

## Day-to-Day Living

### Neighborhood Associations

#### ► Civic Collaboration Division

📞 0564-23-6047 📲 0564-23-6667

A neighborhood association is an organization established voluntarily by local residents to serve their needs. In Okazaki, the president/representative of a neighborhood association is called the “Sōdai.” Group leaders and other board members who run the association are elected by mutual vote among the members of each association. Various community activities are conducted, including activities regarding disaster and crime prevention, environment, welfare, traffic safety, and recreation. A wide variety of information on everyday life is provided to residents by means of circulars (called “kairan”). For a safer, securer, and more comfortable life, it is recommended to enroll in a neighborhood association.

### Municipal News Bulletin (市政だより) “Okazaki”



#### ► Public Relations Division

📞 0564-23-6033 📲 0564-23-6950

The “Shisei-dayori Okazaki” is a bulletin with everyday life information, including municipal measures and events. It is issued on the 1<sup>st</sup> of each month. The *Shisei-dayori* is distributed by the local neighborhood association as well as at the City Hall, branch offices, post offices, major railway stations, and Family Marts, and other establishments in Okazaki.

#### ◆ Voice Information “Okazaki”

With the cooperation of citizen volunteer groups, Shisei-dayori “Okazaki” CD and DAISY (Digital Accessible Information System) Editions are produced and made freely available to persons with visual impairment. Those interested should contact the Social Welfare Council, Basic Consultation and Support Center for Persons with Disabilities (📞 0564-64-9004 📲 0564-64-9005).



This is an app that lets you browse the Municipal Bulletin for free at any time using your phone or tablet. From the latest edition to back issues, the app also has the City Council Bulletin and other city information papers.



### Crime Prevention & Traffic Safety Information

#### ► Crime Prevention & Traffic Safety Division

📞 0564-23-6525 📲 0564-23-6570

Provides information on crime prevention, community and traffic safety within the city.



Crime Prevention & Traffic Safety X (f. Twitter)

## Crime Prevention Information Email Magazine

Email newsletter (in Japanese) that distributes crime prevention information in the city, such as reports on suspicious persons, information on injuries to elementary through high school-aged children, warnings about frequently occurring crimes, etc.



## Consumer Affairs Information

### 問 Consumer Affairs Center

📞 0564-23-6459 📞 0564-23-6570



Consumer Affairs Center X (f. Twitter)

Provides consultation and alert information received by the Consumer Affairs Center.

## On-Demand Lifelong Learning Seminar by Municipal Officials

### 問 Continuing Education Division (within Okazaki City Library and Community Plaza "Libra")

📞 0564-23-3175 📞 0564-23-3165

Municipal officials introduce city initiatives.

**[Intended for]** Groups of approx. 10 or more people who live, work, or attend school in Okazaki

**[Dates]** Consultation required

**[Times]** Weekdays: 10:00am-9:00pm

Saturday, Sunday, and holidays: 10:00am-5:00pm

**[Locations]** Location designated by the group of applicants



※For details, please contact the Continuing Education Division or check the city homepage.

## Water Services, Sewerage, and Well Water

### Where to call when something unexpected happens

#### ◆ Water Services .....

##### ● Water usage, charges, meters

問 Waterworks & Sewerage Department, Service Division, Customer Service Window

📞 0564-23-6350 📞 0564-23-8130

##### ● Cloudy water

問 Waterworks Construction Division

📞 0564-52-1510 📞 0564-52-1667

##### ● Water leakage repair (on streets)

問 Waterworks Construction Division

📞 0564-52-1510 📞 0564-52-1667

##### ● Water leakage repair (in-home)

問 Okazaki Kankō Jigyō Kyōdō Kumiai (岡崎市管工事業協同組合)

(Okazaki Plumbing, Heating, and Air-conditioning Constructor's Cooperative Association)

📞 0564-51-5517 📞 0564-54-4320

問 Okazaki Waterworks & Sewerage Cooperative (岡崎上下水道共同組合)

📞 0564-55-2567 📞 0564-71-7850

## ◆ Sewerage

### ● Sewerage charges

問 Waterworks & Sewerage Department, Service Division, Customer Service Window  
 ☎ 0564-23-6350 ☎ 0564-23-8130

### ● Construction Loan System for Connecting to a Sewerage System (下水道への接続工事 ni taisuru kashi tsuke seido)

問 Waterworks & Sewerage Department, Service Division  
 ☎ 0564-23-6300 ☎ 0564-23-7195

## ◆ Well Water Testing

問 Environmental Health Division (Okazaki City Research Center)  
 ☎ 0564-58-6962 ☎ 0564-57-0531

## Starting / stopping water supply usage

You can apply to start and stop your water supply through the following methods.

Method	Registration Period
Reception (City Hall, West Building, 6 <sup>th</sup> floor)	
Phone (0564-23-6350)	From 1 month before to three working days before
Fax (0654-23-8130)	
Internet	



※ When starting water usage, we ask that you open the cap yourself.

※ No witness is required when the water is stopped.

※ For details, please consult the city website.

## When there is a sudden increase in water usage

問 Waterworks & Sewerage Department, Service Division, Customer Service Window

☎ 0564-23-6350 ☎ 0564-23-8130

If there has been no apparent change in water supply usage during the meter reading period, yet the amount of water used is shown to be increasing, there may a water leak in a hard-to-notice place, such as underground or below the floor.

You can check for leaks as follows:

- ① Turn off all faucets in the house.
- ② Check the indicator mark (silver piece) on the water meter. There is a possibility of water leakage if it is moving even a little.

## When water is leaking

### ● If the water leakage is on the residential side of the meter (i.e. inside the building)

問 Okazaki Kankō Jigyō Kyōdō Kumiai  
 (Okazaki Plumbing, Heating, and Air-conditioning Constructor's Cooperative Association)

☎ 0564-51-5517 ☎ 0564-54-4320

問 Okazaki Waterworks & Sewerage Cooperative

☎ 0564-55-2567 ☎ 0564-71-7850

問 Waterworks & Sewerage Department, Service Division, Customer Service Window  
 ☎ 0564-23-6350 ☎ 0564-23-8130

Please apply for repair at your own expense.

For repair requests, please inquire at an Okazaki City designated water supply equipment construction company (please check the website), Okazaki Kankō Jigyō Kyōdō Kumiai, or Okazaki Waterworks & Sewerage Cooperative

※ You may be able to reduce or exempt water charges. (Please note that some items are not applicable.) For applications, please inquire at the Service Section Customer Service Center.



● If the water leakage is on the road side of the meter

① Monday-Friday (excluding holidays), 8:30am-5:15pm

問 Waterworks Construction Division

☎ 0564-52-1510 ☎ 0564-52-1167

② Times other than those listed in ①

問 Okazaki Kankō Jigyō Kyōdō Kumiai

(Okazaki Plumbing, Heating, and Air-conditioning Constructor's Cooperative Association)

☎ 0564-51-5517 ☎ 0564-54-4320

Repair costs are covered by the city.

● If the water leakage is on the road

問 Waterworks Construction Division

☎ 0564-52-1510 ☎ 0564-52-1667

Please inquire at the Waterworks Division Repair Section. Repair costs are covered by the city.

## Road maintenance (mainly: roadside trees), Park trees

### Where to call when something unexpected happens

◆ Municipal roads (Road Maintenance Division).....

問 Okazaki City Hall, Iwazu Branch Office

☎ 0564-23-6225 ☎ 0564-23-6633

問 Okazaki, Ōhira, Tōbu, Mutsumi, Nukata Branch Offices

☎ 0564-23-6233 ☎ 0564-23-6633

問 Yahagi Branch Office, Traffic Safety Facilities (curbside mirrors, etc.)

☎ 0564-23-6227 ☎ 0564-23-6633

◆ Roadside trees on Route 1 National Highway .....

問 Ministry of Land, Infrastructure, Transport and Tourism, Okazaki National Highway

kokudo kōtūshō okazaki kokudō iji shuchōjo  
Maintenance Branch Office (国土交通省岡崎国道維持出張所)

☎ 0564-51-3546 ☎ 0564-51-5525

◆ Roadside trees on other national or prefectural roads.....

問 Aichi Prefecture, Nishi-Mikawa Construction Office, Maintenance Division

Aichi-ken Nishi Mikawa Kensetsu Jimusho Iji Kanrika  
(愛知県西三河建設事務所維持管理課)

☎ 0564-23-3024 ☎ 0564-23-4619

◆ Street-side trees.....  
問 Road Maintenance Division  
📞 0564-23-6227 📲 0564-23-6633

◆ Park trees & shrubs.....  
問 Parks & Greenery Division  
📞 0564-23-6257 📲 0564-23-6559

### Please report holes in the road and other road issues

Please report hazardous road issues, such as potholes in the road or burned-out bulbs in security lamps. Regarding issues of security lighting, please also report the utility pole number (for example: "02 7 543").

◆ Potholes .....

問 Road Maintenance Division  
📞 0564-23-6223 📲 0564-23-6633

◆ Burned-out security lighting bulbs .....

問 Crime Prevention & Traffic Safety Division  
📞 0564-23-7982 📲 0564-23-6570

◆ Burned-out street lighting bulbs.....

- Street lighting with stickers from the following vendor  
問 Meito Electrical Installation Co., Ltd. ☎ 0120-984-241
- Items without stickers  
問 Road Maintenance Division  
📞 0564-23-6244 📲 0564-23-6633

◆ Route 1 National Highway .....

問 Ministry of Land, Infrastructure, Transport and Tourism, Okazaki National Highway Maintenance Branch Office (国土交通省岡崎国道維持出張所)  
kokudo kōtsūshō okazaki kokudō iji shuchōjo  
📞 0564-51-3546 📲 0564-51-5525

◆ Other national or prefectural roads .....

問 Aichi Prefecture, Nishi-Mikawa Construction Office, Maintenance Division  
Aichi-ken Nishi Mikawa Kensetsu Jimusho Iji Kanrika  
(愛知県西三河建設事務所維持管理課)  
📞 0564-23-3024 📲 0564-23-4619

### Rivers (waterways)

### Where to call when something unexpected happens

◆ Yahagi River.....  
問 Ministry of Land, Infrastructure, Transport and Tourism, Toyohashi Office of Rivers,

kokudokōtsūshō toyohashi kasen jimusho okazaki shuchōjo  
**Okazaki Branch Office (国土交通省豊橋河川事務所岡崎出張所)**

📞 0564-22-1564 📲 0564-22-4267

## ◆ Rivers under prefectural management (Class-1 Rivers other than the Yahagi River)....

問 Aichi Prefecture, Nishi-Mikawa Construction Office, Maintenance Division

Aichi-ken Nishi Mikawa Kensetsu Jimusho Iji Kanrika  
(愛知県西三河建設事務所維持管理課)

📞 0564-27-2758 📲 0564-23-4619

## ◆ Rivers under municipal management.....

問 Rivers Division

📞 0564-23-6543 📲 0564-23-6532

## ◆ Waterways .....

問 Rivers Division

📞 0564-23-6543 📲 0564-23-6532

## ◆ Waterways (Agricultural facilities).....

問 Farmland Development Division

📞 0564-23-6310 📲 0564-23-6659

## Housing

### Housing support for those requiring special consideration securing housing

問 Habitation Policy Division

📞 0564-23-6880 📲 0564-23-7528

We support people who have difficulty in securing housing.

For more information, please contact the Habitat Policy Group.

### Municipal Housing/Specific Public Rental Housing

問 Municipal Housing Administration Center

📞 0564-23-6320 📲 0564-23-6821

For detailed information, including availability, eligibility criteria, and rent, please see the Okazaki Municipal Housing Administration Center website or call them.



### Improving the Earthquake Resistance of Housing

問 Habitat Improvement Division

📞 0564-23-6709 📲 0564-23-7528

#### [Target]

Housing constructed before May 1981 (including multi-use housing and apartment buildings)

#### [Common points]

Requirements vary depending on the subsidy. As subsidies granted are subject to budgetary constraints, application may stop being accepted during the fiscal year. Those who wish to apply should contact the Habitat Policy Division in advance.

- **Free seismic performance assessment of wooden houses**
- **Subsidy for modification to improve the earthquake resistance of wooden houses**

Expenses for design and modification are subsidized.

- **Subsidies for other housing**

In order to improve the earthquake resistance of housing, subsidies are available for removal of housing / installation of earthquake-resistant shelters, etc. Subsidies are also available for assessment, design and modification of non-wooden housing.

## Other Subsidy Programs

- ◆ Residential equipment installation global warming countermeasure cost subsidies....  
    問 **Zero-Carbon City Promotion Division**  
    📞 0564-23-6685 📲 0564-47-8710
- ◆ Next-generation Vehicle Purchase subsidy .....  
    問 **Zero-Carbon City Promotion Division**  
    📞 0564-23-6685 📲 0564-47-8710
- ◆ Subsidies for septic tank conversion and installation .....  
    問 **Industrial Waste Management Division**  
    📞 0564-23-6871 📲 0564-47-8710
- ◆ Subsidy for installing rainwater storage/permeating facility .....  
    問 **Waterworks & Sewerage Department, Service Division**  
    📞 0564-23-6306 📲 0564-23-6554
- ◆ Subsidy for greening (planting).....  
    問 **Parks & Greenery Division**  
    📞 0564-23-6717 📲 0564-23-6559