

## Information for those injured in fire or other disasters

We offer our deepest sympathies in this unexpected disaster.

We hope that you do not 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 injured in fire or similar disasters. It is our hope that it will be of use to you.

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

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

Updated April 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)	<p>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)</p> <p>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.</p>	Social Welfare Division (General Affairs and Planning Section)
Disaster relief payment and/or condolence money (Japan Red Cross Society)	<p>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.</p> <p>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.</p>	Social Welfare Division (Japan Red Cross, Yonezawa Area)
Disaster Relief Supplies	<p>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.</p>	Social Welfare Division (Japan Red Cross, Yonezawa Area)

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.	Yonezawa Fire Division
Production of a Disaster Damage Certificate (In case of natural disaster)	If cases when one's residence 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.	Citizen's Division
MyNumber (Individual Number) Card	If your MyNumber (Individual Number) Card or notification card is lost or burned, a new one will be issued.	Citizen's Division
Special Permanent Resident Certificate	If Special Permanent Resident Certificate is lost or burned, a new one will be issued upon application.	Citizen's Division

Notice of Eligibility Information	<ul style="list-style-type: none"> <li>● Notice of National Health Insurance Eligibility Information</li> <li>● National Health Insurance Eligibility Confirmation Certificate</li> <li>● Notice of Eligibility Information for the Medical Care System for the Advanced Elderly</li> <li>● Eligibility Confirmation Certificate for the Medical Care System for the Advanced Elderly</li> </ul> <p>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).</p> <p>In cases of damage or defacement, the applicant shall present the "Eligibility Confirmation Certificate" or the "Notice of Eligibility Information."</p> <ul style="list-style-type: none"> <li>● Health Insurance, Mutual Aid Associations, and Other Employee Insurance</li> </ul> <p>⇒ Please contact the responsible representative at your place of employment.</p>	Insurance and Pension Division
Eligibility Confirmation Certificate		<p>Insurance and Pension Division Yonezawa Pension Office Phone 0238-22-4220</p>
Pension Book or Notice of Basic Pension Number, and Pension Certificate	<p>○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.</p> <p>○Pension certificate: Apply through the pension office.</p>	Social Welfare Division
Medical Record Book (for disabled persons)	If lost or damaged, Medical Record Book can be replaced upon submission of application.	Elderly Welfare Division
Long-term Care Insurance Card	These can be reissued upon submission of application affixed with a personal seal. ID (such as national insurance card or	(Long-Term Care
Burden Division		

Certificate	driver's license) are required for the reissue.	Certification and Benefits Section)
Burden Ceiling-amount Registration		
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
Reduction/Exemption from National Health Insurance Fees	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)
Reduction/Exemption from property taxes	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.	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.	Insurance and Pension Division Yonezawa Pension Office Phone 0238-22-4220

Reduction/Exemption from child-care or after school care fees	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 child-care 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.	Operations Division (General Affairs Section)
Postponement of City Tax Collection	In 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.	Tax Collection Division
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
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	Citizen's Division
School Aid Fund	If students enrolled in elementary or junior high schools within the city experience hardship due to damage to their residence and are unable to pay for necessary educational expenses such as school supplies and lunch fees, they may be eligible for partial financial assistance. Please consult with us for further information.	The enrolled elementary or junior high school or the School Education Division, Academic Affairs Section
Legal Consultation (By Appointment Only)	Free consultations are available for neighborhood disputes and human rights issues related to fires and other incidents.	Life Safety Division
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