

English (えいご)



# Manner Manual for Foreign Residents



How to avoid trouble



Rules and manners for everyday life in Japan are different from those in other countries and regions.

Not knowing the proper rules and manners can get you in trouble with your neighbors, and even get you caught up in crime.

Take the time to learn about the rules and manners of Japan so you can enjoy a safe and sound life here.

City of Sendai



# Rules and Manners for Everyday Life



If you do not understand the rules, just ask the real estate agent or the landlord.



## When you are renting an apartment:

- You cannot allow people whose names are not on the lease to live in your apartment, nor can you lease the apartment to other people without permission from the landlord.
- You must terminate your lease when you move out.



If you do not follow these rules, you may be evicted from your apartment.

- Speaking too loudly
- Speaking in corridors or on balconies
- Playing music too loudly



• These behaviors can cause complaints and trouble from other tenants.

• You may even receive a warning from the manager or the police.

Please be especially careful late at night and early in the morning.

There are also rules for parks and other places that are open to the public. Please follow the rules there too.



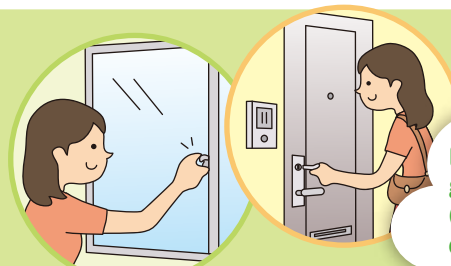
- You cannot enter or use empty lots or fields without permission.



• This will lead to trouble with the owner of the land.

• You may also be subject to punishment by law.

- Make sure to lock your homes and windows when you go out.
- Keep them locked when you are indoors as well.



Even if you are only going out for a moment (to take out the trash or check the mail), make sure to lock your doors and windows.

If you do not keep them locked, you may fall victim to crime.





# Other



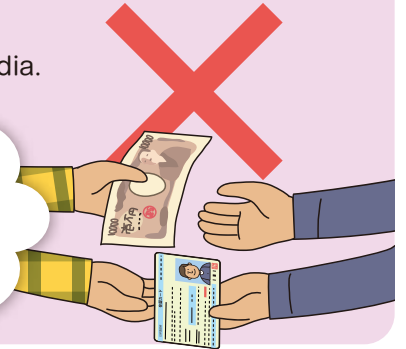
- You cannot borrow or lend your own nor other people's residence cards or national health insurance cards.
- You cannot transfer or sell your bank account to anyone else.
- Do not upload anything containing private personal information to social media.



• You may fall victim to crime.

• You may also be subject to punishment by law.

You will be punished even if you do not know the rules. Be careful.



## When smoking:



- Only smoke in designated areas.
- Do not smoke while walking on the streets.
- Do not drop cigarette butts on the ground.



• Smoking in crowded places or when there is strong wind can cause injury to other people, so be careful.

- You cannot carry a knife or other dangerous objects around, even for self-defense.



• This is strictly prohibited by Japanese law.

• You may also be subject to punishment by law.



If you don't understand how to do the process or make payments, ask at your ward office.

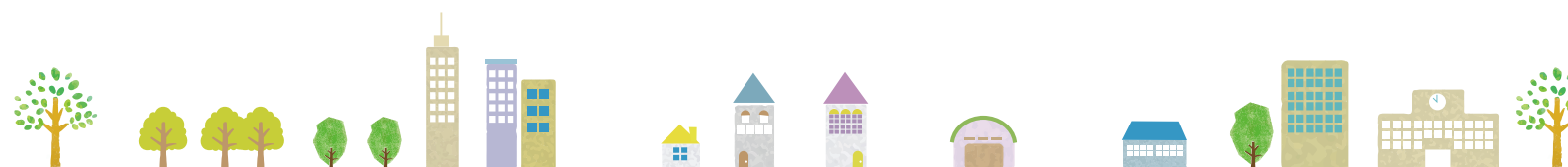
- Make sure to pay your national health insurance and national pension premiums.
- Pay them by the deadline.



- If you do not pay your premiums, you may have to pay the full price for treatment at hospitals.

• Apply to pay by account transfer.

• You can apply to pay national health insurance premiums by account transfer at your local ward office. Bring your bank card and personal stamp with you.





# Rules and Manners for Disposing Waste



Designated Garbage Bags

- There are rules for disposing of waste.
- 1. Buy the designated garbage bags at a convenience store or supermarket. You cannot use any other bags.
- 2. Bag your trash, and put it at the designated place by 8:30 AM on the specified collection day of the week.
- You cannot leave waste on roads or on empty lots.



• This will cause complaints and trouble from your neighbors.

• Leaving waste on the road makes towns dirty.

- You must apply in advance to have bulky waste collected (you cannot throw it out as it is).

You can find the rules for throwing out trash on the internet. There are even videos that explain rules for throwing out garbage.



English



Guide for Sorting Recyclables and Waste Sendai  
 资源与垃圾的分类方法与排放方法 仙台市  
 자원과 쓰레기 분리·배출 방법 센다이시  
 Cách phân loại, xử lý rác nguyên liệu và rác thải Sendai

Search

## Rules for Part-time Jobs (for international students)

- If you want to work a part-time job, make certain to check the hours, wages and responsibilities before you start working.
- International students may only work a maximum of 28 hours per week (or up to 8 hours per day during long vacations from school, such as summer break).
- Working in entertainment and amusement establishments is prohibited (examples include pubs, game centers and pachinko parlors).



• Breaking this rule may result in you getting deported from Japan.

• You may be punished even if you did not know you were working in such an establishment.





# Rules and Manners for Bicycles



- Bicycles must be registered.
- When you receive a bicycle or give a bicycle to someone else, the registration must be changed. When you throw a bicycle away, it must be deregistered.

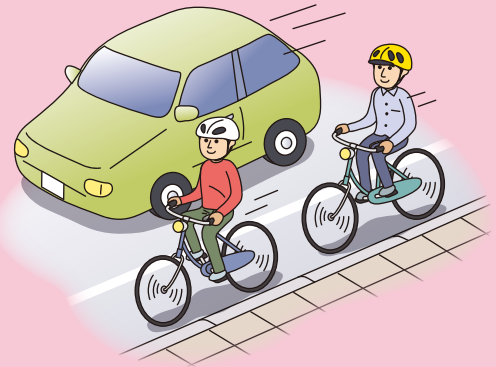


If you do not register your bicycle, you may be suspected of having a stolen bicycle.



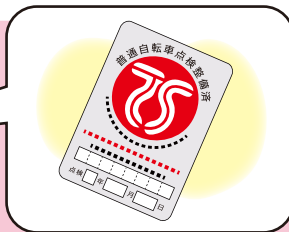
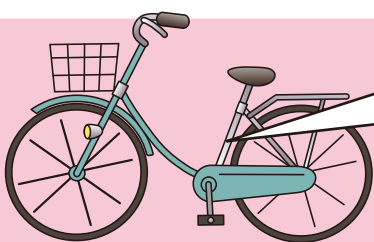
You can complete this process at bicycle shops.

- Make sure to obey traffic signals.
- Ride on the left side of the road.
- Ride in single file. Do not ride side by side.
- Riding your bicycle under the influence of alcohol is prohibited by law.
- Listening to music with devices including earphones or using a mobile phone while riding your bicycle is also prohibited.



If you don't follow these rules and ride recklessly, you may injure pedestrians.

Reckless riding can be subject to punishment by the law.



- Make sure to wear your helmet.
- You must enroll in bicycle liability insurance.



If you want to enroll in bicycle liability insurance, the procedure can be done at bicycle shops which have a TS Mark as well. It is valid for one year.



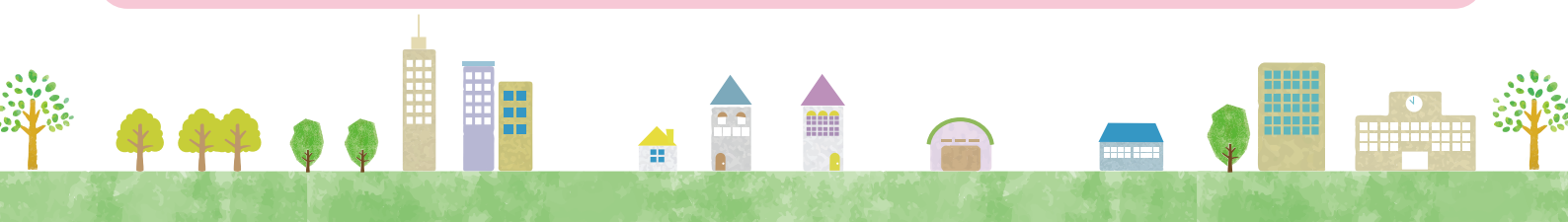
This will prepare you in case you get injured or injure someone else.

- You must not take unlocked bicycles, even if they are left on the road.
- Park your bicycle in bicycle parking lots.



Riding someone else's bicycle without their permission is a crime.

If you park your bicycle outside of a bicycle parking lot, it may be impounded.





# Consult with us if you are in trouble.

## Important points for consultation

When you come for consultation, take some notes on what trouble you are in, what you want to ask, and what you want to tell us.



### In emergencies:

We support consultation in some foreign languages as well.

#### Crime or an accident

### Telephone Number : 110

Call for the police.



#### Fire or sudden illness

### Telephone Number : 119

Fires or disasters

⇒ Call for a fire engine.

Sudden illness or injury

⇒ Call for an ambulance.



## When you want to consult with someone:

You can have a consultation at the ward office of the ward you live in. If you feel uncertain about having your consultation in Japanese, you can also come for consultation to the Sendai Multicultural Center. Consultation is available with staff who can speak foreign languages. Feel free to come in directly or seek consultation by phone.

If you do not know who to consult with or you cannot read mail from the City of Sendai.

### Sendai Multicultural Center

#### Place:

1F, Conference Building, Sendai International Center, Aobayama, Aoba-ku, Sendai (in front of the Sendai Subway Tozai Line, International Center Station.)

#### Hours:

Open every day from 9:00 AM to 5:00 PM. (closed 1 or 2 days per month.)

#### Interpretation Support Hotline:

Call this hotline for assistance in foreign languages.

Languages Available: English, Chinese, Korean,

Vietnamese, Nepali, Tagalog, Portuguese, Spanish, Thai, Russian, Indonesian, Italian, French, German, Malay, Khmer, Burmese, and Mongolian

**Telephone:** 022-224-1919



When you want to know about procedures at the Sendai City office or Ward offices, or other topics related to the municipal government.



### Sendai City General Call Center “Mori-no-miyako Teach Me Helpline”

Please call the Sendai City General Call Center “Mori-no-miyako Teach Me Helpline” when you have questions on topics such as procedures at the City office or Ward offices.

You can inquire in foreign languages.

○ Available support languages : English, Chinese, Korean, Vietnamese, and Nepali.

○ Call Center : Tel. 022-398-4894

○ Hours of Operation: Weekdays - 8:00 a.m. to 8:00 p.m.

(Weekends, National holidays, December 29 ~ January 3 - 8:00 a.m. to 5:00 p.m.)