

# For those who affected by the disaster

## 0. Go to an Evacuation Shelter

### • Go to an evacuation shelter if you can't stay in your house

Go to an evacuation shelter near your house if you can't stay in your house because electricity, gas, water, toilets, etc. are out of service. At shelters, meals and lodging are free of charge. Information on various types of assistance is also available.

## 1. Take photos of the damage

### • Keep a record of the damage.

Take photos of the inside and outside of your house so that the extent of the damage can be seen. Also take photos of anything broken, like your car or home appliances such as a refrigerator.

Take photos of marks that show the depth that the water reached during flooding. The records you keep of the damage will be useful later when you get a victim's certificate or applying for an insurance payout.



### ※Victim's Certificate

Apply to city hall with documentation that your home has been damaged.

City Hall will conduct a damage assessment of the house based on the application.

If you have a victim's certificate, you can get benefits, loans, exemptions from taxes or utility charges, and temporary housing depending on the extent of the damage, to help put your life back in order. Your residence card can also be reissued.

Issuing a victim's certificate can sometimes take a few weeks, or even longer than a month, so please check with your city hall about the procedure.

**Warning:** If you do not apply, you will not be issued a victim's certificate. Please go to city hall.

## 2. Before You Tidy Up

### • Electricity

Because there may be an electrical fault, please check your circuit breaker. If a breaker has tripped or been turned off, there may be a risk of electric shock, so please contact your electric company.

Circuit breaker  
(Located near the entrance)

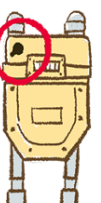


### • Gas

If you smell gas inside your house, please contact your gas company.

If you use city gas, it will be turned off automatically in the event of a disaster. To restore the gas, you must press the recovery button on your gas meter. Please confirm with your gas company whether or not you can use city gas again. If you use propane gas, and your gas cylinder has moved from its usual position, there could be a gas leak, so please contact your gas company.

City gas  
the recovery button →



- **Contacting Your Insurance Company**

When you have fire insurance or building mutual insurance, you should report the damage to your insurance company so that you can receive compensation for repairs. If you live in an apartment, contact your landlord.

Before you repair your house, please be sure to take photos of the damage, and to contact your insurance company, landlord, and/or the construction company that built your house.

### **3. When You Tidy Up**

- **Be careful not to get hurt**

Wear tall rubber boots and work gloves. There could be dust or mold in the air, so also be sure to wear a mask. Gargle, wash your hands, disinfect, and be sure to drink plenty of water.

- **Be aware of that garbage disposal rules are different from normal**

Naturally, there will be lots of bulky waste like cars and home appliances such as refrigerators, so garbage will not be collected at the usual drop-off places.

Check where and when garbage collections will be with your city hall or neighbors.

- **Disaster volunteers will help you**

There are many volunteers registered with the “Disaster Volunteer Center.” You do not have to clear up with just your family. Volunteers can also come and help out.

Please consult with the Disaster Volunteer Center, Social Welfare Council, or city hall.

They will be able to help you free of charge.

(Warnings)

- **Beware of thieves and scams**

Misinformation may be spread over social networking. If you think something seems strange, be sure to consult with someone.

- **If you lose your residence card or passport:**

Please contact your embassy or immigration Office



cars, home appliances and etc.

They will be able to help you.

