

# Ina Town Living Guide for Foreigners



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If you need assistance, please visit the Community Promotion Division (コミュニティ推進課) on the second floor of Ina Town Hall. Interpretation services are available for those who may not be confident in their Japanese skills.

# Introduction

Ina Town is home to around 45,000 people, including approximately 700 foreign residents. This guide provides essential information to help new residents settle into life in Ina Town.

## Prefectural Website: A Guide to Living in Saitama

Some topics are not covered in this guide, so we recommend you also check “A Guide to Living in Saitama” created by Saitama Prefecture. This guide is available in the following 11 languages:

- Japanese (日本語)
- Chinese (中文)
- Spanish (Español)
- Tagalog
- Thai (ภาษาไทย)
- Indonesian (Bahasa Indonesia)
- English
- Korean (한글)
- Portuguese (Português)
- Vietnamese (Tiếng Việt)
- Nepalese (नेपाली)

Visit

<https://www.pref.saitama.lg.jp/a0306/tabunkakyousei/seikatsu-guide.html>



Let's support each other, embrace our cultural differences, and create a happy, fulfilling community for both local Japanese residents and foreign residents alike.

# 1 Rules and Manners



## ▶ Garbage Disposal Guidelines

- Please work together with others to keep the garbage collection area clean.
- Sort your garbage by type and place it in the designated area by 8:00 a.m. on collection days.
- Avoid putting garbage out the night before, as it may attract crows and other animals that could create a mess.
- Use transparent or semi-transparent bags for garbage disposal.
- For more details, refer to the Garbage Collection Calendar or download the garbage app threeR (さんあ〜る).



Garbage Collection  
Calendar on the  
Town Website

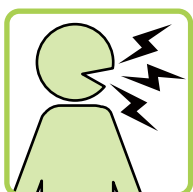


Download threeR (さんあ〜る) app

For iPhone



For Android



## ▶ Daily Life Etiquette and Traffic Rules

### ▶ Noise Considerations

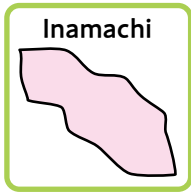
Japanese homes are often less soundproof than those in other countries, so please be mindful of noise. Keep TV volume and conversations low, especially during late-night and early-morning hours, to avoid disturbing neighbors.

### ▶ Traffic Safety

Pedestrians should keep to the right, while vehicles, motorbikes, and bicycles should keep to the left. Always follow traffic lights and signs, and use crosswalks to cross the road.

Traffic Safety Textbook  
by Saitama Prefectural  
Police





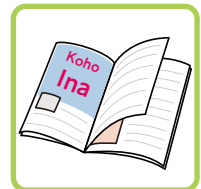
## Local Districts and Neighborhood Associations

In Ina Town, there are 23 districts. Residents in each district work together on various activities to build a better community. Joining a district or neighborhood association is encouraged to promote cooperation and mutual support in the area.

### ◆ District Activities

#### ▶ Information Sharing

We distribute town announcements and neighborhood updates, including through *Koho Ina* (広報いな), the town newsletter.



#### ▶ Community Support

We prepare for potential emergencies and disasters together.

Regular patrols help keep the neighborhood safe.

We manage garbage collection areas and organize street cleanups to maintain a tidy community.



#### ▶ Recreation

We host community events like summer festivals and Sports Day, and participate in larger town events and festivals.



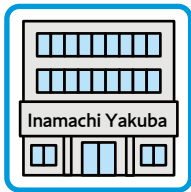
#### ▶ Fundraising

Local residents participate in community donation drives.



Even if you aren't a member of a district or neighborhood association, cooperation is essential during emergencies. Building good relationships with neighbors through simple greetings and regular interaction will make it easier to support each other in times of need.

## 2 Procedures at the Town Hall



### ▲ Town Hall Information

Location : 4-355 Chuo, Inamachi

Phone : 048-721-2111 FAX : 048-721-2136

Hours : Monday to Friday, 8:30 a.m. to 5:15 p.m.

(Closed on Saturdays, Sundays, national holidays, and December 29 to January 3)



### ▲ Town Offices (Contact points) for Everyday Matters

#### ▶ Address and Residency Matters

- For address changes, My Number (マイナンバー) procedures, or obtaining a *juminhyo* (住民票, certificate of residence), please contact the Residential Affairs Division (住民課).

#### ▶ Taxes and Insurance

- Town Taxes: For information about town taxes, or to obtain *shotoku/kazei shomeisho* (所得・課税証明書, income and tax certificates), please contact the Tax Division (税務課).
- Tax Payments: For making town tax payments or receiving *nozei shomeisho* (納税証明書, tax payment certificates), please contact the Tax Collection Division (収税課).
- National Health Insurance: For information on national health insurance, please contact the Insurance and Medical Care Division (保険医療課).
- Long-Term Care Insurance: For information on long-term care insurance, please contact the Longevity Division (いきいき長寿課).

## ▶ Welfare and Daily Life

- Health Consultations: For information on health checks and vaccinations, please contact the Health Promotion Division (健康増進課). (Health Center, Phone: 048-720-5000)
- Disability Certificates and Welfare Consultations: Please contact the Social Welfare Division (社会福祉課).
- Support for the Elderly: Please contact the Longevity Division (いきいき長寿課).

## ▶ Raising Children

- Childcare Support and Consultations: For children and childcare-related inquiries, please contact the Childcare Support Division (子育て支援課).
- Children's Medical Expenses: For information on children's medical expenses, please contact the Health Insurance Division (保険医療課).
- Pregnancy and Childbirth: Please contact the Health Promotion Division (健康増進課). (Health Center, Phone: 048-720-5000)

## ▶ Elementary and Junior High Schools

- School Support Allowances: For financial assistance for school expenses, please contact the General Education Division (教育総務課).
- Enrollment and Transfer Procedures: For school enrollment or transfer, please consult the School Education Division (学校教育課).

## ▶ Others

- Disaster/earthquake Preparedness, Crime Prevention, and Traffic Safety: For information on preparing for emergencies, including disasters and crime prevention, and Traffic Safety, contact the Crisis Management Division (危機管理課).
- Water and Sewer Services: For information on water usage, water, and sewerage fees, please contact the Waterworks and Sewerage Division (上下水道課). (Phone: 048-721-5555)
- Environmental Services: For information on garbage disposal and dog registration, please contact the Environmental Protection Division (環境対策課).
- Consultation for Sensitive Issues: For support on issues like domestic violence, discrimination, bullying, or LGBTQ concerns, please contact the Human Rights Promotion Division (人権推進課).

If you need assistance, please visit the Community Promotion Division (コミュニティ推進課) on the second floor of Ina Town Hall. Interpretation services are available for those who may not be confident in their Japanese skills.

## 3 Three Key Points to Remember



- 1 Personal Safety During Disasters:** When a disaster occurs (such as a major earthquake (natural phenomena that cause the ground to shake) or heavy rain), prioritize your safety.

Depending on the situation, evacuate to an evacuation shelter or a safe location.

\*Evacuation shelters are designated places for people to gather during emergencies like earthquakes or severe weather. The Disaster prevention map of Ina provides information on evacuation shelter locations and what you should prepare, so please review it and keep it accessible.

Ina Town Homepage  
Disaster prevention  
map of Ina



- 2 Emergency Calls (Fire and Ambulance):** If there's a fire or you need to call an ambulance, dial 119!

① Clearly state whether there is a fire, an injury, or someone unable to evacuate.

② Provide the location accurately. If you're unsure, mention a nearby landmark.

③ Explain the details of the fire or accident.

\*If you're uncertain whether you need an ambulance, call #7119 for advice from the Emergency Telephone Consultation Center.



- 3 Reporting Incidents or Crimes:** If you encounter an incident or crime, call 110!

It's natural to panic in emergencies, but try to remain calm.

① Indicate whether it's a crime or an accident.

② Provide the location and time of the incident. If you're unsure, mention a nearby landmark.

③ Describe the situation (crime or accident).

④ Provide as much information as possible about the perpetrator (number of individuals, clothing description, and the direction they fled).

## 4 Learning Japanese



Ina Town offers a volunteer Japanese language class that welcomes drop-in attendees. If you'd like to get in touch before attending, feel free to email the following organization.

Name of the Organization : Ina Town Japanese Language Class, Nihongo Iina (日本語いいな)

Location : Ina Town General Center (伊奈町総合センター)  
(5-179, Chuo, Inamachi)

Days and Times : Saturdays, 10:00 a.m. to 11:30 a.m.  
(Please check the website for class availability.)

Email : ina.nihongo.ky@gmail.com

Cost : Free

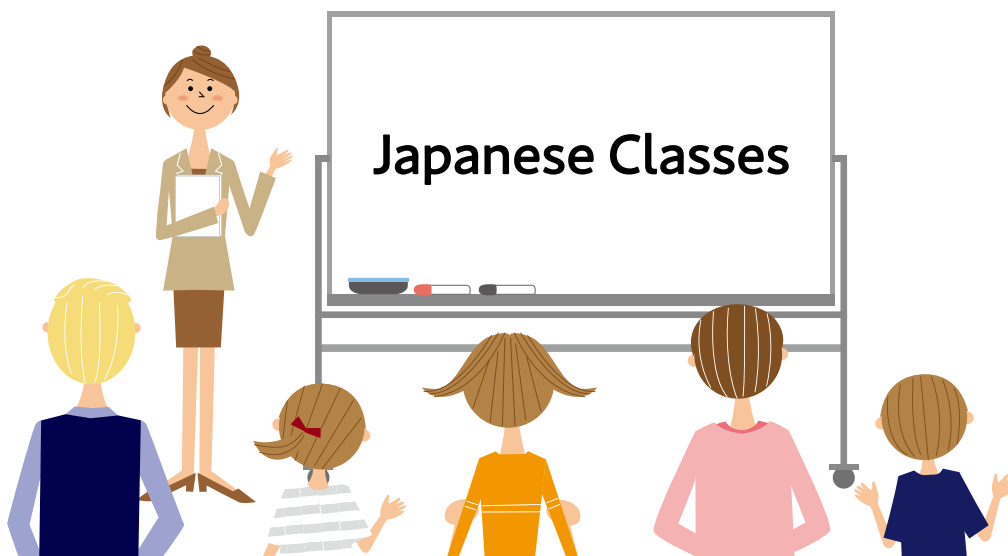
Parking : Available (free)

Nihongo Iina  
Website



Additionally, the Saitama Nihongo Network (埼玉日本語ネットワーク) offers information on Japanese language classes available throughout the prefecture.

Japanese language  
classes by the Saitama  
Nihongo Network



## 5 Useful and Important Facilities / Institutions



All institutions are open Monday through Friday, and they are closed on Saturdays, Sundays, national holidays, and from December 29th to January 3rd.

### ▶ Tokyo Regional Immigration Bureau

H o u r s : 9:00 a.m. to 4:00 p.m.

L o c a t i o n : 5-5-30 Konan, Minato-ku, Tokyo

P h o n e : 0570-034-259



### ▶ Tokyo Regional Immigration Bureau Saitama Branch Office

H o u r s : 9:00 a.m. to 4:00 p.m.

L o c a t i o n : 1st floor, Saitama 2nd Legal General building

5-12-1 Shimo-Ochiai, Chuo-ku, Saitama-shi, Saitama

P h o n e : 048-851-9671



## ■ Saitama Information & Support (SIS)

H o u r s : 9:00 a.m. to 4:00 p.m.

Location : 5-6-5 Kita-Urawa, Urawa-ku, Saitama-shi, Saitama

P h o n e : 048-833-3296

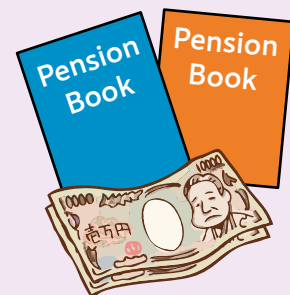


## ■ Japan Pension Service, Omiya Pension Office

H o u r s : 8:30 a.m. to 5:15 p.m.

Location : 4-19-9 Miyahara-cho, Kita-ku, Saitama-shi, Saitama

P h o n e : 048-652-3399



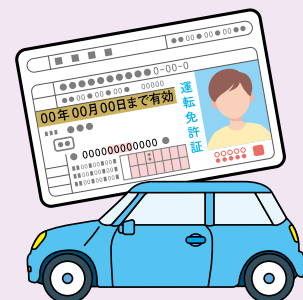
## ■ Driver's License Center (Saitama Prefectural Police)

H o u r s : 8:30 a.m. to 4:45 p.m.

(Reception hours vary depending on the procedure.)

Location : 405-4 Konosu, Konosu-shi, Saitama

P h o n e : 048-543-2001



## **Ina Town Living Guide for Foreigners**

Published by: Ina Town Community Promotion Division

Created in February 2025

**Let's work together  
to create a vibrant community!**



