not comfortable with animals can live in harmony together in our society. Please give consideration to others by following the following rules:

- Please ensure to clean up of your dog's droppings and urine when taking it out for a walk on the street.
- Please ensure to keep your dog on a leash firmly when you take it out for a walk.
- Please train your dog so that barking and other behavioral problems are controlled and minimized.

### ④ Inquiries regarding pets

Description of inquiries		Inquiry desks
Dog bites		Sanitation and Public Health Division ☎03-5764-0670
Partial subsidiary for the castration and sterilization of cats and dogs		
Missing dogs and cats/ Protection of dogs and cats		Sanitation and Public Health Division ☎03-5764-0670 Area Health Divisions (P11) Animal Protection and Consultation Center, Tokyo ☎03-3302-3507
Injured dogs and cats found in public areas		Animal Protection and Consultation Center,Tokyo Metropolitan Government ☎03-3302-3507
Animal carcasses	Found on private properties	Waste Collection Offices (P26)
	Found in public areas (handled by administrator)	Ota City Area Infrastructure Development Divisions (P11)
		Waste Collection Offices for those found on metropolitan roads (P26)
		Shinagawa Branch, National Road Management Office, Construction and Transport Ministry for those found on national roads ☎03-3799-6315

### (7) Ota City government website

**[Inquiries] Public Hearing and Public Relations Division ☎03-5744-1132**

This website provides daily municipal news and information on administrative procedures. It has a text-to-speech function, a function to increase text size and offers machine translation for seven languages (English, Chinese, Korean, Tagalog, Thai, French, and German).

<https://www.city.ota.tokyo.jp>



### (8) Global City Ota Cooperation Association (GOCA) website

**[Inquiries] Global City Ota Cooperation Association (GOCA) ☎03-6410-7981**

The GOCA website provides foreign residents with daily life information, disaster warnings, and information on Japanese language classes. The website offers machine translation into English, Chinese, Korean, and Vietnamese.

<https://www.ota-goca.or.jp.e.ahr.hp.transer.com/>



### (9) Volunteer recruitment

**[Inquiries and applications]**

**Global City Ota Cooperation Association (GOCA) ☎03-6410-7981**

The GOCA is recruiting international exchange volunteers who can assist with translation, interpretation, public relations, and event organization. For more information, please visit the following website or contact the GOCA.

<https://www.ota-goca.or.jp.e.ahr.hp.transer.com/volunteer/>



### (10) VoiceTra

This is a speech translation app that translates anything you say into another language. VoiceTra supports 31 languages and can be downloaded and used for free. This is an experimental app developed to be tested by individual tourists using an experimental server.

<https://voicetra.nict.go.jp/>

