

Information - Heavy Rainfall Support

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被災者支援情報さぽーとページ

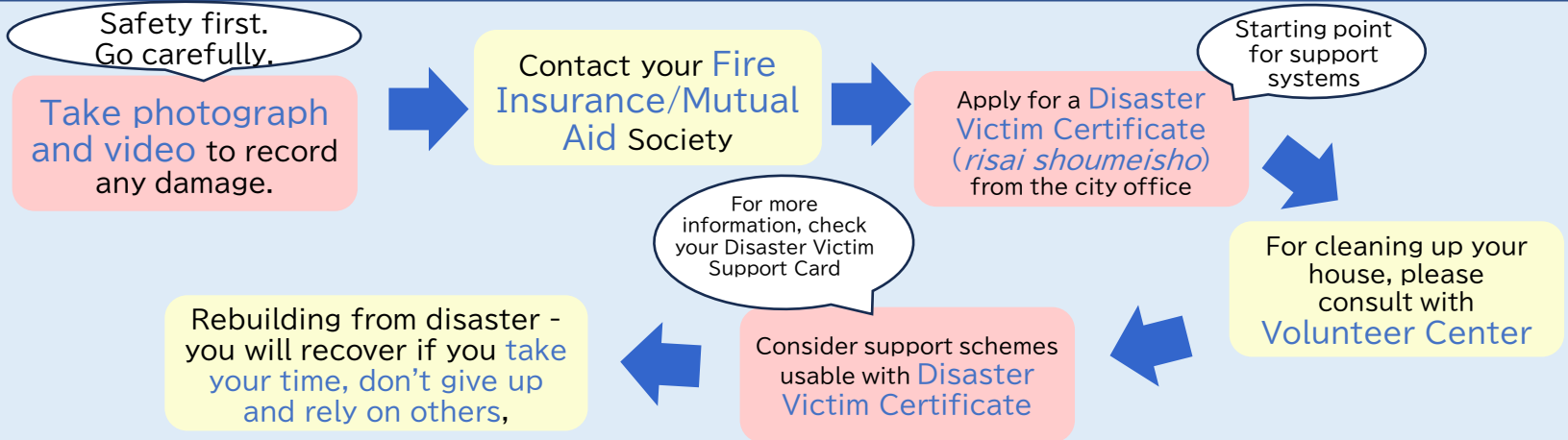


*The available support systems differ depending on the application of the Disaster Relief Law, etc. to the area, and other conditions.

*The information in this Outline is current as of September 12, 2025, but may be subject to change thereafter.

This Outline and various support information tools are available for download [Click here](#) ↑

Reconstruction Flow (example)



Disaster Victim Certificate (risai shoumeisho) and cleaning up

Completely destroyed (zenkai)	Largely destroyed (daikibo hankai)	Moderately destroyed (chukibo hankai)	Half destroyed (hankai)	Partially Destroyed (jun hankai)	Partially but less destroyed (ichibu sonkai)
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A Disaster Victim Certificate (*risai shoumeisho*) is a certificate showing damage to the home that is issued by the city office upon application and assessment. As shown in the table, there are six main categories, including completely destroyed and half destroyed. **Many support programs are linked to the Disaster Victim Certificate.** Therefore, applying for a Disaster Victim Certificate should be the start of the reconstruction process.

The higher the category of damage, the more support you can receive. If there is any doubt about the initial determination, [you can apply for a re-assessment or further investigation](#), so please consult with the city office that issued the certificate.

When affected by flooding

Those affected by flooding or landslides should first consult the booklet **'What to do in the Event of Flooding'**.

It provides illustrated guidance covering everything from clearing, disinfecting and drying damaged homes, criteria for determining disaster victim certification during flooding and subsequent support schemes. Download the booklet or leaflet version using the code on the right

(Produced by: The National Network Connecting through Disasters)



Shinagawa's Relief Payment Scheme

Dwellings

Flooding above floor level in living areas → **Standard households: ¥40,000, Single-person households: ¥30,000**
Flooding below floor level in living areas
→ **Per household: ¥40,000**

Workplaces

Damage to goods or operational equipment primarily affecting floor surfaces in shops, offices, factories, etc.
→ **¥ 10,000 per workplace**

【Contact】

Disaster Prevention Section,
Awareness and Support Unit
03-5742-7651 (Weekdays 8:30–17:00)
Applications can also be made using
the QR code on the right ⇒



Disinfection of dwellings

Refer to the booklet '**What to do in the Event of Flooding**'. Rinse off dirt with water and dry as thoroughly as possible.

- You can apply for disinfection by a specialist contractor.
- ✕ You cannot specify a visit time.
- ✕ Your presence is required.
- ✕ The scope of disinfection work will be carried out according to the specialist contractor's judgement and instructions.

【Contact】 Public Health Section 03-5742-9138
(Weekdays 8:30–17:00)

Disaster Victim Certificate (*Risai shoumeisho* & *Hisai shoumeisho*)

■ *Risai shoumeisho* may be applied for by residents of homes damaged by a disaster. *Hisai shoumeisho* may be applied for by owners of buildings other than dwellings (such as shops or offices). There is no fee. Applications can be made at ward offices, community centres, or via the "Perfect Match Service" on Mynportal. Refer to the booklet "**What to do in the Event of Flooding**" and take photographs showing the condition of the areas damaged by the disaster.

【Contact】 Disaster Prevention Section, Planning Division
Tel: 03-5742-6695 (Weekdays 8:30–17:00)

How should disaster waste be disposed of?

■ Rubbish, recyclables and bulky waste can be disposed of via the regular collection service.

■ For both dwellings and workplaces, disaster waste resulting from flooding above or below floor level **may qualify for a reduction or exemption from collection fees.**

✕ Disaster Victim Certificate (*risai shoumeisho* / *hisai shoumeisho*) is required.

■ Contact Shinagawa city Cleaning Office:
Tel: 03-3490-7051
(Weekdays 8:30–17:00) for enquiries!

What is the miscellaneous loss deduction?



Individuals who have suffered damage to buildings, household goods, vehicles, graves, etc., due to a disaster may be eligible for reductions or exemptions on their income tax and resident tax when filing their tax return (similar to medical expenses deductions).

■ This scheme is available even to those **with partially but less significantly destroyed (*ichibu sonkai*)** holding a disaster certificate

■ Those with damage not covered by insurance should consult their tax office or free advisory sessions

■ For household goods damage, even if the **value is unknown**, the National Tax Agency's valuation can be used

Shinagawa City Disaster Prevention Portal

There is also plenty of other useful information! Please visit the Shinagawa City Disaster Prevention Portal here ↓



Prepared by: Tokyo Bar Association Disaster Response and Great East Japan Earthquake Recovery Support Committee

Translated by Atsumi & Sakai

◆ Beware of **scams in affected areas**! Consult the police or dial 188 (consumer hotline), etc. before making any payments!

◆ Please be assured **you will not lose your rights** even if you lose your real estate title deed, bankbook, insurance policy or registered personal seal (*jitsuin*)