

Support Programs for People Affected by the 2026 Kumamoto Earthquake (As of Aug. 10, 2026)

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

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1. Disaster Damage Certificates

1-1 Residential Buildings

1-1-1 Residential Damage Certificates

Health and Welfare Policy Section

TEL: 096-328-2340

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

Damage classifications are as follows:

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

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

Eligible Applicants

- Individuals whose residential buildings (including combined

residential-commercial properties) were damaged.

*The following are NOT covered:

- Carports
- Storage sheds
- Gates and similar exterior structures

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

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

Application Procedures

Applications may be submitted:

- At a designated service counter; or through the My Number Portal (online application).

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

1. Apply at a service counter or through the My Number Portal.
2. The City conducts a Primary Damage Assessment to confirm the extent of damage.
3. After the inspection, the certificate will be issued at the Service counter (If requested by the applicant, a secondary damage assessment may also be conducted.)

Residents who have evacuated to distant locations and cannot visit the service counter 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 Locations

- Welfare Sections of all Ward Offices
- General Branch Offices

Office 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 damages.)
6. Photographs of the damage or a repair estimate (or receipt)

*Item (6) is required only when applying for a Minor Damage certificate without an on-site inspection.

Certificate Issuance

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

Office Hours

Monday through Friday (excluding national holidays)

9:00 a.m. – 4:00 p.m.

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

Documents Required When Receiving the Certificate

1. Identification of the person receiving the certificate (e.g., driver's license or My Number Card).

*If the certificate is collected by a representative, the representative must also present valid identification.

2. "Notice of Completion of Damage Assessment" sent after the damage inspection has been completed.

3. Any documents that were missing at the time of application (if applicable).

Application Deadline

October 31, 2026 (Saturday)

Applications submitted at service counters will be accepted until Friday, October 30, 2026.

Contact

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

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

1-2 Business Damage Certificates

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

Office Hours

Commerce Development and Small Business Support Section

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

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

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

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

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

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

Required Documents

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 indicating “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 Agriculture & Fisheries Certificates

Farmer Support Section

TEL: 096-328-2384

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

Eligible Applicants

- Agricultural Producers

People engaged in agriculture who satisfy either of the following

conditions:

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

Eligible Property

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

The facilities and equipment must be used for agricultural or fisheries operations. The damaged property must be owned by the applicant.

Application Procedures

Application Offices

Office	Telephone
Hokutobu Agricultural Promotion Center – Agricultural Promotion 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

Required Documents

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

Contact Information

Farmer Support Section TEL: 096-328-2384

1-3 Non-Residential Damage Certificates

1-3-1 Damage Report Certificate

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 Report Certificate, which certifies that a

report of disaster damage has been submitted.

Application Procedures

(1) Applying in Person

Complete the prescribed application form and submit it to:

- the Welfare Section of any Ward Office; or
- any General Branch Office.

Office Hours

Monday through Friday (excluding national holidays)

9:00 a.m. – 4:00 p.m.

(2) Applying by Mail

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

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

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

Contact Information

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

Application Deadline

Friday, October 30, 2026

2. Financial Assistance

2-1 Bereaved Families

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

Surviving family members of persons who died as a result of the 2026 Kumamoto Earthquake.

Benefit amounts are as follows:

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

Application Procedures

Application Office

Welfare Section of each Ward Office

Office Hours

Monday through Friday (excluding national holidays)

9:00 a.m. – 4:00 p.m.

Required Documents

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

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

Contact Information

Chuo Ward Office Welfare Section:096-328-2312

Higashi Ward Office Welfare Section:096-367-9127

Nishi Ward Office Welfare Section:096-329-5403

Minami Ward Office Welfare Section:096-357-4129

Kita Ward Office Welfare Section:096-272-1118

Health and Welfare Policy Section:096-328-2972

2-2 Persons with Disabilities

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.

Benefit Amount

- Primary household income earner: ¥2,500,000
- Other household members: ¥1,250,000

Application Procedures

Application Office

Welfare Section of each Ward Office

Office Hours

Monday through Friday (excluding national holidays)

9:00 a.m. – 4:00 p.m.

Contact Information

Chuo Ward Office Welfare Section:096-328-2312

Higashi Ward Office Welfare Section:096-367-9127

Nishi Ward Office Welfare Section:096-329-5403

Minami Ward Office Welfare Section:096-357-4129

Kita Ward Office Welfare Section:096-272-1118

Health and Welfare Policy Section:096-328-2972

2-3 Injured Persons and Damaged Homes

2-3-1 Disaster Condolence Grants

Health and Welfare Policy Section

TEL: 096-328-2340

Kumamoto City provides Disaster Condolence Grants to people who sustained serious injuries

and to households whose homes suffered significant damage as a result of the 2026 Kumamoto Earthquake.

Eligible Applicants

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

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

*Notes

- Applicants must have been registered as residents of Kumamoto City and listed in the Basic Resident Register at the time of the disaster.
- The serious injury must have been directly caused by the earthquake.
- If every member of the household dies before the grant is paid (including after an application has been submitted), the grant will not be paid.
- People eligible for either the Disaster Bereavement Benefit or the Disaster Disability Benefit under the relevant ordinance are not eligible for this grant. Please contact the City if you are unsure which program applies.

Application Procedures

Application Office

Welfare Section of each Ward Office

Office Hours

Monday through Friday (excluding national holidays)

9:00 a.m. – 4:00 p.m.

Required Documents

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

*Notes

- Damage classified as Partial Destruction or Total Destruction

applies principally to owner-occupied homes.

- However, if a destroyed home must be demolished before

rebuilding, or if the home was destroyed or swept away, tenants living in rental housing may also qualify under certain circumstances.

■Maximum Loan Amount

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

Note 1:

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

Note 2:

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

■Loan Terms and Conditions

-Interest Rate

With a guarantor: Interest-free

Without a guarantor: 1.5% per annum (interest-free during the grace period)

-Repayment Period

10 years (including the grace period)

-Grace Period

3 years

Note: 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 Residents Tax purposes for Fiscal Year 2025 (based on income earned in 2024) must be below the following amounts:

1 person household: ¥2.2 million

2-person household: ¥4.3 million

3-person household: ¥6.2 million

4-person household: ¥7.3 million

5 or more persons: ¥7.3 million plus ¥300,000 for each additional household member

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

Application Procedures

Application procedures are currently being prepared. Once preparations have been completed, Kumamoto City will announce.

3. Housing Assistance

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 (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: 9:00 a.m.-4:00 p.m., Monday through Friday

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

3-2 Emergency Housing Repairs

3-2-1 Emergency Housing Repairs (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.

Eligible Applicants

Households whose residences have sustained damage equivalent to the prescribed damage category (Minor Partial Destruction or more severe) as a result of the disaster and for which there is a risk that the damage to the residence will worsen if rainwater intrusion or similar conditions are left unaddressed.

Note: Storage sheds, warehouses, parking lots, and similar structures are not eligible.

A Disaster Damage Certificate (Risai Shomeisho) is not required for this application.

Maximum Assistance

The maximum amount: Up to ¥56,400 (including consumption tax)

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

Scope of Eligible Repairs

Specific examples are as follows:

- 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 project completion deadline)

Application Process

Application Office

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

1. Initial consultation to confirm eligibility.
2. Consultation regarding repair contractors and eligible work.
3. Submission of the application and supporting documents.
4. Kumamoto City formally commissions the selected contractor.
5. Repair work is carried out.

Contractors participating in programs supported by the Ministry of Land, Infrastructure, Transport and Tourism (MLIT) may also be introduced upon request.

*For households that need assistance in locating a contractor to install a blue tarp on a roof or similar structure, guidance on the application process is available at the Public Works Centers

and other designated offices in each ward.

(Scheduled to be available from August 8 through August 27.)

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.

Eligible Applicants

Applicants must satisfy all the following requirements.

(1) Housing Damage Requirements

- 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
- Minor Partial Destruction

The household must lack the financial resources necessary to carry out the repairs independently.

*Important Notes

If you have already paid a repair contractor an amount corresponding to the maximum assistance available under this program, you will not be eligible to use this program.

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. Rental housing is generally repaired by the property owner or management company. However, where the owner is unable or unwilling to carry out repairs and the tenant lacks sufficient financial resources, the tenant may be eligible to use this program with the owner's consent. Additional documentation demonstrating the owner's financial circumstances may be required. Please contact the Housing Policy Section (096-328-2449) for details.

| | |--------------------| | Maximum Assistance | |--------------------|

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

- (1) Destroyed, Major Partial Destruction, Moderate Partial Destruction, or Partial Destruction
Up to ¥757,000 (including consumption tax)
- (2) Minor Partial Destruction
Up to ¥367,000 (including consumption tax)

*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.

*Important Notes

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

Example: Interior finishes such as the replacement of tatami mats, wallpaper, and similar materials are generally not eligible. However, they may be covered when replacement is carried out together with the underlying floor or wall structure as an integral part of the repair work.

- (4) For further details, please contact the office listed under "Contact Information" below.

Application and Completion Deadline

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

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

Application Process

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

1. Initial consultation to confirm eligibility.
2. Consultation regarding repair contractors and eligible work.
3. Submission of the application and supporting documents.
4. Kumamoto City formally commissions the selected contractor.
5. Repair work is carried out.

Contractors participating in programs supported by the Ministry of Land, Infrastructure, Transport and Tourism (MLIT) may also be introduced upon request.

Required Documents

- Application Form for Emergency Housing Repairs
- Statement describing the damage to the residence (reference document)
- Disaster Damage Certificate (Residential Building)
- Photographs showing the damage before repairs
- Repair estimate prepared by the contractor selected by the applicant
- Additional documents may also be required.

For example:

- Statement regarding the household's financial circumstances (required for homes classified as Moderate Partial Destruction, Partial Destruction, or Minor Partial Destruction).

Contact Information

Housing Policy Section TEL: 096-328-2449

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

Children and Family Welfare Section

TEL: 096-366-3030

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

Eligible Applicants

- Single mothers / 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.

The following are not eligible:

- Storage sheds
- Garages
- Other accessory structures

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

- No interest if a guarantor is provided.
- 1% annual interest if no guarantor is provided.

Application Office

- Kumamoto City Single-Parent Family Consultation Office

Hours: 9:30 a.m. – 4:00 p.m.

Closed on Mondays and national holidays.

Tel: 096-372-1228

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

Contact Information

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

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

Housing Policy Section

TEL: 096-328-2461

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

Eligible Applicants

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

*As a general rule, a Disaster Damage Certificate issued by a municipality (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

Within 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 for which a move-in request has been received.

Application Period & Hours

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

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

Application Office & Application Date

Kumamoto City Hall 9th Floor Public Housing & Management Center

Required Document

- 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

Others

• 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.

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

Eligible Households

Households that meet all of the following requirements:

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

Destruction, and the household is utilizing the Emergency Home Repair Program under the Disaster Relief Act, with repairs expected to take more than one month.

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

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

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

Conditions for Rental Temporary Housing

Eligible properties must satisfy all of the following conditions:

(1) Rent Limits

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

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

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

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

Examples:

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

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

Cost Sharing

(1) Costs Covered by Kumamoto City

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

(2) Costs Paid by the Occupant

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

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

Occupancy Period

Up to two years from the date of occupancy

Notes:

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

Application Procedures

Kumamoto City does not provide property listings.

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

■Application Office

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

■Required Documents

Documents Required at the Time of Application

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

【Additional Documents Required Depending on Circumstances】

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

■Contact Information

Housing Policy Section 096-328-2989

3-3 Demolition and Debris Removal

3-3-1 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 satisfy all of the following conditions:

- Be the owner or manager of a vacant house located within Kumamoto City.
- Be an individual (including an heir).

Applicants should refer to the Vacant Housing Countermeasures Section website for detailed eligibility requirements applicable to vacant houses.

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



Application Procedures

Applicants must submit the required application forms to the Vacant Housing Countermeasures Section.

Applications may be submitted:

- In person; or
- By mail.

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

「R8 補助申請手続きの進め方」



Application Period

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 Housing Countermeasures Section

Office Hours

Monday through Friday (excluding weekends and national holidays)

9:00 a.m. – 5:00 p.m.

Applications submitted by mail must arrive within the application period.

Contact Information

Vacant Housing Countermeasures Section

TEL: 096-328-2514

3-3-2 Aged Vacant Houses

Vacant Housing 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 lot 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 Housing Countermeasures Section website.

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



Application Procedures

Applicants must submit the prescribed application forms to the Vacant Housing Countermeasures Section.

Applications may be submitted:

- In person; or
- By mail.

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

「R8°補助申請手続きの進め方(手引きの概要版)」



Application Deadline

Monday, December 28, 2026

Applications will be accepted only while funding remains available.

Application Office

Vacant Housing Countermeasures Section

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 Housing Countermeasures Section

TEL: 096-328-2514

3-3-3 Debris Removal

Public Works Administrative Section

TEL: 096-328-2475

This program enables Kumamoto City to remove soil, rocks, fallen trees, bamboo, and other disaster debris that entered residential buildings during the 2026 Kumamoto Earthquake, where such debris has made daily life extremely difficult.

Residents wishing to use this program should consult the Section after confirming that they

satisfy the eligibility requirements described below.

Eligible Applicants

Applicants must satisfy all the following conditions.

(1) Eligible Housing Damage

At the time of the disaster, the applicant resided in a home that was classified as:

- Partially Destroyed.
- Partially Burned; or
- Above-floor Flooding.

Applicants whose homes were Destroyed, Completely Burned, or Washed Away are eligible only if they intend to continue living on the original site after recovery.

(2) Inability to Remove Debris Independently

The debris inside the home has made it temporarily impossible to live there, and:

- the debris cannot reasonably be removed through self-help or assistance from family or the community; and
- the applicant lacks sufficient financial resources to remove the debris independently.

(3) Temporary Housing

Applicants must not be using:

- Deemed Temporary Housing (government-leased private rental housing); or Municipal Housing provided as temporary accommodation.

Scope of Debris Removal

This program is intended only to restore *the minimum areas necessary for daily living. It does not cover complete cleanup of the property.

Eligible work includes:

(1) Removal of soil, rocks, bamboo, fallen trees, and similar debris from essential living spaces such as:

- living rooms,
- kitchens,
- entrances,
- toilets, and
- other areas indispensable for daily life.

Storage sheds, warehouses, and similar buildings are not eligible.

(2) The program also covers removal of debris blocking access to the home's entrance.

Application Office

Public Works Administrative Section

Kumamoto City Hall (13th Floor) *Online application is also available.

Application Period

Through August 13, 2026 (Thursday)

Required Documents

1. Copy of the Disaster Damage Certificate (Residential Building).
2. Application Form for Debris Removal from Damaged Homes.

3. Statement Regarding Financial Circumstances.
4. Photographs clearly showing conditions inside the damaged residence.
5. Any additional documents required by Kumamoto City.

***Important Notes**

(1) The maximum amount of assistance is:

¥148,600 per household. This amount is paid directly by Kumamoto City to the contractor.
No payment is made directly to the applicant.

(2) If multiple households occupy the same dwelling, they are treated as one household for purposes of calculating the maximum amount.

Contact Information

Public Works Administrative Section

TEL: 096-328-2475

3-3-4 Demolition and Removal of Disaster-Damaged Buildings

Waste Management Planning Section (Publicly Funded Demolition Project Team
096-328-2430

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

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

***Demolition and Removal Costs for Buildings Demolished by Owners**

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.

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:

- Photographs 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 Application Fee Exemptions

Urban Development Supervision Section

TEL: 096-328-2507

Fees associated with applications for development permits or permits for residential land development projects will be waived when relocating or rebuilding buildings and other structures damaged by the 2026 Kumamoto Earthquake.

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

Any person who has received a Disaster Damage Certificate due to this earthquake and who is undertaking development activities or residential land development work that meets all of the following requirements:

- ① The intended use of the proposed building must be the same as that of the existing building or must be a general residential dwelling.
- ② The scale, structure, facilities, etc., of the proposed building must not be significantly

larger than those of the existing building.

③ The owner of the existing building and the owner of the proposed building must be the same person or a family member living in the same household.

Fees Eligible for Exemption

The following fees incurred in connection with the relocation or reconstruction of disaster-damaged buildings:

① Application fee for a development permit

* Excludes structures not for personal use.

② Application fee for permits for construction, etc., other than planned structures

③ Application fee for permits for construction, etc., on land within an urbanization control zone other than land for which a development permit has been granted

④ Application fee for permits for residential land development work

Application Procedures

Application Office

Urban Development Supervision Section TEL: 096-328-2507

Office Hours

Monday through Friday (excluding national holidays)

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

Required Documents

Please submit your application for a development permit, etc., along with a Disaster Damage Certificate attached to the Fee Waiver Application Form.

* The Fee Waiver Application Form is available on the city's website.

Contact Information

Urban Development Supervision Section

TEL: 096-328-2507

3-4-2 Exemption from Fees for Building Permit Applications, Final Inspection Applications

Construction Supervision Section

TEL: 096-328-2516

For buildings and other structures that have been destroyed or damaged by an earthquake, if construction, major repairs, or renovations are carried out within one year of the date the disaster occurred, fees for applications such as building permit applications and applications for the Building Energy Consumption Performance Compliance Assessment will be waived.

Eligible Applications

- Application for Building Permit
- Application for Interim Inspection
- Application for Final Inspection (including the addition of a final inspection for energy-saving compliance certification)
- Application for Certification of Temporary Use pursuant to Article 7-6 of the Act

- Application for Certification of Construction pursuant to Article 43, Paragraph 2, Item 1 of the Act
- Application for Permit for Construction pursuant to Article 43, Paragraph 2, Item 2 of the Act
- Application for Permit for Construction of Temporary Entertainment Venues, etc., pursuant to Article 85, Paragraph 6 of the Act
- Application for Energy Conservation Compliance Certification
- Application for Energy Conservation Compliance Certification Regarding Plan Changes
- Application for Issuance of a Certificate of Minor Changes to an Application for Energy Conservation Compliance Certification

Application Procedures

Application Office

Construction Inspection Office

Construction Supervision Section

TEL: 096-328-2516

Office Hours

Monday through Friday

8:30 a.m. – 5:15 p.m. (excluding national holidays)

Required Documents

Application for Exemption

Copy of the Disaster Damage Certificate

Contact Information

Construction Inspection Office

Construction Supervision Section

TEL: 096-328-2516

4. Daily Living Assistance

4-1 Daily Necessities

4-1-1 Clothing and Bedding

Health and Welfare Planning Section

t_e_l: 096-328-2340

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

Eligible Applicants

Households whose homes have been damaged by the earthquake and who are unable to secure the minimum necessities of daily life.

■ 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
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						Member
Destroyed	¥20,900	¥26,900	¥39,900	¥47,600	¥60,300	+¥8,800
Partially Destroyed	¥6,900	¥9,200	¥13,800	¥16,800	¥21,100	+¥3,000

Note: "Partially Destroyed (Partial Loss)" includes Major Partial Destruction, Moderate Partial Destruction, and Above-Floor Flooding.

■ List of Available Relief Items

The following list applies to the August 2025 Heavy Rain Disaster.

Item	Amount
Men's Undershirts (2 short-sleeved shirts)	¥1,030
Women's Undershirts (2 camisoles or sleeveless undershirts)	¥1,040
Men's Boxer Shorts (1-pack)	¥550
Men's Boxer Shorts (2-pack)	¥770
Women's Briefs (1-pack)	¥550
Women's Briefs (2-pack)	¥770
Men's Socks (1 pair)	¥520
Women's Socks (1 pair)	¥360
Bedding Set (6-piece single-size set including mattress/futon and comforter)	¥5,720
Single-Size Towel Blanket	¥1,160
Face Towels (5-pack)	¥600
Toilet Paper (12-roll pack)	¥330

Facial Tissues (5-box pack)	¥220
Disposable Diapers (Children's, Pull-up Type)	¥1,070
Disposable Diapers (Children's, Tape Type)	¥1,460
Disposable Diapers (Adult, Pull-up Type)	¥1,040
Disposable Diapers (Adult, Tape Type)	¥2,240
Kettle (2.5 L, Induction-Compatible)	¥1,200
Two-Handled Cooking Pot (20 cm, Induction-Compatible)	¥1,360
Frying Pan (26 cm, Induction-Compatible)	¥930
Kitchen Knife	¥760
Cutting Board	¥600
Rice Bowl	¥300
Chopsticks	¥160
Bucket (8 L)	¥490

■ Procedure

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

4-1-2 Textbooks and School Supplies

Guidance Section, Kumamoto City Board of Education

Tel: 096-328-2721

Academic Affairs Support Section, Kumamoto City Board of Education

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

Eligible Recipients

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

- Eligible recipients are:

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

- Items Provided

(a) Textbooks and officially designated instructional materials

(b) Stationery and school commuting supplies

Note: The items will be provided in kind (not as a cash benefit). Eligibility for textbooks is not dependent on the extent of disaster damage.

- Application Procedure

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

Application URL

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



4-2 Waste Disposal

4-2-1 Disaster Waste Collection

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 Waste

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

Procedure

Only items damaged by the earthquake are eligible.

Please separate the waste into:

- Combustible waste, and
- Non-combustible waste,

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

4-2-2 Large Waste and Appliances

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

Procedure

Only items damaged by the earthquake are eligible.

To arrange collection, please apply in advance through the Gomi Zero Call Center:
0570-00-5374

Eligible items will be collected free of charge upon application.

No bulky waste disposal sticker (Large-Sized Waste Processing Ticket) is 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 Environmental Plant, Seibu Environmental Plant, and Ogida Environmental 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 Environmental Plant	2570 Toshima-machi, Higashi Ward	096-380-8211	Monday–Saturday, 8:30 a.m.–4:30 p.m.
Combustible	Seibu Environmental	2-12-1 Jozan Yakushi,	096-329-	Monday–Saturday, 8:30

Waste	Plant	Nishi Ward	0900	a.m.–4:30 p.m.
Non-combustible Waste	Ogida Environmental 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.

Notes:

- 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 Procedure

Please bring the following documents to an application counter 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/signature [If Applicable]

Note: 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.

Important: You will be asked to provide the vehicle license plate number and the

number of planned deliveries to each facility at the time of application. Please have this information available when you visit.

■ Application and Inquiry Offices

Please contact one of the following offices regarding disaster waste:

No.	Office	Telephone
(1)	Waste Management Planning Division	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

Waste Incineration Facilities

(For combustible disaster waste damaged by the earthquake)

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

Landfill Facility

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

No.	Facility	Telephone
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(9)	Ogida Environmental Center	096-245-2696
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■ Office Hours

- Application Offices (1)–(6): Monday through Friday, 8:30 a.m. to 5:15 p.m.
- Temporary Service Counters (7)–(9): Monday through Saturday, 8:30 a.m. to 4:30 p.m.

4-2-4 Business Waste Fee Reductions

Business and Industrial 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 combustible waste

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 Division will review the disaster waste to determine eligibility for fee exemption and will then provide guidance regarding the application process.

Before contacting the Division, please identify the type and approximate quantity of the disaster waste you wish to dispose of.

■ Application Period

Beginning July 30, 8:30 a.m.

■ Preliminary Consultation Contact

Business Waste Countermeasures Division

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

Note: If consulting by email, please include the following information to facilitate subsequent communications:

- Business name
- Business address
- Contact information

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 Environmental Plant	096-380-8211
⑧	Seibu Environmental Plant	096-329-0900
⑨	Ogida Environmental Center	096-245-2696

Office Hours

- 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 (Risai 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 Division)
- License plate numbers of all vehicles used for transport
- Planned number of deliveries
- Letter of Authorization (if submitted by a representative; principal's seal/signature required)

■ Disposal Facilities (Drop-off location)

Waste Type	Disposal Facility
Combustible waste	Tobu Environmental Plant / Seibu Environmental Plant
Non-combustible waste and small electrical appliances	Ogida Environmental 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 and Industrial 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

Please provide:

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

② List of Items for Delivery

Please provide:

- Manufacturer (brand)
- 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 (Risai 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/signature is required.

■ Application Methods

Applications may be submitted by:

- In person
- Postal mail
- 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 service counter)
2. List of Items for Delivery (printed on the reverse side of the permit)

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

Waste Management Planning Section

Tel: 096-328-2359

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

Eligible Debris

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

* Ineligible Debris

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

* Debris That Cannot Be Collected

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

Application Procedure

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.

■ Reception Offices

- (1) Waste Management Planning Division Tel: 096-328-2359
- (2) Chuo Ward Office, General Affairs and Planning Section Tel: 096-328-2610

(3) Higashi Ward Office, General Affairs and Planning Section Tel: 096-367-9121

(4) Nishi Ward Office, General Affairs and Planning Section Tel: 096-329-1142

(5) Minami Ward Office, General Affairs and Planning Section Tel: 096-357-4112

(6) Kita Ward Office, General Affairs and Planning Section Tel: 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)

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

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

■ Process

(1) Apply in person or by telephone through a reception office

(2) Submit the required documents

(3) The applicant will later be notified of the collection date and related details

* Please note that the collection schedule has not yet been determined and may take time to arrange.

(4) Collection and transportation of eligible debris by the contractor.

* Applicants who applied by telephone must submit the required documents to the contractor at the time of collection.

4-3 Drinking Water

4-3-1 Well Water Testing

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

Procedures

■ Reservation and Sample Submission Location

Kumamoto City Environmental General Center

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

Tel: 096-379-2511

Monday through Friday (excluding public holidays)

Hours: 8:30 a.m. – 5:00 p.m.

*Reservations by telephone are required.

■ Well Water Sample Submission Hours

Monday through Friday (excluding public holidays)

8:30 a.m. – 3:00 p.m.

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 General 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) One of the following documents

- Disaster Damage Certificate (Risai Certificate) for the residence
- Photographs or other evidence showing disaster damage

■ 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

Environmental General Center

Tel: 096-379-2511

4-4 School Attendance

4-4-1 School Transfers

Academic Affairs Support Section, Kumamoto City 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.

Eligible Students

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 Enrollment Section, School Affairs Support Division
Secretariat of the 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

4-5-1 Consumer Affairs

Consumer Information Center

Tel: 096-353-2500

Consultations are available regarding issues arising from the Kumamoto Earthquake, including:

- Problems related to vacating rental housing
- Disputes with home repair contractors
- Suspicious phone calls or visits

■ Consultation Service

Kumamoto City Consumer Center

Consultation Hotline: 096-353-2500

Consultation Days: Monday–Friday

(excluding public holidays and the year-end/New Year holidays)

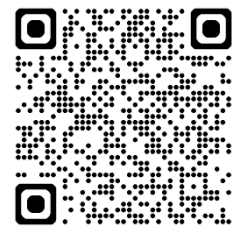
Hours: 9:00 a.m. – 5:00 p.m.

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 Consultation and Support 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
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Mental Health Center (Welpal Kumamoto, 3rd Floor)	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

Social Media Consultation Service

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
- LINE account

LINE ID: @355klbvn

Add the account through the "Add Friends" → "Search" function in the LINE app.



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



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

4-5-3 Children's Mental Health

Comprehensive Support Division, 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.

■ Reception Hours

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

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

■ Contact Information

Comprehensive Support Division, Board of Education, Tel: 096-328-2743

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

4-5-4 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.

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-	096-358-	Weekdays, 9:00

kan Building beside Minami Ward Office)	5571	a.m.–4:30 p.m.
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Residents of Nishi Ward and Kita Ward may also receive consultation services through outreach sessions at their ward offices.

4-5-5 Infectious Disease Consultation

Health Crisis Management Section

Tel: 096-364-3311

The Health Crisis Management Division provides consultations concerning infectious diseases.

Eligibility

Residents of Kumamoto City

■ Consultation Topics

- Infectious diseases
- Infection prevention measures in evacuation shelters and similar facilities
- Consultation Office

Health Crisis Management Division

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>

4-5-6 Food Safety

Food Safety and Hygiene Section

Tel: 096-364-3188

The Food Safety and Sanitation Division provides consultations regarding food safety and hygiene.

Eligible Persons

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

■ 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 Sanitation Division

Tel: 096-364-3188

- Office Hours

8:30 a.m.–5:00 p.m.

Monday–Friday (excluding weekends and public holidays)

4-5-7 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.

Eligible Persons

- Foreign residents
- Residents
- Organizations supporting or receiving foreign nationals

■ Consultation Office

Kumamoto City International Exchange Hall (2nd Floor)

The Kumamoto Consultation and Support Plaza for Foreign Residents

■ Office Hours

Open on days when the facility is open.

Closed:

- Second and fourth Mondays of each month
- If a closure day falls on a public holiday, the nearest weekday will be used instead.

Hours: 10:00 a.m.–6:00 p.m.

■ Languages Available

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

The Kumamoto Consultation and Support Plaza for Foreign Residents

Telephone: 096-359-4995

Email: soudan@kumamoto-if.or.jp

4-5-8 Free Legal Consultation (Lawyers) Public Consultation Section

Free legal consultations with lawyers are available as follows.

Eligible Recipients

Individuals who are registered residents of Kumamoto City.

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

Consultation Service

■ Consultation Days:

Mondays, Wednesdays, and Fridays (excluding public holidays)

■ Consultation Hours:

1:00 p.m. to 4:00 p.m. * Each consultation is limited to 20 minutes.

■ Reservations:

Reservations are 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 by telephone.

* 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

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

4-5-9 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.

Eligible Recipients

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 Procedure

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

4-5-10 Infant Bathing Support

Kumamoto City Hospital Bureau General Affairs and Planning Section

096-365-1711

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

Eligible Persons

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

Application Procedures

Advance telephone reservations are required.

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

■Service Location

Kumamoto City Hospital

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

■User Fee

Free of charge

■Reservation Hours

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

■Important Information for Users

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

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

Thank you for your understanding.

■Contact Information

Kumamoto City Hospital

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

Tel: 096-365-1726

4-5-11 Accommodation Support Program

Health and Welfare Planning Section

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

Eligible Recipients

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 Policy Division

Accommodation Support Team

Tel: 096-328-2340

4-5-12 Free Rental Vehicles for Disaster Support (Japan Carsharing Association)

Policy Planning Section

Tel: 096-328-2035

The Japan Carsharing 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.

Eligible Recipients

- Persons affected by the 2026 Kumamoto Earthquake
- 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)

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 Carsharing Association, Kumamoto Branch

Kojima River Disaster Prevention Center

6-10-10 Kojima, 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 Procedure

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 Carsharing Association

(1) Online Application: Available 24 hours a day

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



(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 Victim 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, item (3) is not

required.

■ Contact Information

Japan Carsharing 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 096-328-2183

Property Tax Section 096-328-2195

Individuals 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

- Persons whose primary residence has been damaged.
- Persons whose owned residence or household property has been damaged.
- Persons whose agricultural crops have been damaged.

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.

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 096-328-2183

Tax Section at each Ward Office (Telephone inquiries are handled by Inhabitant's and Corporate Tax Section.)

2 Fixed Asset Tax (Property Tax)

Property Tax Section 096-328-2195

Tax Section at each Ward Office (Telephone inquiries are handled by Property Tax Section.)

3 Business Establishment Tax

Inhabitant's and Corporate Tax Section 096-328-2173 (Corporate Taxation Section)

Tax Section at each Ward Office (Telephone inquiries are handled by Inhabitant's and Corporate Tax Section.)

■Office Hours

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

■Required Documents

The following documents are required when applying:

- Tax Reduction/Exemption Application Form (available at the service counter)
- Disaster Damage Certificate — copies accepted
- Disaster Damage Certificate (Agriculture, Forestry and Fisheries Sector)
 - ※ Required for applicants whose agricultural crops have been damaged.
- Insurance policy documents and claim/payment statements — if compensation has been received from insurance or similar sources
- Statement of Mutual Aid Benefit Payments, if compensation has been received through agricultural mutual aid or similar schemes.

■Application Deadline

March 31, 2027

* For matters relating to the Enterprise Tax, please contact the Inhabitant's and Corporate Tax Section.

5-1-2 Tax Payments Deferrals

Tax Collection Section 096-328-2204

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

Eligible Persons

People affected by the earthquake.

Application Procedures

■Application Office

Tax Collection Section 096-328-2204

5-2 Certificate Fees

5-2-1 Certificate Fee Waivers

Inhabitant's and Corporate Tax Section 096-328-2181

Family Registration and Resident Records Section

096-328-2031

Citizens' Affairs Sections of each Ward Office

Tax Section at each Ward Office

General Branch Offices (including the Yoshino Branch Office)

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

Eligible Persons

People 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 (including the Yoshino Branch Office)

① Certificate of Seal Registration	○	—	○
② Certificate of Items Recorded in the Resident Register	○	—	○
③ Copy of Resident Record (Juminhyo)	○	—	○
④ Seal Registration Card	○	—	○
⑤ Income and Taxation Certificate	○	○	○
⑥ Fixed Asset Tax-Related Certificates	○	○	○
⑦ Tax Payment Certificate (including certificates for vehicle inspection purposes)	○	○	○
⑧ Certificate of No Tax Delinquency, Certificate of No Tax Delinquency Enforcement Actions, and Other Tax Certificates	—	○	—

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

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

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

Application Procedures

Please bring your Disaster Damage Certificate to the service counter.

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

■Office 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:

(1) Disaster Damage Certificate

(2) Identification document(s)

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

■Contact Information

◆For Certificates ①–⑦

Chuo Ward Office, Citizens Affairs Section

096-328-2245

Higashi Ward Office, Citizens Affairs Section

096-367-9124

Nishi Ward Office, Citizens Affairs Section

096-329-8503

Minami Ward Office, Citizens Affairs Section

096-357-4126

Kita Ward Office, Citizens Affairs Section

096-272-6900

◆For Certificates ⑤–⑧

Inhabitant's and Corporate Tax Section 096-328-2181

Higashi Ward Office, Tax Section 096-367-9138

Nishi Ward Office, Tax Section 096-329-1174

Minami Ward Office, Tax Section 096-357-4143

Kita Ward Office, Tax Section 096-272-1114

5-2-2 My Number Card Fee Waivers

Family Registration and Resident Records Section

096-328-2067

Kumamoto City My Number Card Center 096-277-1869

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

Eligible Persons

People 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)

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

■Office Hours

	Kumamoto City My Number Card Center (Taigeki Kaikan Building)	Citizens Affairs Sections of Each Ward Office
Office Hours	Monday, Tuesday, and Thursday: 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) Year-end and New Year holidays	Saturdays, Sundays, and national holidays Year-end and New Year holidays

※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.

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

■Contact Information

Kumamoto City My Number Card Call Center

096-277-1869

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

Family Registration and Resident Affairs Division 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 Victim Certificate (Risai Shomeisho).

Eligible Persons

Applicants must meet both of the following conditions:

- (1) The Disaster Victim Certificate indicates any of the following levels of damage:
 - Completely Destroyed (Total Loss)
 - Partially Destroyed (Half Loss)
 - Above-Floor Flooding
- (2) The applicant had, or currently has, a resident registration (juminhyo) in Kumamoto City as of July 28, 2026.

Application Procedure

Please bring the required documents and complete the procedures at the service counter.

Important Notes

- (1) Fee reductions/waivers are available only for applications submitted at the counter.
Online applications are not eligible.
- (2) The reduction/waiver applies only when submitting a new passport application. It cannot be applied when collecting the passport after issuance.
- (3) Fees that have already been paid will not be refunded.

■Service Counters

Citizens Affairs Section of each ward office

■Application Hours

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

■Passport Collection Hours

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

※ The Chuo Ward Office also provides passport collection services on Sundays.

■Required Documents

The following documents are required when applying:

- (1) Disaster Victim Certificate (original)
- (2) Copy of the Resident Record (Juminhyo) or Copy of the Family Register Supplementary Record (Koseki no Fuhyo) (original)
- (3) All documents normally required for a passport application, including:
 - Passport photograph
 - Family Register Certificate (Koseki Tohon)
 - Personal identification documents
 - Other required documents

■Contact Information

Chuo Ward Office, Citizens Affairs Section	096-328-2238
Higashi Ward Office, Citizens Affairs Section	096-367-9124
Nishi Ward Office, Citizens Affairs Section	096-329-8503
Minami Ward Office, Citizens Affairs Section	096-357-4126
Kita Ward Office, Citizens Affairs Section	096-272-6900

5-3 Water and Sewerage Charges

5-3-1 Charge Reductions and Exemptions

Waterworks and Sewerage Bureau, Billing Section
096-381-1118

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

【Details of Fee Reduction / Waiver】

(1) For Persons Who Continue Using Water Services After the Disaster

- Even-Month Meter Reading Areas (Eastern District)
Water supply and related service charges billed in September and October 2026 will be reduced or waived.
- Odd-Month Meter Reading Areas (Western District, including the former Tomiai Town and Jōnan Town areas)
Water supply and related service charges billed in October and November 2026 will be reduced or waived.

(2) For Persons Who Discontinued Water Services After the Disaster

- 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.
- Odd-Month Meter Reading Areas (Western District, including the former Tomiai Town and Jōnan 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.

Eligible Persons

People whose residence sustained major partial damage or more severe damage and whose household is listed in the Disaster Victim Household Registry.

Application Procedures

■Application Procedures

Billing Section (Reception Hours: Weekdays, 8:30 a.m. to 5:15 p.m.)

■Required Document:

Disaster Victim Certificate for Residential Property (Risai Shomeisho) (copies accepted).

5-4 Medical Care, Insurance and Pensions

5-4-1 Extension of Vaccination Eligibility

Infectious Disease Prevention Section 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.

Eligible Persons

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.

Eligible Period

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

Exceptions:

- For pneumococcal vaccination for older adults and herpes zoster (shingles) vaccination, the eligible period is one year.
- Rotavirus vaccines 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.

Infectious Disease Prevention Section 096-364-3189

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

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

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

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

Eligible Persons

National Health Insurance policyholders (the head of household and NHI-insured members of the household) who meet any one of the following conditions (1) through (4):

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

Damage Classification	Extent of Damage	Eligible to Apply
Total destruction (including being swept away) / Total burn loss	50%	Yes
Half destruction, half burn loss, or major half destruction	30%	Yes
Partial destruction, partial burn loss, or under-floor	30% or less	No

flooding		
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- (2) The head of the household to which the insured person belongs has died, suffered a serious physical or mental disability, or been hospitalized for a prolonged period, resulting in a significant reduction in household income.
- (3) The income of the head of the household to which the insured person belongs has decreased significantly due to business closure, suspension of business operations, substantial business losses, unemployment, or similar reasons.
- (4) The income of the head of the household to which the insured person belongs has decreased significantly due to poor harvests caused by drought, cold weather damage, frost damage, poor catches in fishing, or other similar circumstances.

Applicable Premiums

National Health Insurance premiums from July 2026 onward.

Application Procedure

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

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

National Health and Pension Section	096-328-2290
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

■Required Documents

- A government-issued photo identification document (e.g., My Number Card, driver's license, etc.)
- Disaster Victim Certificate (Residential Property) (copies accepted) [for applicants under (1)]
- Death certificate, postmortem examination report, physician's certificate equivalent to a death certificate, or medical certificate [for applicants under (2)]
- A copy of a tax return or other documents proving a reduction in income (such as a business closure notification) [for applicants under (3)]

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

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

If a household's income falls below a certain level due to special circumstances such as a disaster or unemployment, a reduction, exemption, or deferred payment of the National Health Insurance co-payment (the amount paid at the reception desk of a medical institution) may be granted upon application.

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

Eligible Persons

Applicants may be eligible if any of the following circumstances apply:

- (1) An insured person in the household died, became physically disabled, or suffered substantial property damage due to an earthquake, wind or flood damage, fire, or a similar disaster.
- (2) Household income decreased due to poor agricultural harvests caused by drought, cold weather damage, frost damage, poor fishing catches, or similar circumstances or related events.
- (3) Household income decreased due to suspension or closure of a business, unemployment, or similar reasons.
- (4) Circumstances similar to any of the above apply.

Notes:

- Detailed eligibility criteria apply. Even if an applicant falls under one of the categories above, the application may be denied following an assessment based on the applicable standards.
- Payment deferment may be granted for a period of up to six months.
- Reduction or exemption may be granted for a period of up to three months.
- For applications based on Item (1), the application must be submitted within one year from the month in which the disaster occurred.

Application Procedure

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

■Application Counters

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

■Reception Hours

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

■Required Documents

The following documents are required when applying. Additional documents may be requested as necessary.

- (1) Eligibility Confirmation Certificate or My Number Health Insurance Card (or Notice of Eligibility Information)
- (2) Documents showing income (e.g., pay slips, employment separation notice, pension benefit determination notice, etc.)
- (3) Bankbook or other savings account records
- (4) Proof of rent payment (if applicable)
- (5) Other documents depending on the reason for the application

(For persons whose owner-occupied residence was totally or partially destroyed, totally or partially burned, or suffered equivalent disaster damage)

- Disaster Victim Certificate (Risai Shomeisho)

(For persons who suffered substantial property damage)

- Documents showing that the amount of damage equals or exceeds one-third of the value of the property

(For deceased insured persons)

- Death certificate, postmortem examination report, or a physician's certificate equivalent to a death certificate

(For insured persons who became physically disabled)

- Physical Disability Certificate

(For insured persons whose business or work was discontinued or suspended)

- Officially issued documents that verify the facts, such as a copy of a business closure notification or change notification submitted to the tax office

(For insured persons who lost their job due to illness or other reasons and currently have no income)

- Employment Insurance Recipient Eligibility Certificate
- Certification from an employer or other relevant party
- Medical certificate issued by a physician
- Other supporting documents, as applicable

■Contact Information

National Health and Pension Section 096-328-2290

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

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

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

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

Eligible Persons

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

- (1) The insured person or the head of the household to which the insured person belongs has suffered substantial damage to a residence, household property, or other

assets due to an earthquake, wind or flood damage, fire, or a similar disaster.

Damage Classification	Extent of Damage	Eligible to Apply
Total destruction (including being swept away) / Total burn loss	50%	Yes
Half destruction, half burn loss, or major half destruction	30%	Yes
Partial destruction, partial burn loss, or under-floor flooding	30% or less	No

- (2) The head of the household to which the insured person belongs has died, suffered a serious physical or mental disability, or been hospitalized for a prolonged period, resulting in a significant reduction in household income.
- (3) The income of the head of the household to which the insured person belongs has decreased significantly due to business closure, suspension of business operations, substantial business losses, unemployment, or similar reasons.
- (4) The income of the head of the household to which the insured person belongs has decreased significantly due to poor harvests caused by drought, cold weather damage, frost damage, poor fishing catches, or other similar circumstances.

Applicable Premiums

Late-Stage Elderly Medical Insurance premiums from July 2026 onward.

■Required Documents for Application

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

- ① Application form
- ② Documents showing the value of damaged property/assets
- ③ Copy of documents showing the extent and details of damage (e.g., Disaster Victim Certificate)
- ④ Copy of documents showing compensation received for damages (e.g., insurance payment notice from an insurance company)

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

Documents Required by Eligibility Category

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

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

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

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

■Inquiries and Application Counters

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 (Applications by Mail) 096-328-2290

〒860-8601

1-1 Tetorihoncho, Chuo-ku, Kumamoto City

■Reception Hours

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

5-4-5 Reduction, Exemption, or Deferred Payment of Co-payments under the Late-Stage Elderly Medical Care System

National Health and Pension Section 096-328-2290

Citizens Affairs Sections of Each Ward Office

Persons who have difficulty paying their medical co-payments due to the 2026 Kumamoto Earthquake may be eligible for a reduction, exemption, or deferred payment of the co-payment amount. An application is required to receive these benefits.

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

Eligible Persons

Insured persons under the **Late-Stage Elderly Medical Care System** who meet any of the following conditions and are recognized as experiencing financial hardship that makes payment of co-payments difficult:

- (1) The insured person or the head of the household to which the insured person belongs suffered substantial damage to a residence, household property, or other assets due to an earthquake, wind or flood damage, fire, or a similar disaster.
- (2) The head of the household to which the insured person belongs experienced a significant decrease in income due to poor agricultural harvests caused by drought, cold weather damage, frost damage, poor fishing catches, or similar circumstances or related events.
- (3) The head of the household to which the insured person belongs experienced a significant decrease in income due to suspension or closure of a business, unemployment, or similar reasons.
- (4) The head of the household to which the insured person belongs died, suffered a serious physical or mental disability, or was hospitalized for a prolonged period

due to a serious illness or injury (excluding households consisting solely of the insured person).

(5) Other circumstances similar to those listed above.

■Required Documents for Application

Basic Documents (Required for All Applicants)

- ① Application Form
- ② Household Status and Income Declaration Form
- ③ Declaration of Savings and Financial Assets
- ④ Consent Form

Additional Documents Depending on the Reason for Application

(For Eligible Persons under Condition (1))

- Statement regarding damage to a residence, household property, or other assets caused by a disaster (e.g., Disaster Victim Certificate)

(For Eligible Persons under Condition (2))

- Statement regarding damage to agricultural or fishery operations caused by a disaster

(For Eligible Persons under Condition (3))

- Documents verifying business closure, suspension of operations, or unemployment
- Documents showing the projected income for the year in which the qualifying event occurred

(For Eligible Persons under Condition (4):Death)

- Copy of documents verifying the death (e.g., Family Register Certificate and documents indicating the illness or injury that caused the death)

(For Eligible Persons under Condition (4): Serious Disability)

- Copy of a Disability Certificate, other document showing the degree of disability, or a physician's medical certificate

(For Eligible Persons under Condition (4): Long-Term Hospitalization)

- Copy of a hospitalization certificate or medical receipts
- Physician's medical certificate stating that treatment for a serious illness or injury is expected to require three months or more

■Inquiries and Application Counters

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 (Applications by Mail) 096-328-2290
〒860-8601
1-1 Tetorihoncho, Chuo-ku, Kumamoto City

■Reception Hours

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

5-4-6 Exemption from National Pension Insurance Premiums

National Health and Pension Section 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.

Eligible Persons

Category I National Pension insured persons who, due to a disaster, have suffered a loss of one-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 (Risai Shomeisho) (copies accepted) as a reference document.

Application Procedures

■Application Locations

Citizen Affairs Division at each ward office
General branch offices

Kumamoto West Pension Office

■Reception 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
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 096-28-3111
Takuma General Branch Office 096-380-3111
Koda General Branch Office 096-378-0172
Shimizu General Branch Office 096-343-9161
Tatsuda General Branch Office 096-338-2231
Yoshino Local Office 096-277-2001
National Health and Pension Section 096-328-2280

5-5 Welfare Services for Older Adults

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

Long-Term Care Insurance Affairs Section 096-328-2347

Welfare Section at Each Ward Office

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

※ The eligibility requirements described below are based on the criteria currently in effect. Eligible persons and other requirements may change in accordance with future notifications from the national government.

Eligible Persons

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

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

Application Procedures

■Application Office

Welfare Section of each Ward Office

■Office 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 Victim Certificate (Risai Shomeisho) (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.

※If the disaster occurred in another municipality, please contact the municipality
that issued the Disaster Victim Certificate.

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

■Application by Mail

For residents of Chuo Ward

Welfare Section (Senior Citizens' Welfare Section)
Chuo Ward Office
1-1 Tetorihoncho, Chuo-ku, Kumamoto City
860-8618

For residents of Higashi Ward

Welfare Section (Senior Citizens' Welfare Section)
Higashi Ward Office
16-30 Higashihonmachi, Higashi-ku, Kumamoto City
862-8555

For residents of Nishi Ward

Welfare Section (Senior Citizens' Welfare Section)
Nishi Ward Office
2-7-1 Kojima, Nishi-ku, Kumamoto City
861-5292

For residents of Minami Ward

Welfare Section (Senior Citizens' Welfare Section)
Minami Ward Office
405-3 Kiyofuji, Tomiai-machi, Minami-ku, Kumamoto City
861-4189

For residents of Kita Ward

Welfare Section (Senior Citizens' Welfare Section)
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 Reduction or Exemption of Long-Term Care Insurance Service Copayments

Long-Term Care Insurance Affairs Section 096-328-2347
Welfare Section at Each Ward Office

Persons affected by the 2026 Kumamoto Earthquake may be eligible for a reduction or exemption of the copayment portion (10%, 20%, or 30%) of Long-Term Care Insurance service fees.

※ The eligibility requirements described below are based on the criteria currently in effect. Eligible persons and other requirements may change in accordance with future notifications from the national government.

Eligible Persons

Persons who meet either of the following conditions:

(1) The insured person or the primary income earner of the household has

suffered substantial damage to a house, household property, or other assets as a result of the disaster (including total or partial destruction of a residence, total or partial fire damage, etc.).

- (2) The income of the primary income earner of the household has decreased significantly due to any of the following circumstances:
- Death, serious disability, long-term hospitalization, etc.
 - Suspension or discontinuation of a business or occupation, substantial business losses, unemployment, etc.
 - Poor agricultural harvests, poor fishing catches, etc.

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 Offices

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

■Required Documents

The following documents are required when applying:

- (1) Application Form for Reduction or Exemption of Long-Term Care Insurance Service Copayments (available at Ward Office service counters)
- (2) Long-Term Care Insurance Certificate (copy acceptable)
- (3) Letter of Authorization (required when the application is submitted by a person who is not a member of the same household)
- (4) Supporting documents corresponding to the applicable reason, such as:
(If substantial damage was sustained to a house, household property, or other assets as a result of the disaster:)

- Disaster Victim Certificate (Risai Shomeisho) or other documents showing the nature and extent of the damage

(If the primary income earner of the household died or was hospitalized for a long period:)

- Burial/Cremation Permit, medical certificate, or similar certification issued by a physician

(If the primary income earner suspended or discontinued a business, or became unemployed:)

- Certificate of Salary Payment
- Certificate of Business Suspension Losses
- Certificate of Separation from Employment
- Withholding Tax Certificate
- Employment Insurance Recipient Certificate
- Other similar documents

■ Application by Mail

[Mailing Address]

- For residents of Chuo Ward

Elderly Welfare Team

Welfare Section, Chuo Ward Office

1-1 Tetorihoncho, Chuo-ku, Kumamoto City 860-8618

- For residents of Higashi Ward

Elderly Welfare Team

Welfare Section, Higashi Ward Office

16-30 Higashihonmachi, Higashi-ku, Kumamoto City 862-8555

- For residents of Nishi Ward

Elderly Welfare Team

Welfare Section, Nishi Ward Office

2-7-1 Kojima, Nishi-ku, Kumamoto City 861-5292

- For residents of Minami Ward

Elderly Welfare Team

Welfare Section, Minami Ward Office

405-3 Kiyofuji, Tomiai-machi, Minami-ku, Kumamoto City 861-4189

- For residents of Kita Ward

Elderly Welfare Team

Welfare Section, 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

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

Long-Term Care Insurance Section 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.

Eligible Persons

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

■Office 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.

5-6 Disability and Welfare for Adults & Children

5-6-1 Replacement of Assistive Devices

Welfare Section for People with Disabilities 096-361-2519

Welfare Consultation Center for People with Disabilities 096-362-6500

Welfare Sections of Each Ward Office

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

Eligible Persons

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

■Office 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 appliances 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 096-361-2519
Mental Health Consultation and Support Center 096-366-1171
Children Support Section 096-328-2158

For people 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.

Eligible Persons

People 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.

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

5-6-3 Special Measures for Child Support Allowances

Disability Welfare Section 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.

Eligible Persons

- Persons whose benefits have been suspended because of the income of the recipient, and whose assets, or the assets of their dependent relatives, were damaged.
⇒ The income-based eligibility restriction applicable to the recipient will be waived.

- Persons whose benefits have been suspended because of the income of a spouse or a legally obligated supporter (such as a lineal relative living in the same household), and whose assets, or the assets of the supporter's dependent relatives, were damaged.
⇒ The income-based eligibility restriction applicable to the legally obligated supporter will be waived.

【Types of Damaged Assets】

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

Application Procedures

To receive this special measure, submission of a Disaster Damage Certificate is required.

Please submit the certificate promptly once you are in a position to file an application. For details, please contact the Welfare Section of your Ward Office.

※Important Note

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

■Contact Information

Chuo Ward Office, Welfare Section: 096-328-2313

Higashi Ward Office, Welfare Section: 096-367-9177

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

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

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

5-6-4 Waiver of Telephone Relay Service Fees

Disability Welfare Section 096-361-2519

The Nippon Foundation Telephone Relay Service provides a waiver of service fees for Telephone Relay Service and Yometel to help persons with hearing disabilities and others affected by the disaster make effective use of these communication services.

Eligible Persons

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

Waiver Period

August 2026

Application Procedures

Please refer to the following websites for information on registration and service use.

Note: First-time users must complete a registration process before using the service.

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

■Contact Information

TEL : 0120-528-071

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



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

■Contact Information

TEL : 0120-328-123



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

Service Overview

Telephone Relay Service

A service that enables real-time, two-way telephone communication between persons who are deaf or have difficulty hearing or speaking and persons who can hear. Interpreting operators facilitate communication by relaying conversations between sign language or text and spoken language.

Yometel

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

5-7 Childcare and Education

5-7-1 Childcare Fee Reductions

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

Persons whose homes sustained minor partial damage or more severe damage may be eligible for a reduction or exemption of childcare fees for one year from the day following the disaster.

Eligible Persons

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 minor partial damage or more severe damage as a result of the disaster.

Rate of Reduction/Exemption

Totally destroyed (Zenkai): 100% exemption of childcare fees

Major Partial Destruction, Moderate Partial Destruction & Partial Destruction (Hankai):

50% reduction of childcare fees

Minor partial damage (Jun-hankai): 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

■Office 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

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.

Eligible Persons

- 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 096-366-8181

People 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.

Eligible Persons

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

■Office 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 096-366-3030

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

People 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.

Eligible Persons

People who meet any of the following conditions:

- ① Their residence was totally or partially destroyed because of the earthquake.
 - ② They sustained injuries requiring medical treatment for one month or longer and are having trouble in making repayments.
 - ③ They become unemployed and are having trouble in making repayments.
- ※ The above are representative examples only. Eligibility will be determined on a case-by-case basis after confirming the circumstances that have made

repayment difficult because of the earthquake.

Application Procedures

-Kumamoto City Single Mother and Single Father Consultation Office

Hours: 9:30 a.m. – 4:00 p.m. (Closed on Mondays and national holidays)

Address: 6-1-85 Oe, Chuo-ku, Kumamoto City

(Inside the Oe Community Activity Support Office, Chuo Ward Community Development Center)

Tel: 096-372-1228

-Public Health and Child Welfare Sections of Each Ward Office

Chuo Ward Office 096-328-2421

Higashi Ward Office 096-367-9130

Nishi Ward Office 096-329-6838

Minami Ward Office 096-357-4135

Kita Ward Office 096-272-1104

■Required Documents

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

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

Contact Information

Child and Family Welfare Section: 096-366-3030

Kumamoto City Single Mother and Single Father Consultation Office:
096-372-1228

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

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

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

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

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

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

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

For users of municipally operated After-School Child Development Clubs, user fees will be reduced or exempted according to the extent of damage sustained to their residence as a result of the 2026 Kumamoto Earthquake.

Eligible Persons

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

Applicable Period

From July 2026 through March 2027

Eligible Clubs

Municipally Operated After-School Child Development Clubs

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

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

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



Application Procedures

■Application Office

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

■Required Documents

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

■Application Deadline

March 31, 2027 (Wednesday)

■Contact Information

After-School Child Development Section

Tel: 096-328-2277

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

Children Support Section 096-328-2158

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

In some cases, the monthly out-of-pocket maximum may be reduced.

Eligible Persons

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

Application Procedures

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

Application Office

Public Health and Child Welfare Sections of Each Ward Office

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

■Required Documents

The following documents are required for the application:

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

Contact Information

Children Support Section TEL:096-328-2158

5-7-7 School Expense Assistance

School Affairs Support Section 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.

Eligible Persons

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.

•Office 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

■Website

School Expense Assistance Program

[About school attendance support system / Kumamoto-shi official website](#)

5-7-8 Scholarship Loans

School Affairs Support Section 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.

Eligible Persons

[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 (total destruction, partial destruction, total burn, or partial burn).
- 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 (Juminhyo) 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

■Office 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

5-7-9 Scholarship Repayment Deferrals

School Affairs Support Section 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.

Eligible Persons

The scholarship recipient personally.

Notes:

Applicants must have no overdue repayments at the time of application. People 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

■Office Hours

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

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

■Deferral Period

Repayment may be deferred, at the longest, from the month in which the deferral is approved through June 2027, provided that the period falls on or after the date of the 2026 Kumamoto Earthquake (July 28, 2026).

※Repayments whose due dates have already passed and repayments that have already been made are not eligible for deferral.

※If an application is submitted after payment of a repayment obligation has been finalized, repayment for the month in which the application is submitted may not be eligible for deferral.

■Contact Information

School Affairs Support Section Tel: 096-328-2716

5-7-10 Admission to Childcare and Educational Facilities

Nursery School and Kindergarten Affairs Section
096-328-2568
Public Health and Child Affairs Sections of Each Ward Office
Guidance Section, Board of Education
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.

Eligible Services

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 (Nintei Kodomoen) (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 items 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.

Totally 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 items 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 items 2 and 3.
- (2) Identification document (e.g., My Number Card, driver's license, etc.) (may be submitted later)
- (3) Application for Certification of Eligibility for Education and Childcare Benefits
and for Admission to Childcare Facilities

■Application Offices & Office Hours

-Public Health and Child Welfare Sections of Each Ward Office:

Weekdays: 9:00 a.m. – 4:30 p.m.

-Nursery School and Kindergarten Affairs Section:

Weekdays: 8:30 a.m. – 5:15 p.m.

-Guidance Section, Board of Education:

Weekdays: 8:30 a.m. – 5:15 p.m.

■Contact Information

For admission to licensed childcare facilities, including nursery schools and certified centers for early childhood education and care (Nintei Kodomoen), please contact:

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

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

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

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

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

Regarding support for the use of private kindergartens and certified centers for early childhood education and care (kindergarten section only), please contact: Nursery School and Kindergarten Affairs Section at 096-328-2568

Regarding admission to municipal kindergartens, please contact:
Guidance Section, Board of Education at 096-328-2721

5-7-11 Temporary Childcare for Preschool Children

Nursery School and Kindergarten Affairs Section 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.

Eligible Children

Preschool children who resided in an affected area at the time of the disaster and who temporarily require childcare as a result of the disaster.

User Fee

Free of charge

Period of Use

For the period required for disaster recovery.

Application Procedures

- Please contact an eligible facility listed on the Kumamoto City website directly by telephone. Prior to using the service, parents or guardians must attend an interview at the childcare facility and complete registration procedures.
- Depending on the availability of the childcare facility, it may not be possible to accept all requests. Please contact the facility directly for details.

■Required Documents

The following document is required at the time of application:

Identification document (e.g., My Number Card, driver's license, etc.)

Note: Each childcare facility may require additional items to be brought. Please ask when applying.

■Contact Information

Nursery School and Kindergarten Affairs Section 096-328-2568

Chuo Ward Office, Health and Child Affairs Section 096-328-242

Higashi Ward Office, Health and Child Affairs Section 096-36

Nishi Ward Office, Health and Child Affairs Section 096-329-6

Minami Ward Office, Health and Child Affairs Section 096-35

Kita Ward Office, Health and Child Affairs Section 096-272-1104



5-8 Electrical Service Charges and Electrical Work Costs

5-8-1 Special Measures for Electricity Charges and Related Fees

Kyushu Electric Power Company

Special Measures

■ Extension of Electricity Bill Payment Due Dates

- The due date for electricity bill payments will be extended by one month.

■ Exemption of Electricity Charges for Periods of Non-Use

- No electricity charges will be billed if no electricity is used during a billing month or period.
- If electrical facilities become unusable due to the disaster, the basic charges for the affected facilities will be waived.

■ Exemption of Construction and Connection Charges

- No construction charges will be billed for electrical work required to restore damaged homes and buildings.
- No construction charges will be billed for relocating service lines, electricity meters, or similar equipment.

Eligible Customers

■Customers whose homes or other properties were damaged in areas where the Disaster Relief Act has been applied.

＜Areas Eligible for Special Measures (Kumamoto Prefecture)＞

Kumamoto City, Yatsushiro City, Minamata City, Yamaga City, Kikuchi City, Uto City, Kamiamakusa City, Uki City, Amakusa City, Koshi City, Misato Town (Shimomashiki District), Ozu Town (Kikuchi District), Kikuyo Town (Kikuchi District), Nishihara Village (Aso District), Mifune Town (Kamimashiki District), Kashima Town (Kamimashiki District), Mashiki Town (Kamimashiki District), Kosa Town (Kamimashiki District), Hikawa Town (Yatsushiro District), Ashikita Town (Ashikita District), Tsunagi Town (Ashikita District)

Note: If the Disaster Relief Act is applied to any municipalities other than those listed above in connection with this disaster, those municipalities will also be eligible for these special measures.

Application Procedures

■Application is required in order to receive these special measures. For details, please contact the nearest Kyuden Next Service Office. Documents confirming the extent of damage, such as a Disaster Damage Certificate, will be required as part of the application process.

■ Application Offices (Kyuden Next Service Offices)

Ozu Service Office: 0120-761-383

Uki Service Office: 0120-761-386

Kumamoto West Service Office: 0120-761-384

Yatsushiro Service Office: 0120-761-387

Kumamoto East Service Office: 0120-761-385

Note: These service offices are operated by Kyuden Next Co., Ltd. under contract with Kyushu Electric Power Company, Inc..

6. Business Assistance

6-1 SMEs

6-1-1 SME Consultation Services

Commerce Development and Small Business Support Section: 096-328-2424

Entrepreneurship and New Industry Support Section: 096-328-2392

In response to the 2026 Kumamoto Earthquake, Kumamoto City has established a special business consultation service for small and medium-sized enterprises (SMEs) within the city that have been affected in their business operations or management.

Eligible Persons

People operate a business in Kumamoto City.

Consultation Procedures

■Consultation on Financing (Kumamoto City Loan Programs)

Location: Commerce Development and Small Business Support Section,
Commerce and Industry Department, Economic Affairs and Tourism
Bureau, Kumamoto City (8th Floor, Kumamoto City Hall)

Address: 1-1 Tetorihoncho, Chuo-ku, Kumamoto City, Kumamoto Prefecture

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

Weekends & National Holidays 9:00 a.m.- 4:00 p.m.

Telephone: 096-328-2424

■Business Management Consultation

Location: XOSS POINT, Business Support Facility, Kumamoto Shintoshin Plaza

Address: 2nd Floor, Kumamoto Shintoshin Plaza, 1-14-1 Kasuga, Nishiku,
Kumamoto City, Kumamoto Prefecture

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 year-end/New Year
holiday period.)

Telephone: 096-355-7402

E-mail: business@stspalaza.net

Notes: Consultations are, in principle, by appointment only. Please make a reservation by telephone or e-mail in advance.

6-2 Agriculture, Forestry and Fisheries

6-2-1 Agricultural and Fishery Consultations

Agricultural Policy Section 096-328-2403

In response to the 2026 Kumamoto Earthquake, consultation services have been established for agricultural and fishery operators who have suffered damage.

Eligible Persons

- 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	0964-28-3115

Agriculture Promotion Section Minami Agriculture Promotion Office	
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 Sanitation Consultation

Food Safety and Hygiene Section 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 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 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

Eligible Persons

Residents of Kumamoto City

Consultation Venue

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)

■Consultation Hours

2:00 p.m. to 5:00 p.m.

Consultation Method

Certified Social Insurance and Labor Consultants (Shakai Hoken Romushi) belonging to the Kumamoto Prefecture Society of Certified Social Insurance and Labor Consultants provide consultations in person.

Please take a numbered ticket (reservation 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 Table of Residential Damage Levels and Support Programs							
“○”: Meets the criteria for the severity of damage to residential dwellings “▲”: May be eligible if certain conditions, such as building classification, are met “×”: Does not meet the criteria for the severity of damage to residential dwellings Please note that some programs have additional eligibility requirements, such as income criteria, in addition to the severity of damage to residential dwellings, so please check the details.							
Number	Support Program	Disaster Damage Certificate					
		Destroyed	Major Partial Destruction	Moderate Partial Destruction	Partial Destruction	Minor Partial Destruction	Minor Damage Not Qualifying

1-1-1	Residential Damage Certificates (including combined residential- commercial properties)						
1-2-1	Business Damage Certificates (Stores, Offices, Factories & Business Facilities)						
1-2-2	Agriculture & Fisheries Certificates						
1-3-1	Damage Report Certificates(N on-Residential Damage Certificates)						
2-1-1	Disaster Bereavement Benefits						
2-2-1	Disaster Disability Benefits						
2-3-1	Disaster Condolence Grants	○	○	○	○	○	×

2-4-1	Disaster Relief Loans	○	○	○	○	×	×
3-1-1	Dispatch of Disaster Volunteers						
3-2-1	Emergency Housing Repairs (Preventing Further Damage)	○	○	○	○	○	×
3-2-2	Emergency Housing Repairs	○	○	○	○	○	×
3-2-3	Housing Loans for Single-Parent Families	○	○	○	○	○	○
3-2-4	Temporary Provision of City-Owned Housing for Those Whose Homes Have Been Damaged	○	○	○	○	×	×
3-2-5	Provision of Rental Temporary Housing (Deemed Temporary Housing)	○	▲	▲	▲	×	×
3-3-1	Dangerous Vacant Houses						

3-3-2	Aged Vacant Houses						
3-3-3	Debris Removal	○	○	○	○	×	×
3-3-4	Demolition and Removal of Disaster-Damaged Buildings	○	○	○	○	×	×
3-4-1	Development Permit Application Fee Exemptions	○	○	○	○	○	○
3-4-2	Exemption from Fees for Building Permit Applications, Final Inspection Applications	○	○	○	○	○	○
4-1-1	Clothing and Bedding	○	○	○	○	×	×
4-1-2	Textbooks and School Supplies	○	○	○	○	▲	▲
4-2-1	Disaster Waste Collection						
4-2-2	Large Waste and Appliances						
4-2-3	Waste Disposal Fee Waivers						

4-2-4	Business Waste Fee Reductions						
4-2-5	Debris Removal for Concrete Blocks, Roof Tiles						
4-3-1	Well Water Testing						
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	Livelihood Support						
4-5-5	Infectious Diseases						
4-5-6	Food Safety						
4-5-7	Foreign Residents						
4-5-8	Free Legal Consultation (Lawyers)						
4-5-9	Free Bathing Assistance Program						
4-5-10	Infant Bathing Support						
4-5-11	Accommodati on Support						

	Program						
4-5-12	Free Rental Vehicles for Disaster Support (Japan Carsharing 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 Fee Waivers	○	○	○	○	○	○
5-2-3	Waiver or Reduction of Passport Issuance Fees	○	○	○	○	▲	▲
5-3-1	Water and Sewerage Charge Reductions and Exemptions	○	○	○	○	×	×
5-4-1	Extension of Vaccination Eligibility	○	○	○	○	○	○
5-4-2	Reduction or Exemption of National Health	○	○	○	○	×	×

	Insurance Premiums						
5-4-3	Refund 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	Reduction, Exemption, or Deferred Payment of Co-payments under the Late-Stage Elderly Medical Care System	○	○	○	○	▲	▲
5-4-6	Exemption from National Pension Insurance Premiums						
5-5-1	Reduction or Exemption of	○	○	○	○	×	×

	Long-Term Care Insurance Premiums						
5-5-2	Reduction or Exemption of Long-Term Care Insurance Service Copayments	○	○	○	○	×	×
5-5-3	Repurchase of Specified Welfare Equipment under Long- Term Care Insurance						
5-6-1	Replacement of Assistive Devices (Disability and Child Welfare)						
5-6-2	Reduced Copayments						
5-6-3	Special Measures for Child Support Allowances	○	○	○	○	×	×
5-6-4	Waiver of Telephone Relay Service Fees						
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/Wido ws	○	○	○	○	○	○
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	Scholarship Loans	○	○	○	○	×	×

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						
6-1-1	SME Consultation Services						
6-2-1	Agricultural and Fishery Consultations						
6-3-1	Business Sanitation Consultation						
6-3-2	Labor Consultation						