

PLAZA NEWSLETTER(September 2026)

We would like to express our heartfelt sympathy to all those affected by the recent earthquake. We also express our deep respect to all those working tirelessly on recovery and reconstruction efforts. This summer has seen record-breaking heat across the country, with many regions experiencing numerous days of extreme heat. In Kumamoto as well, the intense heat persists, and warnings about heatstroke continue to be issued. As this is a time when heat-related fatigue can easily set in, please continue to make a point of staying well-hydrated and getting plenty of rest. Since aftershocks and extreme heat are still ongoing, please prioritize your safety above all else.

Now let us partially introduce the consultation details found in our plaza. We received 100 consultations in July and have shared below examples of questions and answers. Some content has been edited for privacy concerns.

Q : My TV and refrigerator were damaged in the earthquake, so I want to dispose of them. What should I do?

A : Kumamoto city is conducting a special collection of disaster debris caused by the earthquake.

【 If it fits in a 45-liter bag】

Sort items into burnable and non-burnable categories, place them in a clear trash bag with a capacity of 45 liters or less, and put them out at your usual trash collection station, separate from your regular trash.



Details

【 For bulky items (such as chest of drawers and cupboards) and the four types of household appliances (TVs, refrigerators, washing machines, and air conditioners)】
The city collects items damaged by the earthquake free of charge if you apply in advance through the “Zero Waste Call” service. (No large-item disposal tickets are required.)
Application (Zero Waste Call): 0570-00-5374

Q : I will need to renew my residence status soon. Will the earthquake have any impact on immigration procedures?

A : The Immigration Services Agency has announced that, for those unable to file an application within their period of stay due to the earthquake, it will process applications on a case-by-case basis even if the period of stay has expired, for the time being.

If you have evacuated to a location away from Kumamoto, you can file your application at the immigration office in your evacuation location.

Please consult with your nearest immigration office first.



Notice from
the immigration

Q : Are there any support programs available for people affected by this earthquake?

A : Kumamoto city has implemented a support program for disaster victims. Check the website for details.

The details of the support program will be updated as needed (when new information becomes available).



Kumamoto city website

The Reiwa 8 (2026) Kumamoto Earthquake

On the evening of July 28, 2026 (Reiwa 8), a very large earthquake struck Kumamoto Prefecture.

Current Situation: There are areas where buildings have collapsed or where water and electricity services have been cut off. Since small earthquakes (aftershocks) may still occur, stay away from unsafe buildings.

Take care of your health: We're having a string of hot days. Be sure to drink plenty of fluids to avoid heatstroke. If you sleep in your car, move your legs occasionally to prevent economy class syndrome, which can cause blood to pool in your legs.

Consultations regarding work or training:
Technical intern trainees can consult with the Organization for Technical Intern Training (OTIT) in their native language.



OTIT native language
consultation

In addition, anyone can consult with the Plaza, regardless of their status of residence.

Take photos of the damage: If your home is damaged, be sure to take plenty of photos with your smartphone or similar device before you start cleaning up or making repairs.

What to photograph: The exterior of the house (from all four directions), the interior of the rooms (walls, ceilings, floors), and damaged furniture and appliances.

Reason: These photos will be absolutely necessary later on when applying for compensation or claiming tax deductions.

Support Measures to Get Your Life Back on Track

I. Obtaining a Disaster Victim Certificate

What is it?: It's a document issued by a government official who inspected your home to certify the extent of the damage.

Why is this necessary?: Without this, you will not be able to receive the "home repair assistance" or "financial

assistance” that will be introduced later.

Where can I apply?: Submit your application at the city hall or town/village office in your area. If you’re unsure, Check the Kumamoto City Disaster Victim Support Program page or ask at the Plaza.



Support Programs for People
Affected by the 2026
Kumamoto Earthquake

2. Housing Support

Emergency Repairs: This is a program that allows you to have minor repairs made to a damaged home using city or town funds so that you can continue living there. Be sure to consult with your local government office before signing a repair contract on your own.

Temporary Housing: A program that allows people whose homes have been destroyed and are no longer livable to rent a room in an apartment or similar dwelling free of charge.

3. Financial and Living Support

Deferring tax and utility payments: In some cases, you may be able to delay or reduce payments for water, electricity, cell phone bills, resident taxes, and other fees.

Disaster Relief Benefits: If your home has suffered significant damage, you may be eligible to receive financial assistance from the national or prefectural government to help with your living expenses going forward.

Ask for volunteers: When cleaning up your home, you may be able to ask for volunteers to help you. Contact the “Disaster Volunteer Center” in your area.



Disaster volunteer center

For more details on housing assistance, financial support, and daily living support, visit the Kumamoto City Disaster Victim Support Programs page above. If you have any questions, ask at the Plaza.

Information on Kumamoto Consultation and Support Plaza for Foreign Residents

The Plaza offers professional consultations including legal affairs, residence status issues, housing and life affairs support in multiple languages. Consultants who speak English, Chinese, Vietnamese, Tagalog, Spanish, Nepali and Taiwanese are available at the Plaza as the schedule below.

September Schedule

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		01 •Chinese Consultation	02 •Immigrational Consultation •Vietnamese Consultation •Life Consultation in Chinese •German Consultation	03 •Korean Consultation	04 •Life Consultation in Chinese •English Consultation •Spanish Consultation	05
06 •Vietnamese Consultation •Life Consultation in Chinese •Orugatta Kids	07	08 •Chinese Consultation	09 •Mental Health Counseling •Tagalog Consultation •Life Consultation in Chinese •German Consultation	10 •Korean Consultation	11 •Life Consultation in Chinese •English Consultation	12
13 •Life Consultation in Chinese •Educational Consultation •Orugatta Kids	14 closed	15 •Chinese Consultation	16 •Housing Consultation •Vietnamese Consultation •Life Consultation in Chinese •German Consultation •Life Consultation in Taiwanese •One-stop Consultation Service for International Students	17 •Korean Consultation	18 •Life Consultation in Chinese •English Consultation	19 •Life Consultation in Chinese •Free Legal Consultation
20 •Immigrational Consultation •Vietnamese Consultation •Nepal Consultation	21 Respect for the Aged Day	22 National holiday	23 Autumn equinox Day •Life Consultation in Chinese	24 •Korean Consultation	25 •Life Consultation in Chinese •English Consultation	26
27 •Life Consultation in Chinese •Educational Consultation •Orugatta Kids •Life Consultation in	28 closed	29 •Chinese Consultation	30 •Life Consultation in Chinese •German Consultation			
Note: Consultations 1:00pm~5:00pm(apart from the ones below) •Life Consultation in Chinese 1:00pm ~ 6:00pm •Immigrational Consultation 1:00pm~4:00pm •Free Legal Consultation 2:00pm~4:00pm (Reservation required) •Educational Consultation 10:00am~3:00pm •One-stop Consultation Service for International Students 1:00pm~4:00pm •Job Consultation 10:00am~6:00pm •Mental Health Counseling 3:30pm~5:30pm						

※Consultation service could be cancelled due to consultant's personal reasons. Please e-mail or call us beforehand to check if the consultant is available.

Kumamoto Consultation and Support Plaza for Foreign Residents' Facebook

We regularly update information useful to you.

Follow us and be one of the first ones to be informed!



Plaza's FB

We are offering variety of information useful to your life. Please check us!



Our website



Life orientation videos by Immigration Services Agency

Kumamoto Consultation and Support Plaza for Foreign Residents

Location: 2nd floor of Kumamoto City International Center

Address: 4-18 Hanabata-Cho, Chuo-Ku, Kumamoto City, 860-0806

Tel: 096-359-4995

E-mail: soudan@kumamoto-if.or.jp

Opening hours: Between 10 am and 6 pm

Closed on second and fourth Mondays and between December 29 and January 3

★If second or fourth Monday is a national holiday, the plaza will be closed the following day instead.

