

Information for those injured in fire or other disasters

We offer our deepest sympathies in this unexpected disaster.

We urge you not to lose heart, and we are wishing for your earliest possible recovery.

This document is a collection of information related to the processes and procedures for support for those affected by fire or similar disasters. It is our hope that it will be of use to you.

This document summarizes the procedures and frequently consulted matters that become necessary for those affected by fire or other disasters. We hope you will find it useful as a reference.

Please be advised that this is does not serve as an exhaustive list for all procedures following a disaster.

For further information, please inquire with the department in charge.

Updated June 2026

YONEZAWA CITY

Citizen's Environment Department
Disaster Prevention and Crisis Management Division
Crisis Management Desk
TEL: 0238-22-5111 (ext. 3401 or 3402)

1 Types of Support for Those Affected by the Disaster

Type	Description	For Inquiries
Disaster relief payment and/or condolence money (Yonezawa City)	If, due to disaster (excluding deliberate acts or those caused by negligence), a house is completely burned, completely destroyed, eroded, sunken in, partially burned, partially destroyed, partially eroded, partially sunken in, or received damage due to a flood, a household may be supplied with a disaster relief payment. The amount of money will depend on the damage and the type of household (single-person or multi-person household) Furthermore, in cases where a person has died as a result of a disaster (excluding those caused intentionally or through gross negligence), a disaster condolence payment shall be provided to the bereaved family.	Social Welfare Division (General Affairs and Planning Section)
Disaster relief payment and/or condolence money (Japan Red Cross Society)	If, due to a disaster (excluding deliberate acts or those caused by negligence), a house is completely burned, completely destroyed, eroded, sunken in, partially burned, partially destroyed, partially eroded, partially sunken in, or received damage due to a flood, in response to this a household may be supplied with a disaster relief payment. The amount of money will depend on the damage and the type of household. Furthermore, where a person has died as a result of a disaster (excluding those caused intentionally or through gross negligence), a disaster condolence payment shall be provided to the bereaved family.	Social Welfare Division (Japan Red Cross, Yonezawa Area)
Disaster Relief Supplies	If, due to a disaster (excluding deliberate acts or those caused by negligence), a house is completely burned, completely destroyed, eroded, sunken in, partially burned, partially destroyed, partially eroded, partially sunken in, or received damage due to a flood, a household may be supplied with disaster relief supplies (blankets, emergency kit (daily necessities)) from the Japan Red Cross Society.	Social Welfare Division (Japan Red Cross, Yonezawa Area)

<u>Loans of Livelihood Welfare Funds</u>	<u>Financial assistance shall be provided through the extension of loans of funds necessary to promote the stability of living conditions and participation in society for low-income households, households with persons with disabilities, and elderly households.</u>	<u>Social Welfare Division</u> <u>Yonezawa City Council of Social Welfare</u> <u>Telephone: 0238-24-7881</u>
Move into designated city-owned housing	Those who lost their homes due to a disaster are eligible to live in city-owned housing without undergoing public application process. However, one must first satisfy the requirements prescribed for living in city-owned housing.	Building and Housing Division (Municipal Housing Section)
Temporary Occupancy of designated city-owned housing	Where it is difficult for an individual to secure housing independently, any person may make a temporary residence in city-owned housing (as long as there is a vacancy). • An application for occupancy must be made within 2 weeks of the disaster • Residency period is for up to one month	Building and Housing Division (Municipal Housing Section)
Production of a Disaster Damage Certificate (In case of fire)	A Disaster Damage Certificate can be issued for the purpose of application for fire insurance premiums, tax deductions, etc.	<u>Okitama Regional Administrative Affairs Association</u> <u>Yonezawa Fire Department</u>
Production of a Disaster Damage Certificate (In case of natural disaster)	If cases when one's <u>residential property</u> has been damaged due to an earthquake or a flood, a disaster damage certificate can be issued for the purpose of insurance premiums, tax deductions, etc.	Tax Division (Head of Housing)
Production of a Disaster Damage Certificate (In case of a natural disaster)	In case of household good or merchandise of a store being damaged in an earthquake or a flood, a disaster damage certificate can be issued for the purpose of insurance premiums or disaster waste disposal.	Disaster Prevention and Crisis Management Division (Crisis Management Desk)

2 Types of Documents and Proceedings for (Re)issuance

Type	Description	For Inquiries
Seal Registration	If either the seal registration or the registered seal itself is lost or burned, the seal registrations up until then will be revoked, and a new seal will be issued upon application.	<u>Citizen's Division</u> <u>(Records Section)</u>

MyNumber (Individual Number) Card	If your MyNumber (Individual Number) Card or notification card is lost or burned, a new one will be issued.	<u>Citizen's Division (My Number Card Promotion Office)</u>
Special Permanent Resident Certificate	If Special Permanent Resident Certificate is lost or burned, a new one will be issued upon application.	<u>Citizen's Division (Records Section)</u>
Notice of Eligibility Information	● Notice of National Health Insurance Eligibility Information ● National Health Insurance Eligibility Confirmation Certificate ● Notice of Eligibility Information for the Medical Care System for the Advanced Elderly ● Eligibility Confirmation Certificate for the Medical Care System for the Advanced Elderly Reissuance shall be made upon application and upon presentation of identity verification documents (such as a My Number Card, driver's license, or other photographic identification). In cases of damage or defacement, the applicant shall present the "Eligibility Confirmation Certificate" or the "Notice of Eligibility Information." ● Health Insurance, Mutual Aid Associations, and Other Employee Insurance ⇒ Please contact the responsible representative at your place of employment.	<u>Insurance and Pension Division (Insurance Benefits Administration Section)</u>
Eligibility Confirmation Certificate		
Pension Book or Notice of Basic Pension Number, and Pension Certificate	○ Pension Book or Notice of Basic Pension Number 《Members of the national pension system》 ⇒ You can apply for reissue at the City Hall. Identification documents (such as a My Number Card or driver's license) are required. 《Welfare pension ・ Mutual Aid pension members》 ⇒ Please apply for reissue through your employer. ○ Pension certificate: Apply through the pension office.	<u>Insurance and Pension Division (Pension Affairs Section)</u> Yonezawa Pension Office Phone 0238-22-4220

<u>Medical Record Book (for disabled persons)</u>	<u>If lost or damaged, Medical Record Book can be replaced upon submission of application.</u>	<u>Social Welfare Division (Disability Support Office)</u>
<u>Medical Certificate for Persons (including Children) with Severe Disabilities</u>	<u>If lost or damaged, Medical Certificate can be replaced upon submission of application.</u>	<u>Social Welfare Division (Disability Support Office)</u>
Long-term Care Insurance Card	A reissuance procedure may be initiated by submitting an application for reissuance. <u>Upon presentation of a form of personal identification (such as a driver's license or Individual Number Card), these documents shall be reissued.</u>	Elderly Welfare Division (Long-Term Care Certification and Benefits Section)
Burden Division Certificate		
Burden Ceiling-amount Registration		
<u>Child-Rearing Support Medical Care Certificate</u>	<u>A replacement certificate shall be issued upon application.</u>	<u>Child-Rearing Support Division (Benefits Section)</u>
<u>Medical Care Certificate for Single-Parent Families, etc.</u>	<u>A replacement certificate shall be issued upon application.</u>	<u>Child-Rearing Support Division (Benefits Section)</u>
<u>Child-Rearing Allowance Certificate</u>	<u>A replacement certificate shall be issued upon application.</u>	<u>Child-Rearing Support Division (Benefits Section)</u>
Maternity Record Book	Can be reissued upon application (However, only a portion of the information may be included) .	Child and Family Division (Maternal Health Desk)
Pregnancy Health Exam Certificate	Can be reissued upon application.	Child and Family Division (Health Planning Desk)
Driver's License	Can be reissued upon application, with the following required: 1 Another form of ID (insurance card, passport, bank book, etc.) 2 3 x 2 . 4 cm picture taken in the last 6 months 3 Fees For more details, please contact the Yonezawa Police Department or the Yamagata Transportation Safety Center.	Yonezawa Police Department Phone 0238-26-0110 Yamagata Transportation Safety Center Phone 023-655-2150

3 Reduction of and Exemption from Taxes ▪ Insurance Fees ▪ Hiring

Fees ▪ Handling Charges

Item	Description	For Inquiries
<u>Reduction/Exemption from National Health Insurance Fees</u>	If home or household goods were damaged due to natural disaster, individuals may be eligible for exemption or reduction for your National Health Insurance Fees upon application.	Tax Division (Tax System Desk)
Reduction/Exemption from prefectural or city taxes	If home or household goods were damaged due to natural disaster, individuals may be eligible for exemption from or reduction of prefectural or city taxes upon application.	Tax Division (Municipal Tax Desk)
<u>Reduction/Exemption from property tax, etc.</u>	<u>If land, home, and/or other depreciable assets have been damaged due to a natural disaster, individuals may be eligible for reduction/exemption from property taxes upon application.</u>	Tax Division (Land Desk/Housing Desk)
Reduction/Exemption from National Pension Insurance fees	Individuals may be eligible for reduction/exemption from National Pension Insurance Fees based on the amount of damage.	<u>Insurance and Pension Division</u> <u>(Pension Affairs Section)</u> Yonezawa Pension Office Phone 0238-22-4220
<u>Reduction/Exemption from childcare fees</u>	If home and/or shop was damaged due to fire, wind and rain, or an earthquake, individuals may be eligible for reduction or exemption from childcare or after school care fees.	Child-raising Support Division (Support Desk)
Water Bills	In the cases where water continued to flow, individuals may be eligible for reduction or exemption from water bills upon application.	<u>Operations Division</u> <u>(Planning Section)</u>
<u>Postponement of City Tax Collection</u>	<u>In the event that payment of municipal taxes becomes difficult due to a disaster, an extension of the payment deadline or installment payment arrangements may be granted upon application.</u>	<u>Taxation Division</u> <u>(Tax Collection Section)</u>
Reduction/Exemption from Trash Collection Fees	The disposal fee may be reduced or exempted for cases where waste generated by fire or other disasters (such as debris from damaged houses or bulky waste) is to be collected and processed by the Okitama Administrative Association Chiyoda Clean Center. For details on eligibility and procedures, please contact inquire in advance.	Environmental Division (Waste Collection Desk)

4 Procedures for Public Services

Item	Description	For Inquiries
Phone (if you have NTT)	Please let us know what conditions (fire, earthquake, other disaster) you were affected with and what kind of procedures you would like to undertake. For companies other than NTT, please refer to your phone service provider.	NTT (Defective Phone Reception) Phone116 Cell Phone 0120-116-116
<u>Water Supply</u>	<u>If water supply is not used (or cannot be used), please make inquiries regarding procedures for suspension or termination of water service.</u> <u>Where repair or maintenance of water service pipes, etc. is required, such work shall be commissioned to a water supply installation contractor designated by Yonezawa City (designated contractor).</u>	<u>Yonezawa City</u> <u>Water and Sewer</u> <u>Services</u> <u>Department, Billing</u> <u>Desk / Water</u> <u>Service Center</u> <u>Tel: 0238-22-4511</u>
Gas	Please consult your contacted supplier in regards to propane gas.	
Electricity	Consult your electricity supplier. If fixing or repairs are needed for electrical wiring, please consult an electrical contractor.	
Post Office	By submitting a change of address notification to nearest post office, all previous mail addressed to the old address will be forwarded to the new address free of charge for one year.	

5 Regarding Other Procedures

Item	Description	For Inquiries
Resident Registration	In the event of a change of residence with plans to live at the new location for an extended period, a change in resident registration will be processed based on the notification	<u>Citizen's Division</u> <u>(Records Section)</u>
School Aid Fund	<u>If students enrolled in elementary or junior high schools within the city experience financial hardship due to damage to their residence and are unable to pay for necessary educational expenses such as school supplies, they may be eligible for partial financial assistance. Please consult with us for further information.</u>	<u>Elementary and</u> <u>junior high schools</u> <u>in which the</u> <u>students are</u> <u>enrolled</u>
Legal Consultation (By Appointment)	Free consultations are available for neighborhood disputes and human rights issues	Life Safety Division

Only)	related to fires and other incidents.	
Human Rights and Problem-solving Consultation	For information on the schedule and other details, please refer to the city newsletter	Workers' Welfare Association Number 0238-21-5250
		Yonezawa Office of the Legal Affairs Bureau Number 0238-22-2148