

Support Programs for People Affected by the 2026 Kumamoto Earthquake (As of Aug. 17, 2026)

Note: This English translation was prepared with partial assistance from Microsoft 365 Copilot and reviewed and revised by City staff.

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1. Disaster Damage Certificates (Risai Shomeisho)

1-1 Disaster Damage Certificates for Building Damage

1-1-1 Residential Damage Certificates

Health and Welfare Policy Section

TEL: 096-328-2340

Kumamoto City accepts applications for and issues Disaster Damage Certificates for residential buildings damaged by the 2026 Kumamoto Earthquake. A Disaster Damage Certificate is an official document issued by the City based on the results of a damage assessment conducted after a natural disaster. Following an application from the affected residents, the City will inspect the damaged residence and certify the extent of the damage.

Damage classifications are as follows:

- Destroyed
- Major Partial Destruction
- Moderate Partial Destruction
- Partial Destruction
- Minor Partial Destruction
- Minor Damage (Not Qualifying as Minor Partial Destruction)

*Please note that, depending on the inspection results, a determination of “No Damage” may also be made.

Eligible Applicants

Individuals whose residential buildings (including combined residential-commercial properties) were damaged.

*The following are NOT covered:

- Carports
- Storage sheds

- Gates and similar exterior structures

Applications may be submitted regardless of whether the applicant owns or rents the residence. Applicants are eligible even if the damaged residence differs from the address on their resident record, provided that it was their actual place of residence.

Applications may also be submitted by condominium or apartment management associations whose common areas sustained damage.

Application Procedures

Applications may be submitted at a designated reception desk or through the My Number Portal (online application).

■ Application Process (When an on-site damage assessment is required)

Apply at a reception desk or through the My Number Portal



The City conducts a Primary Damage Assessment to confirm the extent of damage



After the inspection, the certificate will be issued at the reception desk (if requested by the applicant, a Secondary Damage Assessment may also be conducted)

*Residents who have evacuated to distant locations and cannot visit the reception desk should contact the application office for assistance.

*If the damage is minor and an on-site assessment is unnecessary, applicants requesting a certificate showing minor damage may instead submit photographs clearly showing the damage; or a repair estimate. After confirming the submitted materials, the City will issue a Disaster Damage Certificate indicating minor damage on the same day. For online applications, the certificate will be mailed to the applicant.

■ Application Offices

- Welfare Sections of all Ward Offices
- General Branch Offices

■ Application Hours

Monday through Friday (excluding national holidays), 9:00 a.m. – 4:00 p.m.

*Please note that temporary application offices may also be opened on Saturdays, Sundays, and

public holidays.

■ Required Documents

1. Identification (driver's license, My Number Card, etc.)
 2. If applying through a representative:
 - Letter of authorization
 - Representative's identification
 3. Completed application form
 4. Documents proving that the damaged property was the applicant's principal residence (Required only when the address differs from the resident registration.)
 5. Condominium management regulations, minutes of the general meeting, and other documents identifying the association and its representative (Required only for condominium or apartment management associations whose common areas sustained damage.)
- Photographs of the damage or a repair estimate (or receipt)
- *Item (6) is required only when applying for a Disaster Damage Certificate for minor damages without an on-site inspection.

■ Certificate Issuance Office

Certificates will be issued at the same locations where applications are accepted.

■ Certificate Issuance Hours

Monday through Friday (excluding national holidays), 9:00 a.m. – 4:00 p.m.

*Please note that temporary certificate issuance offices may also be opened on Saturdays, Sundays, and public holidays.

■ Documents Required When Receiving the Certificate

1. Identification of the person receiving the certificate (e.g., driver's license or My Number Card)
 - *If the certificate is collected by a representative, the representative must also present valid identification
2. Notice of Completion of Damage Assessment sent after the damage inspection has been completed
3. Any documents that were missing at the time of application (if applicable)

*Not applicable for those who have not been contacted by the time (2) arrives

■ Application Deadline

Saturday, October 31, 2026

*Applications submitted at reception desk will be accepted until Friday, October 30, 2026.

*Please apply as soon as possible.

Contact

Chuo Ward Office	096-328-2312	Takuma Branch	096-380-3111	Shimizu Branch	096-343-9161
Higashi Ward Office	096-367-9127	Kawachi Branch	096-276-1111	Tatsuda Branch	096-338-2231
Nishi Ward Office	096-329-5403	Tenmei Branch	096-223-1111		
Minami Ward Office	096-357-4129	Koda Branch	096-378-0172		
Kita Ward Office	096-272-1118	Jonan Branch	0964-28-3111		

*Applications may be submitted at any Ward Office regardless of the applicant's residential ward.

1-2 Issuance of Disaster Damage Certificates for Businesses

1-2-1 Business Damage Certificates (Stores, Offices, Factories & Business Facilities)

Commerce Development and Small Business Support Section

TEL: 096-328-2424

Kumamoto City accepts applications for and issues Disaster Damage Certificates for stores, offices, factories, business facilities, and business equipment damaged by the 2026 Kumamoto Earthquake (which occurred on Tuesday, July 28, 2026).

Eligible Applicants

- Owners of stores, offices, factories, and other business facilities that sustained damage.
- Business operators leasing premises as tenants.
- Rental properties
- Mixed residential-commercial buildings

- Business equipment and machinery

*Agriculture, forestry, and fisheries are covered under a separate program.

Application Procedures

■ Application Office

Commerce Development and Small Business Support Section (8th Floor, Kumamoto City Hall)
Higashi Ward Office, Nishi Ward Office (Seibu Community Center), Minami Ward Office, and
Kita Ward Office

■ Application Hours

Commerce Development and Small Business Support Section

Weekdays: 8:30 a.m.- 5:15 p.m.

*Saturdays, Sundays & National Holidays: 9:00 a.m. - 4:00 p.m.

Higashi Ward Office, Nishi Ward Office, Minami Ward Office, and Kita Ward Office

Weekdays: 9:00 a.m.- 4:00 p.m.

Saturdays, Sundays & National Holidays: 9:00 a.m. - 4:00 p.m.

*Please note that application offices and office hours are subject to change.

■ Required Documents

The following documents are required at the time of application.

1. Photographs showing the damage
2. A map showing the location of the damaged property
3. Identification of the person submitting the application

*If a representative submits the application, an authorization form prescribed by the Section is required.

*Photographs must be submitted as printed copies. Multiple photographs may be printed on A4 paper.

*If the extent of damage must be officially assessed, an on-site inspection will be conducted. In such cases, issuance of the certificate may take additional time.

*If the damage is minor and an inspection is unnecessary, a certificate for minor damage will be issued on the same day based on the submitted application documents.

■ Contact Information

Commerce Development and Small Business Support Section

TEL: 096-328-2424

1-2-2 Disaster Damage Certificates for Agriculture & Fisheries

Farmer Support Section

TEL: 096-328-2384

Kumamoto City accepts applications for and issues Disaster Damage Certificates for damage caused by the 2026 Kumamoto Earthquake affecting the agriculture and fisheries sectors.

Eligible Applicants

Agricultural Producers

- People engaged in agriculture who satisfy either of the following conditions:
 - Cultivate 3,000 square meters or more of farmland; or recorded annual sales of agricultural or livestock products of ¥500,000 or more during the year preceding the disaster
- People engaged in fisheries
- Any other person whom the Mayor determines to be eligible based on special circumstances

Eligible Property

- Agricultural and fisheries facilities (greenhouses, buildings, etc.)
- Machinery and equipment
- Agricultural and fishery products
- Farmland

*The facilities and equipment must be used for agricultural or fisheries operations.

*The damaged property must be owned by the applicant.

Application Procedures

■ Application Offices

Office	Telephone
Hokutobu Agricultural Promotion Center – Agricultural Promotion	096-272-1117

Section	
Hokutobu Agricultural Promotion Center – East Agricultural Promotion Office	096-367-9137
Seinanbu Agricultural Promotion Center – Agricultural Promotion Section	096-329-1158
Seinanbu Agricultural Promotion Center – Kawachi Agricultural Promotion Office	096-276-1114
Seinanbu Agricultural Promotion Center – South Agricultural Promotion Office	0964-28-3115
Fisheries Promotion Center	096-311-4010

■ Required Documents

The following documents are required at the time of application.

1. Application for a Disaster Damage Certificate
2. Photographs clearly showing the damage (both overall and close-up photographs are required)
3. A map showing the location of the damaged property
4. Documents verifying agricultural or fisheries operations (such as a farm management plan or income tax return)
5. Letter of authorization (required when the application is submitted by someone other than the applicant or a member of the same household)

■ Contact Information

Farmer Support Section

TEL: 096-328-2384

1-3 Disaster Damage Certificates for Non-Residential Damage

1-3-1 Damage Notice Certificates (for Non-Residential Damage)

Health and Welfare Policy Section

TEL: 096-328-2340

For buildings, household property, and other assets that are not eligible for a Disaster Damage Certificate, Kumamoto City issues a Disaster Damage Notice Certificate, which certifies that a

report of disaster damage has been submitted.

■ Application Procedures

(1) Applying in Person

Complete the prescribed application form and submit it to the Welfare Section of any Ward Office or any General Branch Office.

Office Hours: Monday through Friday (excluding national holidays), 9:00 a.m. – 4:00 p.m.

(2) Applying by Mail

Download the application form from the Kumamoto City website and mail the following:

- Completed application form
- A self-addressed return envelope bearing a ¥110 postage stamp

*Applications should be mailed to the Welfare Section of the appropriate Ward Office.

■ Contact Information

Health and Welfare Policy Section TEL: 096-328-2340

Application Reception Desk

■ Application Deadline

Friday, October 30, 2026

2. Financial Assistance

2-1 Bereaved Families of the Earthquake

2-1-1 Disaster Bereavement Benefits

Health and Welfare Policy Section

TEL: 096-328-2340

Kumamoto City provides Disaster Bereavement Benefits to the surviving family members of persons who died as a result of the 2026 Kumamoto Earthquake, including those whose deaths are officially recognized by the Review Committee as disaster-related deaths.

Eligible Applicants

Benefit amount of surviving family members of persons who died as a result of the 2026

Kumamoto Earthquake:

- ¥5,000,000 if the deceased was the primary household income earner.
- ¥2,500,000 if the deceased was not the primary household income earner.

Application Procedures

■ Application Office

Welfare Section of each Ward Office

■ Application Hours

Monday through Friday (excluding national holidays), 9:00 a.m. – 4:00 p.m.

■ Required Documents

- Copy of the death certificate or postmortem examination certificate
- Copy of valid identification of the applicant (driver's license, etc.)
- Copy of the applicant's bankbook or other document showing the bank account information
- If the applicant resides outside Kumamoto City, documents proving the family relationship with the deceased (such as a family register)
- Personal seal (inkan; a standard personal seal is acceptable)

*Additional application forms required by the City will be provided at the application office.

■ Contact Information

Chuo Ward Office Welfare Section: 096-328-2312

Higashi Ward Office Welfare Section: 096-367-9127

Nishi Ward Office Welfare Section: 096-329-5403

Minami Ward Office Welfare Section: 096-357-4129

Kita Ward Office Welfare Section: 096-272-1118

Health and Welfare Policy Section: 096-328-2972

2-2 Persons with Disabilities as a Result of the Earthquake

2-2-1 Disaster Disability Benefits

Health and Welfare Policy Section

TEL: 096-328-2340

Kumamoto City provides Disaster Disability Benefits to people who sustained severe permanent disability as a result of the 2026 Kumamoto Earthquake, including those whose disabilities are officially recognized by the Review Committee as disaster-related.

Eligible Applicants

People who sustained any of the following permanent disabilities as a direct result of the 2026 Kumamoto Earthquake:

1. Total loss of sight in both eyes
2. Complete and permanent loss of the ability to chew or speak
3. Severe impairment of the nervous system or mental function requiring constant nursing care
4. Severe impairment of internal organs in the chest or abdomen requiring constant nursing care
5. Loss of both upper limbs above the elbow
6. Complete loss of the use of both upper limbs
7. Loss of both lower limbs above the knee
8. Complete loss of the use of both lower limbs
9. Multiple physical and/or mental disabilities determined to be equivalent in severity to any of the conditions listed above

Those who sustained any of the disabilities above are eligible for amounts below:

Primary household income earner: ¥2,500,000

Other household members: ¥1,250,000

Application Procedures

■ Application Office

Welfare Section of each Ward Office

■ Application Hours

Monday through Friday (excluding national holidays), 9:00 a.m. – 4:00 p.m.

■ Contact Information

Chuo Ward Office Welfare Section: 096-328-2312

Higashi Ward Office Welfare Section: 096-367-9127

Nishi Ward Office Welfare Section: 096-329-5403

Minami Ward Office Welfare Section: 096-357-4129

Kita Ward Office Welfare Section: 096-272-1118

Health and Welfare Policy Section: 096-328-2972

2-3 Injured Persons & Earthquake-Damaged Homes

2-3-1 Disaster Condolence Grants

Health and Welfare Policy Section

TEL: 096-328-2340

Kumamoto City provides Disaster Condolence Grants to people who sustained serious injuries and to households whose homes suffered significant damage as a result of the 2026 Kumamoto Earthquake.

Eligible Applicants

People who suffered serious injuries or whose homes sustained a certain level of damage as a result of the 2026 Kumamoto Earthquake are eligible for the following condolence payments:

Category	Benefit Amount
People who sustained serious injuries requiring medical treatment for one month or longer because of the disaster	¥30,000
Households whose homes were destroyed or washed away	¥50,000
Households whose homes were classified as Major Partial Destruction, Moderate Partial Destruction, Partial Destruction and Minor Partial Destruction	¥30,000
Households with above-floor flooding not falling under any of the categories above	¥10,000

*Applicants must have been registered as residents of Kumamoto City and listed in the Basic Resident Register at the time of the disaster.

*The serious injury must have been directly caused by the earthquake.

*If every member of the household dies before the grant is paid (including after an application has been submitted), the grant will not be paid.

*People eligible for either the Disaster Bereavement Benefit or the Disaster Disability Benefit under the relevant ordinance are not eligible for this grant. Please contact the City if you are unsure which program applies.

Application Procedures

■ Application Office

Welfare Section of each Ward Office

■ Application Hours

Monday through Friday (excluding national holidays), 9:00 a.m. – 4:00 p.m.

■ Required Documents

<For Serious Injuries> The applicant must be either the injured person or the head of the household.

- Medical certificate indicating the treatment period (copies accepted)
- Written statement, if the medical certificate does not clearly indicate that the injury was directly caused by the 2026 Kumamoto Earthquake
- Copy of the applicant's bankbook or other bank account information
- <For Housing Damage> The applicant must be the head of the household.
- Copy of the Disaster Damage Certificate (copies accepted)
- Copy of the applicant's bankbook or other bank account information

*Additional application forms required by the City will be provided at the application office.

■ Contact Information

Chuo Ward Office Welfare Section: 096-328-2312

Higashi Ward Office Welfare Section: 096-367-9127

Nishi Ward Office Welfare Section: 096-329-5403

Minami Ward Office Welfare Section: 096-357-4129

Kita Ward Office Welfare Section: 096-272-1118

Health and Welfare Policy Section: 096-328-2340

2-4 Living and Recovery Funds

2-4-1 Disaster Relief Loans

Kumamoto City provides Disaster Relief Loans to heads of households that suffered personal injury or damage to their homes or household property as a result of the 2026 Kumamoto Earthquake, provided they satisfy the eligibility requirements.

Eligible Applicants

The head of a household who was residing in Kumamoto City and registered as a resident at the time of the disaster and whose household experienced one or more of the following:

- The head of household sustained an injury requiring approximately one month or longer of medical treatment
- The home was classified as Partially Destroyed (excluding Minor Partial Destruction and including Moderate and Major Partial Destruction) or Completely Destroyed
- The home was destroyed or swept away
- Household property sustained damage equivalent to approximately one-third or more of its total value

*Damage classified as Partial Destruction or Total Destruction applies principally to owner-occupied homes. However, if a destroyed home must be demolished before rebuilding, or if the home was destroyed or swept away, tenants living in rental housing may also qualify under certain circumstances.

■ Maximum Loan Amount

Condition of Household Head	Loan Category	Loan Limit
The head of household sustained an injury requiring approximately one month or longer of	No damage to household goods or residence	¥1,500,000
	Damage to household goods amounting to approximately one-third or more of their value	*Note 1: ¥2,500,000
	Residence partially destroyed (excluding Minor Partial Damage, including Moderate and Major Partial Destruction)	¥2,700,000 *Note 2: (¥3,500,000)
	Residence destroyed	¥3,500,000

medical treatment		
Household head did not sustain an injury requiring approximately one month	No damage to household goods or residence	Not eligible for a loan
	Damage to household goods amounting to approximately one-third or more of their value	*Note 1: ¥1,500,000
	Residence partially destroyed (excluding Minor Partial Damage, including Moderate and Major Partial Destruction)	¥1,700,000 *Note 2: (¥2,500,000)
	Residence destroyed (excluding cases where the entire residence was lost or swept away)	¥2,500,000 *Note 2: (¥3,500,000)
Entire residence lost or swept away		¥3,500,000

Note 1: In cases involving damage to household goods, the loan amount is limited to the lower of (i) the applicable loan limit and (ii) the actual amount of damage to the household goods. (An on-site inspection may be conducted to verify the extent of the damage.) In addition, damage to privately owned vehicles is not included in household goods damage, and loan funds may not be used for the purchase or repair of a private vehicle.

Note 2: Where special circumstances are recognized, such as when the remaining portion of a disaster-damaged residence must be demolished in order to rebuild the home, the loan limit shall be the amount shown in parentheses ().

■ Loan Terms and Conditions

- Interest Rate
 - With a guarantor: Interest-free
 - Without a guarantor: 1.5% per annum (interest-free during the grace period)
- Repayment Period
 - 10 years (including the grace period)
- Grace Period
 - 3 years

*After the 3-year grace period ends, the loan must be repaid over the remaining 7 years. Early repayment is permitted, including during the grace period.

■ Income Eligibility Limits

The total household income for Municipal Tax purposes for Fiscal Year 2025 (based on income earned in 2024) must be below the following amounts:

- 1 person household: ¥2.2 million
- 2-person household: ¥4.3 million
- 3-person household: ¥6.2 million
- 4-person household: ¥7.3 million
- 5 or more persons: ¥7.3 million plus ¥300,000 for each additional household member

*Exception: if the residence has been completely lost or destroyed, the income limit is ¥12.7 million, regardless of household size

■ Application Procedures

Application procedures are currently being prepared and will be announced once completed.

2-4-2 Special Loan Program under the Welfare Fund for Daily Living (Emergency Small Amount Funds)

Health and Welfare Policy Section TEL: 096-328-2340

Emergency living expenses loans are available to households residing in areas affected by the 2026 Kumamoto Earthquake, as well as households that have evacuated from those areas.

Eligible Applicants

Households that:

- Were affected by the 2026 Kumamoto Earthquake;
- Have a registered address in Kumamoto City; and
- Require emergency funds to cover immediate living expenses.

Please note that eligibility for this special loan program is not limited to low-income households.

Application Procedures

■ Loan Application Period

From 10:00 a.m. on Wednesday, August 19, 2026

End date to be announced.

■ Application Reception Locations

- (1) Multipurpose Room, 2nd Floor, Kumamoto City Health Center Shinmachi Branch Office
- (2) 2nd Floor, Kumamoto City Jonan Welfare Center

■Reception Hours

10:00 a.m. to 4:00 p.m.

■Maximum Loan Amount

Loans are available once per household.

- Up to ¥100,000 in principle.
- Up to ¥200,000 in the following cases:
 - ① A household member died as a result of the disaster.
 - ② A household member requires long-term care.
 - ③ The household consists of four or more members.
 - ④ A household member suffered a serious injury due to the disaster, or the household includes a pregnant woman, a woman who has recently given birth, or a child up to completion of elementary school.

■Grace Period (Period before repayment begins)

Within one year from the date of the loan.

■Repayment Period (Deadline for completing repayment)

Within two years after the end of the grace period.

■Interest Rate

Interest-free

■Method of Disbursement

The loan amount will be transferred to the financial institution account designated by the applicant.

■Required Documents

Applicants must submit the following at the time of application:

- (1) Proof of identity (e.g., driver's license, My Number Card, etc.)
- (2) A bankbook, cash card, or other document showing the applicant's bank account information

Contact Information

Kumamoto City Council of Social Welfare

(1) Kumamoto City Health Center Shinmachi Branch Office Tel: 080-9688-8207

(2) Kumamoto City Jonan Welfare Center Tel: 080-3278-1151

3. Support for Housing and Reconstruction

3-1 Post-Disaster Home Cleanup

3-1-1 Dispatch of Disaster Volunteers

Community Policy Section

TEL: 096-328-2036

Kumamoto City dispatches disaster volunteers to assist households whose homes have been damaged by an earthquake and who are unable to clean up on their own, helping with cleanup and cleaning inside and outside their homes.

Eligible Applicants

Applicants must meet all the following requirements:

- Residents of Kumamoto City whose homes were damaged by the earthquake
- Households that have difficulty cleaning up on their own, such as those consisting solely of elderly individuals or those with members who have disabilities

Support Services

- Tidying up and cleaning inside and outside the house, assisting with the removal of furniture, etc.

*Work involving the use of heavy machinery or repairs and maintenance requiring specialized skills is excluded.

Application Procedures

- (1) Online Application (Available 24 hours a day)

Apply via the application form on the Kumamoto City Council of Social Welfare website:

<https://logoform.jp/form/TGU5/1721302>

(2) Phone Application (Operating Hours: 9:00 a.m. to 4:00 p.m.)

Disaster Volunteer Center Dedicated Lines: 080-1535-1141 or 080-1532-0617

(3) Process After Application

- Staff from the Disaster Volunteer Center will confirm the extent of the damage by phone or other means.
- They will determine whether support is possible and set a work schedule after confirming the damage, and will contact you again with the details.

Contact Information

■ Kumamoto City Council of Social Welfare Kumamoto City, Disaster Volunteer Center

TEL: 080-1545-0531

Office Hours: Monday through Friday, 9:00 a.m. – 4:00 p.m.

Email: volunteer@kumamoto-city-csw.or.jp

3-2 Housing Renovation & Repairs

3-2-1 Emergency Housing Repairs for Preventing Further Damage

Housing Policy Section

TEL: 096-328-2449

This program is designed to prevent further damage to residential homes affected by 2026 Kumamoto Earthquake. Kumamoto City will arrange for emergency repairs to be carried out by a repair contractor selected by the applicant. The City will also pay the repair costs directly to the contractor, within the prescribed maximum assistance amount.

Eligible Applicants

Households whose homes have sustained damage equivalent to “Major Partial Destruction,” “Moderate Partial Destruction,” “Partial Destruction,” or “Minor Partial Destruction” as a result of the disaster, and where there is a risk that the damage to the home will worsen if issues such as rainwater infiltration are left unaddressed. Please note, storage sheds, warehouses, parking lots, etc., are not eligible.

*Please be sure to take photographs of the damage before any repairs are carried out.

*Please note that submission of a Disaster Damage Certificate is not required to use this

program.

Maximum Payable Amount

The maximum amount available per household is ¥56,400 (including consumption tax and other applicable taxes).

*If two or more households reside in the same dwelling, they are treated as one household.

Scope of Eligible Repairs

Specific examples are as follows:

Please take photographs documenting the condition of the emergency measures taken, as well as photographs after the work has been completed.

- Laying blue tarps, etc., over homes where the roof or other areas have been damaged, resulting in leaks or the risk of leaks
- Installing blue tarps or performing temporary repairs with plywood on the exterior walls or window panes of damaged homes to prevent wind and rain from entering
- Installing safety nets to prevent falling debris from exterior wall materials (such as tiles or mortar) on apartment buildings and condominiums (to ensure the safety of pedestrians in front of damaged homes and prevent secondary damage)

Application and Completion Deadline

Deadline: September 2026 (same as the program completion deadline)

Application Process

Application Office

Housing Policy Section, Kumamoto City Hall (9th Floor)

E-mail jutakuseisaku@city.kumamoto.lg.jp

For further details, please visit the Kumamoto City (Housing Policy Section) website:

<July 2026 Kumamoto Earthquake> Information on Disaster Relief Act "Emergency Repair of Houses" System / Kumamoto City Official Website



This program provides emergency repairs to homes damaged by the 2026 Kumamoto Earthquake so that residents may continue living in their homes by restoring the minimum facilities necessary for daily life.

The repair contractor is selected by the applicant, and Kumamoto City formally commissions the contractor. Within the applicable assistance limit, Kumamoto City pays the repair costs directly to the contractor.

Eligible Applicants

Applicants must satisfy all the following requirements.

(1) Housing Damage Requirements (Per Household)

- ① Suffered Major Partial Destruction, Moderate Partial Destruction, Partial Destruction, or Minor Partial Destruction; and is currently uninhabitable without repairs. However, households that remain in their homes may also qualify if damage has occurred to facilities essential for daily living.
- ② Emergency repairs must be expected to eliminate the need for evacuation and enable the household to resume living in the damaged home.

*Eligible applicants are households currently residing in evacuation shelters, vehicles, or other temporary accommodations and for whom completion of emergency repairs is expected to make continued residence in the damaged home possible.

(2) Financial Requirement

For homes classified as Moderate Partial Destruction, Partial Destruction, or Minor Partial Destruction. The household must lack the financial resources necessary to carry out the repairs independently.

*Costs for items not covered by the Emergency Repair Program, as well as any portion of costs exceeding the program's maximum assistance limit for eligible repair items (see below), must be borne by the applicant through personal funds, insurance benefits, mutual aid payments, or other available resources.

*During the repair period, some households may also qualify for Temporary Housing; or

Deemed Temporary Housing (private rental housing leased by the government), depending on their circumstances.

Maximum Assistance

The maximum amount that may be covered per household is as follows:

- ① Destroyed, Major Partial Destruction, Moderate Partial Destruction, or Partial Destruction - up to ¥757,000 (including consumption and other applicable taxes)
- ② Minor Partial Destruction - up to ¥367,000 (including consumption tax and other applicable taxes)

*If two or more households reside in the same dwelling, they are treated as one household.

Scope of Eligible Repairs

Eligible repairs are limited to essential components of a home that are indispensable for daily living and require prompt emergency repair, including: structural elements such as the roof and other fundamental parts of the building; Floors, walls, doors, windows, and other openings; Water supply, drainage, electrical wiring, and other utility systems; and sanitary facilities, such as toilets.

- Only repairs that are directly attributable to the current disaster are eligible.
- Household electrical appliances and consumer electronics are not eligible.
- Certain interior finishing work may not be eligible.

Examples: Replacing surface finishes only, such as tatami mats or wallpaper, is not eligible for assistance under this program.

*Repairs may be started on-site before the damage assessment by the department responsible for issuing the Disaster Damage Certificate has been completed. However, if the assessment result shown on the Disaster Damage Certificate is determined to be “less than partially destroyed (minor damage)” or “no damage,” the emergency repairs will not be eligible for assistance under this program.

Application and Completion Deadline

Deadline: October 27, 2026 (same as the program completion deadline)

The deadline may be extended until January 27, 2027, following discussions with the national government (Cabinet Office).

Application Process

■Contact Desk

Housing Policy Division (9th Floor, Main City Hall Building)

E-mail jutakuseisaku@city.kumamoto.lg.jp



- For further details, please visit the Kumamoto City (Housing Policy Section) website:

[<July 2026 Kumamoto Earthquake> Guidance of disaster relief law "emergency repair of damaged house" system / Kumamoto-shi official website](#)

■ Required Documents (At the time of application)

- Application Form for Emergency Housing Repairs
- Disaster Damage Certificate (Residential Building)
- Photographs showing the damage before repairs
- Repair estimate prepared by the contractor selected by the applicant
- Additional documents may also be required. For example:
 - Statement regarding the household's financial circumstances (required for homes classified as Moderate Partial Destruction, Partial Destruction, or Minor Partial Destruction)

■Contact Information

Housing Policy Section

TEL: 096-328-2449

3-2-3 Housing Loans for Single-Parent Families

Children and Family Welfare Section

TEL: 096-366-3030

This loan program provides financial assistance to eligible single-parent families residing in Kumamoto City to repair, maintain, renovate, rebuild, purchase, or expand a home that they own and occupy.

Eligible Applicants

Single mothers or fathers, widows

■ **Loan Requirements**

- In principle, one or more joint guarantors are required.
*However, applicants may apply without guarantor if they are determined to have sufficient financial capacity to repay the loan.
- The property must be registered in the name of the single mother, the single father or the widow applying for the loan.
- Additional criteria apply regarding the details of the funding, eligible recipients, and other requirements. Please contact us for more information.
*Structures such as storage sheds and garages are not eligible.
*Applicants *must consult with the City before applying.
*Please note that it generally takes approximately two months from application to disbursement of the loan.

■ **Maximum Loan Amount**

Up to ¥1,500,000

■ **Interest Rate**

There is no interest if a guarantor is provided. However, there will be 1% annual interest if no guarantor is provided.

Application Procedures

■ **Application Office & Application Hours**

Kumamoto City Single-Parent Family Consultation Office

Hours: 9:30 a.m. – 4:00 p.m., closed on Mondays and national holidays.

Tel: 096-372-1228

Address: 6-1-85 Oe, Chuo Ward, Kumamoto City (Located inside the Oe Community Office, Chuo Ward Community Development Center)

■ **Contact Information**

- Kumamoto City Single-Parent Family Consultation Office (096-372-1228)
- Children and Family Welfare Section (096-366-3030)

3-2-4 Temporary Provision of Municipal Housing for Those Whose Homes Have Been Damaged

Housing Policy Section

TEL: 096-328-2461

Municipal housing will be temporarily provided to residents who are unable to continue living in their homes due to the 2026 Kumamoto Earthquake.

Eligible Applicants

Individuals whose homes sustained damage classified as “Partially Destroyed” or worse due to the 2026 Kumamoto Earthquake and who are no longer able to continue living there.

*As a general rule, a Disaster Damage Certificate issued by the City (classifying the damage as “Partially Destroyed” or worse; a copy is acceptable) is required; however, depending on the circumstances, it may be submitted at a later date.

*Individuals whose homes sustained damage classified as “Minor Partial Destruction,” “Minor Damage (not qualifying as Minor Partial Destruction),” or “No Damage” are not eligible.

Possible Period of Residence

Up to 6 months (renewable for up to 1 year)

Fees

Rent, parking fees, and security deposits are waived. Residents are responsible for common area maintenance fees, water, electricity, and gas charges, etc.

Application Procedures

Applications will be accepted at the reception desk on a first-come, first-served basis.

Applications will close for any housing units once a move-in request has been received.

Application Period & Hours

--Starting from Monday, August 10, 2026 for residents of Kumamoto City and residents outside Kumamoto City

From 10:00 a.m. to 4:00 p.m.

Application Office & Application Date

[For residents of Kumamoto City]

- Hinokimi Culture Center 1st Floor (Jonanmachi Maihara 394-1, Minami Ward, Kumamoto City) from Thursday, August 6 to Friday, August 7, 2026
- Kumamoto City Hall 14th Floor (Tetorihoncho 1-1, Chuo Ward, Kumamoto City) on Saturday, August 8, 2026

[For residents of Kumamoto City and residents outside Kumamoto City]

- Kumamoto City Hall 14th Floor (Tetorihoncho 1-1, Chuo Ward, Kumamoto City) on Sunday, August 9, 2026
- Kumamoto City Hall 9th Floor Public Housing & Management Center from Monday, August 10 (excluding weekends)

Required Documents

- A copy of the Disaster Damage Certificate
- Proof of identity (driver's license, My Number Card, or any document proving residence at the disaster-affected location)
- Application documents (Application for Permission to Use Public Property, Affidavit)

*If a representative is submitting the application, the following documents are also required:

- The representative's proof of identity
- Power of attorney

Additional Information

- Please note that you will need to bring your own furniture, appliances, curtains, and other items.
- Please be aware that keeping pets (dogs, cats, birds, etc.) in municipal housing and feeding them on the premises is prohibited.

Contact Information

Housing Policy Section

TEL: 0096-328-2461

3-2-5 Provision of Rental Temporary Housing (Deemed Temporary Housing)

For households that are no longer able to continue living in their homes due to the 2026 Kumamoto Earthquake, Kumamoto City provides privately owned rental housing as Rental Temporary Housing (Deemed Temporary Housing).

Under this program, a fixed-term residential lease agreement is concluded among the disaster victim, Kumamoto City (tenant), and the property owner (landlord), and Kumamoto City pays the rent for a specified period.

Note: Applicants are responsible for locating an eligible rental property themselves.

Note: Even if a household has already independently entered into a lease agreement and moved into a private rental housing unit on or after July 28, 2026, it may still be eligible for this program retroactively to the date of occupancy, provided that the household meets both the Eligibility Requirements and the Conditions for Rental-Type Temporary Housing, and the consent of the landlord is obtained. However, brokerage fees, rental property guarantee deposits, fire insurance premiums, and similar expenses are not eligible for retroactive coverage.

Eligible Households

Households that meet all of the following requirements:

- (1) The household was residing in Kumamoto City at the time the disaster occurred.
- (2) The household meets one of the following conditions as a result of the disaster:
 1. The household no longer has a residence because its home was subject to Total Destruction, Total Burnout, or Washout as a result of the disaster.
 2. The home sustained Partial Destruction (including Moderate Partial Destruction and Major Partial Destruction), cannot be reused as a residence, and must unavoidably be demolished.
 3. The Mayor recognizes that the household will be unable to live in its home for an extended period because:
the home is at risk of further damage from secondary disasters; essential lifelines (water, electricity, gas, roads, etc.) have been disrupted; or evacuation orders have been issued due to landslides or similar hazards.
 4. The home sustained Major Partial Destruction, Moderate Partial Destruction, or Partial Destruction, and the household is utilizing the Emergency Home Repair Program under the Disaster Relief Act, with repairs expected to take more than one month.

- (3) The household has no other available residence and lacks the financial means to secure housing on its own.

Note: The household must not own another house, apartment, condominium unit, vacation home, or similar property.

- (4) The household is not utilizing the Debris Removal Program under the Disaster Relief Act.

Conditions for Rental Temporary Housing

Eligible properties must satisfy all of the following conditions:

(1) Rent Limits

The monthly rent must fall within the applicable limit based on the number of occupants.

Note: Properties with rent exceeding the applicable limit are not eligible.

Number of Occupants	Maximum Monthly Rent
1-person household	¥55,000
2-person household	¥65,000
3-4 person household	¥95,000
5 or more persons	¥130,000

*For households with two or more preschool children who have not yet reached elementary school age, each child is counted as 0.5 person (rounded to the nearest whole number).

Examples:

- 1 preschool child → counted as 0 persons
- 2 preschool children → counted as 1 person
- 3 preschool children → counted as 2 persons
- 4 preschool children → counted as 2 persons

- (2) The landlord must agree to the property being leased by Kumamoto City and provided to an eligible household.
- (3) The property must either: have been constructed in accordance with the New Seismic Standards (construction commenced on or after June 1, 1981); or have confirmed seismic safety through a seismic diagnosis, seismic retrofit, or equivalent measures.

Cost Sharing

- (1) Costs Covered by Kumamoto City

Rent, Common service charges (management fees), Move-out restoration charge (up to two months' rent), Key money (up to one month's rent), Brokerage fee (up to 0.55 month's rent), Key replacement costs, Property insurance premiums

(2) Costs Paid by the Occupant

Utility charges (electricity, gas, water, etc.), User charges for exclusive facilities and equipment, Repair costs arising from intentional acts or negligence of the occupant, Parking fees, Pet fees, Neighborhood association fees, Other personal expenses

Note: If the applicant has already entered into a private lease agreement and moved into a rental property, brokerage fees, rental guarantees, fire insurance premiums, and other costs associated with the private contract cannot be reimbursed retroactively.

Occupancy Period

Up to two years from the date of occupancy

Notes:

- *If the Emergency Home Repair Program is used concurrently, the occupancy period is generally limited to six months from the date the repair application was submitted.
- *If permanent housing is secured before the end of the occupancy period, or if emergency repairs are completed, the occupant must vacate the property promptly.
- *Households that have already received Rental Temporary Housing are not eligible to subsequently utilize the Emergency Home Repair Program._

Application Procedures

Kumamoto City does not provide property listings.

Please first contact a real estate agency (broker) regarding available properties.

■Application Office

Housing Policy Section (Kumamoto City Hall, 9th Floor)

■Required Documents

Documents Required at the Time of Application

- ① Application Form for Occupancy in Kumamoto City Rental Temporary Housing (Form 1)
- ② Written Pledge (Form 2)
- ③ Consent Form (Form 3) or Written Commitment (Form 4)
- ④ Statement Form (Form 5)

【Additional Documents Required Depending on Circumstances】

1. Households whose homes were subject to Total Destruction, Total Burnout, or Washout

- Copy of the Disaster Damage Certificate
- *If the Disaster Damage Certificate is not yet available, it may be submitted later if photographs clearly demonstrate that the residence was totally destroyed.
- 2. Households whose homes sustained Major Partial Destruction, Moderate Partial Destruction, or Partial Destruction and must be demolished
 - Copy of the Disaster Damage Certificate
 - Documentation confirming that the home will be demolished
- 3. Households unable to live in their homes for an extended period due to secondary disaster risks, lifeline disruptions, evacuation orders, etc.
 - Documentation confirming actual residence, such as a Certificate of Residence (If a Certificate of Residence is submitted, it must include all occupants and family relationships, but must not include My Number information.)
- 4. Households utilizing the Emergency Home Repair Program with repairs expected to require more than one month
 - Copy of the Disaster Damage Certificate
 - Copy of the Emergency Home Repair application
 - Documentation confirming that the repair period is expected to exceed one month
- *Additional Documents for Households Already Occupying Private Rental Housing
 - Consent Form for Contract Conversion (Form 6)
 - Copy of the current residential lease agreement

■Contact Information

Housing Policy Section 096-328-2989

3-3 Demolition and Debris Removal

3-3-1 Subsidy Program for the Demolition of Dangerous Vacant Houses

Vacant Housing Countermeasures Section

TEL: 096-328-2514

Kumamoto City provides a subsidy of up to ¥600,000 toward the cost of demolishing dangerous vacant houses that are at risk of collapse. To qualify, the entire site must be cleared after demolition.

Eligible Applicants

Applicants must be (1) the owner or manager of a vacant house located within Kumamoto City and (2) an individual (including an heir).

*Applicants should refer to the Vacant House Countermeasures Division website for detailed eligibility requirements applicable to vacant houses.

【4月13日 受付開始】熊本市老朽危険空家等除却促進事業補助金について(老朽危険空家等除却補助)



Application Procedures

Applicants must submit the required application forms to the Vacant House Countermeasures Section. (Applications may be submitted in person; or by mail.)

*Detailed procedures and required documents are available in the brochure “FY2026 Guide to the Subsidy Application Procedure” published on the Section’s website.

「R8 補助申請手続きの進め方」



*Applications for the preliminary eligibility survey will be accepted until: Monday, December 28, 2026. Applications will close earlier if the available budget is exhausted.

■ Application Office

Vacant House Countermeasures Section

■ Office Hours

Monday through Friday (excluding weekends and national holidays), 9:00 a.m. – 5:00 p.m.

Applications may be submitted in-person or by mail (must arrive within the application period)

■ Contact Information

Vacant House Countermeasures Section

TEL: 096-328-2514

3-3-2 Subsidy Program for the Demolition of Aging Vacant Houses

Vacant House Countermeasures Section

TEL: 096-328-2514

Kumamoto City provides a subsidy of up to ¥400,000 toward the cost of demolishing aged detached vacant houses. To qualify, the entire site must be cleared after demolition.

Eligible Applicants

Applicants must be the owner or manager of an eligible aged vacant house located in Kumamoto City; or an heir to such property.

*Detailed eligibility requirements are available on the Vacant House Countermeasures Division website.

【4月13日 受付開始】古い空き家や相続・遺贈を受けた空き家の除去費用の一部を最大 40 万円補助します！



Application Procedures

Applicants must submit the prescribed application forms to the Vacant House Countermeasures Section. (Applications may be submitted in person; or by mail.)

Detailed guidance and required documents are available in the brochure “FY2026 Summary of the Subsidy Application Procedures.”

R8°補助申請手続きの進め方(手引きの概要版)



*Applications for the preliminary eligibility survey will be accepted until: Monday, December 28, 2026. Applications will close earlier if the available budget is exhausted.

■ Application Office

Vacant House Countermeasures Section

■ **Application Deadline**

Monday, December 28, 2026

Applications will be accepted only while funding remains available.

■ **Office Hours**

Monday through Friday, 9:00 a.m. – 5:00 p.m.

Applications submitted by mail must arrive no later than the application deadline.

■ **Contact Information**

Vacant House Countermeasures Section

TEL: 096-328-2514

3-3-3 Demolition and Removal of Disaster-Damaged Houses and Other Structures

Waste Management Planning Section

096-328-2430

For houses and other structures owned by individuals, as well as business facilities and other buildings owned by small and medium-sized enterprises (SMEs), that have sustained damage classified as Destroyed, Major Partial Destruction, Moderate Partial Destruction, or Partial Destruction, Kumamoto City will, upon application by the owner, carry out demolition and removal on the owner's behalf.

Further details will be announced promptly once finalized.

***Regarding Reimbursement of Demolition and Removal Costs Already Incurred by Owners**

Costs incurred by owners who have independently demolished and removed disaster-damaged houses or other structures that sustained Partial Destruction or more severe damage may also be eligible for reimbursement.

However, even if approved for assistance, any portion of the demolition and removal costs that exceeds the City's established standards will be borne by the owner. (The City's standards will be announced as soon as they are determined.)

As the following documents will be required for the reimbursement process, please retain them carefully:

- Photographs documenting the condition of the property before, during, and after demolition work
- Demolition work contracts, estimates, and receipts
- Waste disposal records related to the demolition work (such as weight slips, manifest forms, and other relevant documentation)

3-4 Rebuilding and Relocation

3-4-1 Development Permit Fee Exemptions

Urban Development Supervision Section

TEL: 096-328-2507

To support recovery from the 2026 Kumamoto Earthquake, Kumamoto City exempts certain administrative fees related to rebuilding or repairing damaged buildings.

Eligible Applicants

Individuals who have obtained a Disaster Damage Certificate for a building damaged in the 2026 Kumamoto Earthquake and who will carry out development activities or land development work that satisfy all of the following requirements:

- ① The proposed building must be for the same use as the existing building or be a single-family residence.
- ② The proposed building must not be significantly larger or substantially exceed the existing building in terms of size, structure, facilities, or other specifications.
- ③ The owner of the proposed building must be the same as the owner of the existing building, or a member of the same household. The exemption applies only to procedures directly related to recovery from earthquake damage.

■ Fees Eligible for Exemption

- ① Application fee for a Development Permit (Article 29 of the City Planning Act)
*Excludes developments for non-self-use

- ② Application fee for Permission to Construct Buildings Other Than the Proposed Building, etc. (proviso to Article 42, paragraph (1) of the Act)
- ③ Application fee for Permission to Construct Buildings on Land Within an Urbanization Control Area Other Than Land Subject to a Development Permit (Article 43 of the Act)
- ④ Application fee for Permission for Residential Land Development Work (Article 12 of the Act on Regulation of Residential Land Development and Specified Development Projects)

Application Procedures

■ Application Office

Urban Development Supervision Section

TEL: 096-328-2507

■ Application Hours

Monday–Friday (excluding holidays), 8:30 a.m.–5:15 p.m.

■ Required Documents

When submitting an application for a development permit or other related approval, please attach a Disaster Damage Certificate to the application for fee exemption.

*The fee exemption application form is available on the Kumamoto City website.

■ Contact Information

Urban Development Supervision Section

TEL: 096-328-2507

3-4-2 Exemption of Building Confirmation Application and Completion Inspection Application Fees

Construction Supervision Office, Construction Supervision Section

TEL: 096-328-2516

Kumamoto City is waiving fees for building confirmation applications and other related applications, as well as applications for building energy consumption performance compliance assessments (energy-saving assessments), when constructing, extensively repairing, or

remodeling buildings that were destroyed or damaged by the earthquake disaster within one year from the date of the disaster.

*Eligible applications, etc., are those submitted to Kumamoto City.

Eligible Applications

- Application for Building Confirmation
- Application for Interim Inspection
- Application for Final Inspection (including applications for final inspection related to Energy Efficiency Compliance Review)
- Application for Approval of Temporary Use pursuant to Article 7-6 of the Building Standards Act
- Application for Building Approval pursuant to Article 43, Paragraph 2, Item 1 of the Building Standards Act
- Application for Building Permit pursuant to Article 43, Paragraph 2, Item 2 of the Building Standards Act
- Application for Permit for the Construction of Temporary Theaters, Exhibition Facilities, and Similar Structures pursuant to Article 85, Paragraph 6 of the Building Standards Act
- Application for Energy Efficiency Compliance Review
- Application for Energy Efficiency Compliance Review for Plan Modifications
- Application for Issuance of a Certificate of Minor Change Compliance for an Energy Efficiency Compliance Review Application

■ Application Hours

Monday through Friday, 8:30 a.m. – 5:15 p.m. (excluding national holidays)

■ Required Documents

The following documents are required at the time of application.

- Application for Exemption
- Copy of the Disaster Damage Certificate

■ Contact Information

Construction Supervision Office, Construction Supervision Section

TEL: 096-328-2516

4. Daily Living Assistance

4-1 Supply of Daily Necessities

4-1-1 Clothing, Bedding & Other Daily Necessities

Health and Welfare Policy Section

TEL: 096-328-2340

Kumamoto City provides clothing, bedding, and other daily necessities to households that have difficulty obtaining essential items due to the 2026 Kumamoto Earthquake. Notification will be provided as soon as applications can be accepted.

Eligible Applicants

Individuals whose homes suffered flooding above floor level, Partial Destruction, or Complete Destruction as a result of the 2026 Kumamoto Earthquake, and who are having difficulty maintaining their daily lives due to the loss of essential household items, etc.

■ Maximum Benefit Amount

The amount of assistance provided is subject to the limits shown below, depending on the extent of housing damage and the number of household members.

Category	1 Person Household	2 Person Household	3 Person Household	4 Person Household	5 Person Household	Additional Amount per Additional Household Member
Complete Destruction	¥20,900	¥26,900	¥39,900	¥47,600	¥60,300	+¥8,800
Partial Destruction	¥6,900	¥9,200	¥13,800	¥16,800	¥21,100	+¥3,000

Note: "Partial Destruction" includes Major Partial Destruction, Moderate Partial Destruction, and Above-Floor Flooding.

■ List of Available Relief Items

*The following information is from the response to the August 2025 Heavy Rain Disaster.

Item	Amount
Men's Undershirts (2 short-sleeved shirts)	¥1,030
Women's Undershirts (2 camisoles or sleeveless undershirts)	¥1,040
Men's Boxer Shorts (1-pack)	¥550
Men's Boxer Shorts (2-pack)	¥770
Women's Briefs (1-pack)	¥550
Women's Briefs (2-pack)	¥770
Men's Socks (1 pair)	¥520
Women's Socks (1 pair)	¥360
Bedding Set (6-piece single-size set including mattress/futon and comforter)	¥5,720
Single-Size Towel Blanket	¥1,160
Face Towels (5-pack)	¥600
Toilet Paper (12-roll pack)	¥330
Facial Tissues (5-box pack)	¥220
Disposable Diapers (children's, pull-up type)	¥1,070
Disposable Diapers (children's, tape type)	¥1,460
Disposable Diapers (adult, pull-up type)	¥1,040
Disposable Diapers (adult, tape type)	¥2,240
Kettle (2.5 L, induction-compatible)	¥1,200
Two-Handled Cooking Pot (20 cm, induction-compatible)	¥1,360
Frying Pan (26 cm, induction-compatible)	¥930
Kitchen Knife	¥760
Cutting Board	¥600
Rice Bowl	¥300
Chopsticks	¥160
Bucket (8 L)	¥490

■ Procedures

Information on the application process will be announced once preparations for accepting applications are complete.

4-1-2 Supply of Textbooks and School Supplies

Guidance Section, Board of Education

TEL: 096-328-2721

School Affairs Support Section, Board of Education

TEL: 096-328-2716

Textbooks, approved instructional materials, stationery, school supplies, and other educational materials necessary for affected students requiring assistance will be provided.

Eligibility

Students whose school supplies have been lost or damaged as a result of the 2026 Kumamoto Earthquake, due to the total destruction (including destruction by fire), washout, or partial destruction (including destruction by fire) of their homes, and whose schooling has been adversely affected, are eligible for assistance.

Eligible Applicants include:

- Elementary school students
- Junior high school students
- High school and equivalent school students
- Students of special needs schools

* There is no requirement regarding the extent of damage for eligibility to receive assistance for textbooks.

Items Supplied

- a) Textbooks and officially designated instructional materials
- b) Stationery and school commuting supplies

*The items will be provided directly (not as a cash benefit).

Application Procedures

Notifications have been sent through “Suguru,” the communication tool used to contact parents and guardians. Please submit your application using the URL provided in the notification (also provided below). The Board of Education or your child's school will contact you at a later date to confirm the details of your application.

Application URL

<https://logoform.jp/f/xLqph>



4-1-3 Free Provision of Ostomy Supplies

Disability Welfare Section TEL: 096-361-2519

The Ostomy Supplies Safety Net Council provides approximately one month's worth of ostomy supplies free of charge to ostomates who have difficulty obtaining their supplies due to house collapse or other disaster-related damage.

Eligible Persons

Ostomates who, due to the collapse of their homes or other disaster-related circumstances, are unable to bring out or obtain their ostomy supplies following the disaster.

Period of Assistance

Approximately one month from the date of the disaster.

Application Procedure

Please consult the ostomy supply retailer from which you normally obtain your supplies.

Overview

For approximately one month following the disaster, ostomy supplies will be provided free of charge.

As a general rule, ostomy supply retailers within the affected area will be requested to provide, from their available inventory, as many appropriate ostomy supplies as possible to eligible

ostomates and others in need.

■Inquiries

Please contact the ostomy supply retailer you normally use.

*If you do not know the contact information of your retailer, please contact one of the companies listed below.

Member Companies of the Ostomy Supplies Safety Net Council
(in Japanese alphabetical order)

Alcare Co., Ltd. TEL: 0120-770-175 (Main Number)

Eakin Japan Co., Ltd. TEL: 03-6229-3830 (Main Number)

Coloplast K.K. TEL: 0120-664-469 (Main Number)

Convatec Japan Co., Ltd. TEL: 03-6832-9900 (Main Number)

Solve Co., Ltd. TEL: 045-773-7787 (Main Number)

Hollister Incorporated (Hollister-Dansac) TEL: 0120-032-950 (Main Number)

*If you are unable to make contact by telephone, please send your inquiry by email:

Email: titou@alcare.co.jp

4-2 Waste Disposal

4-2-1 Collection of Earthquake-Related Waste

Waste Management Planning Section

TEL: 096-328-2359

Special collection services will be provided for disaster waste generated as a result of this earthquake, as outlined below.

| | |---------------------| | Eligible Applicants | |---------------------|

Residents of Kumamoto City

Eligible Waste

Waste items small enough to fit into a 45-liter garbage bag

Procedure

Only items damaged by the earthquake are eligible.

Please separate the waste into combustible waste and non-combustible waste and place it in transparent garbage bags of 45 liters or less. Please dispose of the bags at your usual neighborhood waste collection station, separately from regular household waste.

4-2-2 Collection of Large Waste & Appliances Damaged by the Earthquake

Waste Management Planning Section

TEL: 096-328-2359

Special collection services will be provided for disaster waste generated as a result of this earthquake, as outlined below.

Eligible Residents

Residents of Kumamoto City

Eligible Items

- Large-sized waste (such as wardrobes, cupboards, and similar furniture)
- The following four designated home appliances:
 - Televisions
 - Refrigerators/freezers
 - Washing machines
 - Air conditioners

Procedures

Only items damaged by the earthquake are eligible. To arrange collection, please apply in advance through the Gomi Zero Call Center: 0570-00-5374. Eligible items will be collected free of charge upon application. A “Large Waste Disposal Sticker” is not required.

Applications are also accepted online.



For details, please visit the Kumamoto City website.

<https://www.city.kumamoto.jp/kiji00372343/index.html>

Disaster Large Waste Application Form

<https://logoform.jp/f/BkVyj>



Application Form for the Four Designated Household Appliances

<https://logoform.jp/f/yHV6U>



4-2-3 Waste Disposal Fee Waivers

Waste Management Planning Section

TEL: 096-328-2359

Earthquake-related disaster waste may be brought directly to City-operated facilities (Tobu Incineration Plant, Seibu Incineration Plant, and Ogida Landfill Center). Waste disposal fees for eligible earthquake disaster waste will be waived. Please complete the necessary procedures before bringing waste to any facility.

Disaster Waste Categories and Disposal Locations

Type of Disaster Waste	Disposal Facility	Address	Telephone	Acceptance Hours
Combustible Waste	Tobu Incineration Plant	2570 Toshima-machi, Higashi Ward	096-380-8211	Monday–Saturday, 8:30 a.m. – 4:30 p.m.
Combustible Waste	Seibu Incineration Plant	2-12-1 Jozan Yakushi, Nishi Ward	096-329-0900	Monday–Saturday, 8:30 a.m. – 4:30 p.m.
Non-combustible Waste	Ogida Landfill Center	1567 Mitsugu-machi, Kita Ward	096-245-2696	Monday–Saturday, 8:30 a.m. – 4:30 p.m.

Eligible Waste

Waste generated within Kumamoto City that was broken, damaged, or otherwise affected by the earthquake.

*Only waste that cannot be recycled and can be accepted at City waste treatment facilities is eligible.

*Procedures for disaster waste generated by businesses differ in part from those for household waste.

Application Procedures

Please bring the following documents to a reception desk and complete the required procedures:

- (1) Photographs showing the extent of the disaster damage (printed on plain copy paper is acceptable) [Required]
- (2) Photographs of the waste to be brought in (printed on plain copy paper is acceptable) [Required]
- (3) Letter of Authorization (Power of Attorney) bearing the principal's seal [If Applicable]

*A Letter of Authorization is required when an agent (such as a friend assisting with cleanup or a licensed waste collection company) completes the application process on behalf of the affected resident or business operator.

*You will be asked to provide the vehicle license plate number and the number of planned deliveries to each facility at the time of application. Please have this information available when you visit.

■ Application Offices

Please contact one of the following offices regarding disaster waste:

No.	Office	Telephone
(1)	Waste Management Planning Section	096-328-2359
(2)	General Affairs and Planning Section, Chuo Ward Office	096-328-2610
(3)	General Affairs and Planning Section, Higashi Ward Office	096-367-9121
(4)	General Affairs and Planning Section, Nishi Ward Office	096-329-1142
(5)	General Affairs and Planning Section, Minami Ward Office	096-357-4112
(6)	General Affairs and Planning Section, Kita Ward Office	096-272-1112

Temporary Service Counters

1. Waste Incineration Facilities

(For combustible disaster waste damaged by the earthquake)

No.	Facility	Telephone
(7)	Tobu Incineration Plant	096-380-8211
(8)	Seibu Incineration Plant	096-329-0900

2. Landfill Facility

(For non-combustible disaster waste damaged by the earthquake)

No.	Facility	Telephone
(9)	Ogida Landfill Center	096-245-2696

■ Application Hours

Application Offices (1)–(6): Monday through Friday, 8:30 a.m. – 5:15 p.m.

Temporary Service Counters (7)–(9): Monday through Saturday, 8:30 a.m. – 4:30 p.m.

4-2-4 Business Waste Fee Reductions

Business Waste Countermeasures Section

TEL: 096-328-2362

Please note that disaster waste generated by businesses is handled differently from disaster waste generated by private households. As a general rule, only waste that can be accepted at municipal waste treatment facilities is eligible. Waste processing fees at municipal facilities may be waived; however, collection and transportation costs are not eligible for fee exemption.

Eligible Disaster Waste for Fee Exemption

- Combustible waste (non-recyclable)
- Non-combustible Waste (landfill waste, small electrical appliances used in business operations)
- Four Designated Home Appliances Used for Business Purposes
 - Televisions
 - Refrigerators and freezers
 - Air conditioners
 - Washing machines and clothes dryers

Preliminary Confirmation

The Business Waste Countermeasures Section will review the disaster waste to determine eligibility for fee exemption and will then provide guidance regarding the application process. Before contacting the Section, please identify the type and approximate quantity of the disaster waste you wish to dispose of.

■ Application Period

Beginning Thursday, July 30, 8:30 a.m.

■ Preliminary Consultation Contact

Business Waste Countermeasures Section

TEL: 096-328-2362

Address: 7th Floor, City Hall Main Building, 1-1 Tetorihoncho, Chuo Ward, Kumamoto City

Email: jigyougomitaisaku@city.kumamoto.lg.jp

■ Documents Required for Consultation

- A copy of the Disaster Victim Certificate or photos showing the damage
- Photographs of the disaster waste to be disposed of

*If consulting by email, please include the following information to facilitate subsequent communications: business name, business address, contact information.

* For the four designated household appliances, please confirm the manufacturer and model number before contacting us.

Application Procedures

(1) Combustible and Non-combustible Waste

■ Application Offices

No.	Office	Telephone
①	Waste Management Planning Section	096-328-2359
②	General Affairs and Planning Section, Chuo Ward Office	096-328-2610
③	General Affairs and Planning Section, Higashi Ward Office	096-367-9121
④	General Affairs and Planning Section, Nishi Ward Office	096-329-1142
⑤	General Affairs and Planning Section, Minami Ward Office	096-357-4112

⑥	General Affairs and Planning Section, Kita Ward Office	096-272-1112
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Temporary Application Counters

No.	Facility	Telephone
⑦	Tobu Incineration Plant	096-380-8211
⑧	Seibu Incineration Plant	096-329-0900
⑨	Ogida Landfill	096-245-2696

Offices ①–⑥: Monday–Friday, 8:30 a.m. – 5:15 p.m.

Offices ⑦–⑨: Monday–Saturday, 8:30 a.m. – 4:30 p.m.

■ Documents Required for Application

- Copy of the Disaster Damage Certificate, or photographs showing the damage (printed copies are acceptable)
- Photographs of the disaster waste to be brought in (previously reviewed by the Business Waste Countermeasures Section)
- License plate numbers of all vehicles used for transport
- Planned number of deliveries
- Letter of Authorization (if submitted by a representative; principal's seal required)

■ Disposal Facilities (Drop-off location)

Waste Type	Disposal Facility
Combustible waste	Tobu Incineration Plant / Seibu Incineration Plant
Non-combustible waste and small electrical appliances	Ogida Landfill Center

■ Acceptance Period

Monday–Saturday, 8:30 a.m. – 4:30 p.m.

(2) Four Designated Home Appliances Used for Business Purposes

■ Application Office

Business Waste Countermeasures Section

TEL: 096-328-2362

Address: 7th Floor, City Hall Main Building, 1-1 Tetorihoncho, Chuo Ward, Kumamoto City

Email: jigyougomitaitsaku@city.kumamoto.lg.jp

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

■ Required Documents and Information

① Application for Issuance of a Special Authorization Certificate for Transport of the Four Designated Home Appliances

- License plate numbers of all transport vehicles and planned number of deliveries
- Name of the licensed contractor (if transportation is outsourced)

② List of Items for Delivery

*Manufacturer (brand) and model number for each of the four designated home appliances to be delivered

③ Photographs of the Four Designated Home Appliances

*Each appliance must be photographed individually

*Please indicate on each photograph the corresponding item number from the List of Items for Delivery (when submitting by email, use the item number as the file name)

④ Proof of Disaster Damage

- Copy of the Disaster Damage Certificate, or photographs showing the extent of the damage

⑤ Letter of Authorization

*Required when a representative submits the application on behalf of the applicant

*The principal's seal is required

■ Application Methods

Applications may be submitted by: in person, through postal mail, or by email

■ Drop-off Location

1489 Toshima-machi, Higashi Ward

■ Delivery Period

From August 4 until further notice

Monday to Friday, 9:00 a.m. to 5:00 p.m. * Excluding public holidays

■ Required Documents for Delivery

1. Special Delivery Permit (issued at the reception desk)
2. List of Items for Delivery (printed on the reverse side of the permit)

4-2-5 Debris Removal for Concrete Blocks, Roof Tiles

The City will provide free removal of debris, including concrete blocks and roof tiles, generated as a result of damage caused by the 2026 Kumamoto Earthquake.

Eligible Debris

- (1) Concrete block walls
- (2) Roof tiles (generally limited to cement roof tiles)
- (3) Gateposts
- (4) Concrete fragments
- (5) Stone materials
- (6) Mixed debris
- (7) Other similar materials

*Ineligible Debris

Items requiring demolition or debris not generated by the 2026 Kumamoto Earthquake.

*Debris That Cannot Be Collected

Items containing hazardous materials such as asbestos, or large objects that are difficult for workers to collect, including block walls extending several meters.

Application Procedures

Please contact a reception office by telephone first. After your request is received, the required documents will be announced and a collection date will be arranged.

■ Application Offices

Office	Telephone
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Waste Management Planning Section	096-328-2359
General Affairs and Planning Section, Chuo Ward Office	096-328-2610
General Affairs and Planning Section, Higashi Ward Office	096-367-9121
General Affairs and Planning Section, Nishi Ward Office	096-329-1142
General Affairs and Planning Section, Minami Ward Office	096-357-4112
General Affairs and Planning Section, Kita Ward Office	096-272-1112

■ Required Documents

- (1) Disaster Debris Removal Request Form
- (2) Photographs showing the overall damage to affected structures, such as block walls or roofs (photocopies accepted)
- (3) Photographs of the debris to be removed (photocopies accepted)
- (4) Letter of Authorization (required if the person submitting the application is not the applicant)
- (5) Consent Form for Disaster Debris Removal (required if the applicant is not the property owner)

* (2) and (3) are required if the applicant or representative cannot be present during collection.

* (4) is required if the person visiting the application office is not the applicant.

* (5) is required if the applicant is not the owner of the property located in the affected area.

* If the application is made by telephone, the required documents will be mailed to the applicant and must be submitted to the contractor on the day of collection.

■ Process from Request to Completion

- (1) Apply in person or by telephone through a reception office
- (2) Submit the required documents
- (3) The applicant will later be notified of the collection date and related details
* Please note that the collection schedule has not yet been determined and may take time to arrange.
- (4) Collection and transportation of eligible debris by the contractor.
* Applicants who applied by telephone must submit the required documents to the contractor at the time of collection.

4-3 Drinking Well Water Testing

4-3-1 Drinking Well Water Testing During Times of Disaster

Environmental Research Center

TEL: 096-379-2511

The City will conduct water quality testing for households whose drinking water wells have been damaged by the earthquake. Water from earthquake-damaged wells may have undergone changes in quality, such as increased turbidity. Until the test results are confirmed, please use commercially available bottled water or other alternative sources of drinking water.

Eligible Households

Households affected by the disaster that use well water for drinking purposes and are not served by the public water supply system or are located in areas experiencing a public water service outage.

Procedures

■ Reservation and Sample Submission Location

Kumamoto City Environmental Research Center

404-1 Tokorojima, Ezumachi, Higashi Ward, Kumamoto City

TEL: 096-379-2511

Hours: 8:30 a.m. – 5:00 p.m.

Monday through Friday (excluding public holidays)

*Reservations by telephone are required.

■ Well Water Sample Submission Hours

8:30 a.m. – 3:00 p.m.

Monday through Friday (excluding public holidays)

*Further details will be provided when making a reservation.

■ Required Items

(1) Well Water Sample

- A dedicated sampling container will be provided by the Kumamoto City Environmental

Research Center. Please collect the well water sample in that container and bring it to the Center.

*If you are unable to pick up the container, please empty two unopened 500 mL mineral water bottles and collect well water on the day of testing.

*Detailed sampling instructions will be provided at the time of reservation.

*Instructions on water sampling are also available on the Kumamoto City website under “Water Quality Testing of Drinking Well Water, etc. During Disasters.”

<https://www.city.kumamoto.jp/kiji00365823/index.html>



(2) Please bring one of the following documents:

- Disaster Damage Certificate for the residence
- Photographs or other evidence showing disaster damage
- Documentation confirming the address (for verification of water outage areas)

■ Testing Fee

Free of charge

■ Testing Items

- Chemical testing
- Bacteriological testing Total: 10 testing items

■ Notification of Results

Approximately seven days after submission.

*Results will be mailed to the applicant's residence. Inquiries by telephone are also accepted.

■ Contact Information

Environmental Research Center

TEL: 096-379-2511

4-4 School Attendance

4-4-1 School Transfers

School Affairs Support Section, Board of Education

TEL: 096-328-2716

Special measures will be provided regarding school reassignment and out-of-district enrollment permission for students affected by the 2026 Kumamoto Earthquake.

Eligibility

Students who have evacuated from their place of residence due to earthquake damage and wish to attend a Kumamoto City municipal elementary or junior high school.

Procedures

■ School Reassignment and Out-of-District Enrollment Permission

Permission may be granted, following consultation regarding the applicable period and circumstances, in cases such as:

- ① Relocation to another school district within Kumamoto City
- ② Relocation outside Kumamoto City
- ③ Relocation into Kumamoto City from another municipality

■ Application Office

School Affairs Support Section, Board of Education

Tel: 096-328-2716

■ Office Hours

Monday through Friday (excluding weekends, public holidays, and the New Year holiday period), 8:30 a.m. – 5:15 p.m.

■ Required Documents

- Documentation confirming the evacuation address within Kumamoto City (rental agreement, cohabitation certificate, etc.)
- Identification for the student and parent/guardian (My Number Card, etc.)
- Disaster Damage Certificate or equivalent documentation (copies acceptable; may be

submitted later)

4-5 Consultation Services for Everyday Life

4-5-1 Consumer Affairs

Kumamoto City Consumer Center

TEL: 096-353-2500

Consultations are available regarding issues arising from the 2026 Kumamoto Earthquake, including vacating rental housing, disputes with home repair contractors, and suspicious phone calls or visits.

Consultation Desk

■ Kumamoto City Consumer Center

Consultation Hotline: 096-353-2500

Consultation Days: Monday–Friday (excluding public holidays and the year-end/New Year holidays)

Hours: 9:00 a.m. – 5:00 p.m.

*In-person consultations are by appointment only.

Please also refer to the webpage:

"Beware of Fraudulent Business Practices Exploiting Disasters"

<https://www.city.kumamoto.jp/kiji00357141/index.html>



4-5-2 Mental Health

Mental Health Center

TEL: 096-366-1171

Following a disaster, individuals may experience various mental and emotional difficulties. In some cases, symptoms may not appear until some time after the disaster. Mental health consultations are available by telephone and social media services as follows.

Eligibility

Residents of Kumamoto City

Telephone Consultation Services

Service	Telephone	Hours
Mental Health Center (3rd Floor, Welpal Kumamoto)	096-362-8100	Weekdays, 9:00 a.m. – 4:00 p.m.
Kumamoto Mental Health Telephone Service	096-285-6688	11:00 a.m. – 6:30 p.m.
Kumamoto Lifeline	096-353-4343	24 hours a day
Kumamoto Lifeline (Toll-Free)	0120-783-556	Daily, 4:00 p.m. – 9:00 p.m.
Yorisoi Hotline (Emotional Support and Counseling Service)	0120-279-338	24 hours a day

SNS Consultation Desk

■ Mental Health Consultation (Regional Partnership Metropolitan Area)

- Consultation with AI Listening Support: Available 24 hours a day, 365 days a year
- Consultation with Professional Counselors:
 - Every Tuesday and Sunday, 6:00 p.m. – 10:00 p.m. (excluding December 29 – January 3)
- Consultation Methods

Dedicated web portal



<https://chat.ziai.jp/organization/cbafb13d-247e-4d2e-974d-2dc67ce55e46>

LINE account



<https://line.me/R/ti/p/@355klbvn>

LINE ID: @355klbvn

Add the account through the "Add Friends" →

"Search" function in the LINE app.

4-5-3 Children's Mental Health

General Support Section, Board of Education

TEL: 096-328-2743

School counseling services are available for municipal elementary and junior high school students and their parents/guardians who require emotional support due to anxiety, stress, or other concerns arising from the 2026 Kumamoto Earthquake and related events.

Eligible Recipients

Students enrolled in municipal elementary and junior high schools, and their parents/guardians.

Application Procedure

Parents or guardians should contact the elementary or junior high school their child attends.

■ Application Reception

Homeroom teachers or other school staff at the elementary or junior high school attended by the student.

■ Application Hours

9:00 a.m. to 4:30 p.m. (excluding Saturdays, Sundays, national holidays, and the New Year holiday period)

Note: School counseling is available by appointment only and is provided on days when the school counselor is present at the school.

■ Contact Information

General Support Section, Board of Education

TEL: 096-328-2743

* For inquiries regarding school counselors during the summer vacation period (until August 30, 2026), please contact the General Support Section directly.

4-5-4 Consultation Services for Those Experiencing Concerns or Anxiety Related to Child-Rearing and Family Matters

Children Support Section	096-328-2158
Child Consultation Center	096-366-8181
Confidential Pregnancy Consultation Center	096-366-3060
Children's Rights Support Center	096-366-3070
Child Development Support Center	096-366-8240

These consultation services are available for individuals experiencing concerns, worries, or anxiety related to child-rearing and family matters as a result of the 2026 Kumamoto Earthquake. Please feel free to contact us.

Eligible Persons

Individuals who have concerns, worries, or anxiety regarding child-rearing, childcare, pregnancy, childbirth, or related matters.

Procedures

(1) Child and Family Support Centers

The Child and Family Support Centers, located within the Public Health and Child Welfare Sections of each ward office, provide consultations on a wide range of issues from pregnancy through child-rearing.

■Contact Information

Chuo Ward Public Health and Child Welfare Section	096-328-2419
Higashi Ward Public Health and Child Welfare Section	096-367-9134
Nishi Ward Public Health and Child Welfare Section	096-329-1147
Minami Ward Public Health and Child Welfare Section	096-357-4138
Kita Ward Public Health and Child Welfare Section	096-272-1128

(2) Counseling for Children Affected by the Earthquake

Psychological counselors at the Child Consultation Center provide consultations by telephone regarding earthquake-related concerns affecting children.

*These consultations are provided as one-time telephone counseling sessions only. Cases will

not be formally accepted or opened by the Child Consultation Center through this service.

Consultation Service	Contact Information	Hours
Kumamoto City Child Consultation Center	Tel: 096-366-8181	Monday to Friday, 8:30 a.m. to 5:15 p.m. (excluding national holidays and year-end/New Year holidays)

(3) Concerns and Anxiety Related to Pregnancy, Childbirth, and Parenting

Consultations are available regarding pregnancy, childbirth, infertility, recurrent pregnancy loss, and women's health.

Consultation Service	Contact Information
Kumamoto City Confidential Pregnancy Consultation Center	Hours: 8:30 a.m. to 5:15 p.m. *After hours, weekends, and holidays, services are provided in cooperation with "Ninshin SOS Kumamoto." Email: naimitsusoudan@city.kumamoto.lg.jp Email consultation hours: 24 hours a day (Inquiries received during evenings, weekends, and holidays will be answered on the next business day.)

(4) Children's Hotline

After a major earthquake, children may experience feelings of anxiety, sadness, or other emotions that differ from their usual state. Please do not keep such concerns to yourself. We encourage you to seek support.

Consultations are available not only for children themselves, but also for parents, guardians, and others around them.

○Telephone : 0120-273-070 (Toll-Free)

Monday to Friday, 10:00 a.m. to 6:00 p.m.

(Excluding national holidays and year-end/New Year holidays)



○ Email : kodomohotline@city.kumamoto.lg.jp

Available 24 hours a day.

(Inquiries received on weekends, holidays, or year-end/New Year holidays will be answered on the next business day.)

○ Consultation Forms

Available 24 hours a day.

(Inquiries received on weekends, holidays, or year-end/New Year holidays will be answered on the next business day.)

• Grades 4 and above <https://logoform.jp/form/TGU5/1555628>



• Grades 1 to 3 <https://logoform.jp/form/TGU5/1490223>



○ 24-Hour Chat Consultation : https://talkme.jp/wellness/kumamoto_city



*The above link connects to the chat consultation service. Counselors from the nonprofit organization "Anata no Ibasho (Your Place)", which has a partnership agreement with Kumamoto City, provide support through this service.

For more information, please visit the Children's Hotline webpage:

(5) Child Development Support Center

The Child Development Support Center provides consultations regarding a wide range of developmental concerns for children from birth to 18 years of age.

Kumamoto City Child Development Support Center

Tel: 096-366-8240

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

(Excluding national holidays and year-end/New Year holidays)



4-5-5 Livelihood Support

Public Assistance and Social Aid Administration Section

TEL: 096-328-2299

If you are experiencing financial hardship, cannot find employment, have debt problems, are unable to pay rent, or are otherwise struggling to maintain your livelihood, please contact a Self-Reliance Support Center rather than facing these challenges alone.

There are three centers located in Chuo, Higashi, and Minami wards. For residents of Nishi and Kita wards, we also offer consultation sessions at your local ward office.

Consultation Offices

Center	Telephone	Hours
Chuo Self-Reliance Support Center (2nd Floor, Chuo Ward Office)	096-328-2795	Weekdays, 9:00 a.m. – 4:30 p.m.
Higashi Self-Reliance Support Center (2nd Floor, Higashi Ward Office)	096-367-9233	Weekdays, 9:00 a.m. – 4:30 p.m.
Minami Self-Reliance Support Center (Gankai-kan Building beside Minami Ward Office)	096-358-5571	Weekdays, 9:00 a.m. – 4:30 p.m.

*Residents of Nishi Ward and Kita Ward may also receive consultation services through outreach sessions at their ward offices.

4-5-6 Infectious Disease Consultation

Health Crisis Management Section

Tel: 096-364-3311

The Health Crisis Management Section provides consultations concerning infectious diseases.

Eligibility

Residents of Kumamoto City

Procedures

■ Consultation Topics

Infectious diseases

Infection prevention measures in evacuation shelters and similar facilities

■ Consultation Office

Health Crisis Management Section

TEL: 096-364-3311

■ Office Hours

8:30 a.m. – 5:00 p.m., Monday–Friday (excluding weekends and public holidays)

For the latest information on infectious disease trends, please visit the following website:

<https://www.city.kumamoto.jp/kiji0034156/index.html>

4-5-7 Food Safety

Food Safety and Hygiene Section

TEL: 096-364-3188

The Food Safety and Hygiene Section provides consultations regarding food safety and hygiene.

Eligibility

- Residents of Kumamoto City
- Food-related businesses operating within Kumamoto City

Procedures

■ Consultation Topics

- Food handling, labeling, storage methods, food poisoning, and other health concerns
- Sanitation management of damaged food-related facilities and measures for reopening operations

■ Consultation Office

Food Safety and Hygiene Section

TEL: 096-364-3188

■ Office Hours

8:30 a.m. – 5:00 p.m., Monday–Friday (excluding weekends and public holidays)

4-5-8 Pet-Related Consultation Services

Animal Shelter TEL: 096-380-2153

The Animal Shelter provides consultation services regarding pets.

If your pet has gone missing, you are unable to obtain pet food or other pet supplies, or you are having difficulty continuing to care for your pet due to the effects of the disaster, please contact the Animal Shelter for assistance.

Eligible Persons

Residents of Kumamoto City.

Procedures

■ Consultation Topics

- Lost pets
- Caring for pets at evacuation shelters
- Pet supplies, including pet food and pet pads
- Continuing the care and keeping of pets

■ Consultation Desk

Animal Shelter 096-380-2153

■Service Hours

8:30 a.m. to 5:00 p.m.

(Excluding Saturdays, Sundays, and public holidays)



Information on Lost Dogs and Cats in Kumamoto City

[Lost Animal Information / Kumamoto City Animal Shelter TOP / Kumamoto City Official Website](#)

Temporary Care for Pets (Dogs and Cats)

[Kumamoto Earthquake Pet Rescue Headquarters has started temporary custody of pets \(dogs and cats\) / Kumamoto City Animal Shelter TOP / Kumamoto City Official Website](#)



4-5-9 Help Desk for Foreign Residents

International Affairs Section

TEL: 096-328-2070

This is a one-stop consultation service providing information and assistance on various aspects of daily life for foreign residents.

Eligibility

Foreign residents, Japanese residents, organizations supporting or receiving foreign nationals

Procedures

■ Reception Desk

Kumamoto City International Center (2nd Floor)

Kumamoto Consultation and Support Plaza for Foreign Residents

■ Hours

Available on days when the International Center is open, 10:00 a.m. – 6:00 p.m.

*Closed on second and fourth Mondays of each month

*If a closure day falls on a public holiday, the nearest weekday will be closed instead)

■ Language Support

Consultation is available in 25 languages:

Easy Japanese, English, Chinese (Mandarin), Korean, Thai, Vietnamese, Indonesian, Malay, Tagalog, Nepali, Burmese (Myanmar), Khmer, Mongolian, Sinhala, Hindi, Bengali, Urdu, Turkish, Arabic, Portuguese, Spanish, German, French, Italian, Russian

■ Contact Information

Kumamoto Consultation and Support Plaza for Foreign Residents

TEL: 096-359-4995

Email: soudan@kumamoto-if.or.jp

4-5-10 Free Legal Consultation (Lawyers)

Public Consultation Section

TEL: 096-328-2075

Free legal consultations with lawyers are available as follows.

Eligibility

Individuals who are registered residents of Kumamoto City

(Repeat consultations or ongoing consultations regarding the same matter are not accepted)

Reception Desk

■ Consultation Days: Mondays, Tuesdays, Wednesdays, and Fridays (excluding public holidays)

■ Hours: 1:00 p.m. to 4:00 p.m. *Each consultation is limited to 20 minutes per person

Reservations: Accepted on a first-come, first-served basis starting from the Monday of the week two weeks before the consultation date (or the next business day if Monday is a public holiday)

■ Location: Consultation Room, Public Consultation Section, 3rd Floor, Kumamoto City Hall (Tuesdays)

or

Telephone Consultation: (Mondays, Tuesdays, Wednesdays, and Fridays)

Consultation Method

A lawyer who is a member of the Kumamoto Bar Association will provide consultation.

*Advance reservations are required through the dedicated reservation number.

*If appointments are available on the day, consultations may be accepted without a reservation.

Special Consultation Reservation Line

Telephone Consultation (Mondays, Wednesdays, and Fridays)

TEL: 096-234-7499 (Weekdays, 8:30 a.m. - 5:00 p.m.)

Telephone or in-person consultations on Tuesdays

TEL: 096-325-0020 (Weekdays, 9:00 a.m.-5:00 p.m.)

4-5-11 Free Bathing Assistance Program

Public Hygiene Section

Tel: 096-364-3187

Free bathing assistance is available at participating facilities for persons affected by the 2026 Kumamoto Earthquake who are unable to bathe at home, in evacuation shelters, or elsewhere.

Eligibility

People who meet either of the following conditions:

- Those staying in evacuation shelters, vehicles, or other temporary accommodations and unable to bathe.
- Those sheltering at home and unable to bathe due to water outages or damage to bathing facilities.

Application Procedures

Please bring the following items to the bathing facility:

- Identification showing your name and address, such as a driver's license or My Number Card (must be presented at the facility)
- Towels, a change of clothes

*For a list of participating facilities offering free bathing assistance, please visit the City's website (see QR code below).



■ Contact Information

Public Hygiene Section

TEL: 096-364-3187

4-5-12 Infant Bathing Support

General Affairs and Planning Section, Kumamoto City Hospital

TEL: 096-365-1711

Kumamoto City Hospital provides infant bathing support for families who are unable to bathe their infants at home due to the effects of the 2026 Kumamoto Earthquake.

Eligible Persons

Persons who are unable to bathe their infants at home due to the effects of the 2026 Kumamoto Earthquake.

Application Procedures

Advance telephone reservations are required.

If you wish to use this service, please call the hospital in advance and make a reservation before visiting.

■ Service Location

Kumamoto City Hospital

Department of Obstetrics and Gynecology Outpatient Clinic (Midwife Outpatient Clinic)

■ User Fee

Free of charge

■Reservation Hours

9:00 a.m. to 4:00 p.m.

■Important Information for Users

As this service is provided alongside regular outpatient medical services, priority will be given to patients requiring medical care. Therefore, you may be asked to wait even if you arrive at your scheduled appointment time.

In addition, even after a reservation has been confirmed, you may be asked to change your appointment time due to the day's medical service conditions or emergency situations.

Thank you for your understanding.

■Contact Information

Kumamoto City Hospital

Department of Obstetrics and Gynecology Outpatient Clinic (Midwife Outpatient Clinic)

Tel: 096-365-1726

4-5-13 Accommodation Support Program

Health and Welfare Planning Section

Public Hygiene Section

The City provides accommodation at hotels, inns, and other lodging facilities in Kumamoto City (secondary evacuation) for people affected by the Kumamoto Earthquake, who wish to evacuate to such facilities. This program is intended to help prevent deterioration of health conditions and support both evacuation living and the rebuilding of daily life.

Eligibility

This program is available to people who have difficulty living in primary evacuation shelters, in vehicles, or at home; who wish to stay in accommodation facilities; and who are able to live independently in such facilities.

*Persons requiring assistance must be accompanied by a caregiver.

Priority will be given to people requiring special consideration as listed below. Other applicants may also be accommodated depending on room availability.

[People Requiring Special Consideration]

- Older adults (including those concerned about or experiencing a decline in their health condition)
- People with disabilities (including those for whom group shelter living is difficult due to their disability)
- Pregnant women and mothers who have recently given birth
- Households with infants or young children
- People requiring medical support (including those using medical devices or living with chronic or intractable illnesses)
- Other persons requiring special consideration

Accommodation Facilities

The City will coordinate and arrange accommodations at lodging facilities within Kumamoto City.

Length of Stay

Applicants may stay for their desired period, generally for about 7 to 10 days, while making arrangements for rebuilding their daily lives.

Application Process

- (1) Consult a visiting public health nurse or shelter staff member
- (2) The City will coordinate with accommodation facilities
- (3) Once a facility is secured, the City will inform you of the accommodation details
- (4) You will travel to the accommodation facility on your own or with the assistance of your caregiver
- (5) You may stay for your requested period (generally about 7 to 10 days)

■ Contact Information

Health and Welfare Planning Section

Accommodation Support Team

Tel: 096-328-2340

4-5-14 Free Rental Vehicles for Disaster Support (Japan Car Sharing Association)

Policy Planning Section

Tel: 096-328-2035

The Japan Car Sharing Association provides vehicles free of charge to disaster victims and organizations engaged in relief activities who need transportation for daily living, cleanup, and recovery efforts. Advance reservation is required.

Eligibility

Persons affected by the 2026 Kumamoto Earthquake or organizations engaged in disaster relief and support activities.

*Affected corporations and organizations are also eligible to apply.

*Relief organizations may apply; however, priority will be given to disaster victims.

*Businesses contracted to work in affected areas, people who have been advised by a physician not to drive, and individual volunteers who are not affiliated with a relief organization are not eligible.

*Applicants aged 75 or older must obtain the consent of a family member.

Rental Details

■ Rental Period

Applicants will be contacted individually once a vehicle becomes available. Please note that the rental date cannot be confirmed at the time of application.

- Long-Term Rental (Standard Passenger Vehicles and Kei Cars): Maximum of 2 weeks
- Short-Term Rental (Light and Compact Trucks, Light van (Kei van)): Maximum of 3 days

*Vehicles may be used multiple times during the rental period.

*Both long-term and short-term rentals are available through December 25, 2026.

■ Pickup Location

Japan Car Sharing Association, Kumamoto Branch

Address: Oshima River Disaster Prevention Center

6-10-10 Oshima, Nishi Ward, Kumamoto City

*Vehicles cannot be rented by visiting the pickup location directly. Advance reservation is required.

■ Rental Fee

Free of charge

*Fuel costs are the responsibility of the user. Please return the vehicle with a full tank of fuel.

Application Procedures

Advance reservation is required for all rentals. Vehicles cannot be rented without a reservation, even if you visit the pickup location directly. Vehicles will be assigned in the order applications are received. Please note that the rental date cannot be confirmed at the time of application.

■ Reservation Contact

Japan Car Sharing Association

(1) Online Application: Available 24 hours a day

<https://www.japan-csa.org/blog/archives/13936>

*Display language is restricted to Japanese



(2) Telephone Application

Hours: 10:00 a.m. to 4:00 p.m. (Closed Wednesdays, Sundays, and public holidays)

TEL: 050-5799-4740

■ Rental Requirements

(1) Presentation of a valid driver's license (Required for all drivers. Copies or photographs are acceptable for drivers other than the applicant.)

(2) Possession of a mobile phone

(3) Proof of disaster damage (such as a copy of a Disaster Damage Certificate application or photographs showing the damage)

*If you do not have a mobile phone or documents proving disaster damage, please contact the Association using the number below.

*Organizations engaged in relief activities must provide materials demonstrating their activities, such as brochures or other publicity materials. In this case, (3) is not required.

■ Contact Information

Japan Car Sharing Association

TEL: 050-5799-4740

5. Exemptions, Reductions, and Deferrals

5-1 Tax-Related Assistance

5-1-1 Municipal Tax Exemptions / Reductions

Inhabitant's and Corporate Tax Section TEL: 096-328-2183

Property Tax Section TEL: 096-328-2195

Persons affected by the earthquake may be eligible for a reduction or exemption of municipal taxes, depending on the extent of the damage sustained.

Eligible Taxes

Individual Municipal Resident Tax

☐ For Persons Whose Residence Sustained Damage

Total Income in the Previous Year	Degree of Damage		
	Equivalent to Partial Destruction or Moderate Partial Destruction	Equivalent to Major Partial Destruction	Equivalent to Total Destruction
	Reduction or Exemption Rate		
¥ 5 million or less	1/2	3/4	Full exemption
¥ 7.5 million or less	1/4	3/8	1/2
¥ 10 million or less	1/8	3/16	1/4
○For Persons Whose Owned House or Household Property Sustained Damage			

Total Income in the Previous Year	Degree of Damage		
	20% or More but Less Than 40%	40% or More but Less Than 50%	50% or More
	Reduction or Exemption Rate		
¥ 5 million or less	1/2	3/4	Full exemption
¥ 7.5 million or less	1/4	3/8	1/2
¥ 10 million or less	1/8	3/16	1/4

○For Persons Whose Crops Sustained Damage

Persons whose losses resulting from reduced crop yields caused by the disaster amount to 30% or more of their average annual agricultural income are eligible.

(Excludes persons whose non-agricultural income in the previous year exceeded ¥4 million.)

Total Income in the Previous Year	Reduction or Exemption Rate
¥ 3 million or less	Full exemption
¥ 4 million or less	8/10
¥ 5.5 million or less	6/10
¥ 7.5 million or less	4/10
¥ 10 million or less	2/10

○For Persons Who Died or Became Disabled as a Result of the Disaster

Death 100% exemption

Disability 90% exemption

Fixed Asset Tax (Property Tax)

○ Owners of fixed assets (land, buildings, or depreciable business assets) whose value has been significantly diminished due to the earthquake.

The degree of damage and the corresponding reduction or exemption rates are as follows.

■ Land

Land that has become unfit for cultivation or unusable due to disaster-related damage such as being washed away, flooded, buried, collapsed, or otherwise severely affected.

Degree of Damage and Reduction/Exemption Rates (Land)

Degree of Damage	Ratio of Damaged Area to Total Land Area			
	20% to less than 40%	40% to less than 60%	60% to less than 80%	80% or more
Reduction/Exemption Rate	4/10	6/10	8/10	full exemption

■ Houses

Degree of Damage and Reduction/Exemption Rates (Houses)

Degree of Damage	Reduction in the Value of the House		
	20% to less than 40% (1)	40% to less than 50% (2)	50% or more (3)
Reduction/Exemption Rate	4/10	6/10	Full exemption

- (1) Corresponds to damage classified in the Disaster Damage Certificate as Partial Destruction or Moderate Partial Destruction.
- (2) Corresponds to damage classified in the Disaster Damage Certificate as Major Partial Destruction.
- (3) Corresponds to damage classified in the Disaster Damage Certificate as Total Destruction.

■ Depreciable Assets

Degree of Damage and Reduction/Exemption Rates (Depreciable Assets)

Degree of Damage	Reduction in the Value of the Depreciable Asset			
	20% to less than 40%	40% to less than 60%	60% or more Major repairs are necessary to restore functionality	The asset has lost its original form or cannot be restored
	4/10	6/10	8/10	full exemption

Business Establishment Tax

○ Persons whose business-use buildings or facilities have been destroyed, rendered unusable, or otherwise seriously damaged.

Application Procedures

■ Application Offices

- (1) Individual Municipal Resident Tax
Inhabitant's and Corporate Tax Section, TEL: 096-328-2183
Tax Offices at each Ward Office (Telephone inquiries are handled by the Inhabitant's and Corporate Tax Section)
- (2) Fixed Asset Tax (Property Tax)
Property Tax Section, TEL: 096-328-2195
Tax Offices at each Ward Office (Telephone inquiries are handled by the Property Tax Section)
- (3) Business Establishment Tax
Inhabitant's and Corporate Tax Section, TEL: 096-328-2173 (Corporate Taxation Team)
Tax Offices at each Ward Office (Telephone inquiries are handled by the Inhabitant's and Corporate Tax Section)

■ Application Hours

9:00 a.m. – 4:30 p.m. (closed on Saturdays, Sundays, national holidays, and during the New Year holiday period)

■ Required Documents

For those who wish to apply for a reduction or exemption from Individual Municipal Resident Tax and Fixed Asset Tax, the following documents are required when applying:

- Tax Reduction/Exemption Application Form (available at the application office)
- Disaster Damage Certificate — copies accepted
- Disaster Damage Certificate (Agriculture, Forestry and Fisheries Sector)
 - *Required for applicants whose agricultural crops have been damaged.
- Insurance policy documents and claim/payment statements — if compensation has been received from insurance or similar sources
- Statement of Mutual Aid Benefit Payments, if compensation has been received through agricultural mutual aid or similar schemes.
- Documentation showing the decision to award a Disaster Condolence Grant or Condolence Payment *Required in cases involving death or disability.

For those who wish to apply for a reduction or exemption from Business Establishment Tax, the following documents are required when applying:

- Disaster Damage Certificate issued by the Commerce and Finance Section
- A floor plan showing the area of the premises affected by the disaster
- Photographs showing the extent of the damage
- Documentation regarding suspension of operations or similar circumstances (e.g., website announcements or other publicly available notices)

■ Application Deadline

March 31, 2027

For Business Establishment Tax, applications must be submitted by the applicable tax payment due date.

5-1-2 Tax Payments Deferrals

Tax Collection Section TEL: 096-328-2204

Depending on the extent of damage caused by the earthquake, payment of municipal taxes may be deferred.

Eligibility

Persons affected by the earthquake

Application Procedures

■ Application Office

Tax Collection Section

TEL: 096-328-2204

■ Service Hours

9:00 a.m. to 4:30 p.m.

(Excluding Saturdays, Sundays, public holidays, and the year-end/New Year holiday period.)

5-2 Certificate Fees

5-2-1 Certificate Fee Waivers

Inhabitant's and Corporate Tax Section, TEL: 096-328-2181

Family Registration and Resident Records Section, TEL: 096-328-2031

Citizens' Affairs Sections of Each Ward Office

Tax Section at Each Ward Office

General Branch Offices (incl. Yoshino Branch Office)

Persons who have been issued a Disaster Damage Certificate are exempt from the issuance fees for the following certificates when they are required for disaster-related procedures.

Eligible Persons

Persons who have been issued a Disaster Damage Certificate

Types of Certificates and Issuing Offices

	Issuing Offices		
	Citizens Affairs Sections of Each Ward Office	Inhabitants' and Corporate Tax Section Tax Section at Each Ward Office	General Branch Offices (incl. Yoshino Branch Office)
① Certificate of Seal Registration	○	—	○

② Certificate of Items Recorded in the Resident Register	○	—	○
③ Copy of Certificate of Residence	○	—	○
④ Seal Registration Certificate	○	—	○
⑤ Income and Taxation Certificate	○	○	○
⑥ Fixed Asset Tax-Related Certificates	○	○	○
⑦ Tax Payment Certificate (incl. certificates for vehicle inspection purposes)	○	○	○
⑧ Certificate of No Tax Delinquency, Certificate of No Tax Delinquency Enforcement Actions, and Other Tax Certificates	—	○	—

***If you have been issued a Disaster Damage Certificate, the issuance fees for certificates (1) through (4) below are exempt when the certificates are used for disaster-related procedures.**

***Fee waivers for the issuance of Certificates ⑤ through ⑧ are available for the following purposes:**

- (1) **Filing a claim for insurance proceeds relating to a disaster-damaged residence.**
- (2) **Applying for a loan for disaster recovery and reconstruction.**
- (3) **Procedures for receiving assistance from the national government or a local government for disaster recovery where submission of tax certificates is required.**
- (4) **Applying for admission to public housing designated for disaster victims.**

Application Procedures

Please bring your Disaster Damage Certificate to the application office.

*Certificates issued through convenience stores are not eligible for this fee waiver.

■ Application Hours

9:00 a.m. – 4:30 p.m., (closed on Saturdays, Sundays, national holidays, and during the year-end/New Year holiday period.)

* The After-Hours Certificate Issuance Counter at Chuo Ward Office is open on

Sundays. Please note that some certificates may not be issued due to system limitations or other operational restrictions.

■ Required Documents

The following documents are required when applying:

- Disaster Damage Certificate
- Identification document(s)

(※) Additional documents may be required depending on the type of certificate requested and the person visiting the service counter. Please contact the relevant office for details.

■ Contact Information

◆ For Certificates ①–⑦

- Chuo Ward Office, Citizens Affairs Section, TEL: 096-328-2245
- Higashi Ward Office, Citizens Affairs Section, TEL: 096-367-9124
- Nishi Ward Office, Citizens Affairs Section, TEL: 096-329-8503
- Minami Ward Office, Citizens Affairs Section, TEL: 096-357-4126
- Kita Ward Office, Citizens Affairs Section, TEL: 096-272-6900

◆ For Certificates ⑤–⑧

- Inhabitant's and Corporate Tax Office, TEL: 096-328-2181
- Higashi Ward Office, Tax Office, TEL: 096-367-9138
- Nishi Ward Office, Tax Office, TEL: 096-329-1174
- Minami Ward Office, Tax Office, TEL: 096-357-4143
- Kita Ward Office, Tax Office, TEL: 096-272-1114

5-2-2 My Number Card Reissuance Fee Waivers

Family Registration and Resident Records Section, TEL: 096-328-2067

My Number Card Center, TEL: 096-277-1869

Persons who have lost their My Number Card as a result of the 2026 Kumamoto Earthquake may apply for a replacement card free of charge.

Eligible Persons

Persons who received a My Number Card on or before July 28, 2026, and have been issued a Disaster Damage Certificate.

Eligible Procedures

Reissuance of a My Number Card

Reissuance of the associated electronic certificate(s)

Procedure Details

■ Service Locations

Kumamoto City My Number Card Center (Taigeki Kaikan Building)

My Number Card Service Counters in the Citizens Affairs Sections of each Ward Office

■ Application Hours

	Kumamoto City My Number Card Center (Taigeki Kaikan Building)	Citizens Affairs Sections of Each Ward Office
Office Hours	Mon, Tues, and Thurs: 9:00 a.m. – 4:30 p.m. Wednesday: 9:00 a.m. – 6:30 p.m. Sunday: 9:00 a.m. – 3:00 p.m.	Weekdays: 9:00 a.m. – 4:30 p.m.
Closed	Fridays, Saturdays, and national holidays The Sunday following the third Saturday of each month (system maintenance day) New Year holiday period	Saturdays, Sundays, and national holidays New Year holidays period

***Operating days and closure days for July and August 2026 have been changed. Please refer to the Kumamoto City website below for the latest information:**

[Closure Days and Operating Days of the Kumamoto City My Number Card Center and Kumamoto City Higashi Ward My Number Card Satellite Office]

<https://www.city.kumamoto.jp.e.fm.hp.transer.com/kiji00361519/index.html>



■ Application Method

In addition to the standard issuance process for a My Number Card, applicants may also use the expedited issuance service, under which the card is sent directly to the applicant's registered address by express simplified registered mail (non-forwardable) approximately one week after application.

When applying, applicants must present identification documents and a *Disaster Damage Certificate.

*Applicants wishing to use the expedited issuance service must complete the application procedure within 30 days from the date of issuance of the Disaster Damage Certificate. For further details, please contact the Kumamoto City My Number Card Call Center.

■ Contact Information

Kumamoto City My Number Card Call Center

TEL: 096-277-1869

5-2-3 Waiver or Reduction of Passport Issuance Fees

Family Registration and Resident Affairs Section, TEL: 096-328-2031

Citizens' Affairs Sections of Each Ward Office

Passport issuance fees and related charges may be reduced or waived for individuals who have been issued a Disaster Damage Certificate.

Eligibility

Applicants must meet both of the following conditions:

- The Disaster Damage Certificate indicates any of the following levels of damage:
 - Complete Destruction
 - Partial Destruction
 - Above-Floor Flooding
- The applicant had, or currently has, a Certificate of Residence in Kumamoto City as of July 28, 2026.

Application Procedures

Please bring the required documents and complete the procedures at the application office.

Important Notes

Fee reductions/waivers are available only for applications submitted at the counter.

Online applications are not eligible.

The reduction/waiver applies only when submitting a new passport application. It cannot be

applied when collecting the passport after issuance.
Fees that have already been paid will not be refunded.

■ Application Offices

Citizens Affairs Section of each Ward Office

■ Application Hours

9:00 a.m. to 4:30 p.m. (Weekdays only)

■ Issuance Hours

9:00 a.m. to 4:30 p.m. (Weekdays only)

*The Chuo Ward Office also provides issuance services on Sunday

■ Required Documents

The following documents are required when applying:

- (1) Disaster Damage Certificate (original)
- (2) Copy of your Certificate of Residence or copy of the Family Register Supplementary Record (original)
- (3) All documents normally required for a passport application, including:
 - Passport photograph
 - Family Register Certificate
 - Personal identification documents
 - Other required documents

Note: Applicants for an exemption or reduction of passport issuance fees are also exempt from the fees for obtaining official certificates required for a passport application, such as a family register certificate (*Koseki Tohon*) and a certificate of residence (*Juminhyo*).

■ Contact Information

Chuo Ward Office, Citizens Affairs Section, TEL: 096-328-2238

Higashi Ward Office, Citizens Affairs Section, TEL: 096-367-9124

Nishi Ward Office, Citizens Affairs Section, TEL: 096-329-8503

Minami Ward Office, Citizens Affairs Section, TEL: 096-357-4126

Kita Ward Office, Citizens Affairs Section, TEL: 096-272-6900

5-3 Water and Sewerage Charges

5-3-1 Charge Reductions and Exemptions

Waterworks and Sewerage Bureau, Billing Section

TEL: 096-381-1118

Water and sewerage charges will be reduced or exempted for persons affected by the disaster.

【Details of Fee Reduction / Waiver】

For Persons Who Continue Using Water Services After the Disaster

A) Even-Month Meter Reading Areas (Eastern District)

Water supply and related service charges billed in September and October 2026 will be reduced or waived.

B) Odd-Month Meter Reading Areas (Western District, including the former Tomiai Town and Jonan Town areas)

Water supply and related service charges billed in October and November 2026 will be reduced or waived.

For Persons Who Discontinued Water Services After the Disaster

A) Even-Month Meter Reading Areas (Eastern District)

The discontinuation of water and related services will be applied retroactively to July 28, 2026, and charges incurred from the regular meter reading date in June 2026 through July 28, 2026 will be reduced or waived.

B) Odd-Month Meter Reading Areas (Western District, including the former Tomiai Town and Jonan Town areas)

The discontinuation of water and related services will be applied retroactively to July 28, 2026, and charges incurred from the regular meter reading date in July 2026 through July 28, 2026 will be reduced or waived.

Eligibility

Persons whose residence sustained damage equal to Minor Partial Destruction or more severe and whose household is listed in the Disaster Victim Household Registry

Application Procedures

■ Application Office

Billing Section, Waterworks and Sewerage Bureau

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

■ Required Documents

Disaster Damage Certificate (for residential property) *Copies accepted

5-3-2 Reduction or Exemption of Agricultural Community Wastewater Treatment Facility User Charges

Hokutobu Agriculture Promotion Center, Agriculture Promotion Section TEL: 096-272-1117

Seinambu Agriculture Promotion Center, Agriculture Promotion Section,

Minami Agriculture Promotion Office TEL: 0964-28-3115

User charges for agricultural community wastewater treatment facilities will be reduced or exempted for disaster-affected residents.

Eligible Persons

Persons whose homes sustained damage classified as Minor Damage Plus (Junkai-hankai) or greater and whose households are listed on the disaster damage household register.

【Details of the Reduction/Exemption】

- ① Persons who have continued using tap water or other water services after the disaster
Charges billed in October and November 2026 will be reduced or exempted.
- ② Persons who discontinued the use of tap water or other water services after the disaster
The discontinuation of water service will be applied retroactively to July 28, 2026,
and charges for the period from the regular meter-reading date in July 2026 through
July 28, 2026 will be reduced or exempted.

Application Procedures

■ Application Reception Offices

- For users in Ueki Town, Kita Ward (Tasoko Chubu District and Santo Tobu District)
Hokubu and Tobu Agriculture Promotion Center Agriculture Promotion Section
(Located in the Kita Ward Office)

- For users in Jonan Town, Minami Ward (Tsukahara Fujiyama District and Wanize Chinnai District)

Seibu and Nambu Agriculture Promotion Center Agriculture Promotion Section

Minami Agriculture Promotion Office (Located in the Jonan Community Development Center)

■Reception Hours

Weekdays: 8:30 a.m. to 5:15 p.m.

■Required Documents

The following document is required when applying:

- Disaster Damage Certificate (for a dwelling house)
(Copies are acceptable.)

■Contact Information

Hokubu and Tobu Agriculture Promotion Center Agriculture Promotion Section

096-272-1117

Seibu and Nambu Agriculture Promotion Center Agriculture Promotion Section

Minami Agriculture Promotion Office

0964-28-3115

5-4 Medical Care, Health Insurance, and Pensions

5-4-1 Extension of Vaccination Eligibility

Infectious Disease Prevention Section

TEL: 364-3189

For persons affected by the 2026 Kumamoto Earthquake who were unable to receive routine vaccinations within the designated vaccination period due to unavoidable circumstances, opportunities for vaccination will be provided at public expense.

Eligibility

Persons who have a resident registration in Kumamoto City and were unable to receive a routine vaccination within the designated vaccination period due to circumstances arising from the

earthquake.

Eligibility Period

From July 29, 2026 (Wednesday), for a period of two years

*For pneumococcal vaccination for older adults and herpes zoster (shingles) vaccination, the eligible period is one year

*Rotavirus vaccines, Respiratory Syncytial Virus (RSV) vaccine, influenza vaccine, and COVID-19 vaccine are not eligible

*The following age limits apply:

- Pentavalent (five-component) and quadrivalent (four-component) combination vaccines: up to 15 years of age
- Tuberculosis (BCG) vaccine: up to 4 years of age
- Hib vaccine: up to 10 years of age
- Pediatric pneumococcal vaccine: up to 6 years of age

Application Procedures

If you believe you are eligible, please obtain a Disaster Damage Certificate (copies accepted) and contact the Infectious Disease Prevention Section (TEL: 096-364-3189).

5-4-2 Reduction or Exemption of National Health Insurance Premiums

National Health and Pension Section
Citizens Affairs Sections of Each Ward Office

Persons who have difficulty paying their National Health Insurance (NHI) premiums as a result of the 2026 Kumamoto Earthquake may be eligible for a reduction or exemption of premiums depending on the extent of the damage suffered. An application is required to receive this reduction or exemption.

*The eligibility requirements described below are based on the information currently available. Eligibility criteria and other details may be subject to change based on future notifications from the national government.

Eligibility

National Health Insurance policyholders (the head of household and NHI-insured members of

the household) who meet any one of the following conditions (1) through (4):

The insured person or the head of the household to which the insured person belongs has suffered substantial damage to a residence, household property, or other assets due to an earthquake, wind or flood damage, fire, or a similar disaster.

Damage Classification	Extent of Damage	Eligible to Apply
Complete Destruction (incl. being swept away) / Complete Fire Damage	50%	Yes
Partial Destruction, Partial Fire Damage, or Major Partial Destruction	30%	Yes
Minor Partial Destruction, Minor Partial Fire Damage, or Underfloor Flooding	30% or less	No

The head of the household to which the insured person belongs has died, suffered a serious physical or mental disability, or been hospitalized for a prolonged period, resulting in a significant reduction in household income.

The income of the head of the household to which the insured person belongs has decreased significantly due to business closure, suspension of business operations, substantial business losses, unemployment, or similar reasons.

The income of the head of the household to which the insured person belongs has decreased significantly due to poor harvests caused by drought, cold weather damage, frost damage, poor catches in fishing, or other similar circumstances.

Applicable Premiums

National Health Insurance premiums from July 2026 onward

Application Procedures

Please bring the required documents listed below to one of the service counters and complete the application form and related paperwork.

■ Application Counters (Hours: Weekdays, 9:00 a.m. to 4:30 p.m.)

National Health and Pension Section

TEL: 096-328-2290

Higashi Ward Office, Citizens Affairs Section	TEL: 096-367-9125
Nishi Ward Office, Citizens Affairs Section	TEL: 096-329-1198
Minami Ward Office, Citizens Affairs Section	TEL: 096-357-4128
Kita Ward Office, Citizens Affairs Section	TEL: 096-272-6905

■ Required Documents

A government-issued photo identification document (e.g., My Number Card, driver's license, etc.)

Disaster Damage Certificate (for residential property) *copies accepted [for applicants under (1)]

Death certificate, postmortem examination report, physician's certificate equivalent to a death certificate, or medical certificate [for applicants under (2)]

A copy of a tax return or other documents proving a reduction in income (such as a Business Closure Notification) [for applicants under (3)]

5-4-3 Exemption of National Health Insurance Co-payments (Medical Expenses Paid at Medical Institutions)

National Health and Pension Section
Citizens Affairs Sections of Each Ward Office

National Health Insurance beneficiaries (insured persons) affected by the disaster may be exempt from paying co-payments (out-of-pocket medical expenses) when receiving treatment at medical institutions or other healthcare providers. To receive the exemption, the beneficiary must declare at the reception desk of the medical institution or healthcare provider that they meet one of the eligibility conditions listed below.

Eligible Persons

- ① Persons whose homes have been totally destroyed, partially destroyed, completely burned, partially burned, flooded above floor level, or sustained equivalent disaster damage.
*Presentation of a Disaster Damage Certificate is not required. Please make a verbal declaration at the medical institution's reception desk.
- ② Persons whose primary income earner has died or suffered a serious injury or illness.
- ③ Persons whose primary income earner is missing.
- ④ Persons whose primary income earner has discontinued or suspended their business

operations.

- ⑤ Persons whose primary income earner has become unemployed and currently has no income.

Note: To receive this exemption, you must meet at least one of the conditions listed in items ① through ⑤ above. Accordingly, the information declared at the medical institution or healthcare provider may be verified at a later date.

Period of Eligibility

Until November 30, 2026

■ Contact Information

Chuo Ward Office, Citizens' Affairs Section: 096-328-2278

Higashi Ward Office, Citizens' Affairs Section: 096-367-9125

Nishi Ward Office, Citizens' Affairs Section: 096-329-1198

Minami Ward Office, Citizens' Affairs Section: 096-357-4128

Kita Ward Office, Citizens' Affairs Section: 096-272-6905

National Health and Pension Section: 096-328-2290

5-4-4 Reduction or Exemption of Late-Stage Elderly Medical Insurance Premiums

National Health and Pension Section, TEL: 096-328-2290

Citizens Affairs Sections of Each Ward Office

Persons who have difficulty paying their Late-Stage Elderly Medical Insurance premiums as a result of the 2026 Kumamoto Earthquake may be eligible for a reduction or exemption of premiums depending on the extent of the damage suffered. An application is required to receive this reduction or exemption.

*The eligibility requirements described below are based on the information currently available. Eligibility criteria and other details may be subject to change based on future notifications from the national government.

Eligibility

Insured persons under the Late-Stage Elderly Medical Care System who meet any one of the following conditions (1) through (4):

The insured person or the head of the household to which the insured person belongs has suffered substantial damage to a residence, household property, or other assets due to an earthquake, wind or flood damage, fire, or a similar disaster.

Damage Classification	Extent of Damage	Eligible to Apply
Complete Destruction (incl. being swept away) / Complete Fire Damage	50%	Yes
Partial Destruction, Partial Fire Damage, or Major Partial Destruction	30%	Yes
Minor Partial Destruction, Minor Partial Fire Damage, or Underfloor Flooding	30% or less	No

The head of the household to which the insured person belongs has died, suffered a serious physical or mental disability, or been hospitalized for a prolonged period, resulting in a significant reduction in household income.

The income of the head of the household to which the insured person belongs has decreased significantly due to business closure, suspension of business operations, substantial business losses, unemployment, or similar reasons.

The income of the head of the household to which the insured person belongs has decreased significantly due to poor harvests caused by drought, cold weather damage, frost damage, poor fishing catches, or other similar circumstances.

Applicable Premiums

Late-Stage Elderly Medical Insurance premiums from July 2026 onward

■ Required Documents for Application

*The required documents vary depending on the reason for the application. Please contact the office for details.

1. Application form
2. Documents showing the value of damaged property/assets
3. Copy of documents showing the extent and details of damage (e.g., Disaster Damage

Certificate)

4. Copy of documents showing compensation received for damages (e.g., insurance payment notice from an insurance company)
5. Copy of a physician's medical certificate
6. Copy of documents verifying death (e.g., family register certificate)
7. Copy of hospitalization certificate or other documents verifying hospitalization
8. Copy of a disability certificate or other document indicating the degree of disability
9. Copy of documents showing income received during the application year (e.g., salary payment certificate)
10. Copy of pension certificate or pension payment notice
11. Status report
12. Documents showing the reason for unemployment, resignation, or dismissal
13. Documents showing that a business has been suspended or discontinued
14. Copy of documents showing income for the application year
15. Documents showing eligibility for employment insurance benefits
16. Copy of pension benefit revision notice (only if benefits were revised due to job loss)
17. Copy of loan balance certificates or similar documents
18. Copy of documents certifying poor harvests, poor fishing catches, or similar losses caused by the disaster
19. Copy of documents showing the ordinary annual income from the relevant agricultural, forestry, or fishery products

***Documents Required by Eligibility Category**

For Condition (1): Documents 1, 2, 3, and 4

For Condition (2): Documents 1, 5, 6, 7, 8, 9, 10, and 11

For Condition (3): Documents 1, 11, 12, 13, 14, 15, 16, and 17

For Condition (4): Documents 1, 11, 18, and 19

■ Contact Information and Application Offices

Chuo Ward Office, Citizens Affairs Section	TEL: 096-328-2278
Higashi Ward Office, Citizens Affairs Section	TEL: 096-367-9125
Nishi Ward Office, Citizens Affairs Section	TEL: 096-329-1198
Minami Ward Office, Citizens Affairs Section	TEL: 096-357-4128
Kita Ward Office, Citizens Affairs Section	TEL: 096-272-6905
National Health and Pension Section (Applications by Mail)	TEL: 096-328-2290

1-1 Tetorihoncho, Chuo-ku,
Kumamoto City 860-8601

■ Application Hours

Weekdays, 9:00 a.m. to 4:30 p.m.

5-4-5 Exemption of Co-payments Under the Late-Stage Elderly Medical Care System

National Health and Pension Section, TEL: 096-328-2290
Citizens Affairs Sections of Each Ward Office

Persons insured under the Medical Care System for the Late-Stage Elderly who have been affected by the disaster may be exempt from paying co-payments (out-of-pocket medical expenses) when receiving treatment at medical institutions or other healthcare providers. To receive the exemption, the insured person must declare at the reception desk of the medical institution or healthcare provider that they meet one of the eligibility conditions listed below.

Eligibility

- ① Persons whose homes have been totally destroyed, partially destroyed, completely burned, partially burned, flooded above floor level, or sustained equivalent disaster damage.
*Presentation of a Disaster Damage Certificate is not required. Please make a verbal declaration at the reception desk.
- ② Persons whose primary income earner has died or suffered a serious injury or illness.
- ③ Persons whose primary income earner is missing.
- ④ Persons whose primary income earner has discontinued or suspended business operations.
- ⑤ Persons whose primary income earner has become unemployed and currently has no source of income.

Note: To qualify for this exemption, you must meet at least one of the conditions listed in items ① through ⑤ above. Accordingly, the information declared at the medical institution or healthcare provider may be subject to verification at a later date by the Wide-Area Union of Medical Care for the Late-Stage Elderly.

Eligible Period

Until November 30, 2026

■ Contact Information

Chuo Ward Office, Citizens Affairs Section	096-328-2278
Higashi Ward Office, Citizens Affairs Section	096-367-9125
Nishi Ward Office, Citizens Affairs Section	096-329-1198
Minami Ward Office, Citizens Affairs Section	096-357-4128
Kita Ward Office, Citizens Affairs Section	096-272-6905
National Health and Pension Section	096-328-2290

5-4-6 Exemption from National Pension Insurance Premiums

National Health and Pension Section, TEL: 096-328-2280

Citizens Affairs Sections of Each Ward Office

General Branch Offices

Persons enrolled in the National Pension System as Category I insured persons who have been affected by a disaster may be eligible for an exemption from paying National Pension insurance premiums.

Eligibility

Category I National Pension insured persons who, due to a disaster, have suffered a loss of half or more of the value of their residence, household property, or other assets, making it difficult to pay National Pension insurance premiums.

*Any compensation received from insurance or similar sources will be deducted when determining eligibility.

*If available, please bring a Disaster Damage Certificate (copies accepted) as a reference document.

Application Procedures**■ Application Locations**

Citizen Affairs Section at each ward office

General branch offices
Kumamoto Nishi Pension Office

■ **Application Hours**

9:00 a.m. to 4:30 p.m.

■ **Required Documents**

- (1) Application Form for National Pension Premium Exemption/Payment Deferral
(available at application counters)
- (2) Disaster Damage Report for National Pension Premium Exemption/Payment Deferral
Application (available at application counters)
- (3) Disaster Damage Certificate (copy accepted) and documents showing the amount of
damage incurred (if insurance benefits or similar compensation have been paid)
- (4) Identification document (My Number Card, driver's license, etc.)

■ **Contact Information**

Kumamoto West Pension Office	096-353-0142
(Automated voice guidance: Press “2” → “2”)	
Chuo Ward Office, Citizens Affairs Section	096-328-2278
Higashi Ward Office, Citizens Affairs Section	096-367-9125
Nishi Ward Office, Citizens Affairs Section	096-329-1198
Minami Ward Office, Citizens Affairs Section	096-357-4128
Kita Ward Office, Citizens Affairs Section	096-272-6905
Kawachi General Branch Office	096-276-1111
Tenmei General Branch Office	096-223-1111
Jonan General Branch Office	0964-28-3111
Takuma General Branch Office	096-380-3111
Koda General Branch Office	096-378-0172
Shimizu General Branch Office	096-343-9161
Tatsuda General Branch Office	096-338-2231
Yoshino Local Office	096-277-2001
National Health and Pension Section	096-328-2280

5-4-7 Deferral of National Health Insurance Premium Collection

Insurance Premium Collection Measures Section 096-328-2270
Citizens' Affairs Section of the Ward Offices

Persons who are experiencing difficulty paying their National Health Insurance premiums due to the 2026 Kumamoto Earthquake may be eligible for a deferral of premium collection. An application is required to receive this deferral.

Eligible Persons

National Health Insurance policyholders (the head of the household and National Health Insurance members belonging to the household) who meet any of the following conditions:

- ① The person liable for payment has suffered damage to assets due to an earthquake, storm or flood, lightning, fire, or a similar disaster, or has had assets stolen.
- ② The person liable for payment has discontinued or suspended their business or occupation.
- ③ The person liable for payment has suffered substantial losses in relation to their business or occupation.
- ④ The person liable for payment has experienced circumstances similar to those described in Items 1 through 3 above.

Eligible Premiums

Unpaid National Health Insurance premiums.

Application Procedures

Please bring the required documents listed below to one of the application offices and complete the necessary application forms.

■ Application Reception Offices

Insurance Premium Collection Measures Section Tel: 096-328-2270

(Counter No. 71, 1st Floor, Kumamoto City Hall)

Higashi Ward Office, Citizens' Affairs Section Tel: 096-367-9125

Nishi Ward Office, Citizens' Affairs Section Tel: 096-329-1198

Minami Ward Office, Citizens' Affairs Section Tel: 096-357-4128

Kita Ward Office, Citizens' Affairs Section Tel: 096-272-6905

■Reception Hours

Weekdays, 9:00 a.m. to 4:30 p.m.

■Required Documents

The following documents are required when applying:

- (1) Application Form for Deferral of Collection
- (2) Statement of Assets, Income, and Expenditures
- (3) Inventory of Assets and Statement of Income and Expenditures
- (4) Documents showing monthly income, such as pay slips or sales ledgers
- (5) In cases involving disaster damage, a Disaster Damage Certificate issued by a public authority
- (6) If a deferral of collection has already been granted for Municipal Resident Tax, documentation proving such deferral
- (7) Any other documents verifying the facts relevant to the grounds specified in Article 24, Paragraph 1 of the Kumamoto City National Health Insurance Ordinance

*Copies are acceptable for Items (4), (5), (6), and (7).

■Contact Information

Insurance Premium Collection Measures Division

Tel: 096-328-2270

5-5 Welfare Services for Older Adults

5-5-1 Reduction or Exemption of Long-Term Care Insurance Premiums

Long-Term Care Insurance Affairs Section, TEL: 096-328-2347

Welfare Section at Each Ward Office

If a person experiences difficulty paying Long-Term Care Insurance premiums due to significant damage to a house, household property, or other assets caused by a disaster, the premiums may be reduced or exempted upon application. For details, please contact the Welfare Section of your Ward Office.

*The eligibility requirements described below are based on the criteria currently in effect.

Eligible persons and other requirements may change in accordance with future notifications from the national government.

Eligible Persons

Category 1 insured persons (65 years of age or older) who meet all of the following conditions (1) and (2):

- (1) The insured person or the primary income earner of the household has suffered substantial damage to a house, household property, or other assets as a result of the disaster (including Total Destruction, Partial Destruction, Total Burnout, or Partial Burnout of a residence).
- (2) The total household income for 2025 of the household to which the insured person belongs is 6 million yen or less, and the household falls within Income Levels 1 through 11 under the FY2026 (Fiscal Year 2026) Long-Term Care Insurance Premium Income Level Table. (Income Levels 12 through 15 are not eligible.)

Application Procedures

■ Application Office

Welfare Section of each Ward Office

■ Application Hours

Weekdays: 9:00 a.m. to 4:30 p.m.

■ Required Documents

- (1) Application Form for Reduction or Exemption of Long-Term Care Insurance Premiums (Available at Ward Office service counters)
- (2) Consent Form for Investigation of Income and Other Relevant Information (one form per household)
- (3) Disaster Damage Certificate (copy acceptable)
- (4) Letter of Authorization (required when the application is submitted by a person who is not a member of the same household)

*Application forms and consent forms are available on the Kumamoto City website.

*Additional documents may be required in order to determine eligibility for the reduction or exemption.

■ Application by Mail

[Mailing Address]

- For residents of Chuo Ward:
Welfare Section (Senior Citizens' Welfare Team)
Chuo Ward Office
1-1 Tetorihoncho, Chuo-ku, Kumamoto City
860-8618
- For residents of Higashi Ward:
Welfare Section (Senior Citizens' Welfare Team)
Higashi Ward Office
16-30 Higashihonmachi, Higashi-ku, Kumamoto City
862-8555
- For residents of Nishi Ward:
Welfare Section (Senior Citizens' Welfare Team)
Nishi Ward Office
2-7-1 Oshima, Nishi-ku, Kumamoto City
861-5292
- For residents of Minami Ward
Welfare Section (Senior Citizens' Welfare Team)
Minami Ward Office
405-3 Kiyofuji, Tomiai-machi, Minami-ku, Kumamoto City
861-4189
- For residents of Kita Ward
Welfare Section (Senior Citizens' Welfare Team)
Kita Ward Office
238-1 Iwano, Ueki-machi, Kita-ku, Kumamoto City
861-0195

■ Contact Information

Chuo Ward Office, Welfare Section 096-328-2311

Higashi Ward Office, Welfare Section	096-367-9127
Nishi Ward Office, Welfare Section	096-329-5403
Minami Ward Office, Welfare Section	096-357-4129
Kita Ward Office, Welfare Section	096-272-1118
Long-Term Care Insurance Affairs Section	096-328-2347

5-5-2 Exemption of Long-Term Care Insurance Service Copayments

Long-Term Care Insurance Affairs Section, TEL: 096-328-2347

Welfare Section at Each Ward Office

Persons using Long-Term Care Insurance services who were affected by the 2026 Kumamoto Earthquake may be exempt from paying service co-payments (the 10% to 30% portion normally borne by the user). To receive the exemption, the service user must declare at the service provider's reception desk that they meet one of the eligibility conditions listed in items (1) through (5) below.

Eligible Persons

Persons whose homes have been totally or partially destroyed, totally or partially burned, flooded above floor level, or sustained comparable disaster-related damage.

- ① Presentation of a Disaster Damage Certificate is not required. Please make a verbal declaration at the long-term care service provider's reception desk.
- ② Persons whose primary income earner has died or suffered a serious injury or illness.
- ③ Persons whose primary income earner is missing.
- ④ Persons whose primary income earner has discontinued or suspended business operations.
- ⑤ Persons whose primary income earner has become unemployed and currently has no income.

Note: To qualify for this exemption, you must meet at least one of the conditions listed in ① through ⑤ above. Accordingly, the information declared at the long-term care service provider's reception desk may be subject to verification at a later date.

Eligible Period

Through services received by November 2026 (up to and including services provided in

November 2026).

■ **Contact Information**

Chuo Ward Office, Welfare Section	096-328-2311
Higashi Ward Office, Welfare Section	096-367-9127
Nishi Ward Office, Welfare Section	096-329-5403
Minami Ward Office, Welfare Section	096-357-4129
Kita Ward Office, Welfare Section	096-272-1118
Long-Term Care Insurance Affairs Section	096-328-2347

5-5-3 Repurchase of Specified Welfare Equipment Under Long-Term Care Insurance

Long-Term Care Insurance Section, TEL: 096-328-2347

Welfare Sections of Each Ward Office

Financial assistance is available for the repurchase of specified welfare equipment that has become unusable due to house collapse or other damage caused by the 2026 Kumamoto Earthquake.

Eligibility

Persons whose specified welfare equipment previously purchased with Long-Term Care Insurance benefits has become unusable due to damage caused by the earthquake.

Prior application and approval are required before purchasing replacement equipment. Please consult the supplier from whom the equipment was originally purchased or contact one of the offices listed under Contact Information below.

■ **Contact Information**

Chuo Ward Office, Welfare Section	096-328-2311
Higashi Ward Office, Welfare Section	096-367-9127
Nishi Ward Office, Welfare Section	096-329-5403
Minami Ward Office, Welfare Section	096-357-4129
Kita Ward Office, Welfare Section	096-272-1118
Long-Term Care Insurance Section	096-328-2347

Application Procedures

Please bring the required documents listed below to one of the application offices and submit an application.

■ Application Offices

Chuo Ward Office, Welfare Section	096-328-2311
Higashi Ward Office, Welfare Section	096-367-9127
Nishi Ward Office, Welfare Section	096-329-5403
Minami Ward Office, Welfare Section	096-357-4129
Kita Ward Office, Welfare Section	096-272-1118

■ Application Hours

Weekdays: 9:00 a.m. to 4:30 p.m.

■ Required Documents

The following documents are required:

- Application Form
- Complete Care Plan
- Cost Estimate
- Catalog of the equipment to be purchased
- Photographs or other evidence showing the extent of the damage

*Additional documents may be required depending on the application.

■ Eligible Welfare Equipment

- Toilet seat
- Replaceable parts for automated excretion processing devices
- Bathing assistance equipment
- Portable bathtub
- Sling component of a patient lift
- Other specified welfare equipment

※The maximum amount eligible for reimbursement for the purchase of specified welfare equipment is ¥100,000 per fiscal year.

5-5-4 Reduction of Reissuance Fees for the Kumamoto City Odekake IC Card for Senior Citizens

Senior Citizens' Welfare Section 096-328-2963

If a Kumamoto City Odekake IC Card is lost or becomes unusable due to damage caused by the 2026 Kumamoto Earthquake, and the cardholder applies for a replacement card, ¥530 of the standard reissuance fee of ¥1,030 will be waived. As a result, the applicant will be required to pay only ¥500, which corresponds to the card deposit.

Eligible Persons

Persons who have lost their Kumamoto City Odekake IC Card or whose card has become unusable due to damage resulting from the 2026 Kumamoto Earthquake and who apply for a replacement card.

*The fee reduction applies only to the reissuance of cards that were lost or became unusable as a direct result of the 2026 Kumamoto Earthquake.

Applicable Period

From July 28, 2026, to March 31, 2027

Application Procedures

Please apply for a replacement Kumamoto City Odekake IC Card at the Welfare Division of your local ward office or at a General Branch Office. When applying, please inform staff that the loss or damage was caused by the earthquake.

■Application Offices

Welfare Section, each Ward Office

Each General Branch Office

■Reception Hours

Weekdays, 9:00 a.m. to 4:30 p.m.

■Required Documents

The following documents/items are required when applying:

- (1) (If available) Physical Disability Certificate, Rehabilitation Certificate, or Mental Disability Health and Welfare Certificate
- (2) (If Item 1 is not available) Identification document (such as a My Number Card or driver's license)
- (3) ¥500 (equivalent to the card deposit)
- (4) In cases of damage, the unusable Odekake IC Card

■Contact Information

Chuo Ward Office, Welfare Section: 096-328-2312
Higashi Ward Office, Welfare Section: 096-367-9127
Nishi Ward Office, Welfare Section: 096-329-5403
Minami Ward Office, Welfare Section: 096-357-4129
Kita Ward Office, Welfare Section: 096-272-1118
Takuma General Branch Office: 096-380-3111
Kawachi General Branch Office: 096-276-1111
Tenmei General Branch Office: 096-223-1111
Kōda General Branch Office: 096-378-0172
Jonan General Branch Office: 0964-28-3114
Shimizu General Branch Office: 096-343-9161
Tatsuda General Branch Office: 096-338-2231
Senior Citizens Welfare Section: 096-328-2963

5-6 Disability and Welfare for Adults & Children

5-6-1 Replacement of Assistive Devices

Welfare Section for People with Disabilities, TEL: 096-361-2519
Welfare Consultation Center for People with Disabilities, TEL: 096-362-6500
Welfare Sections of Each Ward Office

Replacement assistive devices will be provided to persons whose previously issued welfare equipment has become unusable due to house collapse or other damage caused by the earthquake.

Eligibility

Persons holding a disability certificate whose assistive device previously provided under a welfare assistance program has become unusable due to damage or loss resulting from the 2026 Kumamoto Earthquake.

For details, please contact the offices listed under "Contact Information."

Application Procedures

■ Application Offices

Welfare Sections of each Ward Office

■ Application Hours

9:00 a.m. – 4:30 p.m., Monday through Friday (excluding National Holidays)

■ Required Documents

The following documents are required when applying:

- (1) Physical Disability Certificate
- (2) Photographs or other evidence showing the extent of the damage

*Please contact the relevant office in advance, as additional documents may also be required.

■ Eligible Assistive Devices

[Daily Living Aids for Persons with Disabilities]

- Nursing-care bed
- Bathing assistance devices
- Suction apparatus
- Nebulizer (inhalation device)
- Stoma appliance, etc.

[Prosthetic and Orthotic Devices (Assistive Devices)]

- Wheelchair
- Powered wheelchair
- Walker
- Hearing aid, etc.

■ Contact Information

Chuo Ward Office, Welfare Section

096-328-2313

Higashi Ward Office, Welfare Section	096-367-9177
Nishi Ward Office, Welfare Section	096-329-5403
Minami Ward Office, Welfare Section	096-357-4129
Kita Ward Office, Welfare Section	096-272-1118
Welfare Section for People with Disabilities	096-361-2519

5-6-2 Reduced Copayments

Welfare Section for People with Disabilities, TEL: 096-361-2519
Mental Health Consultation and Support Center, TEL: 096-366-1171
Children Support Section, TEL: 096-328-2158

For persons who are currently using, or intend to use, Self-Support Medical Care, prosthetic devices, or the Daily Living Aids Program and who have received a reduction or exemption of their municipal resident tax, the user copayment will be calculated based on the reduced tax amount. As a result, the user copayment may be reduced.

Eligibility

Persons who are currently using, or intend to use, any of the following programs and who have received a reduction or exemption of their municipal resident tax:

1. Self-Support Medical Care

Rehabilitation Medical Care, Outpatient Mental Health Medical Care, Developmental Medical Care

2. Prosthetic Devices Program and Daily Living Aids Program

Application Procedures

An application is required to receive this benefit. Persons who have received a reduction or exemption of their municipal resident tax, or who have already applied for such a reduction or exemption, should contact the offices listed below for further information.

Application Office

Eligible Service	Application Office	Contact Information
Prosthetics	Welfare Sections of each Ward	Disability Welfare Section

Daily Living Aids Program	Office / General Branch Offices	TEL: 096-361-2519
Self-Support Medical Care (Rehabilitation Medical Care)		
Self-Support Medical Care (Outpatient Mental Health Medical Care)		Mental Health Consultation and Support Center TEL: 096-366-1171
Self-Support Medical Care (Developmental Medical Care)	Public Health and Child Affairs Sections of each Ward Office	Children Support Section TEL: 096-328-2158

5-6-3 Special Measures for Child Support Allowances

Disability Welfare Section TEL: 096-361-2519

Welfare Sections of Each Ward Office

A special measure is available for recipients whose house, household property, or other assets suffered damage amounting to approximately one-half or more of their value as a result of the 2026 Kumamoto Earthquake. Under this measure, income-based benefit restrictions will not be applied, and the allowance will be paid in full from the month in which the damage occurred through July of the following year.

Eligibility

Persons who are eligible to receive the Special Child-Rearing Allowance, Special Disability Allowance, Welfare Allowance for Children with Disabilities, or Transitional Welfare Allowance, and who meet any of the following conditions:

- Persons whose benefits have been suspended because of the income of the recipient, and whose assets, or the assets of their dependent relatives, were damaged.

⇒ The income-based eligibility restriction applicable to the recipient will be waived.

- Persons whose benefits have been suspended because of the income of a spouse or a legally obligated supporter (such as a lineal relative living in the same household), and whose assets, or the assets of the supporter's dependent relatives, were damaged.

⇒ The income-based eligibility restriction applicable to the legally obligated supporter will be waived.

[Types of Damaged Assets]

- Houses and household property
- Farmland, residential land, and buildings (such as shops, factories, warehouses, and storage sheds) used to maintain the principal means of livelihood
- Machinery, equipment, and other fixed assets used for business purposes (excluding mining rights, fishing rights, and other intangible depreciable assets)

Application Procedures

To receive this special measure, submission of a Disaster Damage Certificate is required. Please submit the certificate promptly once you are in a position to file an application. For details, please contact the Welfare Section of your Ward Office.

***Important Note**

The income for the year in which the disaster occurred (2026) will be reviewed again. If the income for that year exceeds the statutory income limit, you may be required to repay all or part of the allowance that was paid under this special measure.

■ Contact Information

Chuo Ward Office, Welfare Section	096-328-2313
Higashi Ward Office, Welfare Section	096-367-9177
Nishi Ward Office, Welfare Section	096-329-5403
Minami Ward Office, Welfare Section	096-357-4129
Kita Ward Office, Welfare Section	096-272-1118

5-6-4 Waiver of Telephone Relay Service Fees

Disability Welfare Section TEL: 096-361-2519

The Nippon Foundation Telephone Relay Service provides a waiver of service fees for Telephone Relay Service and Yometel to help persons with hearing disabilities and

others affected by the disaster make effective use of these communication services.

Eligible Persons

Registered users (both individuals and organizations) whose registered address for the Telephone Relay Service or Yometel is in Kumamoto City (or another municipality to which the Disaster Relief Act has been applied).

Waiver Period

August 2026

Application Procedures

Please refer to the following websites for information on registration and service use.
Note: First-time users must complete a registration process before using the service.

Telephone Relay Service <https://www.nftrs.or.jp/>

■Contact Information

TEL : 0120-528-071

(Service Hours: 9:30 a.m. to 5:00 p.m.)



Yometel <https://www.yometel.jp/>

■Contact Information

TEL : 0120-328-123

(Service Hours: 9:30 a.m. to 5:00 p.m.
excluding the year-end and New Year holiday period))



Service Overview

Telephone Relay Service

A service that enables real-time, two-way telephone communication between persons who are deaf or have difficulty hearing or speaking and persons who can hear.

Interpreting operators facilitate communication by relaying conversations between sign language or text and spoken language.

Yometel

A telephone application designed for people who sometimes have difficulty hearing the other

party's voice during telephone conversations. The service converts the caller's voice into text and is available 24 hours a day, 365 days a year for two-way communication. By displaying the other party's speech as text, the service helps facilitate smoother telephone communication.

5-6-5 Reduction of Reissuance Fees for the Kumamoto City Odekake IC Card for People with Disabilities

Disability Welfare Section 096-361-2519

If a Kumamoto City Odekake IC Card has been lost or has become unusable due to damage caused by the 2026 Kumamoto Earthquake, applicants requesting a replacement card will be exempt from ¥530 of the standard reissuance fee of ¥1,030. As a result, the applicant's out-of-pocket cost will be ¥500, which corresponds to the card deposit.

Eligible Persons

Persons who have lost their Kumamoto City Odekake IC Card or whose card has become unusable due to damage caused by the 2026 Kumamoto Earthquake and who apply for a replacement card.

*The fee reduction applies only to the reissuance of cards that were lost or became unusable directly as a result of the 2026 Kumamoto Earthquake.

Applicable Period

July 28, 2026 to March 31, 2027

Application Procedures

Please apply for a replacement Kumamoto City Odekake IC Card at the Welfare Division of your local ward office or at a General Branch Office. When applying, please inform staff that the loss or damage was caused by the earthquake.

■Application Offices

Welfare Section of each Ward Office
General Branch Offices

■Reception Hours

Weekdays: 9:00 a.m. to 4:30 p.m.

■ Required Documents

The following items are required when applying:

- (1) Physical Disability Certificate, Rehabilitation Certificate, or Mental Disability Health and Welfare Certificate
- (2) ¥500 (equivalent to the card deposit)
- (3) The damaged or unusable Odekake IC Card (if applicable)

■ Contact Information

Chuo Ward Office, Welfare Section: 096-328-2312
Higashi Ward Office, Welfare Section: 096-367-9127
Nishi Ward Office, Welfare Section: 096-329-5403
Minami Ward Office, Welfare Section: 096-357-4129
Kita Ward Office, Welfare Section: 096-272-1118
Takuma General Branch Office: 096-380-3111
Kawachi General Branch Office: 096-276-1111
Tenmei General Branch Office: 096-223-1111
Kōda General Branch Office: 096-378-0172
Jonan General Branch Office: 0964-28-3114
Shimizu General Branch Office: 096-343-9161
Tatsuda General Branch Office: 096-338-2231
Disability Welfare Section: 096-361-2519

5-7 Childcare and Education

5-7-1 Childcare Fee Reductions

Nursery School and Kindergarten Affairs Section, TEL: 096-328-2568
Public Health and Child Welfare Sections of Each Ward Office

Persons whose homes sustained damage classified as Minor Partial Destruction or worse may be eligible for a reduction or exemption of childcare fees for one year from the day following the disaster.

Eligibility

Persons whose children were enrolled in a nursery school or similar facility at the time of the

disaster (0- to 2-year-old classes) and whose owner-occupied residence sustained damage classified as Minor Partial Destruction or worse as a result of the disaster.

Rate of Reduction/Exemption

- Complete Destruction: 100% exemption of childcare fees
- Major Partial Destruction, Moderate Partial Destruction & Partial Destruction: 50% reduction of childcare fees
- Minor Partial Destruction: 30% reduction of childcare fees

Application Procedures

■ Required Documents

The following documents are required when applying:

- (1) Disaster Damage Certificate (copy acceptable; may be submitted later)
- (2) Identification document (e.g., My Number Card, driver's license, etc.) (may be submitted later)
- (3) Application Form for Reduction/Exemption of Childcare Fees

■ Application Offices

- Nursery School and Kindergarten Affairs Section
- Public Health and Child Welfare Sections of Each Ward Office

■ Application Hours

- Nursery School and Kindergarten Affairs Section
 - Weekdays: 8:30 a.m. – 5:15 p.m.
- Public Health and Child Welfare Sections of Each Ward Office
 - Weekdays: 9:00 a.m. – 4:30 p.m.

■ Contact Information

Nursery School and Kindergarten Affairs Section	096-328-2568
Chuo Ward Office, Public Health and Child Welfare Section	096-328-2421
Higashi Ward Office, Public Health and Child Welfare Section	096-367-9130
Nishi Ward Office, Public Health and Child Welfare Section	096-329-6838
Minami Ward Office, Public Health and Child Welfare Section	096-357-4135
Kita Ward Office, Public Health and Child Welfare Section	096-272-1104

5-7-2 Special Disaster Relief Measures for Child Support Allowances

Children Support Section, TEL: 096-328-2158

If a disaster causes damage to property such as houses or household goods amounting to approximately one-half or more of its value, a special provision applies whereby benefits from the month the damage occurred through October of the following year are paid in full, without applying income-based eligibility restrictions.

Eligibility

- Individuals whose benefits have been partially or fully suspended due to income restrictions on the eligible recipient themselves, and who have suffered damage to property owned by the recipient or their dependents.
⇒ The benefit restrictions based on the eligible recipient's income will be lifted.
- Recipients whose benefits have been fully suspended due to income restrictions on a person obligated to provide support (such as a cohabiting lineal relative) and who have suffered damage to property owned by that person or their dependents.
⇒ The benefit restriction based on the income of the person obligated to provide support will be lifted

[Types of Damaged Assets]

- Houses and household goods
- Farmland, residential land, and buildings (including stores, factories, warehouses, and barns) used to support one's primary livelihood
- Machinery, equipment, and other fixed assets used for business purposes (excluding mining rights, fishing rights, and other intangible depreciable assets)

Application Procedures

- To be eligible, you must submit a "Disaster Impact Report."
- If you have a "Disaster Damage Certificate," please submit it.
- Please submit it promptly once you are eligible to apply.
- For more details, please contact the Public Health and Child Welfare Section at your local ward office.

*Important Notes

We will verify your income for the year in which the disaster occurred. If your income for that year exceeds the income limit specified by law, you will be required to repay part or all of the allowance paid under this special provision.

■ Contact Information

Chuo Ward Office, Public Health and Child Welfare Section	096-328-2421
Higashi Ward Office, Public Health and Child Welfare Section	096-367-9130
Nishi Ward Office, Public Health and Child Welfare Section	096-329-6838
Minami Ward Office, Public Health and Child Welfare Section	096-357-4135
Kita Ward Office, Public Health and Child Welfare Section	096-272-1104

5-7-3 Residential Care Facility Fees

Child Consultation Center TEL: 096-366-8181

Persons who are required to pay contributions toward placement costs for placement in child welfare institutions or residential facilities for children with disabilities under the Child Welfare Act may be eligible for a reduction or exemption of such contributions upon application.

Eligibility

A reduction or exemption may be granted when the person liable for payment meets any of the following conditions:

- (1) The person has died.
- (2) Due to unemployment, illness, disaster, or other circumstances, the person's income has significantly decreased compared with the previous year, or payment of the contribution is deemed difficult because of unexpected and unavoidable expenses.
- (3) The Mayor deems a reduction or exemption particularly necessary due to a disaster or other special circumstances.

Application Procedures

■ Application Office

Child Consultation Center

■ Application Hours

Weekdays: 8:30 a.m. – 5:15 p.m.

■ Required Documents

The following documents are required when applying:

- Application Form for Reduction or Exemption
- Disaster Damage Certificate (copy acceptable)

*Additional documents may be required to verify the applicant's circumstances. For details, please contact the Child Consultation Center.

5-7-4 Welfare Loan Repayment Deferrals for Single Parents/Widows

Child and Family Welfare Section, TEL: 096-366-3030

Chuo Ward Office, Public Health and Child Welfare Section, TEL: 096-328-2421

Higashi Ward Office, Public Health and Child Welfare Section, TEL: 096-367-9130

Nishi Ward Office, Public Health and Child Welfare Section, TEL: 096-329-6838

Minami Ward Office, Public Health and Child Welfare Section, TEL: 096-357-4135

Kita Ward Office, Public Health and Child Welfare Section, TEL: 096-272-1104

Persons who are currently repaying a Kumamoto City Welfare Fund Loan for Single Mothers, Single Fathers, or Widows and are experiencing difficulty in making repayments may be eligible for a deferral of repayment.

Eligibility

Persons who meet any of the following conditions:

- Their residence was totally or partially destroyed because of the earthquake.
- They sustained injuries requiring medical treatment for one month or longer and are having trouble in making repayments.
- They become unemployed and are having trouble in making repayments.

*The above are representative examples only. Eligibility will be determined on a case-by-case basis after confirming the circumstances that have made repayment difficult because of the earthquake.

Application Procedures

- Kumamoto City Single Mother and Single Father Consultation Office

- Hours: 9:30 a.m. – 4:00 p.m. (Closed on Mondays and national holidays)
- Address: 6-1-85 Oe, Chuo-ku, Kumamoto City (Inside the Oe Community Activity Support Office, Chuo Ward Community Development Center)
- TEL: 096-372-1228

- Public Health and Child Welfare Sections of Each Ward Office

Chuo Ward Office	096-328-2421
Higashi Ward Office	096-367-9130
Nishi Ward Office	096-329-6838
Minami Ward Office	096-357-4135
Kita Ward Office	096-272-1104

■ Required Documents

To obtain a deferral repayment, an application must be submitted with supporting documents appropriate to the applicant's circumstances, such as:

- Disaster Damage Certificate
- Medical certificate issued by a physician
- Documents demonstrating loss of employment
- Other relevant supporting documents

■ Contact Information

Child and Family Welfare Section	096-366-3030
Kumamoto City Single Mother and Single Father Consultation Office	096-372-1228
Chuo Ward Office, Public Health and Child Welfare Section	096-328-2421
Higashi Ward Office, Public Health and Child Welfare Section	096-367-9130
Nishi Ward Office, Public Health and Child Welfare Section	096-329-6838
Minami Ward Office, Public Health and Child Welfare Section	096-357-4135
Kita Ward Office, Public Health and Child Welfare Section	096-272-1104

5-7-5 Reduction or Exemption of User Fees for Municipal After-School Child Development Clubs

After-School Child Development Section, Board of Education 096-328-2277

For users of municipally operated After-School Child Development Clubs, user fees will

be reduced or exempted according to the extent of damage sustained to their residence as a result of the 2026 Kumamoto Earthquake.

Eligible Persons

Degree of Damage	Reduction/Exemption of User Fees
Total Destruction	100% exemption
Partial Destruction or more severe, but less than Total Destruction	50% reduction
Minor Partial Destruction	30% reduction

Note: Any actual expenses, such as the cost of snacks and refreshments, must be borne by the participant separately.

Applicable Period

From July 2026 through March 2027

Eligible Clubs

Municipally Operated After-School Child Development Clubs

For a list of municipally operated clubs, please refer to the Kumamoto City About After-School Child Development Clubs

https://www.city.kumamoto.jp/kiji00322851/index.html#H2_7_c2f288

For details, please refer to the above link or the QR code.



Application Procedures

■Application Office

After-School Child Development Section (by mail or in person), or
Your After-School Child Development Club

■Required Documents

- (1) Application Form for Reduction or Exemption of User Fees
- (2) Disaster Damage Certificate (Residential Building) (copy acceptable)

■Application Deadline

March 31, 2027 (Wednesday)

■ **Contact Information**

After-School Child Development Section
Tel: 096-328-2277

5-7-6 Medical Support for Childhood Chronic Specific Diseases Due to a Reduction or Exemption of Municipal Resident Tax

Children Support Section 096-328-2158

For individuals who hold a Certificate of Eligibility for Medical Care for Children with Specified Chronic Diseases, or who plan to apply for one in the future, and who have received a municipal tax reduction or exemption, the monthly maximum of copayment will be calculated based on the tax amount after the reduction or exemption. In some cases, the monthly out-of-pocket maximum may be reduced.

Eligible Persons

Individuals who hold a Certificate of Eligibility for Medical Care for Children with Specified Chronic Diseases, or those who intend to apply for one in the future, and who have received a municipal tax reduction or exemption

Application Procedures

If you have received a municipal tax reduction or exemption, please submit your application at the counter listed below.

■ **Application Office**

Public Health and Child Welfare Sections of Each Ward Office

Chuo Ward Office	096-328-2419
Higashi Ward Office	096-367-9134
Nishi Ward Office	096-329-1147
Minami Ward Office	096-357-4138
Kita Ward Office	096-272-1128

■ **Required Documents**

The following documents are required for the application:

- (1) Application for Change
- (2) A copy of the beneficiary certificate
- (3) A copy of a document showing that your municipal tax has been reduced
- (4) Proof of identity

■ Contact Information

Children Support Section

TEL: 096-328-2158

5-7-7 School Expense Assistance

School Affairs Support Section

TEL: 096-328-2716

Financial assistance is available to help cover school-related expenses for parents or guardians of elementary and junior high school students who are recognized as having difficulty affording school attendance because of the 2026 Kumamoto Earthquake.

Eligibility

Parents or guardians of students enrolled in elementary or junior high schools who have received any of the following as a result of the 2026 Kumamoto Earthquake

- A reduction or exemption of municipal resident tax
- A reduction or exemption of individual business tax
- A reduction or exemption of property tax
- A reduction, exemption, or collection deferral of National Health Insurance premiums
- An exemption from National Pension Insurance premiums (excluding one-quarter exemptions)

Application Procedures

■ Application Method

- (1) In-Person Application
 - Please complete the application form and submit it, together with the required supporting documents, to the School Affairs Support Section, Board of Education.
 - Application Hours: 8:30 a.m. to 5:15 p.m., Monday through Friday (excluding

national holidays and the year-end and the New Year holidays)

(2) Application by Mail

- Please complete the application form and mail it to:
School Affairs Support Section, Kumamoto City Board of Education
1-1 Tetorihoncho, Chuo-ku, Kumamoto City 860-8601

■ Required Documents

The following documents are required when applying:

- (1) Application Form
- (2) Notice of Decision regarding the reduction, exemption, or collection deferral (copies accepted)
- (3) A copy of a bankbook or ATM card of the applicant's name

■ Contact Information

School Affairs Support Section

TEL: 096-328-2716

■ Official Website

[About the school support system / Kumamoto City Official Website](#)

5-7-8 Applications for Kumamoto City Scholarships (Sudden Changes in Household Finances, etc.)

School Affairs Support Section

TEL: 096-328-2716

In addition to the regular scholarship application period held each April, Kumamoto City accepts applications for scholarship loans from students whose household finances have undergone a sudden change, including as a result of damage to their homes caused by a disaster.

Eligibility

[Applicants must meet all of the following requirements]

- (1) Be a dependent of a person residing in Kumamoto City.
- (2) Be enrolled in a high school, college of technology, junior college, university, or

specialized training college (upper secondary course or specialized course) as defined under the School Education Act (hereinafter referred to as a "school, etc."). There is no restriction on grade level.

- (3) Not be receiving a scholarship loan from the national government, another local government, or any other organization, nor a similar type of loan.
- (4) Meet one of the criteria for a sudden change in household finances, etc. (see below).

※ Cases Eligible as a Sudden Change in Household Finances, etc.

- Fire, storm, flood, or other natural disasters: Damage to a residence caused by fire, storms, floods, or other natural disasters (Complete Destruction, Partial Destruction, Complete Fire Damage or Fire Damage).
- Bankruptcy: Bankruptcy of the student's supporter due to business failure.
- Loss of employment: The primary income earner lost employment due to dismissal for reasons attributable to the employer.
- Death: Death of the primary income earner.
- Hospitalization: Reduction in household income due to hospitalization or long-term home medical care of the primary income earner.
- Divorce: Reduction in household income due to the divorce of the student's supporter.

Application Procedures

Please submit the required documents below either in person or by mail.

■ Required Documents

- Kumamoto City Scholarship Loan Application Form
- Kumamoto City Application Form for Scholarship Loans Due to a Sudden Change in Household Finances, etc.
- Certificate of Residence for all household members living in the same household (permanent domicile information not required)
- FY2026 Municipal and Prefectural Resident Tax Certificate (Income and Taxation Certificate) for all household members sharing the same household (a household-level certificate is also acceptable)
- Disaster Damage Certificate (copy acceptable; may be submitted later), or other documents demonstrating eligibility due to a sudden change in household finances, etc. (see the city website for details)

■ Application Office

School Affairs Support Section, Kumamoto City Board of Education

■ Application Hours

8:30 a.m. to 5:15 p.m. (excluding Saturdays, Sundays, national holidays, and the year-end/New Year holiday period)

■ Loan Period

From the month in which the application is submitted through March 2027

*If a loan is still required after the end of the loan period, please consult the office again.

■ Application Deadline

Applications must arrive no later than Friday, February 26, 2027.

Please note that applications received on or after Saturday, February 27, 2027, cannot be accepted.

■ Loan Categories and Monthly Loan Amounts

Category	Type	Monthly Loan Amount	Additional Amount for Students Living Away from Home (upon application)	Additional Amount for First-Year Students (upon application, first-year students only)
<u>High School Level</u> • High School • College of Technology • Specialized Training College (Upper Secondary Course)	Public	① ¥18,000 ② ¥9,000	—	¥50,000
	Private	① ¥30,000 ② ¥15,000	—	¥100,000
	Public	① ¥42,000 ② ¥21,000	¥6,000	¥150,000
	Private	① ¥51,000 ② ¥25,500	¥10,000	¥200,000

*The loan is interest-free; however, repayment is required after the loan period ends.

■ Contact Information

School Affairs Support Section

TEL: 096-328-2716

5-7-9 Scholarship Repayment Deferrals

School Affairs Support Section

TEL: 096-328-2716

Scholarship recipients who are currently repaying a Kumamoto City Scholarship Loan and are having trouble in making repayments due to damage to their residence caused by the 2026 Kumamoto Earthquake may be eligible for a repayment deferral.

*A repayment deferral does not exempt the recipient from repayment of the loan principal.

Repayment will be required after the deferral period ends.

Eligibility

The scholarship recipient personally

*Applicants must have no overdue repayments at the time of application.

*Persons who do not meet the eligibility requirements above may still consult regarding repayment. Please contact the office listed below.

Application Procedures

Please submit the Kumamoto City Scholarship Loan Repayment Deferral Application Form and a Disaster Damage Certificate (copy acceptable) either in person or by mail.

■ Required Documents

- Kumamoto City Scholarship Loan Repayment Deferral Application Form
- Disaster Damage Certificate (copy acceptable; may be submitted at a later date)

■ Application Office

School Affairs Support Section, Kumamoto City Board of Education

■ Application Hours

8:30 a.m. to 5:15 p.m. (excluding Saturdays, Sundays, national holidays, and the New Year holiday period)

■ Deferral Period

Repayment may be deferred, at the longest, from the month in which the deferral is approved through June 2027, provided that the period falls on or after the date of the 2026 Kumamoto Earthquake (July 28, 2026).

*Repayments whose due dates have already passed and repayments that have already been made are not eligible for deferral.

*If an application is submitted after payment of a repayment obligation has been finalized, repayment for the month in which the application is submitted may not be eligible for deferral.

■ Contact Information

School Affairs Support Section

TEL: 096-328-2716

5-7-10 Admission to Childcare and Educational Facilities

Nursery School and Kindergarten Affairs Section, TEL: 096-328-2568

Public Health and Child Affairs Sections of Each Ward Office

Guidance Section, Board of Education, TEL: 096-328-2721

Preschool children who require childcare while their families are engaged in disaster recovery activities following this disaster may be admitted to childcare and educational facilities regardless of their current childcare certification status—at childcare facilities and other locations.

This service is available even if a family has temporarily evacuated to Kumamoto City without transferring its resident registration to the city.

Eligibility

Preschool-aged children affected by this disaster and their guardians who require childcare to aid in disaster recovery

The available support options are as follows:

- (1) Admission to licensed childcare facilities, including nursery schools and certified centers for early childhood education and care (*childcare section only)

- (2) Support for the use of private kindergartens and certified centers for early childhood education and care (kindergarten section only)
- (3) Admission to municipal kindergartens
*Age restrictions apply to (2) and (3)

User Fees

Depending on the extent of the damage, user fees (childcare fees) will be reduced or waived for one year starting the day after the disaster occurs.

- Complete Destruction: 100% exemption of childcare fees
 - Major Partial Destruction, Moderate Partial Destruction & Partial Destruction: 50% reduction of childcare fees
 - Minor Partial Destruction: 30% reduction of childcare fees
- *Users are responsible for actual expenses such as meal charges for side dishes and other incidental costs
- *For (2) and (3), usage fees are free of charge regardless of the extent of damage

Period of Use

For the period required for disaster recovery and reconstruction

Application Procedures

■ Required Documents

The following documents are required when applying:

- ① Disaster Damage Certificate (copy acceptable; may be submitted later)
 - Not required for (2) and (3)
- ② Identification document (e.g., My Number Card, driver's license, etc.) (may be submitted later)
- ③ Application for Certification of Eligibility for Education and Childcare Benefits and for Admission to Childcare Facilities

■ Application Offices & Application Hours

- (1) Public Health and Child Welfare Sections of Each Ward Office
Weekdays: 9:00 a.m. – 4:30 p.m.
- (2) Nursery School and Kindergarten Affairs Section
Weekdays: 8:30 a.m. – 5:15 p.m.
- (3) Guidance Section, Board of Education

Weekdays: 8:30 a.m. – 5:15 p.m.

■ Contact Information

For Inquiries Related to (1):

Chuo Ward Office, Public Health and Child Welfare Section	096-328-2421
Higashi Ward Office, Public Health and Child Welfare Section	096-367-9130
Nishi Ward Office, Public Health and Child Welfare Section	096-329-6838
Minami Ward Office, Public Health and Child Welfare Section	096-357-4135
Kita Ward Office, Public Health and Child Welfare Section	096-272-1104

For Inquiries Related to (2):

Nursery School and Kindergarten Affairs Section	096-328-2568
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For Inquiries Related to (3):

Guidance Section, Board of Education	096-328-2721
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5-7-11 Temporary Childcare for Preschool Children

Nursery School and Kindergarten Affairs Section TEL: 096-328-2568
Public Health and Child Welfare Sections of Each Ward Office

Preschool children whose families were affected by the 2026 Kumamoto Earthquake and who temporarily require childcare may be accepted at childcare centers and other facilities. This service is available regardless of whether the child has been certified for childcare services.

Children who are temporarily evacuated to Kumamoto City and are enrolled in a childcare facility or similar institution in their original place of residence are also eligible to use this service.

Eligible Children

Preschool children who resided in an affected area at the time of the disaster and who temporarily require childcare as a result of the disaster.

User Fee

Free of charge

Period of Use

For the period required for disaster recovery.

Application Procedures

- Please contact an eligible facility listed on the Kumamoto City website directly by telephone. Prior to using the service, parents or guardians must attend an interview at the childcare facility and complete registration procedures.
- Depending on the availability of the childcare facility, it may not be possible to accept all requests. Please contact the facility directly for details.

■Required Documents

The following document is required at the time of application:

Identification document (e.g., My Number Card, driver's license, etc.)

Note: Each childcare facility may require additional items to be brought. Please ask when applying.

■Contact Information

Nursery School and Kindergarten Affairs Section 096-328-2568

Chuo Ward Office, Health and Child Affairs Section 096-328-2421

Higashi Ward Office, Health and Child Affairs Section 096-367-9130

Nishi Ward Office, Health and Child Affairs Section 096-329-6838

Minami Ward Office, Health and Child Affairs Section 096-357-4135

Kita Ward Office, Health and Child Affairs Section 096-272-1104



5-8 Electrical Service Charges and Electrical Work Costs

5-8-1 Special Measures for Electricity Charges and Related Fees

Kyushu Electric Power Company

Special Measures

■ Extension of Electricity Bill Payment Due Dates

- The due date for electricity bill payments will be extended by one month.

■ Exemption of Electricity Charges for Periods of Non-Use

- No electricity charges will be billed if no electricity is used during a billing month or period.

- If electrical facilities become unusable due to the disaster, the basic charges for the affected facilities will be waived.

■ Exemption of Construction and Connection Charges

- No construction charges will be billed for electrical work required to restore damaged homes and buildings.

- No construction charges will be billed for relocating service lines, electricity meters, or similar equipment.

Eligible Customers

■ Customers whose homes or other properties were damaged in areas where the Disaster Relief Act has been applied.

< Areas Eligible for Special Measures (Kumamoto Prefecture) >

Kumamoto City, Yatsushiro City, Minamata City, Yamaga City, Kikuchi City, Uto City, Kamiamakusa City, Uki City, Amakusa City, Koshi City, Misato Town (Shimomashiki District), Ozu Town (Kikuchi District), Kikuyo Town (Kikuchi District), Nishihara Village (Aso District), Mifune Town (Kamimashiki District), Kashima Town (Kamimashiki District), Mashiki Town (Kamimashiki District), Kosa Town (Kamimashiki District), Hikawa Town (Yatsushiro District), Ashikita Town (Ashikita District), Tsunagi Town (Ashikita District)

Note: If the Disaster Relief Act is applied to any municipalities other than those listed above in connection with this disaster, those municipalities will also be eligible for these special measures.

Application Procedures

■ Application is required in order to receive these special measures. For details, please contact the nearest Kyuden Next Service Office. Documents confirming the extent of damage, such as a Disaster Damage Certificate, will be required as part of the application process.

■ Application Offices (Kyuden Next Service Offices)

Ozu Service Office: 0120-761-383

Uki Service Office: 0120-761-386

Kumamoto West Service Office: 0120-761-384

Yatsushiro Service Office: 0120-761-387

Kumamoto East Service Office: 0120-761-385

Note: These service offices are operated by Kyuden Next Co., Ltd. under contract with Kyushu Electric Power Company, Inc..

5-9 Other Assistance

5-9-1 Exemption from NHK Reception Fees Due to the 2026 Kumamoto Earthquake

Toll-Free Number 0120-025-133

NHK Kumamoto Broadcasting Station, Management and Planning Center 096-326-8202

Persons whose homes have sustained damage (totally destroyed, major partial destruction, moderate partial destruction, partial destruction, totally burned, partially burned, or flooded above floor level) within an area where the Disaster Relief Act has been applied as a result of this earthquake are eligible for a full exemption from NHK reception fees.

A Disaster Damage Certificate is required to apply for the exemption. Once the certificate has been issued, please proceed with the exemption application.

Scope and Period of Exemption

Scope of Exemption	Period of Exemption
Reception contracts for buildings located within areas covered by the Disaster Relief Act that sustained damage classified as total destruction, major partial destruction, moderate partial destruction, partial	From July 2026 through August 2026 (2 months)

destruction, total burn, partial burn, or above-floor flooding.	
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*For details regarding application procedures and requirements, please contact the inquiry offices listed below.

Application Procedures

▼ Applying Through the NHK Website

Scan the QR code on the right using a smartphone or other device, complete the online application form, and upload an image file of your Disaster Damage Certificate.

▼ Applying by Mail

Scan the QR code on the right using a smartphone or other device and select the section titled "Applying by Mail."

Print the "Reception Fee Exemption Application Form" (which includes a mailing label), complete the required information, and mail it together with a copy of your Disaster Damage Certificate.

Scan Here for Reception
Fee Service Desk.



■Contact Information

■Toll-Free Number

0120-025-133 9:00 a.m. to 6:00 p.m.
(Open on Saturdays, Sundays, and public holidays)

■NHK Kumamoto Broadcasting Station

Management and Planning Center (Sales Group)
096-326-8202

Hours: Weekdays, 10:00 a.m. to 5:00 p.m.

Address: 5-1 Hanabata-cho, Chuo-ku, Kumamoto City 860-8602, Japan

6. Business Assistance

6-1 Small and Medium-Sized Enterprises (SMEs)

6-1-1 SME Consultation Services

Commerce Development and Small Business Support Section, TEL: 096-328-2424

Entrepreneurship and New Industry Support Section, TEL: 096-328-2392

In response to the 2026 Kumamoto Earthquake, Kumamoto City has established a special consultation service regarding government-backed loans and business management for small and medium-sized enterprises (SMEs) within the city that have been affected in their business operations or management.

Eligibility

Persons operating a business in Kumamoto City

Consultation Procedures

■ Consultation on Financing and Safety Net Guarantee (Kumamoto City Loan Programs)

- Location: 8th Floor, Kumamoto City Hall, Commerce Development and Small Business Support Section, Commerce and Industry Department, Economic Affairs and Tourism Bureau
- Address: 1-1 Tetorihoncho, Chuo-ku, Kumamoto City
- Office Hours: Weekdays 8:30 a.m. - 5:15 p.m. / Weekends & National Holidays 9:00 a.m.- 4:00 p.m.
- TEL: 096-328-2424

*Regarding the Safety Net Guarantee, please apply at Commerce Development and Small Business Support Section of Kumamoto City Hall.

■ Business Management Consultation

- Location: XOSS POINT, Business Support Facility, Kumamoto Shintoshin Plaza

- Address: 2nd Floor, Kumamoto Shintoshin Plaza, 1-14-1 Kasuga, Nishi-ku, Kumamoto City
 - Office Hours: Monday to Saturday: 10:00 a.m. – 7:00 p.m.
 - Sundays and national holidays: 10:00 a.m. – 5:00 p.m. (Closed on the third Wednesday of each month and during the New Year holiday period)
 - TEL: 096-355-7402
 - Email: business@stsplaza.net
- *Consultations are, in principle, by appointment only. Please make a reservation by telephone or email in advance.

6-2 Agriculture, Forestry and Fisheries

6-2-1 Agricultural and Fishery Damage Consultations

Agricultural Policy Section, TEL: 096-328-2403

In response to the 2026 Kumamoto Earthquake, consultation services have been established for agricultural and fishery operators who have suffered damage.

Eligibility

- Persons engaged in agricultural operations
- Persons engaged in fishery operations

Consultation Services

■ Consultation Topics

- Damage to agricultural crops
- Damage to agricultural facilities
- Damage to agricultural machinery and equipment
- Financing and cash-flow management

Consultation Office	Telephone
Hokutobu Agriculture Promotion Center Agriculture Promotion Section	096-272-1117
Hokutobu Agriculture Promotion Center	096-367-9137

Agriculture Promotion Section Higashi Agriculture Promotion Office	
Seinanbu Agriculture Promotion Center Agriculture Promotion Section	096-329-1158
Seinanbu Agriculture Promotion Center Agriculture Promotion Section Kawachi Agriculture Promotion Office	096-276-1114
Seinanbu Agriculture Promotion Center Agriculture Promotion Section Minami Agriculture Promotion Office	0964-28-3115
Farmer Support Section	096-328-2384

■ Consultation Topics

- Damage to agricultural land
- Damage to land improvement facilities

Consultation Office	Telephone
Hokubu and Tobu Agriculture Promotion Center Infrastructure Development Section	096-272-1145
Seibu and Nambu Agriculture Promotion Center Infrastructure Development Section	096-329-1168
Farmland Improvement Section	096-328-2953

■ Consultation Topics

- Damage to fishery products
- Damage to fisheries facilities
- Damage to fisheries machinery and equipment
- Financing and cash-flow management

Consultation Office	Telephone
Fisheries Promotion Center	096-311-4010

■ Office Hours

8:30 a.m. – 5:15 p.m., Monday through Friday (excluding national holidays)

6-3 Consultation Services

6-3-1 Business Facility, Water, & Equipment Sanitation Consultation

Food Safety and Hygiene Section, TEL: 096-364-3188

Food Business Operators

The Food Safety and Hygiene Section provides consultations for food-related business operators in Kumamoto City regarding food hygiene matters, including the disinfection of facilities, water supplies, and equipment.

■ Consultation Topics

Hygiene management of food-related facilities damaged by the disaster and measures for resuming business operations

■ Consultation Office

Food Safety and Hygiene Section
TEL: 096-364-3188

■ Office Hours

8:30 a.m. to 5:00 p.m. (excluding Saturdays, Sundays, and national holidays)

6-3-2 Labor Consultation

Employment Policy Section TEL: 096-328-2377

Kumamoto City provides a free labor consultation service to assist residents in resolving employment- and labor-related concerns.

■ Examples of Consultation Topics

- Employment insurance benefits and workers' accident compensation insurance benefits
- Working conditions and labor management
- Deadlines for the payment of labor insurance premiums

- Health management and occupational safety and health

Eligibility

Residents of Kumamoto City, business owners with establishments in Kumamoto City

Application Office

Consultations are conducted at the Free Employment Consultation Corner for Senior Citizens, located near the north-side elevators on the first floor of Kumamoto City Hall.

■ Consultation Days

Every Wednesday (excluding national holidays)

■ Hours

2:00 p.m. to 5:00 p.m.

Consultation Method

Certified Social Insurance and Labor Consultants belonging to the Kumamoto Prefecture Society of Certified Social Insurance and Labor Consultants provide consultations in person.

Please take a numbered ticket indicating your designated time slot from the area to the left of the consultation venue entrance. When the time shown on your ticket arrives, please enter the consultation venue.

Contact Information

Employment Policy Section

TEL: 096-328-2377

7. Support for Evacuees from Outside the City

7-1 Support for Children and Parenting

7-1-1 Support for Pregnant Women, New Mothers, and Infants

Children Support Section, TEL: 096-328-2158

We provide maternal and child health services to pregnant women, new mothers, and infants who have evacuated from outside Kumamoto City, just as we do for Kumamoto City residents.

Eligibility

Pregnant women, new mothers, and infants who have evacuated to Kumamoto City from municipalities covered by the Disaster Relief Act.

Application Procedures

- Parent-Child (Mother-Child) Health Handbook

If a person—such as someone who did not bring the Parent-Child (Mother-Child) Health Handbook issued by their municipality of origin—makes a request, we will issue a Kumamoto City Parent-Child (Mother-Child) Health Handbook.

- Prenatal and Postnatal Health Checkups

If you have not brought the prenatal or postnatal health checkup vouchers issued by your municipality of origin and request one, we will issue a Kumamoto City voucher.

- Infant Health Checkups (3-Month and 7-Month Checkups)

For health checkups conducted at medical institutions, if a parent or guardian requests one, we will issue a checkup voucher. If you present this voucher at a medical institution, you can receive the checkup free of charge.

■ Application Office

Public Health and Child Welfare Section of Each Ward Office

■ Office Hours

9:00 a.m. to 4:30 p.m. (excluding Saturdays, Sundays, and national holidays)

■ Required Documents

Identification Card such as a Driver's License or My Number Card

■ Contact Information

Public Health and Welfare Section, Chuo Ward Office: TEL:096-328-2419

Public Health and Welfare Section, Higashi Ward Office: TEL: 096-367-9134

Public Health and Welfare Section, Nishi Ward Office: TEL: 096-329-1147

Public Health and Welfare Section, Minami Ward Office: TEL: 096-357-4138

Public Health and Welfare Section, Kita Ward Office: TEL: 096-272-1128

7-1-2 Temporary Childcare for Preschool Children

Nursery School and Kindergarten Affairs Section TEL: 096-328-2568

Health and Child Affairs Sections of Each Ward Office

Preschool children whose families were affected by the 2026 Kumamoto Earthquake and who temporarily require childcare may be accepted at childcare centers and other facilities. This service is available regardless of whether the child has been certified for childcare services.

Children who are temporarily evacuated to Kumamoto City and are enrolled in a childcare facility or similar institution in their original place of residence are also eligible to use this service.

*For more details, see “5-7-11: Temporary Childcare for Preschoolers.”

7-1-3 Counseling Service for People Facing Concerns or Anxieties related to Child-Rearing

Children Support Section TEL: 096-328-2158

Child Consultation Center TEL: 096-366-8181

Confidential Pregnancy Consultation Center TEL: 096-366-3060

Children's Rights Support Center TEL: 096-366-3070

Child Development Support Center TEL: -06-366-8240

Due to the effects of the 2026 Kumamoto Earthquake, this counseling service is for individuals who have evacuated to Kumamoto City from municipalities covered by the Disaster Relief Act and are facing concerns or anxieties related to child-rearing and other issues. Please feel free to contact our centers.

Eligibility

People who are struggling with worries or anxieties related to parenting and other issues

Consultation Procedures

(1) Child and Family Center

The “Child and Family Center,” located within the Public Health and Child Welfare Section of Each Ward Office, provides various counseling services from pregnancy through the child-rearing years.

■ Contact Information

Public Health and Welfare Section, Chuo Ward Office: TEL:096-328-2419

Public Health and Welfare Section, Higashi Ward Office: TEL: 096-367-9134

Public Health and Welfare Section, Nishi Ward Office: TEL: 096-329-1147

Public Health and Welfare Section, Minami Ward Office: TEL: 096-357-4138

Public Health and Welfare Section, Kita Ward Office: TEL: 096-272-1128

(2) Counseling for Children Affected by the Earthquake

Psychological counselors at the Child Consultation Center are available to provide counseling over the phone.

*Please note that the Child Consultation Center will not formally accept cases through this telephone counseling service. This is strictly a one-time telephone counseling service.

Consultation Desk	Telephone	Hours
Kumamoto City Child Consultation Center	TEL: 096-366-8181	8:30 a.m. - 5:15 p.m. (excluding Saturdays, Sundays, National Holidays and Year-End/New Year Holidays)

- (3) Counseling for Anxieties and Concerns About Pregnancy, Childbirth, and Parenting
Confidential Pregnancy Consultation Center offers counseling on topics such as pregnancy, childbirth, infertility, recurrent miscarriage, and physical health.

Consultation Desk	Details
Confidential Pregnancy Consultation Center	TEL: 096-366-3060 8:30 a.m. – 5:15 p.m. *During nights and on holidays, the Center will coordinate with “Ninshin SOS Kumamoto” to handle inquiries. E-mail: naimitsusoudan@city.kumamoto.lg.jp Hours: 24 hours 7 days a week Requests received at night or on holidays will be processed on the next business day.

(4) Child Hotline

After a major earthquake, you may feel anxious, sad, or just not quite yourself. Please don't keep these difficult feelings to yourself—reach out for help.

We welcome inquiries not only from children themselves but also from parents and guardians, as well as those around them.

■ Contact Information & Service Hours

Toll-Free Number: 0120-273-070

Available Monday through Friday, 10:00 a.m.-6:00 p.m. (excluding National Holidays and Year-End/New Year Holidays)

E-mail: kodomohotline@city.kumamoto.lg.jp

Hours: 24 hours 7 days a week



Requests received at night or on holidays will be processed on the next business day.

■ Consultation Form

Hours: 24 hours 7 days a week

Requests received at night or on holidays will be processed on the next business day.

*The 4th Grade Elementary School Students and over

<https://logoform.jp/form/TGU5/1555628>



*The 1st Grade to the 3rd Grade Elementary School Students

<https://logoform.jp/form/TGU5/1490223>



*24 Hours Online Chat Consultation

https://talkme.jp/wellness/kumamoto_city



Clicking the link will take you to the online chat counseling site.

A counselor from “NPO Your Place,” with which we have a partnership agreement, will assist you.

For more details, please visit the “Children’s Hotline” page on our website.



(5) Child Development Support Center

Child Development Support Center offers counseling on a variety of issues related to the development of children ages 0 to 18.

TEL: 096-366-8240

Hours: Monday through Friday, 8:30 a.m. to 5:15 p.m. (excluding national holidays and the year-end/New Year’s holidays)

7-1-4 After-School Club Services for Children Evacuated from Outside Kumamoto City

After-School Child Development Section TEL: 096-328-2277

Individuals who have evacuated to Kumamoto City from areas covered by the Disaster Relief Act may use Kumamoto City's Child After-School Clubs even if they have not yet transferred their residence registration to Kumamoto City.

User Fees

For information on usage fees, please visit the Kumamoto City official website. The following fee reductions are available depending on the extent of damage to your home.

If the damage is classified as "Completely Destroyed": User Fee: 100% reduction

If the damage is classified as "Partially Destroyed or Worse, but Not Completely Destroyed": User Fee: 50% reduction

If the damage is classified as "Minor Partial Destruction": User fee: 30% reduction

* User fees are subject to the reduction criteria of the Kumamoto City Children's After-School Clubs.

* Actual expenses, such as the cost of snacks, will be billed separately.

Usage Period

From August 2026 through March 2027

Available After-School Clubs

Public Child After-School Clubs in School Districts Where Residents Have Evacuated
For information, please check the "List of Clubs (Public)" section on the Kumamoto City website.

*For details, please refer to the link above or scan the QR code.



Application Procedures

■ Application Office

After-School Child Development Section

Please call the above section at 096-328-2277.

■ Required Documents

(1) Application for Reduction or Waiver of Fees

(2) Residential Damage Certificate

(3) Others

*Applications may be accepted even if it takes some time to gather the necessary documents, such as a Disaster Damage Certificate.

■ Application Deadline

Wednesday, March 31, 2027

■ Contact Information

After-School Child Development Section TEL: 096-328-2277

7 Table of Residential Damage Levels and Support Programs

“○”: Meets the criteria for the severity of damage to residential dwellings
“▲”: May be eligible if certain conditions, such as building classification, are met
“×”: Does not meet the criteria for the severity of damage to residential dwellings
Please note that some programs have additional eligibility requirements, such as income criteria, in addition to the severity of damage to residential dwellings, so please check the details.

Number	Support Program	Disaster Damage Certificate					
		Destroyed	Major Partial Destruction	Moderate Partial Destruction	Partial Destruction	Minor Partial Destruction	Minor Damage Not Qualifying
1-1-1	Residential Damage Certificates (including combined residential-commercial properties)						
1-2-1	Business Damage Certificates (Stores, Offices, Factories & Business Facilities)						
1-2-2	Disaster Damage Certificates for Agriculture & Fisheries						
1-3-1	Damage Notice Certificates (for Non-Residential Damage)						
2-1-1	Disaster Bereavement Benefits						
2-2-1	Disaster Disability Benefits						
2-3-1	Disaster Condolence Grants	○	○	○	○	○	×
2-4-1	Disaster Relief Loans	○	○	○	○	×	×
2-4-2	Special Loan Program under the Welfare Fund for Daily Living (Emergency Small Amount Funds)						
3-1-1	Dispatch of Disaster Volunteers						
3-2-1	Emergency Housing Repairs for Preventing Further Damage	○	○	○	○	○	×
3-2-2	Emergency Housing Repairs	○	○	○	○	○	×
3-2-3	Housing Loans for Single-Parent Families	○	○	○	○	○	○
3-2-4	Temporary Provision of Municipal Housing for Those Whose Homes Have Been Damaged	○	○	○	○	×	×
3-2-5	Provision of Rental Temporary Housing (Deemed Temporary Housing)	○	▲	▲	▲	×	×
3-3-1	Subsidy Program for the Demolition of Dangerous Vacant Houses						
3-3-2	Subsidy Program for the Demolition of Aging Vacant Houses						
3-3-3	Demolition and Removal of Disaster-Damaged Buildings	○	○	○	○	×	×
3-4-1	Development Permit Fee Exemptions	○	○	○	○	○	○
3-4-2	Exemption of Building Confirmation Application and Completion Inspection Application Fees	○	○	○	○	○	○
4-1-1	Clothing, Bedding & Other Daily Necessities	○	○	○	○	×	×
4-1-2	Supply of Textbooks and School Supplies	○	○	○	○	▲	▲
4-1-3	Free Provision of Ostomy Supplies						
4-2-1	Collection of Earthquake-Related Waste						
4-2-2	Collection of Large Waste and Appliances Damaged by the Earthquake						
4-2-3	Waste Disposal Fee Waivers						
4-2-4	Business Waste Fee Reductions						
4-2-5	Debris Removal for Concrete Blocks and Roof Tiles						
4-3-1	Drinking Well Water Testing During Times of Disaster						
4-4-1	School Transfers	○	○	○	○	○	○
4-5-1	Consumer Affairs						
4-5-2	Mental Health						
4-5-3	Children's Mental Health						
4-5-4	Consultation Services for Those Experiencing Concerns or Anxiety Related to Child-Rearing and Family Matters						
4-5-5	Livelihood Support						
4-5-6	Infectious Disease Consultation						
4-5-7	Food Safety						
4-5-8	Pet-Related Consultation Services						
4-5-9	Help Desk for Foreign Residents						
4-5-10	Free Legal Consultation (Lawyers)						
4-5-11	Free Bathing Assistance Program						
4-5-12	Infant Bathing Support						
4-5-13	Accommodation Support Program						
4-5-14	Free Rental Vehicles for Disaster Support (Japan Car Sharing Association)						
5-1-1	Municipal Tax Exemptions / Reductions	○	○	○	○	×	×
5-1-2	Tax Payments Deferrals						
5-2-1	Certificate Fee Waivers	○	○	○	○	○	○
5-2-2	My Number Card Reissuance Fee Waivers	○	○	○	○	○	○
5-2-3	Waiver or Reduction of Passport Issuance Fees	○	○	○	○	▲	▲
5-3-1	Water and Sewerage Charge Reductions and Exemptions	○	○	○	○	×	×
5-3-2	Reduction or Exemption of Agricultural Community Wastewater Treatment Facility User Charges	○	○	○	○	○	×
5-4-1	Extension of Vaccination Eligibility	○	○	○	○	○	○
5-4-2	Reduction or Exemption of National Health Insurance Premiums	○	○	○	○	×	×
5-4-3	Exemption of National Health Insurance Co-payments (Medical Expenses Paid at Medical Institutions)	○	○	○	○	▲	▲
5-4-4	Reduction or Exemption of Late-Stage Elderly Medical Insurance Premiums	○	○	○	○	▲	▲
5-4-5	Exemption of Co-payments Under the Late-Stage Elderly Medical Care System	○	○	○	○	▲	▲
5-4-6	Exemption from National Pension Insurance Premiums						
5-4-7	Deferral of National Health Insurance Premium Collection	○	○	○	○	○	○
5-5-1	Reduction or Exemption of Long-Term Care Insurance Premiums	○	○	○	○	×	×
5-5-2	Exemption of Long-Term Care Insurance Service Copayments	○	○	○	○	×	×
5-5-3	Repurchase of Specified Welfare Equipment Under Long-Term Care Insurance						
5-5-4	Reduction of Reissuance Fees for the Kumamoto City Odekake IC Card for Senior Citizens						
5-6-1	Replacement of Assistive Devices (Disability and Welfare for Adults & Children)						
5-6-2	Reduced Copayments						
5-6-3	Special Measures for Child Support Allowances	○	○	○	○	×	×
5-6-4	Waiver of Telephone Relay Service Fees						
5-6-5	Reduction of Reissuance Fees for the Kumamoto City Odekake IC Card for People with Disabilities						
5-7-1	Childcare Fee Reductions	○	○	○	○	○	×
5-7-2	Special Disaster Relief Measures for Child Support Allowances	▲	▲	▲	▲	▲	×

5-7-3	Residential Care Facility Fees	○	○	○	○	○	○
5-7-4	Welfare Loan Repayment Deferrals for Single Parents/Widows	○	○	○	○	○	○
5-7-5	Reduction or Exemption of User Fees for Municipal After-School Child Development Clubs	○	○	○	○	○	×
5-7-6	Medical Support for Childhood Chronic Specific Diseases Due to a Reduction or Exemption of Municipal Resident Tax						
5-7-7	School Expense Assistance						
5-7-8	Applications for Kumamoto City Scholarships (Sudden Changes in Household Finances, etc.)	○	○	○	○	×	×
5-7-9	Scholarship Repayment Deferrals	○	○	○	○	○	○
5-7-10	Admission to Childcare and Educational Facilities	○	○	○	○	○	×
5-7-11	Temporary Childcare for Preschool Children						
5-8-1	Special Measures for Electricity Charges and Related Fees						
5-9-1	Exemption from NHK Reception Fees Due to the 2026 Kumamoto Earthquake						
6-1-1	SME Consultation Services						
6-2-1	Agricultural and Fishery Damage Consultations						
6-3-1	Business Facility, Water, & Equipment Sanitation Consultation						
6-3-2	Labor Consultation						
7-1-1	Support for Pregnant Women, New Mothers, and Infants						
7-1-2	Temporary Childcare for Preschool Children						
7-1-3	Counseling Service for People Facing Concerns or Anxieties related to Child-Rearing						
7-1-4	After-School Club Services for Children Evacuated from Outside Kumamoto City	○	○	○	○	○	○