Version 6

Support Programs for People Affected by the 2026 Kumamoto Earthquake

(As of Aug. 31, 2026)

Support details are updated regularly.

Please click here for the latest information.

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

熊本市
Kumamoto City

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8. Table of Residential Damage Levels and Support Programs

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:

- Completely 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.)
6. 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.*

■ Issuance Method

We received requests to conduct surveys, and certificates were previously issued at the relevant service counters on an individual basis, with applicants contacted in order as their surveys were completed and their certificates were ready for issuance. However, certificates issued on or after August 28 will be sent by mail.

Please note that even after being notified that your certificate is ready for issuance, you may also have it issued in person at the Welfare Section of your Ward Office or at a General Branch Office (the same office where you submitted your application), even if the certificate has already been mailed.

■ Certificate Issuance Office (In-Person Issuance)

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

- Welfare Sections of all Ward Offices
- General Branch Offices

■ 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 Issuing 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
Higasih 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.*

■ For information on how to submit an online application through the My Number Portal, please visit the official Kumamoto City website.

https://www.city.kumamoto.jp.e.fm.hp.transer.com/kiji0032451/index.html

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.

- There may be times when temporary application counters are opened. For details, please contact the Commerce Development and Small Business Support Section.

■ 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:
  - Applicants must have a record of sales of agricultural and livestock products during the one-year period prior to the year in which the disaster occurred.
  - If you do not have a sales record for the one-year period prior to the year in which the disaster occurred due to unavoidable circumstances, please contact us for individual consultation.
- 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 Section	096-272-1117
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

■ Application Hours

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

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

■ 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. A copy of your most recent tax return or individual municipal inhabitant tax return showing your sales of agricultural and livestock products.
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 Noticce Certificate, which certifies that a report of disaster damage has been submitted.

■ Application Procedures

(1) Applying in Person

Applications may be submitted at the Welfare Section of any Ward Office or at 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*

■ Application Deadline

Friday, October 30, 2026

■ For applications by mail, please download the application form from the official Kumamoto City website below.

https://www.city.kumamoto.jp.e.fm.hp.transer.com/kiji0032451/index.html

■ **Contact Information**

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

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

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 Offices and Hours

1. Welfare Section of Each Ward Office
   Monday through Friday (excluding national holidays), 9:00 a.m. – 4:00 p.m.

2. Jonan Community Development Center, 3rd Floor, General Consultation Counter
   Monday through Friday (excluding national holidays), 9:00 a.m. – 5:00 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 Offices and Hours

1. Welfare Section of Each Ward Office
   Monday through Friday (excluding national holidays), 9:00 a.m. – 4:00 p.m.

2. Jonan Community Development Center, 3rd Floor, General Consultation Counter
   Monday through Friday (excluding national holidays), 9:00 a.m. – 5:00 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 as Completely 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 Offices and Hours

1. Welfare Section of Each Ward Office
   Monday through Friday (excluding national holidays), 9:00 a.m. – 4:00 p.m.
2. Jonan Community Development Center, 3rd Floor, General Consultation Counter
   Monday through Friday (excluding national holidays). 9:00 a.m. – 5:00 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

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

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 Destruction (excluding Minor Partial Destruction and including Moderate and Major Partial Destruction) or Completely Destroyed
- The home was Completely Destroyed or washed away
- Household property sustained damage equivalent to approximately one-third or more of its total value

**Damage classified as Partial Destruction or Completely Destroyed 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	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

injury requiring approximately one month or longer of medical treatment	Residence partially destroyed (excluding Minor Partial Damage, including Moderate and Major Partial Destruction)	¥2,700,000 *Note 2: (¥3,500,000)
	Residence completely destroyed (classified as Completely Destroyed)	¥3,500,000
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 Destruction, including Moderate and Major Partial Destruction)	¥1,700,000 *Note 2: (¥2,500,000)
	Residence completely 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

1. Loan Application

Please submit your application together with all required documents. If any submitted documents are incomplete or contain errors, you may be asked to correct the documents or provide additional materials. Please note that your application will be formally accepted only after all required documents have been submitted.

2. Review and Approval Process

After your application is received, the City may conduct an investigation of the disaster damage and other necessary assessments. Applicants will generally be notified of the review results within approximately one month.

If the loan is approved, please complete the Promissory Note, Request for Claim Delegation and Bank Transfer Payment, and Written Pledge enclosed with the approval notice. These documents must be submitted to the Health and Welfare Policy Section together with the borrower's and joint guarantor's Certificates of Seal Registration and a copy of the bankbook for the account designated to receive the loan funds.

**Please note that the approved loan amount may be less than the amount requested, depending*

on the results of the review.

3. Disbursement of Loan Funds

After the completed Promissory Note and other required documents enclosed with the approval notice have been returned, the loan funds will generally be transferred to the designated bank account approximately three weeks later.

■ Required Documents

The following documents are required depending on the details of your application. Please note that additional documents may also be requested as necessary to verify the information provided in your application.

Documents Required for All Applicants

- Disaster Relief Loan Application Form
- FY2026 Municipal and Prefectural Resident Tax Certificate (Income and Taxation Certificate) (for all household members)
- Copy of the Certificate of Residence (for all household members, including permanent domicile and family relationship information)
- Written Pledge and Consent Form Regarding the Exclusion of Organized Crime Groups and Related Persons
- Copy of the applicant's identification document (head of household) (e.g., My Number Card, driver's license, etc.)
- Presentation of the original identification document of the person visiting the application office (e.g., My Number Card, driver's license, etc.)

If Applying with a Guarantor

- FY2026 Municipal and Prefectural Resident Tax Certificate (Income and Taxation Certificate) (for the guarantor)
- Copy of the guarantor's Certificate of Residence
- Written Pledge and Consent Form Regarding the Exclusion of Organized Crime Groups and Related Persons (for the guarantor)
- Copy of the guarantor's identification document (e.g., My Number Card, driver's license, etc.)

For Injury Cases

- Medical certificate for the head of household indicating the treatment period

For Housing Damage Cases

- Disaster Damage Certificate showing a damage classification of Partial Destruction or greater (copies accepted)

For Household Property Damage Cases

- Photographs or other materials showing the extent of damage to household property

■ Application Deadline

Friday, October 30, 2026

■ Application Offices and Hours

1. Welfare Section of Each Ward Office
   Monday through Friday (excluding national holidays), 9:00 a.m. – 4:00 p.m.

2. Jonan Community Development Center, 3rd Floor, General Consultation Counter
   Monday through Friday (excluding national holidays), 9:00 a.m. – 5:00 p.m.

3. Health and Welfare Policy Section
   Monday through Friday (excluding national holidays), 9:00 a.m. – 5:00 p.m.

■ Contact Information

Chuo Ward Office, Welfare Section TEL: 096-328-2312
Higashi Ward Office, Welfare Section TEL: 096-367-9127
Nishi Ward Office, Welfare Section TEL: 096-329-5403
Minami Ward Office, Welfare Section TEL: 096-357-4129
Kita Ward Office, Welfare Section TEL: 096-272-1118
Health and Welfare Policy Section TEL: 096-328-2340

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

2-4-3 Disaster Recovery Support Grant

Health and Welfare Planning Section 096-328-2340

Kumamoto City provides Disaster Recovery Support Grants to households whose foundations of daily life have been severely affected by the 2026 Kumamoto Earthquake, including households whose occupied homes were completely destroyed.

**This program is administered by Kumamoto Prefecture and the Disaster Victims Livelihood Recovery Support Foundation (Prefectural Center for Disaster Victims Livelihood Recovery Support). Kumamoto City is responsible for accepting applications.*

Eligible Applicants

Households that were residing in Kumamoto City at the time of the disaster and meet any of the following conditions:

(1) Households whose occupied residence received a Disaster Damage Certificate classified as Completely Destroyed
(2) Households whose occupied residence received a Disaster Damage Certificate classified as Major Partial Destruction.
(3) Households whose occupied residence received a Disaster Damage Certificate classified as Moderate Partial Destruction.
(4) Households whose occupied residence was classified as Partial Destruction, Moderate Partial Destruction, or Major Partial Destruction, and who demolished the residence due to unavoidable circumstances, such as repair costs being excessively high. (Treated as Completely Destroyed.)
(5) Households whose residential land sustained disaster-related damage and who demolished the residence due to unavoidable circumstances, such as the risk of collapse. (Treated as Completely Destroyed.)

Support Grant Amounts

There are two types of grants available under this program: the Basic Support Grant and the Additional Support Grant. The amount paid varies depending on the applicable category.

① Basic Support Grant
A grant provided according to the extent of damage to the residence.
② Additional Support Grant

A grant provided according to the method of housing reconstruction.

○ Multi-Person Households (Two or More Household Members at the Time of the Disaster)

Category	① Basic Support Grant	② Additional Support Grant		①+② Total Amount
(1), (4), (5) Destroyed Households, Households Subject to Demolition	¥1,000,000	Rebuilding or Purchase	¥2,000,000	¥3,000,000
		Repair	¥1,000,000	¥2,000,000
		Rental Housing	¥500,000	¥1,500,000
(2) Major Partial Destruction Households	¥500,000	Rebuilding or Purchase	¥2,000,000	¥2,500,000
		Repair	¥1,000,000	¥1,500,000
		Rental Housing	¥500,000	¥1,000,000
(3) Moderate Partial Destruction Households	None	Rebuilding or Purchase	¥1,000,000	¥1,000,000
		Repair	¥500,000	¥500,000
		Rental Housing	¥250,000	¥250,000

○ Single-Person Households (One Household Member at the Time of the Disaster)

Category	① Basic Support Grant	② Additional Support Grant		①+② Total Amount
(1), (4), (5) Destroyed Households, Households Subject to Demolition	¥750,000	Rebuilding or Purchase:	¥1,500,000	¥2,250,000
		Repair	¥750,000	¥1,500,000
		Rental Housing	¥375,000	¥1,125,000
(2) Major Partial Destruction Households	¥375,000	Rebuilding or Purchase:	¥1,500,000	¥1,875,000
		Repair	¥750,000	¥1,125,000
		Rental Housing	¥375,000	¥750,000
(3) Moderate Partial Destruction Households	None	Rebuilding or Purchase	¥750,000	¥750,000
		Repair	¥375,000	¥375,000
		Rental Housing	¥187,500	¥187,500

**Please note that the "Rental Housing" category under the Additional Support Grant does not apply to public housing, temporary housing, or rental-type temporary housing (deemed temporary housing).*

Application Procedures

■ Application Process

1. Submit the application form together with all required documents to an application office.
2. After reviewing the submitted documents, Kumamoto City will forward them to Kumamoto Prefecture.
3. Kumamoto Prefecture will forward the documents to the Disaster Victims Livelihood Recovery Support Foundation (Prefectural Center).
4. If the applicant is determined to meet the eligibility requirements through the final review conducted by the Disaster Victims Livelihood Recovery Support Foundation (Prefectural Center), the Foundation will issue a Notice of Grant Approval and provide payment of the grant.

■ Application Offices and Hours

1. Welfare Section of Each Ward Office
   Monday through Friday (excluding national holidays), 9:00 a.m. – 4:00 p.m.
2. Jonan Community Development Center, 3rd Floor, General Consultation Counter
   Monday through Friday (excluding national holidays), 9:00 a.m. – 5:00 p.m.

■ Required Documents

The following documents are required depending on the details of your application. Please note that additional documents may also be requested as necessary to verify the information provided in your application.

Documents Required for All Applications under Categories (1) through (5)

A) Application Form
B) Disaster Damage Certificate (copies accepted)
C) Copy of the Certificate of Residence
   **A Certificate of Residence for all household members showing the address, household composition, head of household, family relationships, and other relevant information as of the date of the disaster.*
   **This document is not required if the application form includes the Individual Number (My Number) of the head of household at the time of the disaster and the applicant chooses to use a registered Public Money Receiving Account.*
D) Copy of the applicant's bankbook

For Demolished Households under Categories (4) and (5)

E) Demolition Certificate issued by the municipality, or a Closed Registration Certificate issued by the Legal Affairs Bureau

For Applications for the Additional Support Grant

F) Copy of a contract or similar document (such as a construction contract or real estate purchase agreement)
   **If no contract was executed under the "Repair" category, documents such as a cost estimate and receipt may be submitted instead.*

If the Address Occupied at the Time of the Disaster Differs from the Address Shown on the Certificate of Residence

G) Documents verifying actual residence, such as utility bills or a residential lease agreement

■ Application Deadlines

Basic Support Grant: Friday, August 27, 2027

Additional Support Grant: Monday, August 27, 2029

■ Contact Information

Office Hours:

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

Health and Welfare Planning Section, TEL: 096-328-2340

Chuo Ward Office, Welfare Section, TEL: 096-328-2312

Higashi Ward Office, Welfare Section, TEL: 096-367-9127

Nishi Ward Office, Welfare Section, TEL: 096-329-5403

Minami Ward Office, Welfare Section, TEL: 096-357-4129

Kita Ward Office, Welfare Section, TEL: 096-272-1118

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.

Eligibility

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.*
**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 listed below. 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)

Jonan Community Development Center, 3rd Floor, General Consultation Counter

- Email: 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

3-2-2 Emergency Housing Repairs

Housing Policy Section
TEL: 096-328-2449

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.

Eligibility

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. Completely 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.
- Certain interior finishing work may not be eligible (e.g. replacing surface finishes only, such as tatami mats or wallpaper, is not eligible for assistance under this program).
- Household electrical appliances and consumer electronics are not eligible.

*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)
Jonan Community Development Center, 3rd Floor, General Consultation Counter

- Email: 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
- Residential Disaster Damage Certificate
- 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.

Eligibility

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, TEL: 096-372-1228
- Children and Family Welfare Section, TEL: 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 Partial Destruction 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

[For Residents of Kumamoto City and Residents Outside Kumamoto City]
Starting from Monday, August 10, 2026, 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-ku, Kumamoto City) from Thursday, August 6 to Friday, August 7, 2026
- Kumamoto City Hall 14th Floor (Tetorihoncho 1-1, Chuo-ku, 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-ku, 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)

Housing Policy Section　096-328-2989

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.

**Applicants are responsible for locating an eligible rental property themselves.*
**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 Applicants

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 damaged and has a classification of Completely Destroyed, Burnt Down, or Washed Away 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.
**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) The monthly rent must fall within the applicable limit based on the number of occupants.
*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

*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

*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 damaged and classified as Completely Destroyed, Burnt Down, or Washed Away.
   - 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 Completely Destroyed.*

2. Households whose homes sustained damage classified as 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
TEL: 096-328-2989

3-2-6 Provision of Temporary Housing Units (Prefabricated Housing)

Housing Policy Section
TEL: 096-328-2438

Kumamoto City provides temporary housing units (prefabricated housing) to people who are no longer able to continue living in their homes as a result of the 2026 Kumamoto Earthquake.

Eligible Applicants

Applicants must satisfy all of the following requirements:

(1) The applicant was residing in Kumamoto City at the time the disaster occurred.

(2) As a result of the disaster, the applicant meets one of the following conditions:

1. The applicant no longer has a residence because the home was Completely Destroyed, Burnt Down, or Washed Away by 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 applicant is unable to continue living in the home because there is a risk of further damage from secondary disasters; essential lifelines (water, electricity, gas, roads, etc.) have been disrupted; evacuation orders have been issued due to landslides or similar hazards; or other comparable circumstances apply.

(3) The applicant has no other available residence and lacks the financial means to secure housing independently.
**The applicant must not own another house, apartment, condominium unit, vacation home, or similar property.*

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

■ Housing Sites and Number of Units

Temporary Housing Complex	2K (Approx. 30 m²) 1-3 Persons per Household	3K (Approx. 40 m²) 4 or More Persons per Household	Total
Jonan (Tsukahara) Temporary Housing Complex *Some units allow pets.	16 units	4 units	20 units

Jonan (Maihara) Temporary Housing Complex	16 units	4 units	20 units
Tomiai (Hirabara) Temporary Housing Complex	6 units	4 units	10 units

Occupancy Period

Up to two years from the date of occupancy

Cost Sharing

(1) Rent, security deposit, and parking fees: No charge
**Each household is permitted to use one parking space.*

(2) Utility charges (electricity, gas, water, etc.), common service charges (management fees), neighborhood association fees, and similar expenses: To be borne by the occupant

Pets

Pet-friendly units will be available at the Jonan (Tsukahara) Temporary Housing Complex (approximately two units).

Application and Occupancy Schedule

Application Period	Application Deadline	Lottery Drawing for Applicants	Expected Move-in Date
August 25 (Tue) to September 4 (Fri), 2026	Thursday, September 10, 2026	Saturday, September 12, 2026	Mid-September 2026 or later

Application Procedures

Applicants may apply using any of the following methods:

(1) In Person
Application Offices:
Housing Policy Section, 9th Floor, Kumamoto City Hall (Main Building)
Jonan Community Development Center, 3rd Floor, General Consultation Counter

(2) By Mail (Must Arrive No Later Than September 4
Mailing Address:
Housing Policy Section, Housing Department, Urban Development and Construction Bureau, Kumamoto City

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

(3) Online Application

- Apply online here: →→→
- Email: jutakuseisaku@city.kumamoto.lg.jp

■ Contact Information

Housing Policy Section

TEL: 096-328-2438

3-2-7　Construction of Temporary Housing Units on Private Residential Property

Housing Policy Section
TEL: 096-328-2438

Kumamoto City provides support for the construction of temporary housing units on private residential property for people affected by the 2026 Kumamoto Earthquake who have difficulty relocating from their homes, such as farmers who must continue caring for crops or livestock.

Support Provided

Further details will be announced promptly once they have been finalized.

■ Contact Information

Housing Policy Section
TEL: 096-328-2438

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.
(About subsidy of removal promotion business such as aging dangerous vacant houses in Kumamoto-shi (removal assistance such as aging dangerous vacant houses)

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.
FY2026 Guide to the Subsidy Application Procedure

**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.*

We will support up to 400,000 yen for a part of the removal cost of old unoccupied houses and unoccupied houses that have been inherited and bequested

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.”

FY2026 Summary of the Subsidy Application Procedures

**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
TEL: 096-328-2430

For houses and other structures owned by individuals, including warehouses and business facilities owned by small and medium-sized enterprises, that have sustained Completely Destroyed, Major Partial Destruction, Moderate Partial Destruction, or Partial Destruction, Kumamoto City will carry out demolition and removal on behalf of the owner upon application.

Eligible Applicants

Owners of houses and other structures, including those owned by small and medium-sized enterprises, that have been classified as Partial Destruction or more severe based on a Disaster Damage Certificate or equivalent documentation.

**The applicant must have been the owner of the affected building as of July 28, 2026.*

Application Procedures

To reduce congestion at the application reception desk, advance reservations are required. If you wish to apply, please make a reservation in advance.

■ Reservation Methods

(1) In-Person Reservations

- (Weekdays, 9:00 a.m. – 5:00 p.m.)
- Jonan Community Development Center, 3rd Floor, General Consultation Counter
- Publicly Funded Demolition Project Team, Waste Management Planning Section, 7th Floor, Kumamoto City Hall (Main Building)

(2) Telephone Reservations (Weekdays, 9:00 a.m. – 5:00 p.m.)

- Publicly Funded Demolition Project Team, Waste Management Planning Section, 7th Floor, Kumamoto City Hall (Main Building)
- TEL: 096-328-2430

■ Application Document Submission Period

Appointment dates and times will be scheduled in advance within the following period:

- Thursday, September 10, 2026 – Thursday, December 10, 2026

- Monday through Friday (excluding national holidays)
  **For September, applications are also scheduled to be accepted on Saturdays, Sundays, and public holidays.*

■ For Applicants Who Have Not Yet Received a Disaster Damage Certificate

Reservations may be made even if you are still waiting for your Disaster Damage Certificate to be issued. During the application process, you will be required to submit a Disaster Damage Certificate showing a damage classification of Partial Destruction or greater.

**Reservations will also be accepted for owners wishing to demolish buildings for which a Disaster Damage Certificate cannot be issued, but which are believed to have sustained damage equivalent to Partial Destruction or greater. In such cases, Kumamoto City will conduct an on-site inspection after the application documents have been submitted and will determine whether the building is equivalent to Partial Destruction or greater.*

**Please note that this determination is made solely for the purpose of the Publicly Funded Demolition Program. No official document showing the inspection result, such as a Disaster Damage Certificate, will be issued.*

■ Reimbursement of Self-Funded Demolition and Removal Costs

The cost of demolishing and removing disaster-damaged buildings that have sustained Partial Destruction or more severe damage may also be eligible for reimbursement if the owner arranges for the demolition independently. **Please note that partial demolition of a building is not eligible under this program.*

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

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

- Photos showing the condition of the building before, during, and after demolition work
- Demolition contracts, cost estimates, and receipts
- Waste disposal records related to the demolition work (such as weighing slips and manifest forms)

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.

Eligible Applicants

Individuals whose homes suffered flooding above floor level, Partial Destruction, or Completely Destroyed 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
Completely Destroyed	¥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

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)	¥6,050
Single-Size Towel Blanket	¥1,100
Face Towels (5-pack)	¥660
Toilet Paper (12-roll pack)	¥500
Facial Tissues (5-box pack)	¥220
Disposable Diapers (children's, pull-up type)	¥1,170
Disposable Diapers (children's, tape type)	¥1,460
Disposable Diapers (adult, pull-up type)	¥1,800
Disposable Diapers (adult, tape type)	¥1,800
Kettle (2.3 L, induction-compatible)	¥1,200
Two-Handled Cooking Pot (20 cm, induction-compatible)	¥1,400
Frying Pan (26 cm, induction-compatible)	¥1,000
Kitchen Knife	¥980
Cutting Board	¥700
Rice Bowl	¥300
Chopsticks	¥300
Bucket (8 L)	¥500

Procedures

■ Application Office

Applications may be submitted at the Welfare Section of each Ward Office. Applications are also accepted online through the application form below.

・ Online Application (LoGo Form)

URL: https://logoform.jp/form/TGU5/1738602

**For inquiries regarding online applications, please contact the Health and Welfare Policy Section. (TEL: 096-328-2340)*

■ Application Hours

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

■ Required Documents

・ Application Form
・ Disaster Damage Certificate (Residential Building) (copies accepted)
・ Letter of Authorization and identification of the representative (required if the representative is from a different household)

■ Delivery Method

・ Relief items will be delivered after the application has been accepted.
**Please note that delivery may take approximately one month from the date of application.*

■ Contact Information

Chuo Ward Office, Welfare Section TEL: 096-328-2312
Higashi Ward Office, Welfare Section TEL: 096-367-9127
Nishi Ward Office, Welfare Section TEL: 096-329-5403
Minami Ward Office, Welfare Section TEL: 096-357-4129
Kita Ward Office, Welfare Section TEL: 096-272-1118
Health and Welfare Policy Section TEL: 096-328-2340

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 their homes being damaged and classified as Completely Destroyed (including destruction by fire), Washed Away, or Partial Destruction (including destruction by fire), 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).*
c) School uniforms
   *Uniforms will be provided in kind

Application Procedures

For (a) and (b), please contact the school your child attends. After you submit the survey form, the Board of Education or the school may contact you to confirm additional details, if necessary.
For (c), please contact the School Affairs Support Section of the Board of Education.

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.

Eligibility

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.

■ Contact Information

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

- 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

4-1-4 Loan of Portable Air Conditioners

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

Households that lost their air-conditioning equipment due to their homes being completely or partially destroyed by the 2026 Kumamoto Earthquake and that particularly need to prevent health problems such as heatstroke and dehydration while sheltering at home may be provided with portable air conditioners as essential living supplies under the Disaster Relief Act.

Eligibility

Individuals whose homes were classified as Completely Destroyed or Partially Destruction (excluding Partially Destruction) by the 2026 Kumamoto Earthquake and who meet both of the following conditions:

① The household lost its air-conditioning equipment as a result of the disaster.

② The air-conditioning equipment is directly necessary for sheltering at home.

**City staff may visit your home to verify the circumstances.*

Damage Classification	Eligible
Completely Destroyed	○
Major Partial Destruction	○
Moderate Partial Destruction	○
Partial Destruction	○
Minor Partial Destruction	×
Minor Damage (not qualifying as Minor Partial Destruction)	×

Application Procedures

■ Application Method

Applications are accepted electronically using the application form below.

Electronic Application: LoGo Form (URL: https://logoform.jp/form/TGU5/1737501)

■ Required Documents

Please attach the following to your electronic application:

a) Disaster Victim Certificate

b) Photos of the damaged air-conditioning equipment
(Photos showing the visible surfaces of the indoor or outdoor unit (front, right side, left side, or top) together with the wall on which it is installed.)

■ Important Notes

- The loan period is until October 31, 2026.
- Portable units that can be installed on an emergency basis without installation work and used immediately will be provided to eligible households for the period during which heatstroke prevention is necessary. As these units are provided on loan, they must be returned when the loan period ends.
- The portable air conditioner will be delivered by a rental company contracted by the City. The household head's name, address, telephone number, and other information provided on the application will be shared with the rental company for the purpose of arranging delivery.
- Dimensions: 395 mm (W) × 450 mm (D) × 990 mm (H), excluding the exhaust duct.
- Warm indoor air must be discharged outdoors through the exhaust outlet. An aluminum flexible duct will be attached for this purpose.
- Electricity costs are approximately ¥26.97 per hour and must be paid by the household.

■ Contact Information

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

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

Procedures

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. Dispose of the bags at your usual neighborhood waste collection station, separately from regular household waste.

For more details, please visit the Kumamoto City website.
https://www.city.kumamoto.jp/kiji00372079/index.html

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

Earthquake-damaged waste may be disposed of at regular neighborhood waste collection stations, provided that doing so does not interfere with traffic or collection operations. If it is difficult to dispose of the waste at a neighborhood waste collection station, please apply in advance through the *Gomi* Zero Call Center: 0570-00-5374 or 096-328-2367. 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.*

For more details, please visit the Kumamoto City website.
https://www.city.kumamoto.jp/kiji00372079/index.html

■ 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

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: jigyougomitaisaku@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
(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
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. Please complete and submit the documents once they arrive.*

■ 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 preliminary inspection, collection date, and other 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

For more details, please visit the Kumamoto City website.
https://www.city.kumamoto.jp/kiji00372176/index.html

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)

**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, 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: 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.

Eligibility

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, TEL: 096-328-2419
   Higashi Ward Public Health and Child Welfare Section, TEL: 096-367-9134
   Nishi Ward Public Health and Child Welfare Section, TEL: 096-329-1147
   Minami Ward Public Health and Child Welfare Section, TEL: 096-357-4138
   Kita Ward Public Health and Child Welfare Section, TEL: 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.
   **Please note that the Child Consultation Center will not formally accept or open cases through this telephone counseling 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 during evenings, 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 during evenings, 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 Care Center
TEL: 096-380-2153

The Animal Care Center 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.

Eligibility

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, TEL: 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

■ Service 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
■ Location: Consultation Room, Public Consultation Section, 3rd Floor, Kumamoto City Hall (Tuesdays) or Telephone Consultation: (Mondays, Tuesdays, Wednesdays, and Fridays)
■ 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)

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 Telephone Legal Consultation by Judicial Scriveners

Japan Federation of Shiho-Shoshi Lawyer Associations

Judicial scriveners are available to assist with emergency consultations.

Judicial scriveners with experience in disaster response are available to provide consultations to people affected by the earthquake.

Judicial scriveners are legal professionals who provide support and assistance with everyday legal matters. If you are experiencing difficulties, please feel free to consult a judicial scrivener. (Please do not try to deal with problems on your own.)

Eligibility

People affected by the 2026 Kumamoto Earthquake

Consultation Method

■ Consultation Period: Friday, July 31, 2026, through Friday, October 30, 2026, excluding Saturdays, Sundays, and national holidays) **The end date is subject to change*

■ Hours: 5:00 p.m. – 8:00 p.m.

■ Judicial scriveners with disaster response experience will speak with you directly.

Toll-Free Consultation Hotline

0120-315-199 (Saigai Kyukyu / Disaster Emergency)

■ Contact Information

Japan Federation of Shiho-Shoshi Lawyer Associations Secretariat

TEL: 03-3359-4171 (Weekdays, 9:00 a.m.–5:00 p.m.), FAX: 03-3359-4175

Address: Shiho-Shoshi Lawyer Hall, 4-37 Yotsuyahonshiocho, Shinjuku-ku, Tokyo 160-0003

Website: Japan Federation of Shiho-Shoshi Lawyer Associations

4-5-12 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

4-5-13 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 Recipients

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

4-5-14 Accommodation Support Program

Health and Welfare Planning Section 096-328-2340
Public Hygiene Section 096-364-3187

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

4-5-15 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

1. 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 Completely 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

2. 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 Completely Destroyed.

○ 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

3. 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, the following documents are required when applying:

- Tax Reduction/Exemption Application Form (available at the application office)
- Applications for Municipal Tax Exemptions and Reductions (Important Notes)
- Disaster Damage Certificate *(*copies accepted)*
- Disaster Damage Certificate (Agriculture, Forestry and Fisheries Sector)
  - **Required for applicants whose agricultural crops have been damaged*
- Documents showing the amount of disaster insurance payout (estimated amounts are

acceptable) **For those eligible for reductions or exemption on their home and household property.*

- Household Property Inventory
  - **For those whose household property has been damaged*
- Statement of Mutual Aid Benefit Payments, if compensation has been received through agricultural mutual aid or similar schemes.
- Disaster Damage Certificate (Agriculture, Forestry and Fisheries Sector)
  - **Required for applicants whose farmland has been damaged*
- Documentation showing the decision to award a Disaster Condolence Grant or Condolence Payment
  - **Required in cases involving death or disability)*
- Photos showing the extent of the damage (you can still apply even if you don't have any)
  - **For those eligible for reductions or exemption on their home and household property*

For those who wish to apply for a reduction or exemption from Fixed Asset Tax (Property Tax), the following documents are required when applying:

- Reduction/Exemption Application Form (available at the service counter)
- Disaster Victim Certificate *(*copies accepted)*
- Disaster Victim Certificate (Agriculture, Forestry and Fisheries)
  - **For those whose agricultural land was damaged*
- Photos showing the extent of the damage (if available)
- Receipts for repairs or other related expenses *(*for depreciable assets)*

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 and intend to use it for disaster-related procedures—such as filing an insurance claim for a residence damaged by a disaster, applying for a loan to cover disaster recovery costs, applying for public assistance, or applying for public housing— are exempt from the issuance fees for the following certificates.

Eligibility

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	—	○	—

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 ①–④

- 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

The tax-related certificates listed in items ⑤ through ⑦ can also be obtained at the Citizens Affairs Section of each ward office.

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.

Eligibility

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:
  - Completely Destroyed
  - 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

**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 and a Certificate of Residence.*

■ 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

■ Required Documents

Disaster Damage Certificate (for residential property) *Copies accepted

Please submit your disaster damage certificate to the water and sewerage bill payment counter by bringing it in person, mailing it, or sending it via email.

[For Those Submitting Documents in Person]

Please bring your documents to one of the following water and sewer bill payment counters:
(Office Hours: 8:30 a.m. – 5:15 p.m. on weekdays)

- 1st Floor Counter at Waterworks and Sewerage Bureau (6-2-45, Suizenji, Chuo-ku)
- Chuo Ward Office / Kumamoto City Hall 1st Floor (1-1 Tetorihoncho, Chuo-ku)
- Seibu Community Development Center/ West Ward Office 1st Floor (2-7-1 Oshima, Nishi-ku)
- Hokubu Community Development Center 1st Floor (66 Kanokogi-machi, Kita-ku)
- Jonan Community Development Center 3rd Floor (1050 Jonanmachi Miyaji, Minami-ku)

[For Those Submitting Documents by Mail]
Please mail your documents to:
Billing Section, Kumamoto City Waterworks and Sewerage Bureau
6-2-45 Suizenji, Chuo-ku, Kumamoto City 862-8620

[For Those Submitting Documents by E-mail]
Please send your documents to: suidouryoukin@city.kumamoto.lg.jp

** If submitting by mail or email, please include your "Water Meter Number CD" and a "phone number where you can be reached during the day" in the body of the email or on a separate note before sending.*

**If you do not know your "Water Meter Number CD," please provide the address of the location where the water service is used, and the name of the account holder.*

■ Contact Information

Billing Section, Waterworks and Sewerage Bureau (Customer Support Center)
TEL: 096-381-1118

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
Seinanbu 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.

Eligibility

Persons whose homes sustained damage classified as Minor Partial Damage 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)
  - Hokutobu 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)
  - Seinanbu 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

Hokutobu Agriculture Promotion Center, Agriculture Promotion Section

TEL: 096-272-1117

Seinanbu Agriculture Promotion Center, Agriculture Promotion Section, Minami Agriculture Promotion Office

TEL: 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 Insurance and Pension Section, TEL: 096-328-2290
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.

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 (5):

<table>
<tr><th></th><th colspan="2">Extent of Damage</th><th>Premium Reduction/Exemption</th></tr>
<tr><td rowspan="3">①</td><td colspan="2">Persons whose residence occupied by the primary income earner was damaged</td><td></td></tr>
<tr><td></td><td>Completely Destroyed</td><td>Full Waiver</td></tr>
<tr><td></td><td>Major Partial Destruction
Moderate Partial Destruction
Partial Destruction</td><td>Half Waiver</td></tr>
<tr><td>②</td><td colspan="2">Persons whose primary income earner died or suffered a serious injury or illness as a result of the earthquake.</td><td>Full Waiver</td></tr>
<tr><td>③</td><td colspan="2">Persons whose primary income earner went missing as a result of the earthquake.</td><td>Full Waiver</td></tr>
<tr><td>④</td><td colspan="2">The primary earner’s income from “business, real estate, or wages” is expected to
(1) Decrease by at least 30 percent compared to the previous year
(2) 10 million yen or less from the total income of the previous year
(3) 4 million yen or less of the previous year’s income (excluding any reduction in income)</td><td>Total Income of the Previous Year
3 million yen or less: Full Waiver
4 million yen or less: 8/10 Waiver
5.5 million yen or less: 6/10 Waiver
7.5 million yen or less: 4/10 Waiver
10 million yen or less: 2/10 Waiver</td></tr>
</table>

	Applicants must meet all of the above criteria.	
⑤	In the event that the primary income earner ceases business operations or becomes unemployed	Full Waiver

Applicable Premiums

National Health Insurance premiums for the period from July 2026 to March 2027

Application Procedures

■ **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)]
- A death certificate; a physician’s certificate equivalent to a death certificate; a physician’s medical certificate; or a certificate of acceptance of a missing person report, or other documents that confirm the fact of the person’s disappearance [for applicants under (2) and (3)]
- A copy of a tax return or other documents proving a reduction in income (such as a Business Closure Notification) [for applicants under (4) and (5)]

■ **Application Deadline**

No later than March 31, 2027

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

National Health Insurance and Pension Section TEL: 096-328-2290
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.

Eligibility

① Persons whose homes have been classified as Completely Destroyed, Partial Destructino, Burnt Down, Partially Burnt Down, Above-Floor Flooding, 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.

**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, 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, TEL: 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.

Eligibility

<table>
<tr><th></th><th colspan="2">Extent of Damage</th><th>Premium Reduction/Exemption</th></tr>
<tr><td rowspan="3">1</td><td colspan="2">Persons whose residence occupied by the primary income earner was damaged</td><td></td></tr>
<tr><td>Completely Destroyed</td><td>Full Waiver</td></tr>
<tr><td>Major Partial Destruction
Partial Destruction</td><td>Half Waiver</td></tr>
<tr><td>2</td><td colspan="2">Persons whose primary income earner died or suffered a serious injury or illness as a result of the earthquake.</td><td>Full Waiver</td></tr>
<tr><td>3</td><td colspan="2">Persons whose primary income earner went missing as a result of the earthquake.</td><td>Full Waiver</td></tr>
<tr><td>4</td><td colspan="2">The primary earner’s income from “business, real estate, or wages” is expected to
(4) Decrease by at least 30 percent compared to the previous year
(5) 10 million yen or less from the total income of the previous year
(6) 4 million yen or less of the previous year’s income (excluding any reduction in income)
Applicants must meet all of the above criteria.</td><td>Total Income of the Previous Year
3 million yen or less: Full Waiver
4 million yen or less: 8/10 Waiver
5.5 million yen or less: 6/10 Waiver
7.5 million yen or less: 4/10 Waiver
10 million yen or less: 2/10 Waiver</td></tr>
</table>

5	An insured person who is not the primary income earner and who has gone missing as a result of earthquake damage	Full Waiver

Applicable Premiums

Late-Stage Elderly Medical Insurance premiums for the period from July 2026 to March 2027

Application Deadline

No later than March 31, 2027

Application Procedures

■ Application Office

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

■ Mailing Address

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

National Health Insurance and Pension Section (Application by Mail)

TEL: 096-328-2290

■ Office Hours

9:00 a.m. – 4:30 p.m. on weekdays

■ Required Documents for Application

1. Application form
2. Disaster Damage Certificate (Residential Damage)
3. Copy of documents showing the extent and details of damage
4. Copy of a medical certificate issued by the primary income earner’s physician
   (In the event of death, a death certificate issued by a physician)
5. Copy of a document showing that the income has decreased due to the earthquake
   (e.g., Notice of Termination of Employment, Notice of Business Closure, Employment Insurance Eligibility Certificate, etc.)

6. Copy of documents showing compensation received for damages (e.g., insurance payment notice from an insurance company)
7. Copy of documents showing income received during the application year (e.g., salary payment certificate)
8. Status Report (You will be interviewed upon check-in, so there is no need to prepare one.)

*Documents Required by Eligibility Category

For Condition (1): Documents 1 and 2

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

For Condition (3): Documents 1, 3 and 8

For Condition (4): Documents 1, 3, 5, 6, 7 and 8

For Condition (5): Documents 1, 3 and 8

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

National Health Insurance 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 classified as Completely Destroyed, Partial Destruction, Burnt Down, Partially Burnt Down, Above-Floor Flooding, 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.

**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 Insurance 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 Insurance and Pension Section	096-328-2280

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

Insurance Premium Collection Measures Section, TEL: 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.

Eligibility

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

■ Office 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 Section

TEL: 096-328-2270

5-4-8 Collection Deferral for Long-Term Care Medical Insurance Premiums Insurance Premium Collection Measures Section

Insurance Premium Collection Measures Section, TEL: 096-328-2270
Citizens' Affairs Section at Each Ward Office

You may be eligible to have the payment of Long-Term Care Medical Insurance premiums deferred if you are having difficulty paying them due to the 2026 Kumamoto Earthquake. An application is required to receive a payment deferral.

Eligible Persons

Insured persons and persons jointly liable for payment who meet any of the following requirements 1) through 5):

1) The insured person or the head of the household to which the insured person belongs has suffered significant damage to their home, household belongings, or other property due to an earthquake, storm or flood, fire, or other similar disaster.
2) The head of the household to which the insured person belongs has died, or suffered a serious physical or mental disability or been hospitalized for an extended period, resulting in a significant decrease in their income.
3) The income of the head of the household to which the insured person belongs has significantly decreased due to the suspension or closure of a business or other work, significant business losses, unemployment, or other similar circumstances.
4) The income of the head of the household to which the insured person belongs has significantly decreased due to poor crop yields caused by drought, cold weather, frost or freezing damage, or other similar circumstances, or due to poor fishing conditions.
5) The head of the household to which the insured person belongs has other special circumstances recognized by the Governor of the Kumamoto Prefecture Wide-Area Union for Medical Care for Older People.

Eligible Insurance Premiums

In principle, insurance premiums due during payment periods beginning on or after the date of application.

Application Procedures

Please visit one of the following application counters with the required documents and

complete the application form and other necessary documents.

■ Application Counters

- Insurance Premium Collection Measures Section: 096-328-2270 (Counter No. 71, 1st Floor, 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

■ Hours

Weekdays, 9:00 a.m.–4:30 p.m.

■ Required Documents

The following documents and other materials are required when applying.

- For 1): Disaster Victim Certificate or other document issued by a government agency
- For 2): Doctor’s certificate or other relevant document
- For 3): Documents sufficient to prove that a business or other work has been suspended or closed, Employment Insurance Benefit Eligibility Certificate, tax return, or other relevant document
- For 4): Documents sufficient to prove poor crop yields, poor fishing conditions, or other such circumstances caused by a disaster such as drought; tax return; or other relevant document
- For 5): Documents deemed necessary by the Governor of the Wide-Area Union

■ Contact Information

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

5-4-9 Reduction of the Out-of-Pocket Maximum for Medical Expenses Related to Designated Intractable Diseases Due to Municipal Tax Exemptions or Reductions

Medical Care Policy Section
TEL: 096-364-3300

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

Eligibility

Individuals who hold a Certificate of Eligibility for Medical Care for Designated Intractable Diseases, or those who plan to apply for one in the future, and who have received a reduction in their municipal tax

Application Procedures

To take advantage of this program, applicants must submit an application. Applicants who have received a municipal tax reduction or exemption should submit their application at one of the following offices.

■ Application Office

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

■ Office Hours

9:00 a.m. – 4:30 p.m. on Weekdays

■ Required Documents

The following documents are required when submitting an application:

- Application for Change
- Certificate of Eligibility for Medical Care for Designated Intractable Diseases
- Documents showing that your municipal tax has been reduced
- A form of identification

■ Contact Information

Medical Care Policy Section

TEL: 096-364-3300

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.*

Eligibility

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 the classifications of Completely Destroyed, Partial Destruction, Burnt Down, or Partially Burnt Down).
(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.

Eligibility

Persons whose homes have been classified as Completely Destroyed, Partial Destruction, Burnt Down, Partially Burnt Down, Above-Floor Flooding, or sustained equivalent disaster 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.

**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
TEL: 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.

Eligibility

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 at 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, TEL: 096-328-2312
Higashi Ward Office, Welfare Section, TEL: 096-367-9127
Nishi Ward Office, Welfare Section, TEL: 096-329-5403
Minami Ward Office, Welfare Section, TEL: 096-357-4129
Kita Ward Office, Welfare Section, TEL: 096-272-1118
Takuma General Branch Office, TEL: 096-380-3111
Kawachi General Branch Office, TEL: 096-276-1111
Tenmei General Branch Office, TEL: 096-223-1111
Kōda General Branch Office, TEL: 096-378-0172
Jonan General Branch Office, TEL: 0964-28-3114
Shimizu General Branch Office, TEL: 096-343-9161
Tatsuda General Branch Office, TEL: 096-338-2231
Senior Citizens Welfare Section, TEL: 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 Office / General Branch Offices	Disability Welfare Section TEL: 096-361-2519
Daily Living Aids Program		
Self-Support Medical Care (Rehabilitation Medical Care)		
Self-Support Medical Care		Mental Health Consultation and

(Outpatient Mental Health Medical Care)		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　Reduction of Reissuance Fees for the Kumamoto City Odekake IC Card for People with Disabilities

Disability Welfare Section　TEL: 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.

Eligibility

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

- Completely Destroyed: 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 completely 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.

Eligibility

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

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 website:*

- 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)
- Your After-School Child Development Club

■ Required Documents

- Application Form for Reduction or Exemption of User Fees

- Disaster Damage Certificate (Residential Building) (copy acceptable)

■ Application Deadline

Wednesday, March 31, 2027

■ 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
TEL: 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.

Eligibility

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 (Completely Destroyed, 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)
High School Level • 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
University Level • University • Junior College • Specialized Training College (Specialized Course)	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

■ Official Website

About recruitment of Kumamoto-shi scholarship student in sudden change of household budget in Reiwa 8 (2026)

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

■ Official Website
About postponement of return of Kumamoto-shi scholarship load with 2026 Kumamoto earthquake disaster

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.

- Completely Destroyed: 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 ID 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

For Inquiries Related to (3):

Guidance Section, Board of Education	096-328-2721

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.

Eligibility

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.)
  **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	096-367-91W30
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)

**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

**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
TEL: 096-326-8202

Persons whose homes have sustained damage **(Completely Destroyed, Major Partial Destruction, Moderate Partial Destruction, Partial Destruction, Burnt Down, Partially Burnt Down, or Above-Floor Flooding)** 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 **Completely Destroyed, Major Partial Destruction, Moderate Partial Destruction, Partial Destruction, Burnt Down, Partially Burnt Down, or Above-Floor Flooding.**	From July 2026 through December 2026 (6 months)

**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.

Scan Here for Reception Fee Service Desk.

▼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

■ 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: 8:30 a.m. – 5:15 p.m. (excluding weekends and national holidays)
- TEL: 096-328-2424
  **Regarding the Safety Net Guarantee Program, 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 Agriculture Promotion Section Higashi Agriculture Promotion Office	096-367-9137
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 Offices

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.*

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)

Email: 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.

*For 4th Grade Elementary School Students and over
https://logoform.jp/form/TGU5/1555628

*For 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

The 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 Partial Destruction 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

8. 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					
		Completely 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, Offces, 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)						
2-4-3	Disaster Recovery Support Grant	○	○	Additional Support Payments Only	▲	×	×
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)	○	▲	▲	▲	×	×
3-2-6	Provision of Temporary Housing Units (Prefabricated Housing)	○	▲	▲	▲	×	×
3-2-7	Construction of Temporary Housing Units on Private Residential Property	TBA	TBA	TBA	TBA	TBA	TBA
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 (Including warehouses and business premises owned by small and medium-sized enterprises)	○	○	○	○	×	×
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						
4-1-4	Loan of Portable Air Conditioners						
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 Telephone Legal Consultation by Judicial Scriveners						
4-5-12	Free Bathing Assistance Program						
4-5-13	Infant Bathing Support						
4-5-14	Accommodation Support Program						
4-5-15	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	○	○	○	○	○	○
5-4-8	Collection Deferral for Long-Term Care Medical Insurance Premiums Insurance Premiums						
5-4-9	Reduction of the Out-of-Pocket Maximum for Medical Expenses Related to Designated Intractable Diseases Due to Municipal Tax Exemptions or Reductions						
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	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	○	○	○	○	○	○