

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.

Daily Living

Rules for Daily Life

1. Please be considerate to other residents.
2. Please separate the garbage appropriately and dispose of it on a designated day and time at a designated place.
3. Please park your bicycle and car in appropriate places.
4. Please cooperate with your neighbors and keep common areas of housing complex and apartment clean.
5. Please be careful not to make noise, especially in apartments and housing complex. For example, do not:
 - Talk loudly.
 - Listen to the music and/or watch TV at full volume.
 - Disturb other residence by running around the house.
 - Hold parties and make loud noise.
 - Play instruments, use washing machines and vacuum cleaners and take a shower early in the morning and/or late in the evening.

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Housing

Normally, you will visit a real estate agent in the area where you wish to live in. When you sign a lease for an apartment or house, you will need to pay a security deposit, key money, and real estate agent's commission fee in addition to the monthly rent. The security deposit should be returned to you when you terminate the lease, but often the cost of repairs to the apartment/house such as repairing the floor or replacing wallpaper is deducted from the deposit and the remaining amount will be returned to you. Rent should be always paid in advance and is due at the end of the previous month. It is recommended that you visit a real estate with someone who understands Japanese, because you will need to go through various procedures when signing a lease. Please note that one month's notice is required to the landlord or real estate agency when you terminate the lease.

For Municipal Housings Inquire at Housing Policy Division

Municipal housing (there are city-owned and prefecture-owned housings) is built by the City or Prefecture Government and is for low-income persons/households who need affordable housing. Applications for municipal housing are accepted four times a year (April, July, October and January) and are generally accepted the first 2 weeks of these months. The availability of rooms will be announced at the same time. If applicants exceed the number of available rooms, a lottery will be held. It takes about 3 months from the time of the application to the actual moving in. There are income limits and other requirements to live in municipal housing.

Electricity, gas and water

To start using electricity, contact an electric power company

In Ibaraki Prefecture, electricity is supplied at 100 volts/50 cycle current. Please bear in mind that electrical appliances of different electrical frequencies may not work properly or break down. Electrical appliances labeled with "50/60Hz" can be used anywhere in the Prefecture.

To start using electricity at home, you need to follow certain procedures: Fill in your name and date of moving-in, etc. on the postcard provided in your room or by the real estate agency and post it.

To start using gas, contact a gas company

There are 2 types of gas used in the home depending on the area: One is supplied through pipes (city gas) and the other is delivered in propane gas cylinders.

You need to follow certain procedures to start using gas at home. When you are moving in, please call the gas company in your area. An employee from the company will come to your place so that you can start using gas. When you are moving out, please call the gas company in advance, give them your customer number which should be indicated on your gas bill, and make an appointment for them to visit you to stop gas.

To start using water, contact Water Supply Customer Center ☎029-851-2811

You need to follow certain procedures to start using water at home. Please contact the Customer Center a week prior to the moving-in date or cancellation.

-Please contact the Customer Center and complete the procedure when you start using the water service (submit the application for starting water service), when you stop using the service (submit the notification for stopping the services), and when you change billing name and address (submit the notification for change). Please also call the Customer Center if you are going away from home for a few months or longer.

-How to contact the Customer Center:

- Call the above phone number (8:30am–5:15pm): The Customer Center is closed on national holidays (excluding Saturdays and Sundays) and from December 29 to January 3.
- Alternatively, you can visit Tsukuba City's official website and fill in the form.

-Payment method:

Tsukuba City charges water and sewage fees once in 2 months in order to reduce expenses. Please make payment using payments slips at banks or convenience stores by due date. It is also possible to pay by bank account transfer. Please note that if you fail to pay your bill on time, the water service will be stopped.

-Water bill:

Consumption tax will be included in the water bill. Regarding the bill, a metered amount based on the actual amount of water you use will be added to the base rate.

-Request regarding checking water and sewage meters

A meter reader employee checks your water meter once every 2 months. Please cooperate in the following matters:

- Keep your dog away from the water meter.
- Do not put anything on top of the water meter and also, get rid of sand/soil on it.
- Clean inside the water meter from time to time.

- Reduction of water fees for households on livelihood protection: For households receiving livelihood protection, child-rearing allowances, etc., as well as households with disabled persons which meet certain requirements, there is a scheme to reduce or wave water bills. Please inquire for details.
- Sewage bills: When you start using the sewage system, you will be charged with sewage bills. In principle, the sewage bills will be calculated based on the amount of water used. The payment method is the same as the water supply.
- When you start using the sewage system:
 - Please do not flush anything that does not dissolve in water such as diapers, cigarettes, chewing gums in the toilet.
 - Please do not throw away cooking oil, food scraps and waste in the kitchen sink.
 - And to install a food waste disposer to your kitchen sink, please contact the Sewage Management Division of Tsukuba City Hall.

How to Dispose of Garbage Inquire at Environmental Policy Division for details.

Household Garbage

Household garbage needs to be sorted to be collected. Please take a look at the garbage collection calendar, sort and dispose of garbage on the designated day at the designated place by 8:00am.

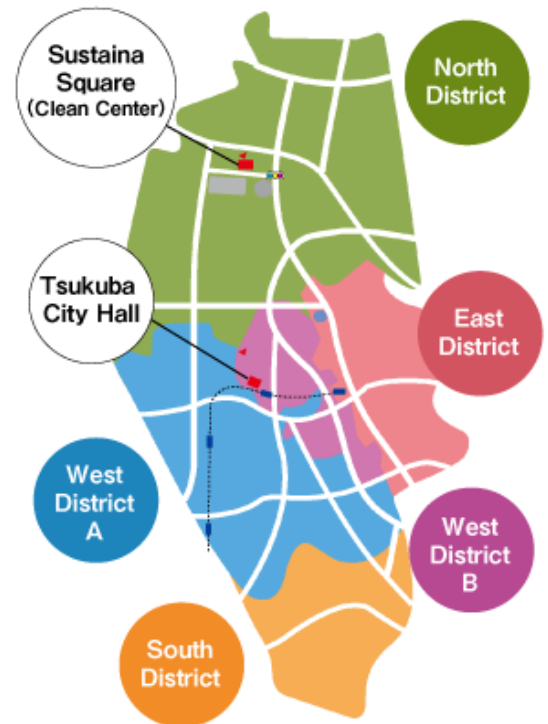
Garbage Collection Calendar

Garbage is classified into 9 categories in the City and collected at each garbage collection point. For how to sort and put out garbage and when, please refer to the garbage collection calendar. It should be delivered to your post box, but you can also pick it up at the City Hall and its branch offices, as well as community centers. Each district has different garbage collection schedule, so please see the calendar of your district.

Designated Garbage Bag

Tsukuba City has designated garbage bags for combustible garbage. Please use a designated bag to dispose of combustible garbage. The bags are available at supermarkets and convenience stores and they come in 5 sizes which are 10-liter, 20-liter, 30-liter, 40-liter and 45-liter.

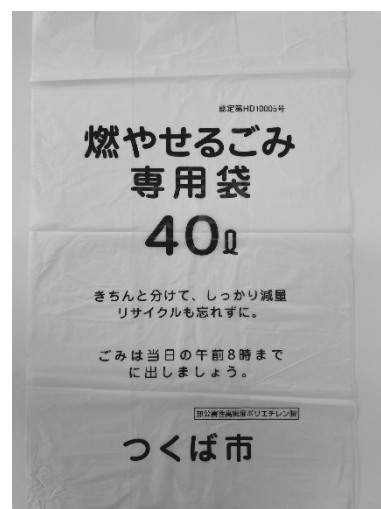
To dispose of other garbage, please use transparent or semi-transparent bags (up to 40-liter).



“threeR”, the Garbage Separation Guide App

This is a smartphone app which indicates how to sort out and when to throw away garbage.

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Recycling Waste Cooking Oil

Used cooking oil and unused cooking oil which has passed its expiration date are collected, converted to biodiesel fuel and used for City's official vehicles as alternative fuel.

-How to dispose of household cooking oil: Please put the used cooking oil in a plastic bottle and put the bottle in the recycle box at the City Hall, community centers, supermarkets, etc. (For unused cooking oil, you can leave as is in its container.) Please note that you cannot dispose of oil from restaurants or animal fat.

For Oversized Garbage, inquire at Oversized Garbage Collection Center of Environmental Management Division or “Sustaina-Square” Cleaning and Recycling Administration Division

To dispose of oversized garbage, you need to book a pick-up service. Before booking the service, please go through the following procedures:

1. Please measure the garbage.

Items that are longer than 50cm on their longest side are considered as oversized garbage. Please note that items that are longer than 2m or weighs more than 70kg cannot be collected.

Disposal Fees (The fee is determined according to the length of the longest side)

Between 50cm and 120cm – 400 JPY

Between 120cm and 180cm – 800 JPY

Between 180cm and 200cm - 1,200 JPY

2. Please book a pick-up service at Oversized Garbage Collection Center.

▪ Oversized Garbage Collection Center ☎029 (860) 2984 Please book 2 days in advance at the latest.

Opening hours: 8 : 30am to 5:15 pm (closed Saturdays and Sundays, as well as around the year-end and new year holidays)

▪ Book online: Please book 5 days in advance at the latest

Go to the City's official website and click online booking center for “Tsukuba City Oversized Garbage Collection Center” (available in Japanese only).

3. Please purchase a ticket for oversized garbage disposal at service counters of supermarkets in the City and put it on the side of the garbage which is easy to see.

4. On the collection day for oversized garbage in your district, put the garbage where it is easy to see. Please do not put it somewhere in the way of pedestrians, cyclists and car drivers.
5. You can bring oversized garbage directly to Sustaina Square. In this case, you do not have to book or purchase a ticket.

Disposal Fees: 130 JPY per 10kg

- “Sustaina-Square” Cleaning and Recycling Administration Division ☎029 (867) 1379

Opening hours – Weekdays 8 : 30am - 4 : 30pm / Saturdays 8 : 30am – 11:30pm

National holidays 8 : 30am - 12 : 00pm and 1 : 00pm - 4 : 30pm

Saturdays that fall on national holidays: 8 : 30am - 11 : 30am

For Garbage that Cannot be Collected by the City, inquire at Environmental Management Division or “Sustaina-Square” Cleaning and Recycling Administration Division ☎ 029 (867) 1379

To dispose of the following items, please ask shops where you purchased or waste management companies: Agricultural machinery and materials, motorbikes over 125cc, tires, car batteries, oil, gas cylinders, fire extinguishers, dead animals, bricks, concrete, stones, sand, ashes, chemicals, paints, medical waste, industrial waste, construction waste (including waste from renovating a house), car parts, tiles, wallpaper, sink (made out of ceramic), fireproof safe, etc. To dispose a motor bike, please call “Recycle System for Motor Bikes” ☎050 (3000) 0727.

-Electrical Appliances Subject to the Home Appliance Recycling Law: Air-conditioners, TVs, refrigerators, washing machines and dryers for clothes cannot be collected by the City.

To dispose of the electrical appliances mentioned above, please ask the shop you purchased to pick it up.

If you cannot find a shop that would pick it up, please inquire Environmental Management Division.

-Computers: Computers and displays are not collected by the City. Please dispose of a computer/display as below:

- 1 . Pick-up service by courier

Please book a pick-up with the affiliated company of Tsukuba City, Renet Japan Recycle

(<https://www.renet.jp>) . Please note that you can book online only and you cannot dispose of computers that are used for businesses.

- 2 . Pick-up service by manufacturers

Please ask the manufacturer or shop that sold the computer.

If you have a hand-made computer or if you do not know the manufacturer of your computer, please inquire at “PC3R Promotion Association”. ☎03 (5282) 7685

Preventing Illegal Dumping

Illegal dumping is a malicious criminal act that can damage living environment and cause environmental pollution. Under the Waste Disposal and Public Cleansing Law, an offending person can be imprisoned for a maximum of 5 years and/or fined maximum of 10 million JPY (30 million JPY for corporations).

-Request from the City:

- If you see any illegal dumping or suspicious activity, please inform your municipality (City or Prefectural government) or police.
- When renting out a land to a third party, please pay attention so that it will not be used for illegal dumping. The owner of the land will have to bear the responsibility of the damage.

Prohibiting Outdoor Waste Incineration

Under the Waste Disposal and Public Cleansing Law, it is prohibited to incinerate waste outdoors. There are exceptions to this prohibition such as burning something outside for cultural or religious reasons, incineration that is required for farming, forestry and fishing, bonfires of fallen leaves and other minor reasons. However, please do not incinerate garbage outdoors because it may cause large amount of smoke and odor that may affect nearby residents and their living environment.

For Environmental Cleanup Activities, inquire at Environmental Conservation Division

Cleaning supplies and other support are provided for volunteers who clean up streets, parks and squares in Tsukuba City. Please apply for the support at least 10 days prior to the volunteer activity date.

Details of the support:

-Cleaning supplies that are provided: Garbage bags, work gloves, tongs, etc. Please note that there are limited number of these tools.

-Cleaning supplies that need to be returned: Banners, etc.

The supplies will be provided on first-come-first-serve basis. Please note that participants of cleaning activities will be covered by volunteer activity insurance.

Pet

When you have a dog and have questions regarding the following, inquire at Ibaraki Prefecture Animal Protection Center, Environmental Conservation Division - Phone: 0296-72-1200

Dogs older than 91 days must be registered at the Division and vaccinated against rabies once a year, so please be sure to have your dog registered and vaccinated. Rabies vaccination is available at veterinary clinics. Also, mass dog rabies vaccination is held at various places within the City every spring. Please inquire about subsidies for contraceptive castration surgery.

Keep good manners when you have a pet

1. When keeping your dog outdoors, please train the dog so that they do not harm other people and cause trouble in the neighborhood.
2. Please pick up your dog's waste.
3. Please walk your dog on a leash.

-If you no longer cannot keep your dog and/or cat: The rule is that you keep your dog and cat for life. Never abandon your dog and/or cat. If, due to unavoidable circumstances, you are unable to keep your dog and/or cat, please contact Ibaraki Prefectural Animal Protection Center.

-If your dog/cat goes missing: If your dog and/or cat goes missing, or if you take a stray dog/cat home, please contact Ibaraki Prefectural Animal Protection Center and Environmental Conservation Division.

-The Rabies Prevention Law requires that all pet dogs have a dog tag and a rabies vaccination certificate attached to their collars. Please be sure to attach the tags to your dog's collar. If the dog goes missing, it makes it easier to find the owner as well.

-Please attach a tag to your cat which indicates the owner's information.

Tsukuba Memorial Hall

Phone: 029-879-0330

Address: 1766 Tamatori, Tsukuba

The Memorial Hall is a funeral complex which offers various services ranging from organizing a Buddhist wake to cremation, funeral, memorial service and rite.

Application and procedure:

You can apply for cremation at the same time as registering a death at the counter of Citizens Services Division or branch offices. You can also apply for cremation to a registered funeral home. If you are using services provided by a registered funeral home, you can apply any time (24 hours a day) to use Tsukuba Memorial Hall (It is possible to organize "Shonanoka", a Buddhist service held on the sixth day after death on the same day as a wake, funeral and cremation).

Cremation schedule:

10 : 00, 11 : 00, 12 : 00, 13 : 00, 14 : 00
and 15 : 00 (Up to 2 cremations per hour
and up to 12 cremations per day)

Fees

Facility	Unit	Fee (yen)	
		Tsukuba residents	Non-Tsukuba residents
Cremation	The body of a person over the age of 13	5,000	50,000
	The body of a person under the age of 13	3,000	25,000
	Cremation of a casket	3,000	25,000
	The body of a stillborn baby	3,000	25,000
	Per body part	3,000	25,000
Reception room	Per 2-hours	5,200	20,800
Large capacity hall	Per use for a Buddhist wake	47,100	94,200
	Per use for taking a rest after a wake	10,400	20,800
	Per use for a funeral	47,100	94,200
Small capacity hall	Per use for a Buddhist wake	31,400	62,800
	Per use for taking a rest after a wake	10,400	20,800
	Per use for a funeral	31,400	62,800
Morgue	Per 24-hours	5,200	20,800
	Per additional 12-hours	2,600	10,400
Memorial service room	Per 3-hours	5,200	10,400
	Per additional 1-hour	1,750	3,500