

After a Disaster

Preventing secondary disasters

After a strong earthquake, the buildings will be inspected for damage and classified by stickers using three different colors based on the degree of risk. Before returning to a building to get household goods, be sure to check the stickers for the inspection rating. However, please note that the finding from the inspection does not equate to damage certification for houses.

● Inspected (Green)

There is little damage and it is safe to use the building.

● Limited Entry (Yellow)

The building can be entered but with caution.

● Unsafe (Red)

The building is dangerous to enter without an expert evaluation and emergency repairs.

Applying for support

The Ward Office will issue a Disaster Certificate and Disaster Damage Certificate for damage caused by natural disasters. Besides natural disasters, if your house or building is damaged by fire, the Fire Department will issue a Disaster Victim Certificate.

Disaster Damage Certificate (issued by ward offices)		Disaster Victim Certificate (issued by fire departments)
Natural disasters (excluding fire)		Earthquake-related fires
① Completely destroyed	④ At least half destroyed	① Completely burnt down
② Large-scale partial destruction	⑤ Semi-partial destruction	② Half burnt
③ Medium-scale partial destruction	⑥ Not reaching semi-partial destruction (Partially destroyed)	③ Partial destruction by fire
		④ Other

The Disaster Damage Certificate proves that a natural disaster has damaged real estate or movable property. City officials will verify the fact through photographs or on-site investigation.

Crime prevention

When a disaster occurs, there is also the chance of various crimes being committed. In past disasters, incidents have been reported such as houses break-ins and property stolen while the owners have evacuated to shelters. Make sure to lock every door and window in the house and patrol the area. Work together as a community to protect your homes.

In past disasters, there were criminals who pretended to be volunteers. If you need volunteer assistance, please arrange it through the Disaster Volunteer Center.



Be careful about false information online!

In the wake of the 2018 Northern Osaka Earthquake, false information spread online via X and other social networking sites

- ◆ Cracks in the roof of the Kyocera Dome Osaka
- ◆ Escaped zebra on the loose

Handling information responsibly

- ◆ Be careful about the source of information, and check thoroughly to make sure if it is reliable
- ◆ Do not spread unverified information unnecessarily

Handling disaster debris

In some cases, the city will decide to dismantle the completely or half-destroyed houses. If you are planning to tear down your house yourself, please pay attention to the city's announcements on how to dispose of the debris.

Tax relief

If you are the victim of a disaster and are having difficulty paying your taxes, you may be able to have your city or other taxes reduced or exempted, based on your application.

Withdrawing money from bank accounts

After a disaster, ATMs may not work. Since you might not be able to get your bankbook and seal if your house has collapsed, keep a copy of your bankbook and some proof of your ID in the emergency bag.

Disaster volunteers from around the country

In the event of a major disaster, volunteers from all over the country come to help the victims.

A Disaster Volunteer Center will be established in each ward at a place like the ward community center and the volunteers will be coordinated and matched with victims in need of support. The details of the support needed/provided and the method of consultation will be publicized immediately after the center is opened, so if you need assistance or would like to participate as a volunteer, please consult the Disaster Volunteer Center.

<Examples of disaster volunteer activities>

- Cooking and providing warm meals to victims
- Sorting, distributing, and transporting relief supplies
- Cleaning up inside and outside houses
- Providing support to people staying in shelters and temporary housing
- Talking and spending time with elderly people and children and others

Immediately after a disaster, you may be confused and worried what lies in the future. During that difficult time, volunteers can come to help and bring mental support. Please do your best to stay strong and independent, but don't hesitate to get help from volunteers. Volunteers are there to help you get back to your normal life as quickly as possible.



Volunteers sorting through a huge amount of relief supplies (Great Hanshin-Awaji Earthquake)