

★ From October 2, 2023, the reception hours of Tsukuba City Hall and its branch offices will be changed from 8:45am to 4:30pm, for both callers and visitors.


Living in Tsukuba

Guidebook for Foreign Residents



Welcome to Tsukuba City!

This booklet is designed for people who have just come to Japan or moved to Tsukuba City from other municipalities in Japan. It features the minimum amount of information necessary to live in Tsukuba City, as well as other municipalities in Japan. If you have any questions, please refer to this booklet. If you are still not sure about something, please feel free to contact us. Most of the inquiry contacts listed in this booklet are available in Japanese only, so please ask someone who speaks Japanese to make inquiries where possible.

Services that are available in English and other languages are marked with "  " labels.

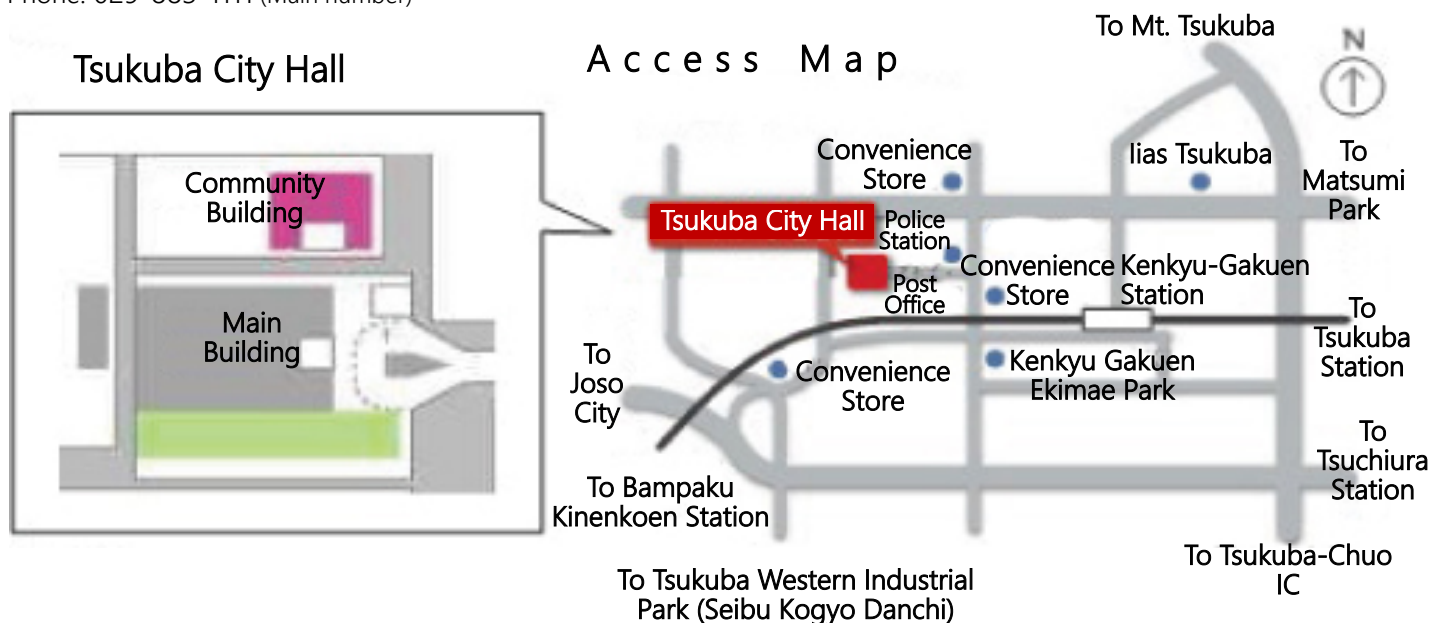
For consultations and procedures at Tsukuba City Hall, help is available at "Tsukuba One-stop Inquiry Desk for Foreign Residents" on the 5th floor.

Note: This booklet is created based on the information as of February 1st Date, 2021. Open hours may be subject to changes depending on circumstances.

Tsukuba City Hall

Address: 〒305-8555 1-1-1 Kenkyu-Gakuen, Tsukuba

Phone: 029-883-1111 (Main number)



- 7 minutes' walk from Kenkyu-Gakuen Station (Tsukuba Express)
- If coming by Tsuku-Bus, please take a Yoshinuma-Shuttle Bus, Sakuoka-Shuttle Bus, Yatabe-Shuttle Bus or Kamigo-Shuttle Bus.
- City Hall car parking is free up to 2 hours.
- Parking lot for disabled persons is located at the main entrance (east side) of the City Hall.

Consultation

Please feel free to contact us if you have any problems or inquiries. The information you provide will be kept confidential. Consultation is free of charge.

Multilingual

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International Exchange Office, Tsukuba City Hall (5th Floor) Phone: 029-883-1111 (Main Number)

Tsukuba One-stop Inquiry Desk for Foreign Residents Phone: 029 (883) 1313

The Inquiry Desk provides contact information to which you can inquire if you have any problems. You can inquire about information related to daily life such as procedures to reside in Tsukuba or in Japan, employment, medical care, welfare, childbirth, child care and education. It is free of charge and the information you provide is kept confidential. You can also make inquiries by phone in Japanese, English and Chinese. (You will be responsible for the call charge.)

Available language: English, Chinese, Korean, Vietnamese, Tagalog, Portuguese, Thai, Spanish, French, Russian, Hindu, Indonesian, Nepali, plain Japanese (Please note that there may be cases where a tablet computer is used for interpreting.)

Available hours: Monday to Friday - From 9:00am to 12:00pm and from 1:00pm to 5:00pm (Closed on weekends, national holidays and from December 29 to January 3.)

Tsukuba International Association

Multilingual

Phone: 029-869-7675

The International Association hold Japanese language classes, as well as various events and volunteer programs aiming to promote international understanding.

Ibaraki International association

Multilingual

<http://www.ia-ibaraki.or.jp/>

Foreign Consultation Center


<https://www.ia-ibaraki.or.jp/kokusai/soudan/center/index.html>

Below is the list of places you can inquire about various issues related to daily life. Most services are available in Japanese only. The information you provide will be kept confidential. Consultation is free of charge.

List of places you can inquire about your concerns

	What you are concerned about	Name of places you can inquire	Inquiry contacts
Childcare	Your baby was premature or small at birth and needs hospital treatment, but you are concerned about medical fees. Your doctor explained about medical and infant care services.	Payment scheme for medical and infant care services	Health Promotion Division
	You wish to have a consultation on pregnancy, giving birth and/or child care so that you can bring up your baby in peace of mind.	Comprehensive Support Center for Maternal and Child Health	Health Promotion Division Sakura Health Center: 029-857-3931 Yatabe Health Center: 029-838-1100 Oho Health Center: 029-864-7841

	You wish to have a consultation on childcare related issues, children with disabilities and/or children who do not want to go to school and stay home all day.	Social Welfare Consultation Services (Consultation on childcare and concerns about children)	Social Welfare Council's Consultation Room 029-879-5504
	You are not sure which daycare center to choose.	Childcare Concierge	Childcare Institutions Management Division
	You wish to talk about your mental health or your family's. You wish to hear an opinion of whether you should see a doctor.	Consultation on mental health (Reservation required)	Oho Health Center 029-864-7841
	You wish to use childcare services, because you cannot look after your child temporarily due to unavoidable reasons.	Childcare Support Room "Kizuna"	070-1457-6062
	Consultation on child development	Consultation on developmental disorder (Reservation required)	Disability Services Division
	You wish to talk about various educational issues such as bullying or your child not wanting to go to school. This is a consultation service for children who go to kindergarten, elementary/junior high school in Tsukuba City, as well as their parents and school teachers.	Consultation Center for Education	Consultation Center for Education 029 (866) 2211
	You wish to talk about schooling and education for children with special needs who are between pre-school and junior high school age.	Consultation on schooling and education for children with special needs and support	Special Education Support Office
	You wish to talk about your child who is under 18 years old.	Consultation on children and families	Childcare Consultation Office
Human Rights	You wish to talk about women's issues including problems related to husband and wife relationship and mother and child relationship, domestic violence and a way of living.	Tsukuba City Counseling Room for Women	Gender Equality Office
	You wish to talk about human rights violations on a daily basis. (Consultation service by the Human Right Protection Committee)	Consultation on human rights	Municipal Development Division

	You are looking for a job.	Ibaraki Labor Bureau "Hello Work" (Employment Service Center)	1838 Shishitsuka, Tsuchiura, 300-0805 029-822-5124
	You need to ask about acute poisoning incidents caused by chemical substances (tobacco, household products, etc.), medicines, poisons of animals and plants, etc.	Japan Poison Information Center	Tsukuba Poison Information Center: 029-852-9999 Tobacco: 072-726-9922
Human Rights	You wish to talk about problems such as being unable to pay medical bills, rent and/or debts.		Social Welfare Division
	You, your family member or someone you provide support for has a difficulty in making appropriate decisions due to dementia, an intellectual disability, mental disability, etc., and you wish to talk about it.	Adult Guardianship System	Tsukuba Adult Guardianship Center, Tsukuba City Council of Social Welfare First floor of Oho Branch Office: 029-879-5511
	You wish to ask about disability welfare scheme, etc.	Welfare consultation for persons with disabilities	Disability Support Office
	You or your family member has a physical, intellectual or mental disability and wishes to have information about various social welfare scheme or to talk about concerns.	Consultation Support Program for Persons with Disability	Tsukuba City Council of Social Welfare 029-879-5511
	You wish to report or consult disability abuse.	Response to disability abuse	Disability Support Office
	You wish to talk about senior living, care for the elderly, dementia, elder abuse and/or adult guardianship system.	General consultation for the elderly	Municipal Senior Services Support Center (Inside Tsukuba City Hall)
	You or your family member is a victim of crime and wish to talk about it.	Crime victim consultation	Ibaraki Prefecture Crime Victim Consultation Counter 029-301-7830
	If life feels too hard or you feel suicidal, please reach out.	Free telephone consultation service "Yoriso Hotline" 	0120-279-338 (For service in foreign languages, please press 2 after the initial guidance.)
	You noticed child abuse.	Child Guidance Center's Child Abuse Hotline	189
Daily Life	Hornet hives on your premise or on the way to school need to be removed, so please report if you find them.	Swift Dispatch Office	Swift Dispatch Office (Inside Tsukuba City Hall)

	You have problems with contaminated water, odor, noise, vibration and/or dust.	Pollution consultations and complaints	Environmental Conservation Division
	You are concerned or have questions about radiation.	Radiation countermeasure	Environmental Conservation Division
	You wish to have instruction on how to use a computer for elderly and disabled persons.	Social Welfare Consultation Services (Consultation on computers for elderly and disabled persons)	Council of Social Welfare Volunteer Center: 029-879- 5898
	You wish to talk about consumers' affairs such as damage caused by a malicious business practice, product accident and/or multiple debts.	Consumer affairs consultation	Consumer Affairs Center 029-861-1333
	You have a feedback and/or request from your community.	Neighborhood Issues Consultation Division	Neighborhood Issues Consultation Division
	You wish to learn Japanese language.	Tsukuba International Association	Tsukuba International Association 029-869-7675
Legal Expert	Consultation by a judicial scrivener	Social Welfare Consultation Services	Council of Social Welfare Counseling Room 029-879-5500
	Legal advice by lawyer	Social Welfare Consultation Services	
City Administration	You have a complaint on city administration.	Ombudsman System	Tsukuba City Office of Ombudsman (Third Floor of Oho Branch Office) 029-864-1980 Fax029-864-1981
	You have feedback or request for the city administration which you wish to be reflected in the future city policy decisions.	Letter to the Mayor Email to the Mayor	Use a designated post card or email

Immigration Bureau of Japan

Below are the offices that have jurisdiction over Ibaraki Prefecture

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-Tokyo Immigration Bureau

5-5-30, Konan, Minato-ku, Tokyo 108-825
TEL: 0570-013904 TEL: 03-5796-7112 (Int. call)

-Chiba Branch Office

Inside Chiba Central Community Center, 2-1
Chiba-Ko, Chuo-ku, Chiba, Chiba, 260-0026
TEL: 043-242-6597 FAX: 043-247-5199

-Mito Branch Office

First floor of Mito Legal Affairs
Joint Gov't Building, 1-1 Kitami-cho, Mito City,
Ibaraki 310-8540
TEL: 029-300-3601 FAX: 029-300-3605

-Saitama Branch Office

First Floor of Saitama Second Legal Affairs Joint
Government, 5-12-1 Shimo-ochiai, Chuo-ku,
Saitama-shi, Saitama, 338-0002
TEL: 048-851-9671 FAX: 048-851-9685

-Utsunomiya Branch Office

First Floor of Utsunomiya General Legal Affairs Building,
2-1-11 Obata, Utsunomiya, Tochigi, 320-0036
TEL: 028-600-7750 FAX: 028-600-7751

Tax Office

-Municipal Tax Office in Tsuchiura

First Branch Office of Tsuchiura Joint Government Building, 5-17-26 Manabe, Tsuchiura, 300-0051
TEL: 029-822-7176 FAX: 029-822-7362

- National Tax Office in Tsuchiura

4-15, Jyohoku-cho, Tsuchiura-city, 300-8601
TEL: 029-822-1100

Other

-Tsuchiura Office for Motor Vehicle Inspection and Registration (Department of Motor Vehicles)
2-1-5 Oroshimachi, Tsuchiura, 300-0847
TEL : 029-842-7812

-Tsuchiura Branch Office of Ibaraki Light Motor Vehicle Inspection Organization

3915 Shimana, Tsukuba, 300-2658 (Suwa C23-5)
TEL : 050-3816-3106

Public Relations Inquire at Public Relations Policy Division

Issuance of PR newsletters

-Tsukuba City's newsletter, "CITY NEWS TSUKUBA", is issued on the first day of every month and distributed to each household. You can also pick it up at the City Hall or Branch Offices.

Multilingual

-Braille and audio versions of "CITY NEWS TSUKUBA" are also available. The audio version is recorded in CD and cassette tapes. If you wish to have Braille or audio version of PR Newsletters, please inquire at Public Relations Policy Division.

-For PR Newsletters in foreign languages, inquire at International Exchange Office

Selected articles from "CITY NEWS TSUKUBA" are translated into 8 languages and are published once every 3 months. It provides information about daily life for foreign residents. The 8 languages include English, Chinese, Korean, Thai, Portuguese, Spanish, Vietnamese and Indonesian.

Civic Plaza "Municipal Administration PR Corner"

The PR Corner is a space where you can access and collect information such as news from the City, sightseeing, events, information along Tsukuba Express, as well as leaflets and pamphlets of research institutes in the City.

Open hours: Same as the business hours of IAS Tsukuba / Location: Space on the north side of the fourth floor, IAS Tsukuba

Official Website

You can find information about Tsukuba City's main projects, sightseeing and events from the official website.

-Tsukuba City's official website: <https://www.city.tsukuba.lg.jp/>

-Tsukuba City's official multilingual website: <http://www.tsukubainfo.jp/>



For the multilingual website, inquire at International Exchange Office

The website provides information related to daily life for foreign residents in English, Chinese, Korean and "plain Japanese".

【Facebook】

Tsukuba City's official Facebook page provides the latest information on event, nature, culture and living in the City.



【Twitter】

Tsukuba City's official Twitter account is linked with the City's official website and provides event information, etc. It also provides information on disaster prevention, crime prevention and traffic information.

Please note that the City cannot accept official inquiries via Twitter.





【Instagram】


Tsukuba City's official Instagram account shows charm of various products, things and people in the City through photos.




Life Cycle Chart

 If you are moving inside Tsukuba
Inform within 14 days after moving.

 If you are moving into Tsukuba
Inform within 14 days after moving

 If you are moving out of Tsukuba
Inform within 14 days of moving date


Adulthood 


- ★National Health Insurance
- ★National Pension

Daily Living

- ★National Health Insurance
- ★National Pension
- ★Municipal Tax
- ★How to dispose trash
- ★Water and sewage




 When the baby is born

Child Birth 


Notifying Birth

Inform within 14 days after birth

- ★Informing Birth
- ★National Health Insurance
- ★Mother and Child Health Book
- ★Maternity Check Up
- ★Baby check up


Marriage 

- ★Resident Record

 When you're getting Married

Notifying Marriage


Effective from the day of submission


 Visit the City hall for any procedure with this mark mentioned.

Tsukuba City Hall
〒305-8555
1-1-1 Kenkyu-Gakuen, Tsukuba
Phone: 029-883-1111 (Main number)

Childcare

- ★Child Support
- ★Vaccination
- ★Daycare, Kindergarten and other
- ★Consultation about child raising



Education 

- ★Consultation about child raising
- ★Elementary and Middle school
- ★School fee support

From Late Middle Age to Old Age

- ★Health and Medical support
- ★Seniors Medical support
- ★National Pension
- ★Seniors Welfare (介護保険)

