
4. Information for Daily Living

4-1 【Housing】

4-1-1 How to Find a Residence (Housing)

◆Privately-Rented Housing

When searching for an apartment, studio apartment, or house, the services of a real estate agent are usually employed. If you tell the agent your conditions, such as preferred amount of rent, floor plan, occupancy date, and desired surroundings, the agent will introduce you to appropriate properties. If you rent housing, you will conclude a rental agreement; a guarantor (*rentai hoshonin*) will be required. Unique to Japan, one-time payments of “key money” (*reikin*) and security deposit (*shikikin*), will be required in addition to the rent specified in the contract.

Glossary of Terms:

- * *Rentai hoshonin* A person who is responsible for making payment in the event that the contracting tenant does not pay rent or has caused damage to the property of the landlord.
- * *Reikin* A customary gratuity given to the landlord by the tenant as a gift for agreeing to rent out the property. The standard amount is approximately one to two months' rent.
- * *Shikikin* A deposit from which the landlord can deduct any unpaid monthly rent. It is returned when the rent agreement ends if there is not any unpaid rent. The standard amount is approximately one to two months' rent.

◆Municipal Housing

Inquiries: Housing Management Center ☎ 38-2026

In addition to housing handled by real estate agents, there is also public housing managed by local governments. Certain conditions must be met in order to qualify for public housing. Please contact the Municipal Housing Center for more information. Ashiya has adopted a registration system for prospective tenants of municipal housing that gives priority to those most in need of such housing. Persons holding residence registration (*jumin toroku*) and have lived in Ashiya over one year, or who have worked continuously in Ashiya for over two years and qualify in terms of household composition and income, can register to move into municipal housing. The registration period is from mid-August to mid-September every year.

◆Other Public Housing

Residences are also available through the Hyogo Prefecture Housing Corporation and Urban Renaissance Agency (UR *Chintai Jutaku*). Both have certain conditions for qualification. Contact the following for inquiries:

- Hyogo Prefecture Housing Corporation, Hanshin Office ☎ 0798-63-4333
- Urban Renaissance Agency (UR), Kobe Operations Center ☎ 078-251-4075

4-2 【Electricity Service】

In Japan, two main frequencies of electricity are used. The frequency in Kansai is 60 Hertz. Not using correct frequency or voltage with electrical appliances can cause malfunctions or damage. Be especially careful about appliances from abroad as their specifications might not conform with standards in Japan.

Inquiries: Kansai Electric Power Company, Hanshin Office ☎ 0800-777-8043

 <http://www1.kepco.co.jp/english/>

4-3 【Gas Service】

In Japan, two types of gas are used: “city gas” and liquefied petroleum (LP) gas. City gas can differ depending on region, so the type of gas appliance can also vary. Please be certain to use only appliances intended for the type of gas supplied to your area. Requests for starting service can be made by telephone or internet. A service representative will visit when you have reported your gas service number, your name, address, and telephone number. You must be present when gas service commences. Especially if older gas appliances are to be used, they must first be inspected by the gas service representative.

Inquiries: Osaka Gas Company, Hyogo Living Sales Department ☎ 0120-7-94817

 <http://www.osakagas.co.jp/en/index.html>

4-4 【Water Service】

4-4-1 Applying for and Terminating Water Service

Inquiries: Ashiya City Waterworks Operation Section ☎ 38-2082

When moving into, within, or from Ashiya there are procedures that are necessary for commencing and terminating water service to your residence. Please provide to the Ashiya City Waterworks Operation Section the name of the contracting party, usage location, date service begins or ends, and telephone number (contact information).

■ Service Hours: Weekdays 9:00 a.m. – 12:00 noon, 12:45 – 5:30 p.m.

Ashiya City Waterworks Department, Waterworks Operation Section ☎ 38-2082

FAX: 38-2165

(For emergency calls after hours, on weekends, or holidays, please call the city office directly at the following number: 31-2121.)

《Cellphone QR code for commencing and terminating water service》

※Those with two-dimension code-enabled mobile phones
can access the code to the right:

★For direct manual entry★

<https://www.jenets.jp/mobile/index.cgi?area=14>



4-4-2 Breakage and Repair of Water Pipes

For breakage and repair inquiries, contact the Ashiya City Waterworks Engineering Section

Weekdays ☎ 38-2083

On weekends, holidays, or after hours, please call the city office directly at the following number: ☎ 31-2121

If your pipes rupture after freezing in winter or need repair for other reasons, please arrange promptly to have the repairs done. For problems you are unable to solve yourself, as an emergency measure, please make a request to the Ashiya City Waterworks Department or to a city-designated plumbing contractor.

4-5 【Sewerage】

Inquiries: Sewerage Section ☎ 38-2064

4-5-1 Sewer and Draining Systems

In the main sewer pipe, there is a junction of sewage pipe and drainage pipe that allows sewage and rainwater to flow into the same pipe. Regular daily sewage passes through the sewage pipe, is treated at the wastewater treatment facility, and then flows to the sea or river. The system plays an important role in providing a comfortable environment and for preventing flooding during heavy rains and typhoons. The city's sewerage and drainage coverage reached 100 percent by the end of March, 2007.

4-5-2 Sewer Service Charges

Sewer service charges are calculated on the basis of consumed tap water/well water. They are used to cover part of the expenses required for maintaining sewer pipes and public facilities such as the sewage treatment plant. The sewer service charge is collected once every two months along with the water bill.

4-6 【Telephone Service】

4-6-1 Telephone Service Application and Termination

Inquiries: NTT West Japan

From NTT phone, dial without area code: ☎ 116

From mobile or PHS phone: ☎ 0800-2000116

 <http://www.ntt-west.co.jp/english/>

If you want new telephone service, please contact NTT West Japan. When applying, you must supply documents (driver's license, passport, etc.) to confirm your identity.




4-6-2 Public Telephones

Many public telephones have been installed in street corner phone booths, train stations, and near shops. Use 10 yen or 100 yen coins to operate the phones (change is not returned when a 100 yen coin is inserted). Telephone cards cannot be used during power failures (when the red light is off).

4-6-3 How to Make International Phone Calls

International calls may be made by home telephone and mobile phone (which may require a separate contract), and from some public phones. For details, please contact an international telephone service company. To make international calls from public telephones, please use the digital public telephones that indicate "international calling available" or "INTERNATIONAL & DOMESTIC." Such telephones accept 100 yen coins.

Major International Telephone Companies

Company Name	Phone	Website Homepage	Direct Dial ID No.
KDDI*	0120-22-0077	 http://www.kddi.com/english/personal/service/kokusai/index.html	001
Softbank Telecom*	0120-03-0061	 http://tm.softbank.jp/english/consumer/international/	0061
NTT Communications*	0120-506506	 http://506506.ntt.com/0033data/howto.html	0033

* Indicates “no basic charge or pay per use basis.”

《How to Make Direct Dial International Calls》

Direct Dial ID No. — 010 — Country Code — Area Code — Tel. No.

※If the area code begins with 0, omit the 0 when dialing.

4-6-4 Foreign Language Consultation Center

Please use the Consultation Center for consultation about telephones. It supports many languages.

Service hours: 9:00 a.m. – 5:00 p.m. Mondays through Fridays; closed Saturdays, Sundays, national holidays, and Year-end & New Year’s holidays (Dec. 29 – Jan. 3)

Languages: English, Chinese, Spanish, Portuguese, Korean

Inquiries: NTT West Foreign Language Consultation Center ☎ 0120-064-337

4-7 【Postal Service】

Mail items can be sent domestically or to international destinations from any mailbox if the correct amount of postage is affixed. Postcards and stamps can be purchased at post office service counters. For change of address, if you submit a notice of removal to your nearest post office, any mail items addressed to your former residence will be delivered to your new address for a one year period.

Inquiries: Japan Post Co., Ashiya Branch ☎ 32-3300

 <http://www.post.japanpost.jp/english/>

4-8 【Banks】

4-8-1 Opening a Bank Account

When opening a bank account, you will need to present identification, such as a passport, driver’s license, or health insurance card, and a registered seal (*inkan*). Requirements of banks differ, however, and it may be necessary to provide other documents. Please inquire directly at the bank.

4-8-2 Automatic Payment of Public Utilities Charges

You can pay charges for electricity, gas, water, telephone, and NHK automatically from your bank account. Automatic transfers are also convenient for paying municipal taxes or property taxes. Please inquire at your bank, post office, or the business office of each company about how to set up automatic bill payments.

4-8-3 Remittances

To send money abroad, go to the service counter of a bank or post office. There are two ways to remit money: send the money to the address of the recipient, or send it to the recipient’s account (a bank account or post office account). For details, please inquire directly at individual banks or post offices.

4-9 【Garbage and Recycling】

Inquiries: Garbage Collection Section, Tel. 22-2155

4-9-1 How to Dispose of Garbage

Please be sure to take garbage out to the collection places on the assigned days and times, not after collection time, not on days other than collection days, and not at night. Also, garbage must be separated into burnable, non-burnable, and recyclable (recyclable including newspapers, cardboard, PET bottles, cans, bottles, etc.) and disposed of on the days assigned for each type. As regards collection places, neighborhood associations and residents often decide where to dispose of garbage and when to do cleaning, so be sure to ask to them the first time you take out garbage so as to avoid any misunderstandings or trouble. We all abide by the rules.

4-9-2 Types of Garbage

* Collection days vary from place to place. Please refer to the Garbage Collection Calendar.

How to sort out garbage		Collection days	Times	How to dispose
Burnable	Kitchen waste Paper scraps Disposable diapers Leather goods Plastics	2 times a week	By 8:30 a.m.	<ul style="list-style-type: none"> ● Drain off any liquid from kitchen waste; ● Video tapes and Styrofoam items are burnable; ● Soak <i>tempura</i> oil into cloth or paper before disposal; ● Cut wood into pieces no longer than 50cm and with a diameter of 10cm or less; ● Sell old clothes at flea markets or recycle them; ● Wash disposable diapers before disposal.
Paper Recyclables	Magazines, fliers Various papers Cookie boxes	2 nd week-Wed.	By 8:30 a.m.	<ul style="list-style-type: none"> ● If your neighborhood association has been collecting these items, please continue working through them; ● Note that collection days differ according to type of garbage; ● Separate newspapers from cartons and put them into different bags; ● Though there is collection on rainy days, postpone disposal to the next collection day if the rain is too heavy.
	Newspapers, cartons	4 th week-Wed.		
	Cardboard	1 st & 5 th weeks-Wed.		
PET Bottles	 Only bottles bearing the PET mark (soft drinks, alcoholic beverages, <i>Mirin</i> seasoning, etc.) can be collected	3 rd week- Wed. town collection days among the 1 st , 5 th or 6 th of the month	By 8:30 a.m.	<ul style="list-style-type: none"> ● Empty the contents and rinse well before discarding; ● Remove lids and labels; * Discard metal lids and labels on “Other Non-burnable” days, and paper/plastic lids and labels on “Burnable” days.
Cans	Steel cans Aluminum cans	3 rd week	By 12:30 p.m.	<ul style="list-style-type: none"> ● Empty the contents and rinse well before discarding; ● Remove lids and labels; * Discard metal lids and labels on “Other Non-burnable” days, and paper/plastic lids and labels on “Burnable” days. * Maximum size: 18-liter cans
Bottles	Juice bottles Seasoning bottles	town collection days among the 1 st , 5 th or 6 th of the month	By 12:30 p.m.	<ul style="list-style-type: none"> ● Empty the contents and rinse well before discarding; ● Beer bottles and <i>I-sho</i> (1.8 liter) bottles should be returned to the shop where you bought from them; ● Remove lids and labels; * Discard metal lids and labels on “Other Non-burnable” days, and paper/plastic lids and labels on “Burnable” days.
Other Non-burnable	Glass Metals Earthenware Others	2 nd & 4 th weeks.	By 12:30 p.m.	<ul style="list-style-type: none"> ● Empty the contents and rinse well before discarding; ● Empty any spray cans (hair conditioners, insecticides, portable gas cylinders, etc.) and discard them in a bag; ● Wrap knives, scissors, glass shards and other sharp items in thick paper, and attach a “<i>Kiken!</i>” (Dangerous!) sign before taking them out; ● Dispose of batteries in a separate see-through bag; ● Before discarding fluorescent tubes/lamps put them in a bag to keep them from breaking.

4-9-3 Garbage Collected on Request (at a Fee)

How to sort out garbage		To request	How to dispose									
Bulky (Large-sized)	Burnable garbage: with one side 50 cm or longer Non-burnable garbage: with one side 30 cm or longer	Bulky Garbage Desk ☎ 22-2166 Hours: Mon. – Fri. 9:00 a.m. – 4:00 p.m. (closed 12:00 noon – 12:45 p.m.)	Purchase the necessary number of garbage handling-fee stickers, write your name on each one, attach them to your garbage and leave the garbage at the collection point on the arranged day.									
One-time large quantity garbage	In the case of a large volume pickup such as when moving, · An on-site check is needed. The exact time is decided at 8 a.m. of collection day and you will be informed. · Payment is in cash: a receipt will be provided at the time of the garbage collection.	Refuse Disposal Center (Garbage Collection Section) ☎ 22-2155 Hours: Mon. – Fri. 9:00 a.m. – 4:00 p.m. (closed 12:00 noon – 12:45 p.m.)	<ul style="list-style-type: none"> Sort out garbage in Bulky Garbage, Burnable Garbage, Cans, Bottles, etc. Products containing Freon gas, items that cannot be collected or disposed of through the city service, and electrical appliances that must be recycled cannot be disposed of as One-time large quantity garbage either. <table border="1"> <tr> <td rowspan="4">Charge</td> <td>Volume (of a 2-ton truck)</td> <td>Fee</td> </tr> <tr> <td>More than 2/3 to completely full</td> <td>¥12,000</td> </tr> <tr> <td>Between 1/3 and 2/3</td> <td>¥8,000</td> </tr> <tr> <td>Less than 1/3</td> <td>¥4,000</td> </tr> </table>	Charge	Volume (of a 2-ton truck)	Fee	More than 2/3 to completely full	¥12,000	Between 1/3 and 2/3	¥8,000	Less than 1/3	¥4,000
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	More than 2/3 to completely full	¥12,000										
	Between 1/3 and 2/3	¥8,000										
	Less than 1/3	¥4,000										
Plants, tree cuttings	In the case of tree cuttings and plant disposal · An on-site check is needed. The exact time is decided at 8:00 a.m. of collection day and you will be informed. · Payment is in cash: a receipt will be provided at the time of the garbage collection.	Refuse Disposal Center (Garbage Collection Section) ☎ 22-2155 Hours: Mon. – Fri. 9:00 a.m. – 4:00 p.m. (closed 12:00 noon – 12:45 p.m.)	<ul style="list-style-type: none"> Shake out the soil from weeds and put them out in a garbage bag. Tree cuttings should be no more than 50 cm long and with a diameter of 10 cm or less; put them out tied in bundles. <table border="1"> <tr> <td rowspan="4">Charge</td> <td>Volume (of a 2-ton truck)</td> <td>Fee</td> </tr> <tr> <td>More than 2/3 to completely full</td> <td>¥5,000</td> </tr> <tr> <td>Between 1/3 and 2/3</td> <td>¥3,000</td> </tr> <tr> <td>Less than 1/3</td> <td>¥1,500</td> </tr> </table>	Charge	Volume (of a 2-ton truck)	Fee	More than 2/3 to completely full	¥5,000	Between 1/3 and 2/3	¥3,000	Less than 1/3	¥1,500
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	Between 1/3 and 2/3	¥3,000										
	Less than 1/3	¥1,500										

4-9-4 Home Appliances Requiring a Separate Collection

Electrical appliances that must be recycled by law should be disposed of at retail shops.

- TVs, refrigerators, freezers, air conditioners, washing machines, clothes driers (Except items for business use)

A recycling fee is charged. For details,

contact the Electrical Appliances Recycle Ticket Center ☎ 0120-319640

- How to dispose of computers

Unwanted computer hardware, displays (cathode-ray tube or liquid-crystal type), and notebook computers should be collected by the manufacturer or the distributor. (Disposal requests can be made with information available at each company's website)

Disposal of household computers whose manufacturers are unknown are taken care of at a fee by the PC3R Promotion Association:

 <http://www.pc3r.jp/e/>

4-9-5 Garbage that Cannot be Collected or Handled by Ashiya City

Inquiries: Environmental Facilities Section Phone: 32-5391

	Type of Garbage	How to dispose
Business waste	Waste generated by business activities	Contact companies licensed and registered in Ashiya City. Bring business waste to refuse Disposal Center directly by yourself. (Except industrial waste)
Waste that is difficult to dispose of	Fire extinguishers, earth, blocks, bricks, stones, paint, lacquer, thinner, tree roots, bowling balls, lead-acid batteries, etc.	Please seek advice from the stores where you purchased them. Contact “Marui Shoten” regarding extinguishers. (Phone: 0797-23-0170) Contact “Adachi Shoten” regarding earth and blocks. (Phone: 0797-23-0566) Please ask your nearest landscape contractor regarding tree roots.
Dangerous items including explosive and flammable items	Propane, gasoline, oil, petroleum, waste oil, smoke candles, spray cans with contents, etc.	Please seek advice from the stores where you purchased them.. Please seek advice from your nearest gas station regarding gasoline, oil, petroleum and waste oil. Contact “Marui Shoten” regarding propane. (Phone: 0797-23-0170)
Car parts	Tires, wheels, batteries, etc.	Please contact car dealers or car maintenance shops. Seek advice from the nearest gas station.
Construction waste	Construction waste such as steel frames, roof tiles, fittings, etc.	Please ask industrial waste disposal companies.
Home generated medical waste	Syringes, intravenous drip needles, pen-type self-injection devices, self-puncture needles, etc.	Please return them to pharmacies or medical institutes.
Hazardous substances	Hazardous chemical, toxic substances, agricultural chemical, pharmaceutical, products containing asbestos, products containing poly chlorinated biphenyl, etc.	Please seek advice from the stores where you purchased them.

4-10 【Transportation】

4-10-1 Traffic Rules

In Japan, cars, motorcycles, and bicycles move on the left side of the road and pedestrians on the right. Pedestrians have right of way at pedestrian crossings. Traffic rules are very strict, and violations like driving under the influence of alcohol are severely punished.

The use of seatbelts is mandatory for all passengers in a car, and use of a child safety seat is required for a child under the age of 6.

4-10-2 Regulations Regarding Bicycle Parking

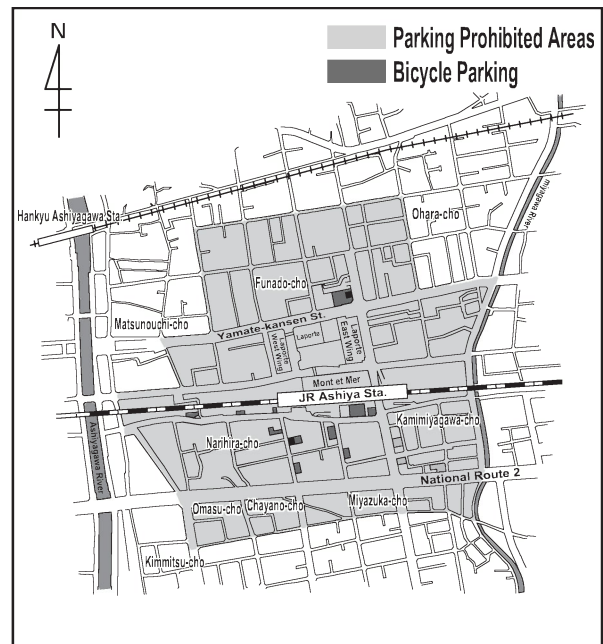
Inquiries: Urban Construction Department General Affairs Section ☎ 38-2063

Bicycles and motorbikes should be parked in parking places prepared specifically for them (at a charge). Leaving them in other places is a hindrance to pedestrians and can cause traffic accidents or obstruct emergency calls.

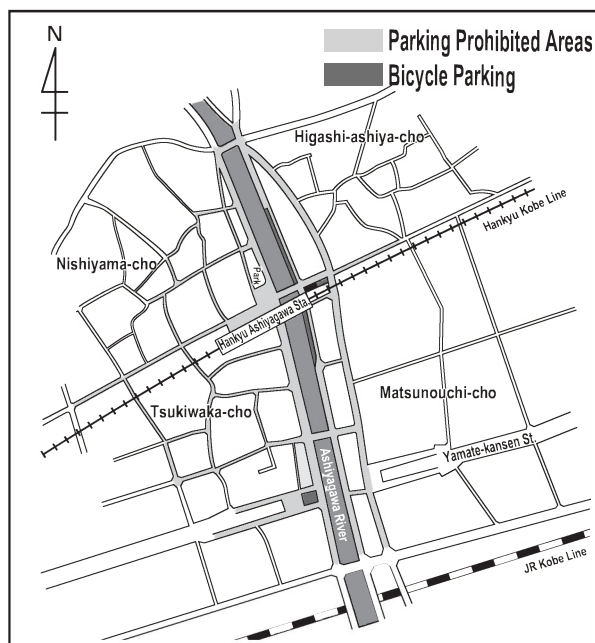
In Ashiya, there are designated zones where leaving a bicycle is prohibited, and any illegally parked bicycle there will be removed and taken to the Storage and Return Center.

The same measures are applied to bicycles parked outside these designated areas when the bicycles are deemed to interfere with a proper living environment. In the case of removal, the lock will be broken if the bicycle is chained to a fence or a tree. The city does not take responsibility for the damage inflicted.

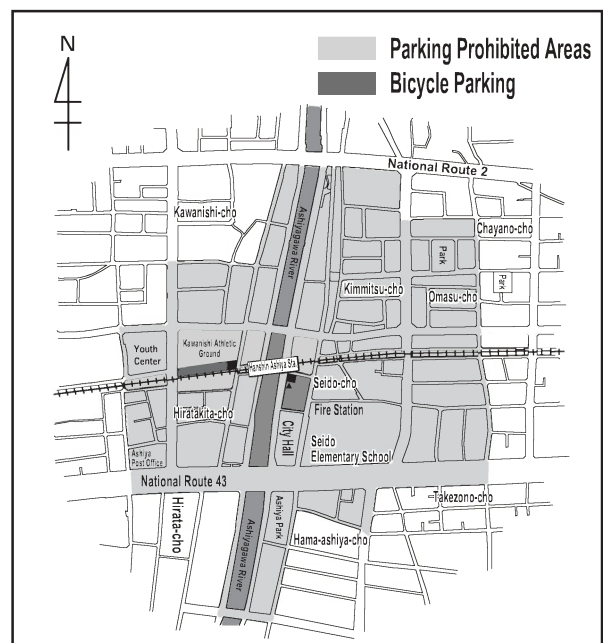
JR Ashiya Station Area



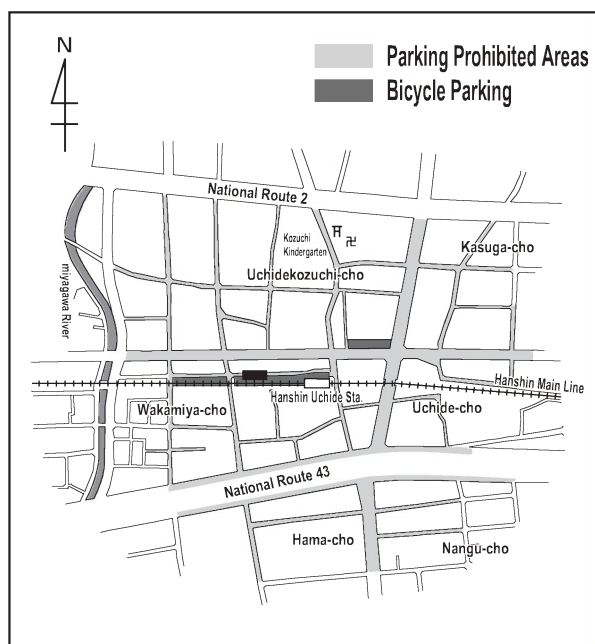
Hankyu Ashiyagawa Station Area



Hanshin Ashiya Station Area



Hanshin Uchide Station Area



Bicycle Storage and Return Center

Address	24 Yoko-cho, Ashiya
Access	Take bus # 71 or #72 bound for “Hamakaze-ohashi-minami” at Hankyu Ashiyagawa Sta, JR Ashiya Sta, North or Hanshin Ashiya Sta. Get off at “Hamakaze-ohashi-minami” and walk 120 m towards the mountains (north). The Center is underneath the elevated Hanshin Expressway Bayshore Line.
Inquiries	☎ 38-5824
Service days and hours	Mon., Wed., Fri., Sat. and day of removal 10:00 a.m. – 6:00 p.m. Closed on public holidays and from Dec. 29 – Jan. 3
Required items	Bicycle/motorbike key Name and address identification
Fee	¥3,000 per bicycle ¥5,000 per motorbike
Storage time	1 month from the day of notice of removal (after which the bicycle/motorbike will be discarded)

4-10-3 Transportation Information

The JR, Hankyu, and Hanshin railways run east and west in Ashiya and are the main means of transportation to both Osaka and Kobe.

The Hankyu Bus, Hanshin Bus and Kobe Minato Kanko Bus companies also provide convenient transportation. It is important to confirm the route of the bus when boarding.

Name	Office	Phone	Website
JR	JR West Japan Railway Customer Center	0570-00-2486 078-382-8686	http://www.westjr.co.jp/global/en/
Hankyu Railway	Transportation Guide Center	0570-089-500 06-6133-3473	http://rail.hankyu.co.jp/en/
Hanshin Electric Railway	Koshien Station	0798-48-1500	http://www.hanshin.co.jp/global/en/
Hankyu Bus	Ashiyahama Office	0797-31-1121	http://bus.hankyu.co.jp/rosen.shtml
Hanshin Bus	Nishinomiyahama Office	0798-23-3270	http://www.hanshin-bus.co.jp/rosen/
Kobe Minato Kanko Bus	Head Office	078-845-3710	http://www.kobe-minato.co.jp/
Hankyu Taxi	Ashiya Area Reservation Center	0797-32-1421	http://www.hankyu-taxi.co.jp/
Hanshin Taxi	Dispatch Reservation Center	0570-025-084	http://www.hanshin-taxi.co.jp/index.html
Sougo Taxi	Ashiya Ekimae Office	0797-31-0818	http://www9.ocn.ne.jp/~kobesogo/

4-11 【Life in the Community】

4-11-1 Associating with Neighbors

“Close strangers rather than far-away relatives” is an old proverb in Japan, meaning that, in the time of real need, one’s neighbors are the most reliable. Even if you don’t speak Japanese everything will work out well. In our dealings with neighbors, we do indeed get a great deal of information on how to do the shopping, where to put out the garbage, how to see to the children’s education, how to handle emergencies, and so on. We are encouraged to seek a friendly relationship with people living nearby.

4-11-2 The Neighborhood Association and the Self-governing Association

The Neighborhood Association and the Self-governing Association are self-governing organizations made up of local residents for their own mutual help and friendship. Though joining is optional, it facilitates getting information on matters of daily life and the neighborhood, and it expands our contact with neighbors. Inquire about the admission fee and the monthly membership fee, which vary according to the neighborhood.

4-11-3 Club Activities

Activities for cultural exchange through shared interests are offered by public facilities and cultural centers in the City. Japanese classes are given at the Shio-ashiya Exchange Center and the *Kominkan* (Community Center) (in the Ashiya Citizens’ Center). The classes are given individually. Inquire by all means if you are interested (see pg. 10).

4-11-4 Parks, Hikes, Sports Facilities

There are 96 parks, large or small, in the city. Ashiya also offers trails for carefree hiking through nature and areas of green for enjoyable walks. A full range of facilities such as a swimming pool, a gymnasium and tennis courts are available. You are encouraged to take advantage of these opportunities for sports (see the following pages for details).