

Flood Damage to Your House

First acquire a “Disaster Victim’s Certificate”

A “Disaster victim’s certificate (Risai Shomeisho in Japanese)” is proof of the damage to your house and surrounding your house. It’s required when you want to get benefits from the disaster aid system as follows:

- Natural Disaster Victims Relief Aid
- Public donations
- Reduction/exemption of the National Health Insurance premium,
- Disaster Restoration Housing Loan
- Emergency repair system for damaged houses,
- Moving to temporary or public housing,
- Re-distribution of textbooks free of charge, etc.

What’s Required in Acquiring “Disaster Victim’s Certificate”?

If you have photos of your damaged houses, cars and other household goods, please go to your local municipality office and submit your photos with an application form as soon as possible. Application forms are in your local municipality office.

The things to submit as proof are the following photos, showing the extent of damage to your house.

- Photos showing the damage to your house (exterior / interior)
- Photos showing the height of the flood that had affected your house
- Photos of damaged cars and household goods

You can begin cleaning after taking the required photos as listed above.

Investigation of the damage status by an investigator is required, and this usually



takes a certain amount of time before it is issued.

Before Cleaning, Be Careful

• Electricity

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

• Gas

Contact first your gas company if you smell gas in your house.

- If you use **city gas**, it will turn off automatically after a natural disaster. To restore the gas, you must press the recovery button on your gas meter.

Please confirm with your gas company whether you can use city gas again.

- If you use **propane gas** and your gas canister has moved from its usual position, there probably be a gas leak. Don't use gas without contacting your gas company in this case.

• Contact Your Insurance Company or Landlord

- If you have **home insurance**, or you are part of a mutual aid, you can get compensation for repairs. You should report the flood damage to your insurance company. A "Disaster victim's certificate" or something like this might be required to show them your damage.

- Contact your landlord if you live in **an apartment house**.

Be sure to take photos of the damage before you repair or clean your house, and contact your insurance company, landlord, and/or the construction company that built your house.

When You Clean Your House

• Be Careful of Injury

Wear **tall rubber boots** and **work gloves**. You should wear **a mask** because

there could be dust or mold in the air. **Rinse out your mouth** and **wash your hands** after cleaning work. You should have **plenty of water** when you're working.

- **Be Aware of Unusual Garbage Disposal Rules**

Garbage like cars, refrigerators, and home appliances are not accepted at the usual collecting points. Check when and where garbage collections will be with your city hall or neighbors.

- **Disaster Volunteers will Help You**

Many volunteers are registered with the “Disaster Volunteer Center.” **Please don't work alone.** Volunteers can come and help you. Consult with the Disaster Volunteer Center, Social Welfare Council, or your local municipality office. They will help you free of charge.

- **Beware of Thieves and False Rumors on the Internet**

False rumors might be spread over social networking or some media on the internet. If you feel something strange, you should talk to someone about the information.

- **If You Lost Your Residence Card or Passport:**

Contact your embassy or immigration office.