

## Where to Find Information About Suginami City

### ● “Hello! SUGINAMI” English-Language Public Information Magazine

Published on the 1st day of every even-numbered month.

It is available at municipal facilities as well as post offices, public bathhouses, supermarkets (all Summit Stores and Co-op Mirai stores, and Seiyu Takaido-Higashi), train and subway stations, and convenience stores within Suginami City, and can also be viewed on the Suginami City Official Website.

<https://www.city.suginami.tokyo.jp/kusei/kouhou/kouhou/hello/index.html> .....



### ● Suginami City Overview, Pocket Edition

Covers Suginami City's history, culture, initiatives, and municipalities that it has exchanges with.

It is available at the Public Relations Section on the 5th floor of the City Office East Wing, from the pamphlet rack in front of the elevators on the 1st floor of the City Office West Wing, and can also be viewed on the Suginami City Official Website.

<https://www.city.suginami.tokyo.jp/documents/10614/2020webeng.pdf> .....



### ● Suginami City Official Website

<https://www.city.suginami.tokyo.jp/> .....



### ● Suginami City Official LINE Account

<https://page.line.me/192gvsgr?openQrModal=true> .....



### ● Suginami City Official X Account (Public Relations Section)

[https://x.com/suginami\\_koho](https://x.com/suginami_koho) .....



## City Office & Residents Offices

<b>Suginami City Office</b>	1-15-1 Asagaya-Minami, Suginami-ku	03-3312-2111
<b>Igusa City Residents Office</b>	4-30-2 Shimoigusa, Suginami-ku	03-3394-0461
<b>Kōenji Residents Office</b>	Sesión Suginami 1F, 1-22-32 Umezato, Suginami-ku	03-3317-6560
<b>Eifuku-Izumi Residents Office</b>	Eifuku-Izumi Community Hall 3F, 3-8-18 Izumi, Suginami-ku	03-5300-9310
<b>Nishiogi Residents Office</b>	3-5-23 Nishiogi-Minami, Suginami-ku	03-5344-3030
<b>Takaido Residents Office</b>	Keio Retnade 2F, 2-1-26 Takaido-Nishi, Suginami-ku	03-3333-5395
<b>Ogikubo Residents Office</b>	Daiwa Ogikubo Tower 2F, 1-2-1 Kamiogi, Suginami-ku	03-3392-8846

### 《Notifications & Procedures That Can Be Done at City Office and Residents Offices》

Notification of moving in and out, family register notification, personal seal registration, enrollment in National Health Insurance, etc.

《Reception Hours》 8:30 a.m. - 5:00 p.m.

### 《After-Hours & Holiday Reception Hours》

**City Office:** 1st, 3rd & 5th Saturdays of each month 9:00 a.m. - 5:00 p.m.

**Residents Offices:** Wednesdays 5:00 a.m. - 7:00 a.m., 2nd & 4th Saturdays of each month 9:00 a.m. - 5:00 p.m.

※ The information in this publication is current as of April 1, 2025, except where noted. Content is subject to change due to revisions to laws, etc. Please contact the relevant division or facility for more information.

## Disaster Preparedness Guide



### ● Gathering Information During Earthquakes & Heavy Rain

Information about disasters, weather, etc. will be posted on Suginami City's official website, X account, and LINE account.

#### Suginami City Official Website

<https://www.city.suginami.tokyo.jp/> .....

#### Suginami City Official X Account (earthquake & flood prevention information, etc.)

[https://x.com/suginami\\_tokyo](https://x.com/suginami_tokyo) .....

#### Suginami City Official LINE Account

<https://page.line.me/192gvsgr?openQrModal=true> .....



### Disaster & Disaster Preparedness Information E-Mail Service (English version available)

Receive information via e-mail about earthquakes, weather warnings and advisories, rainfall, river water levels, emergency notifications in the event of a disaster, weekend weather forecasts, and disaster preparedness administrative radio broadcasts.

#### 《How to Sign Up for E-Mails》

Send a blank e-mail (no subject line or text) to [t-suginami@sg-p.jp](mailto:t-suginami@sg-p.jp), and you will be sent an e-mail with the URL for registration. Registration will be completed when you access the URL.

### Telephone Reporting Service (Japanese language only)

Receive phone calls about disasters, weather information, and disaster preparedness administrative radio broadcasts. Please contact the Disaster Preparedness Division for more information.

### River Water Level Alerts

When the river reaches a water level that necessitates caution, a “Water Level Warning Siren” will sound. When it reaches a water level at which flooding or other damage may occur, a “Water Level Danger Siren” will sound.

- Water Level Warning Siren
- Water Level Danger Siren



### ● Telephone Answering Service (Japanese language only)

When disaster preparedness administrative radio broadcasts are difficult to hear, you can call to confirm their content.

☎ 0120-170-100 (Toll-free)

☎ 03-5378-8221

(Calling charges apply to calls made from outside Suginami City and from mobile phones and PHS)

### ● Everyday Preparedness

- Make sure that everyone in your family knows how to contact each other in the event of a disaster and knows the locations of earthquake relief centers and wide-area evacuation sites.
- Make an evacuee card containing information such as your name, address, date of birth, blood type, any pre-existing medical conditions, contact information, and the Disaster Emergency Message Dial number so that you can use it in the event of a disaster.
- Take measures in the home to prevent furniture and appliances (including TVs, refrigerators, etc.) from tipping over, falling, or moving.
- Stay prepared for fires by having fire extinguishers, fire alarms, and seismic breakers ready. (Suginami City operates a program that promotes the installation of seismic breakers.)
- Take measures to keep glass from shattering.
- Avoid placing objects that may fall in high places.
- Stockpile at least three days' to one week's worth of water, food, daily necessities, and household medicines per person in your household. (One day's water is approximately 3 liters per person.)
- Prepare an emergency supply kit.

Suginami City offers assistance for the distribution of disaster prevention supplies.

Inquiries ▶ Disaster Prevention Section

- Take steps to make your home resilient to earthquakes.

Suginami City operates a subsidy program to cover costs associated with seismic diagnosis and improvement work.

Inquiries ▶ Urban Development & Improvement Division, Seismic Resilience Office

### Emergency supply kit



## I Emergencies & Disaster Preparedness

	Who to Contact	Phone No., etc.
Crimes & Accidents	Police	110
	Suginami Police Station	03-3314-0110
	Takaido Police Station	03-3332-0110
	Ogikubo Police Station	03-3397-0110
Fires & Emergencies	Fire Department & Emergency Services	119
	Suginami Fire Station	03-3393-0119
	Ogikubo Fire Station	03-3395-0119
Nighttime & Holiday Emergency Medical Care	Suginami City Holiday and Nighttime Emergency Treatment Center	03-3391-1599
	Suginami City Dental Holiday Emergency Clinic	03-3398-5666
General Disaster Preparedness	Disaster Prevention Section	03-3312-2111
Support for people in need during disasters	Management Section, Health and Welfare Division	03-3312-2111
Sandbag provision	Suginami Public Works Office	03-3315-4178

### 【Emergency Contact Information】

If a crime or accident occurs, contact the police and give them the following information.

- [What happened, where and when it happened] ■ [Whether or not anyone is hurt]

In the event of a fire or emergency, contact the fire department and give them the following information.

- [Whether it is a fire or other emergency] ■ [Specific information about the situation]

### 【Detailed Disaster Preparedness Information】

The Suginami City Official Website has information that includes everyday preparedness for large earthquakes, a disaster preparedness map showing the locations of earthquake relief centers that will open in the event of a disaster, and the Disaster & Disaster Preparedness Information E-Mail Service.

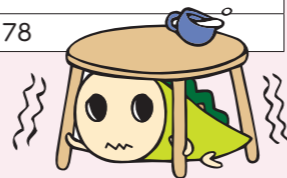
<https://www.city.suginami.tokyo.jp/bousai/bousai/index.html> .....

## II Consultations

	Who to Contact	Phone No., etc.
Consultations on Lifestyle & Administrative Matters	Tokyo Metropolitan Government Foreign Residents' Advisory Center	03-5320-7744 (English) 03-5320-7766 (Chinese) 03-5320-7700 (Korean)
General Consultations on Living in Japan	Consultation Support Center for Foreign Residents	03-3202-5535 03-5155-4039
Consultations on Life Safety Concerns	Metropolitan Police Department Foreign Resident Problem Consultation Corner	03-3503-8484
Consultations on Human Rights	Tokyo Legal Affairs Bureau, Human Rights Counseling Center for Foreigners	0570-090911 <a href="https://www.moj.go.jp/JINKEN/jinken21.html">https://www.moj.go.jp/JINKEN/jinken21.html</a>

### 【Foreign Language Support Desk】

Location	Dates & Times	Phone No., etc.
Public Hearing Section	English: Monday PM, Tuesday AM, Thursday PM, Friday AM Chinese: Monday AM, Tuesday PM, Wednesday AM, 1st, 3rd & 5th Friday PM Nepalese: Wednesday PM Korean, Vietnamese, French: Available by reservation (AM: 9:00-12:00, PM: 1:00-4:00)	03-3312-2111



## III Health

	Who to Contact	Phone No., etc.
Medical Institution Information	Tokyo Metropolitan Health and Medical Information Center (Himawari)	03-5285-8181
	AMDA International Medical Information Center	03-6233-9266
Resident health exams & cancer screenings	Health Promotion Section, Suginami Public Health Center	03-3391-1015
Health Consultations	Ogikubo Community Health Center	03-3391-0015
	Takaido Community Health Center	03-3334-4304
	Kōenji Community Health Center	03-3311-0116
	Kamiigusa Community Health Center	03-3394-1212
Consultations & Testing for AIDS and Other Infectious Diseases	Izumi Community Health Center	03-3313-9331
	Public Health Section, Suginami Public Health Center	03-3391-1025
AIDS-Related Consultations & Testing Information	HIV Testing and HIV/AIDS Counseling Map in Japan	<a href="https://www.hivkensa.com">https://www.hivkensa.com</a>



### 【When You Need Medical Care】

Be sure to bring your Individual Number (My Number) insurance card or other valid form of insurance. (If you have received notice of a decision to start receiving public assistance, bring that with you as well.) If you do not have an insurance card, you may have to pay the full cost of any medical treatment you receive.

### ●AMDA International Medical Information Center

A non-profit organization that provides services including information on medical institutions and consultations by phone.

Supported Languages & Available Dates & Times / Hours: 10:00 a.m. - 4:00 p.m.

Monday	Tuesday	Wednesday	Thursday	Friday
English	English	English	English	English
Korean	Chinese	Spanish	Chinese	Portuguese
Filipino	Thai	Vietnamese		Vietnamese

<https://www.amdamedicalcenter.com/> .....



### 【Medical Institution Information】

#### ●Tokyo Metropolitan Health and Medical Information Center (Himawari)

Provides information on medical institutions in Tokyo, including their locations and the types of treatment they provide.

Supported languages: English, Chinese, Korean, Thai, Spanish

Hours: Weekdays 9:00 a.m. - 8:00 p.m.

#### ●Medical Information Net (NAVII) Medical Institution & Pharmacy Search System

<https://www.iryuu.teikyouseido.mhlw.go.jp/> .....



## I Procedures for Moving In, Moving Out, Pension, Taxes & Residence

	Who to Contact	Phone No., etc.
Moving In & Moving Out	Residents Subsection, Residents Section	03-3312-2111
	Residents Offices	See P1
Pension	Suginami Pension Office	03-3312-1511
	National Health Insurance and Pension Section	03-3312-2111
Taxes	Suginami Tax Office	03-3313-1131
	Ogikubo Tax Office	03-3392-1111
	Suginami Metropolitan Tax Office	03-3393-1171
	Taxation Section and Tax Collection Section	03-3312-2111
Consultations on immigration & residence procedures, etc.	Foreign Residents' General Information Center	0570-013904 (When calling from an IP phone or overseas 03-5796-7112)
Residence Card procedures	Tokyo Regional Immigration Services Bureau	0570-034259 (When calling from an IP phone or overseas 03-5796-7234) <a href="https://www.moj.go.jp/isa/about/region/tokyo/index.html">https://www.moj.go.jp/isa/about/region/tokyo/index.html</a>

### ["Suginavi" Electronic Map Service]

This is an electronic map service by which Suginami City shares information with residents, and where you can obtain useful information in times of disaster. During normal times, it can be used to provide information about public facilities and other matters.

Suginavi  
QR code



## II Garbage & Recycling

	Who to Contact	Phone No., etc.
Garbage & Recycling	Suginami Waste Collection Office	03-3392-7281
	Hōnan Branch Office	03-3323-4571
	Kōenji Garage Subsection	03-3317-6771
	Large Sized Waste Reception Center	03-5296-5300
Garbage & Resource Separation & Disposal Guide, Foreign Language Edition (Japanese, English, Chinese, Korean, North Korean, Nepalese, Vietnamese, Filipino)	Please see the Suginami City Office Website for more information. <a href="https://www.city.suginami.tokyo.jp/s104/5928.html">https://www.city.suginami.tokyo.jp/s104/5928.html</a>	
Home Appliance Recycling	Home Appliance Recycling Reception Center	0570-087200
Disposal of self-built computers and computers from companies that have gone bankrupt	PC 3R Promotion Association	03-5282-7685 <a href="https://www.pc3r.jp/e/">https://www.pc3r.jp/e/</a>

### [Namisuke, the Master of Waste Disposal]

This smartphone app provides solutions when you have questions and requests such as "Is this burnable or non-burnable garbage?" or "Oh no! Today was garbage day... How can I keep from forgetting?" Foreign-language versions are also available. It can be downloaded free of charge. Please feel free to use it.

### ● App Features

Notices from the city regarding garbage & resource of garbage collection days / Garbage sorting glossary / oversize garbage application page

Download  
here



iOS



Android

## III Transit, Public Housing, Pets & Work

	Who to Contact	Phone No., etc.
Using Bicycle Parking Lots	Bicycle Parking Subsection, Management Section, City Planning Division	03-5307-0663
Bicycle Removal	Bicycle Parking Subsection, Management Section, City Planning Division	03-5307-0735
Automobile Drivers Licenses & International Licenses	Fuchū Driver's License Center	042-362-3591
	Samezu Driver's License Center	03-3474-1374
	Kōtō Driver's License Center	03-3699-1151
Municipal Housing	Housing Management Subsection, Housing Section	03-3312-2111
Midori no Sato (Apartment for Senior Citizens)	Housing for Senior Citizens Subsection, Housing Section	03-3312-2111
Tokyo Metropolitan Housing	Tokyo Metropolitan Housing Supply Corporation Application Center	03-3498-8894
UR Rental Housing	Urban Renaissance Agency	03-3347-4375
Dog Registration & Rabies Vaccinations	Health and Sanitation Section, Suginami Public Health Center	03-3391-1991
Employment Consultation & Support	Suginami City Employment Support Center	03-3398-1136
Employment support for international students and foreign residents	Tokyo Employment Service Center for Foreigners	03-5361-8722
Employment support for those with residence status without work restrictions	Shinjuku Foreigners' Employment Assistance and Guidance Center	03-3204-8609
Consultation for foreign workers on working conditions	Consultation Service for Foreign Workers	0120-811-610 (Japanese)
When engaging in income-earning activities outside of the scope of your residence status	Foreign Residents' General Information Center	0570-013904
Welfare programs for workers in small and medium-sized enterprises in Suginami City	Tokyo Kouiki Workers Service Center General Foundation (Friendly Genki) Suginami City Office	03-6279-9117

### [Abandoned Bicycles]

In Suginami City, any bicycles that have been placed on streets and sidewalks in the "No Abandoned Bicycle Zones" around train stations will be removed immediately. Removed bicycles are stored at four bicycle collection points and can be returned there.

### [Bicycle Rules]

- As a general rule, cyclists should ride on the left-hand side of the road.
- Pedestrians have the right of way on sidewalks. When riding on sidewalks, please proceed slowly on the side of the sidewalk nearest the road.
- Cycling while under the influence of alcohol, while using a cell phone, while holding an umbrella, or with two people on one bicycle is prohibited.
- Stop at intersections, obey all traffic signals, and wear a helmet.



## IV Child-Rearing & Education

	Who to Contact	Phone No., etc.
Notification of Pregnancy	Health Centers (see P4) or Maternal and Child Health Subsection, Regional Child Care Section	03-3312-2111
Childbirth Expense Subsidies ※ Conditions apply. Please inquire for more information.	Ogikubo Social Welfare Office	03-3398-9104
	Kōenji Social Welfare Office	03-5306-2611
	Takaïdo Social Welfare Office	03-3332-7221
Infant Health Checkups	Health Centers	see P4
Vaccinations	Public Health Section, Suginami Public Health Center or Health Centers(see P4)	03-3391-1025
Nursery Schools & Enrollment of Children	Day Nursery Section	03-3312-2111
Children's Centers, After-School Clubs & Facilities for Junior and Senior High School Students	Children and Youth Section	03-3393-4760
General Consultations for Child & Family-related Issues	Yu-Line (Telephone Consultation Service)	03-5356-2601
	Ogikubo Children and Family Support Center	03-5335-7877

## LIVING

	Who to Contact	Phone No., etc.
<b>General Consultations for Child &amp; Family-related Issues</b>	Kōenji Children and Family Support Center	03-3315-2800
	Takaido Children and Family Support Center	03-5913-9501
<b>Suginami Childcare Support Vouchers</b>	Regional Child Care Section	03-5307-0786
<b>School Education</b>	School Affairs Section, Secretariat of Suginami City Board of Education	03-5307-0760
<b>Tuition Assistance</b>	School Affairs Section, Secretariat of Suginami City Board of Education	03-5307-0761
<b>Educational support for foreign &amp; returnee children</b>	Suginami City Seibi Education Center	03-6379-3521

**[Call City office for information regarding the various subsidies available] TEL: 03-3312-2111**

- Child allowances & medical expense subsidies: Child Medical Care and Allowance Subsection, Management Section, Children and Family Division
- Allowances for children with disabilities: Disability Allowance and Medical Care Subsection, Disabled Persons Section
- Partial tuition subsidies for children attending foreign schools: Management Section, Resident Affairs Division
- Partial assistance for students attending national elementary & junior high schools and Suginami City scholarship issuance: School Affairs Section, Secretariat of Suginami City Board of Education

### **[Suginami Childcare Support Vouchers]**

Pregnant women and families with preschool-age children are issued Childcare Support Vouchers that can be used for childcare support services such as temporary childcare service and exchange programs that parents and children can enjoy together. The type and amount of vouchers vary by age. For more information, including up-to-date information on available services, please see the “Suginami Childcare Support Vouchers” page on the Suginami City Official Website.

<https://www.city.suginami.tokyo.jp/ouenken/index.html> .....



## V Welfare

	Who to Contact	Phone No., etc.
<b>Facilities &amp; Activities for Elderly Residents</b>	Senior Citizens Section	03-3312-2111
<b>Medical care for the elderly</b>	Elderly Medical Care Subsection, National Health Insurance and Pension Section	03-5307-0651
<b>Home healthcare services for the elderly</b>	Home Care Support for Senior Citizens Section	03-3312-2111
<b>Preventive care</b>	Health Service Section, Suginami Public Health Center	03-3391-0015
Tokyo Silver Pass (a public transport pass available to Tokyo residents age 70 and older) applications	Tokyo Bus Association	03-5308-6950
<b>Welfare services for disabled persons</b>	Certification and Benefit Grant Subsection, Disabled Persons Section	03-3312-2111
<b>Allowances &amp; medical expense subsidies for disabled persons</b>	Disability Allowance and Medical Care Subsection, Disabled Persons Section	03-5307-0781
<b>Physical Disability Certificate applications</b>	Disability Welfare Service Subsection, Disabled Persons Section	03-3312-2111
<b>Love Certificate (for children under age 18 with intellectual disabilities) applications</b>	Tokyo Metropolitan Suginami Child Guidance Office	03-5370-6001
<b>Love Certificate (for persons age 18 or older with intellectual disabilities) applications</b>	Tokyo Metropolitan Welfare Center for the Physically and Mentally Disabled Persons	03-3235-2966
<b>Mental Disability Health &amp; Welfare Certificate applications</b>	Health Centers	see P4
<b>Support for Single-Parent Families</b>	Single-Parent Family Support Subsection, Management Section, Children and Family Division	03-5307-0343
	Social Welfare Offices	see P6
	Suginami Council of Social Welfare Sasaeai Section	03-5347-3131

### **[Comprehensive Regional Support Center (Care 24)]**




General consultation centers for elderly residents, with 20 locations throughout the city. The operation of these centers is outsourced by the city. Consultations are available free of charge. For more information, please contact the Elderly Home Support Division TEL: 03-3312-2111

### **[Certificates for Disabled Persons]**

There are three types of disability certificates: the Physical Disability Certificate, the Love Certificate (for those with intellectual disabilities), and the Mental Disability Health & Welfare Certificate. These certificates are required in order to receive various types of support.

## EXCHANGE, LEARNING & TOURISM

### I Program & Facility Information

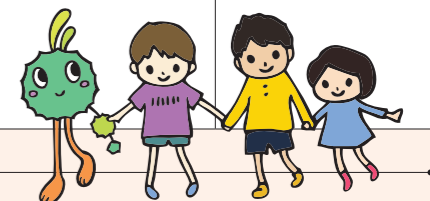
	Who to Contact	Phone No., etc.
<b>Japanese Language Learning</b>	Suginami Association for Cultural Exchange	03-5378-8833
	Lifelong Education Center	03-3317-6621
	Tokyo Nihongo Volunteer Network	<a href="https://www.tnvn.jp/">https://www.tnvn.jp/</a> 
<b>International &amp; Domestic Exchange Programs</b>	Suginami Association for Cultural Exchange	03-5378-8833
<b>Cultural Facilities</b>	Za Koenji Public Theater (Suginami Art Hall)	03-3223-7500 <a href="http://za-koenji.jp/english/about/index.html">http://za-koenji.jp/english/about/index.html</a> 
	Suginami Public Hall	03-3220-0401
	Tokyo Polytechnic University Suginami Animation Museum	03-3396-1510 <a href="https://sam.or.jp/english_home">https://sam.or.jp/english_home</a> 
<b>Libraries</b>	Central Library	03-3391-5754
<b>Museums</b>	Suginami Historical Museum	03-3317-0841
	Suginami Historical Museum Branch	03-5347-9801
<b>Sports Fields, Gymnasiums &amp; Swimming Pools</b>	Facility Administration Section, Sports Promotion Section	03-3312-2111

### **[Suginami Association for Cultural Exchange]**

Under our motto of “Connecting people with people and communities with communities”, we work to ① provide support for foreign residents, ② promote exchange between local governments both in Japan and globally, and ③ increase mutual understanding in a multicultural society. Please feel free to contact us if you would like to learn more.

### II Event & Sightseeing Information

		Who to Contact	Phone No., etc.
<b>Suginami City Official Website</b>	<a href="https://www.city.suginami.tokyo.jp/">https://www.city.suginami.tokyo.jp/</a> 	Public Relations Section	03-3312-2111
<b>“Suginamigaku Club” Suginami City Information Site</b>	<a href="https://www.suginamigaku.org/">https://www.suginamigaku.org/</a> 		
<b>“Namijanai, Suginami! Chuo Line Aru-Aru Project” Sightseeing Information Site</b>	(Japanese) <a href="https://www.chuosen-rr.com/">https://www.chuosen-rr.com/</a> 	Industrial Promotion Center	03-5347-9184
	(English) <a href="https://experience-suginami.tokyo/">https://experience-suginami.tokyo/</a> 		



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