

Support Programs for People Affected by the 2026 Kumamoto Earthquake (As of July 29, 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 Division

t_e_l: 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 Divisions of all Ward Offices
- General Branch Offices

- Office Hours

Monday through Friday (excluding national holidays)

9:00 a.m. – 4:00 p.m.

- 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
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.

- 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.

1-2-1 Business Damage Certificates

Commercial and Financial Affairs Division

t_e_l: 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

Commercial and Financial Affairs Division (096-328-2424)

- Office Hours

Weekdays

8:30 a.m. – 5:15 p.m.

- 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 Division 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.

1-2-2 Agriculture, Forestry & Fisheries Certificates

Agricultural Support Division

t_e_l: 096-328-2384

Kumamoto City accepts applications for and issues Disaster Damage Certificates for damage caused by the 2026 Kumamoto Earthquake affecting the agriculture, forestry, 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 Offices

Office	Telephone
Hokutobu Agricultural Promotion Center – Agricultural Promotion Division	096-272-1117
Hokutobu Agricultural Promotion Center – East Agricultural Promotion Office	096-367-9137
Seinanbu Agricultural Promotion Center – Agricultural Promotion Division	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
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- 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

Agricultural Support Division

t_e_l: 096-328-2384

1-3 Non-Residential Damage

1-3-1 Damage Report Certificate

Health and Welfare Policy Division

t_e_l: 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 Division 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 Division of the appropriate Ward Office.

- Contact

Health and Welfare Policy Division

t_e_l: 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 Division

t_e_l: 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 Division 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

Chuo Ward Office Welfare Division:096-328-2312

Higashi Ward Office Welfare Division:096-367-9127

Nishi Ward Office Welfare Division:096-329-5403

Minami Ward Office Welfare Division:096-357-4129

Kita Ward Office Welfare Division:096-272-1118

Health and Welfare Policy Division:096-328-2972

2-2 Persons with Disabilities

2-2-1 Disaster Disability Benefits

Health and Welfare Policy Division

t_e_l: 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 Division of each Ward Office

- Office Hours

Monday through Friday (excluding national holidays)

9:00 a.m. – 4:00 p.m.

- Contact

Chuo Ward Office Welfare Division:096-328-2312

Higashi Ward Office Welfare Division:096-367-9127

Nishi Ward Office Welfare Division:096-329-5403

Minami Ward Office Welfare Division:096-357-4129

Kita Ward Office Welfare Division:096-272-1118

Health and Welfare Policy Division:096-328-2972

2-3 Injured Persons and Damaged Homes

2-3-1 Disaster Condolence Grants

Health and Welfare Policy Division

t_e_l: 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,	¥30,000

Households with above-floor flooding not falling under any of the categories above	¥10,000
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***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 Division 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

Chuo Ward Office Welfare Division:096-328-2312

Higashi Ward Office Welfare Division:096-367-9127

Nishi Ward Office Welfare Division:096-329-5403

Minami Ward Office Welfare Division:096-357-4129

Kita Ward Office Welfare Division:096-272-1118

Health and Welfare Policy Division:096-328-2340

2-4 Recovery Funds

2-4-1 Disaster Relief Loans

Health and Welfare Policy Division

t_e_l: 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 washed 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 washed 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 Home Repairs

3-1-1 Emergency Measures

Housing Policy Division

t_e_l: 096-328-2449

This program provides emergency repairs to homes damaged by the 2026 Kumamoto Earthquake to prevent further deterioration of the damage, such as additional damage caused by rain or wind.

Eligible Applicants

Owners of residential buildings that:

- were classified as Major Partial Destruction, Moderate Partial Destruction, Partial Destruction, or Minor Partial Destruction (or equivalent); and
- are at risk of sustaining additional damage if temporary protective measures are not taken.

*The following are not eligible:

- Storage sheds
- Detached warehouses
- Carports
- Other non-residential accessory structures

Maximum Assistance

Up to ¥56,400 (including consumption tax) per household.

If two or more households live in the same dwelling, they are treated as one household for the purpose of this program.

Eligible Emergency Work

- Installing blue tarps or similar protective coverings on damaged roofs to prevent rainwater intrusion.
- Temporarily covering damaged exterior walls or broken windows with blue tarps or plywood to protect the home from wind and rain.
- Installing protective safety netting on apartment or condominium buildings where exterior wall materials (such as tiles or mortar) have become detached, in order to prevent falling debris from causing secondary injuries to pedestrians.

Application and Completion Deadline

Friday, August 7, 2026

*Emergency repair work must also be completed by this date.

Application Procedure

- Application Office

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

- Procedure

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

If necessary, the City can also introduce contractors through search systems supported by Japan's Ministry of Land, Infrastructure, Transport and Tourism (MLIT).

- Contact

Housing Policy Division

t_e_l: 096-328-2449

3-1-2 Emergency Housing Repairs

Housing Policy Division

t_e_l: 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

①suffered 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

Applicants who pay the repair contractor themselves before approval are not eligible for 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 Division (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)

Application Process

Housing Policy Division, 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

Housing Policy Division

t_e_l: 096-328-2449

3-1-3 Housing Loans for Single-Parent Families

Children and Family Welfare Division

t_e_l: 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 Center, Chuo Ward Community Development Center)

Contact:

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

3-2. Demolition and Debris Removal

3-2-1 Dangerous Vacant Houses

Vacant House Countermeasures Division

t_e_l: 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 House Countermeasures Division website for detailed eligibility requirements applicable to vacant houses.

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

Application Procedures



Applicants must submit the required application forms to the Vacant House Countermeasures Division.

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 Division’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 House Countermeasures Division

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

Vacant House Countermeasures Division

t_e_l: 096-328-2514

3-2-2 Aged Vacant Houses

Vacant House Countermeasures Division

t_e_l: 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 House Countermeasures Division website.

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



Application Procedures

Applicants must submit the prescribed application forms to the Vacant House Countermeasures Division.

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 House Countermeasures Division

- 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

Vacant House Countermeasures Division

t_e_l: 096-328-2514

3-2-3 Debris Removal

t_e_l: 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 Division 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 General Affairs Division

Kumamoto City Hall (13th Floor)

- Application Period

Beginning:

July 29, 2026

Applications will continue until further notice.

- 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

Public Works General Affairs Division

t_e_l: 096-328-2475

3-3 Rebuilding and Relocation

3-3-1 Development Permit Fee Exemptions

Building Guidance Division

t_e_l: 096-328-2507

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

Eligible Applicants

- the owner of a building damaged by the earthquake; or
- a person rebuilding or repairing a building damaged by the earthquake.

The exemption applies only to procedures directly related to recovery from earthquake damage.

- Fees Eligible for Exemption
 - Development Permit Application Fee
 - Building Confirmation Application Fee
 - Interim Inspection Fee
 - Completion Inspection Fee
 - Various building certification and approval fees prescribed under the Building Standards Act

Application Procedures

Applicants must submit the prescribed application form together with documents demonstrating that the exemption requirements are met.

- Examples include:
 - Disaster Damage Certificate
 - Building confirmation documents
 - Other documents requested by Kumamoto City

- Application Office

Building Guidance Division

Office Hours

Monday through Friday

8:30 a.m. – 5:15 p.m.

(excluding weekends, national holidays, and the year-end/New Year

holiday period)

- Contact

Building Guidance Division

t_e_l: 096-328-2507

3-3-2 Building Fee Exemptions

Building Control Division

t_e_l:096-328-2516

Kumamoto City provides consultation services for residents rebuilding, repairing, purchasing, or relocating after suffering housing damage in the 2026 Kumamoto Earthquake.

Consultation includes:

- Housing reconstruction planning
- Available subsidy and loan programs
- Building regulations and administrative procedures
- Temporary housing
- Other housing-related recovery issues

Eligible Applicants

-Application for Building Confirmation

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

- Consultation 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

Housing Policy Division

t_e_l: 096-328-2516

4. Daily Living Assistance

4-1 Daily Necessities

4-1-1 Clothing and Bedding

Health and Welfare Policy Division

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.

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 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

Instruction Division, School Education Department

Tel: 096-328-2721

School Affairs Support Division, School Education Department

Tel: 096-328-2716

Kumamoto City provides replacement textbooks and school supplies to children whose educational materials were lost or damaged as a result of the 2026 Kumamoto Earthquake.

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

- 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).

- Application Procedure

Information on the detailed application procedures will be announced later.

4-2 Waste Disposal

4-2-1 Disaster Waste Collection

Waste Management Planning Division

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 Division

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.

4-2-3 Waste Disposal Fee Waivers

Waste Management Planning Division

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 Waste	Seibu Environmental Plant	2-12-1 Joyama Yakushi, Nishi Ward	096-329-0900	Monday-Saturday, 8:30 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
(9)	Ogida Environmental Center	096-245-2696

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 Waste Countermeasures Division
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
 - Photographs of the disaster waste to be disposed of

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 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 Application Counters

No.	Facility	Telephone
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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 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

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 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

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
- Other approved methods

Delivery Procedures

The delivery locations and acceptance period for the four designated home appliances are currently under coordination and will be announced at a later date.

4-3 Drinking Water

4-3-1 Well Water Testing

Environmental General Center

Tel: 096-379-2511

The City will conduct water quality testing for households whose drinking water wells have been damaged by the earthquake.

Water from earthquake-damaged wells may have undergone changes in quality, such as increased turbidity. Until the test results are confirmed, please use commercially available bottled water or other alternative sources of drinking water.

Eligible Households

Households affected by the disaster that use well water for drinking purposes and:

- are not served by the public water supply system; or
- are located in areas experiencing a public water service outage.

Procedures

- Reservation and Sample Submission Location

Kumamoto City Environmental General Center

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

Tel: 096-379-2511

Hours: 8:30 a.m. – 5:00 p.m.

(including weekends and public holidays until further notice)

*Reservations by telephone are required.

- Well Water Sample Submission Hours

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.

(2) One of the following documents

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

- Testing Fee

Free of charge

- Testing Items

- Chemical testing
- Bacteriological testing

Total: 10 testing items

- Notification of Results

Approximately seven days after submission.

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

- Contact

Environmental General Center
Tel: 096-379-2511

4-4 School Attendance

4-4-1 School Transfers

School Affairs Support Division, 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 public holidays)

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

Kumamoto City Consumer 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
- Other consumer-related concerns

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”

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4-5-2 Mental Health

Mental Health Center

Tel: 096-366-1171

Following a disaster, individuals may experience various mental and emotional difficulties. In some cases, symptoms may not appear until some time after the disaster.

Mental health consultations are available by telephone and social media services as follows.

Eligibility

Residents of Kumamoto City

Telephone Consultation Services

Service	Telephone	Hours
Mental Health Center (Welpal Kumamoto, 3rd Floor)	096-362-8100	Weekdays, 9:00 a.m.–4:00 p.m.
Kumamoto Mental Health Telephone Service	096-285-6688	Daily, 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	0120-279-338	24 hours a day

SNS 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>

LINE アプリの「友だち追加」の「検索」で ID:【@355klbvn】を検索し、友だちに追加してください。

4-5-3 Children's Mental Health

Public Assistance Management and Support Division

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	096-328-	Weekdays, 9:00

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

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

4-5-4 Livelihood Support

Health Crisis Management Division

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)

4-5-5 Infectious Diseases

Food Safety and Sanitation Division

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)

4-5-6 Food Safety

Food Safety and Sanitation Division

Tel: 096-364-3188

Eligible Businesses

Food-related businesses operating within Kumamoto City.

Consultation Topics

- Sanitation management of damaged food-related facilities
- Disinfection of facilities, water supplies, and equipment
- Measures for resuming business operations

Food Sanitation 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 Business Sanitation

4-5-8 Foreign Residents

International Affairs Division

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)

Kumamoto City Foreign Residents General Consultation Plaza

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

Telephone: 096-359-4995

Email: soudan@kumamoto-if.or.jp

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.

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	—	○	—

※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.)

■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

5-3 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.

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 096-381-1118

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, 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

5-5 Disability and Child Welfare

5-5-1 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

People who hold a disability certificate and are no longer able to use assistive devices previously provided by Kumamoto City due to 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

8:30 a.m. – 5:15 p.m.

■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
Disability Welfare Section 096-361-2519

5-5-2 Reduced Copayments

Disability Welfare Section 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 above for further information.

■申請窓口・お問合せ先

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)		
Self-Support Medical Care (Outpatient Mental Health Medical Care)		Mental Health Consultation and Support Center096-366-1171
Self-Support Medical Care (Developmental Medical Care)	Public Health and Child Affairs Sections of each Ward Office	Children Support Section 096-328-2158

5-5-3 Special Measures for Allowances

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 Childcare and Education

5-6-1 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 major 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 major partial damage or more severe damage as a result of the disaster.

Rate of Reduction/Exemption

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

Half-destroyed (Hankai): 50% reduction of childcare fees

Major 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

5-6-2 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.

5-6-3 Welfare Loan Repayment Deferrals

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

- Consultation and Application Offices

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 Affairs 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

■お問合せ先

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 Affairs Section

096-328-2421

Higashi Ward Office, Public Health and Child Affairs

Section 096-367-9130

Nishi Ward Office, Public Health and Child Affairs Section

096-329-6838

Minami Ward Office, Public Health and Child Affairs

Section 096-357-4135

Kita Ward Office, Public Health and Child Affairs Section

096-272-1104

5-6-4 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 or similar circumstances.

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 or similar circumstances:

- A reduction or exemption of municipal or prefectural resident tax
- A reduction or exemption of individual business tax
- A reduction or exemption of fixed asset 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)

(2) Application by Mail

Please complete the application form and mail it to:

OSchool Expense Assistance Program Officer

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)

■Contact Information

School Affairs Support Section

Tel: 096-328-2716

■Website

School Expense Assistance Program

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

5-6-5 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 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 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

5-6-6 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

5-6-7 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
Teaching 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.

This service is available even if a family has temporarily evacuated to Kumamoto City without transferring its resident registration to the city.

Eligible Services

- 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

Childcare fees may be reduced or waived according to the extent of damage sustained.

Totally destroyed: 100% exemption of childcare fees

Half-destroyed: 50% reduction of childcare fees

Major partial damage: 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

①② Nursery School and Kindergarten Affairs Section,
Public Health and Child Affairs Sections of Each Ward
Office

③ Teaching Guidance Section, Board of Education

■Office Hours

① Weekdays: 8:30 a.m. – 5:15 p.m.

② Weekdays: 9:00 a.m. – 4:30 p.m.

③ Weekdays: 8:30 a.m. – 5:15 p.m.

■Contact Information

Regarding Items 1 and 2

Nursery School and Kindergarten Affairs Section

096-328-2568

Chuo Ward Office, Public Health and Child Affairs Section

096-328-2421

Higashi Ward Office, Public Health and Child Affairs Section

096-367-9130

Nishi Ward Office, Public Health and Child Affairs Section

096-329-6838

Minami Ward Office, Public Health and Child Affairs Section

096-357-4135

Kita Ward Office, Public Health and Child Affairs Section

096-272-1104

Regarding Item 3

Teaching Guidance Section, Board of Education

096-328-2721

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.¹⁴(Excluding Saturdays, Sundays, national holidays, and the year-end/New Year holiday period)

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@stsplaza.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
Hokubu and Tobu Agriculture Promotion Center Agriculture Promotion Section	096-272-1117
Hokubu and Tobu Agriculture Promotion Center Agriculture Promotion Section Higashi Agriculture Promotion Office	096-367-9137
Seibu and Nambu Agriculture Promotion Center Agriculture Promotion Section	096-329-1158
Seibu and Nambu Agriculture Promotion Center Agriculture Promotion Section Kawachi Agriculture Promotion Office	096-276-1114
Seibu and Nambu Agriculture Promotion Center Agriculture Promotion Section Minami Agriculture Promotion Office	0964-28-3115
Farmer Support Section	096-328-2384

■Consultation Topics

- Damage to agricultural land
- Damage to land improvement facilities

窓口	電話番号
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

窓口	電話番号
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 provide 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

■Food Hygiene 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

096-328-2377