



City of Sendai

For those who moving into Aoba Ward, Sendai from outside of Japan Advance reservations available online for move-in procedures

Advance reservations available for:

- What procedures: **Residence registration** etc. (inc. residence card, national health insurance, or procedures related to national pension)
- Eligible persons: Foreign nationals moving to **Aoba Ward**, Sendai, coming from outside Japan*
*A proxy may also complete the procedures.
- Period: From **March 25 (Tue) to 28 (Fri)** and from **April 1 (Tue) to 4 (Fri)**
- Reservation slots: **9:00 a.m. to 4:00 p.m.*** *30 minute slots
- Location of service: Special counter, **9th floor, Aoba Ward Office**, Sendai

Step 1 — Make an advance reservation via the online form



- ① Open the reservation form
- ② Check boxes of terms
- ③ Select reservation date
- ④ Fill in necessary items
- ⑤ Reservation completed

(Upon completion you will receive a confirmation e-mail with a link to access your My Page)

【仙台市】 国外転入事前予約フォーム [City of Sendai] Advance reservation form for those moving from outside Japan to Aoba Ward

Please check all boxes if you comply with the below terms of reservation. *

☐ All of those moving in are foreign nationals, not Japanese nationals.

☐ Those moving to Aoba Ward, Sendai, are coming from outside Japan, and not from another place within Japan.

Search for reservation slots

Search

Reservation date *

Select

Reservation slot *

Select

Name of person making reservation (Japanese or alphabet) *

E-mail address *

Phone number

URL: <https://sendai.form.kintoneapp.com/public/sendai-aoba-reserve>

Enter Japan

Step 2 — Fill in information beforehand online

- ① Open the pre-fill form via your My Page*

* You can access this from the completion screen of the online reservation form or through the link in the confirmation e-mail.

- ② Check the boxes of terms
- ③ Answer the questions
- ④ Fill in information to be declared (in Japanese or English)

Refer to FAQ on the overleaf if you wish to cancel or change the reservation.

【仙台市】 国外転入事前入力フォーム [City of Sendai] Pre-fill form for those moving from outside Japan to Aoba Ward

Please check the box if you agree to the below terms for use of personal information. *

☐ I agree to the City of Sendai using the personal information entered in this form solely for the purposes of resident registration and related procedures.

入力内容 / Items to fill in

Q1 Who will come to the counter on the day? *

Please select

Q2 Which airport did you enter Japan through? *

Please select

Q3 Have you ever been registered as a resident in Japan and held a residence card? *

Please select

Q4 Do you have any family living with you in Sendai? *

Please select

Move to Aoba Ward, Sendai

Step 3 — Complete procedures on your reservation date at the Aoba Ward Office

- ① Check to see if you have all necessary items

- ☐ Residence card or passport (if you entered Japan via a non-major airport – see overleaf)
- ☐ Certificate of relationship and its translation (optional, only if you are living with other family members)
- ☐ Letter designating the right to proxy (if a proxy will be completing the procedures for you)

- ② Confirm the location of Aoba Ward Office
- ③ Visit the special counter, on the 9th floor of Aoba Ward Office on your reservation date
- ④ Move-in procedures completed



Google Maps

→ See the other side for FAQs

Q1 What languages are available for the online form?

A1 If your browser's language setting is in Japanese, the form will be displayed in Japanese. If it is set to any other language, the form will be displayed in English. If you wish to see the form in your own language, please use your browser's auto-translate function. Otherwise, please complete the form in Japanese or English.

Q2 Do I have to make a reservation in advance?

A2 If you have not made a reservation in advance, you will be directed to the regular counter (Aoba Ward Office, 1st floor). There may be a long waiting time, so we recommend that those eligible make a reservation beforehand.

Q3 If I make a reservation in advance, do I have to enter information beforehand? I am not sure how to answer some of the items.

A3 If you have made a reservation in advance, please be sure to complete the pre-fill form before you come to the counter. However, if you are unsure how to enter some information, such as your name in katakana, you may leave it blank.

Q4 I would like to change my reservation date and time or the information filled.

A4 If you wish to change your reservation date and time or the information filled, please access to the pre-fill form via My Page to change them.

Q5 I would like to cancel my reservation.

A5 Please make your cancellation using the cancellation form below.

URL: <https://sendai.form.kintoneapp.com/public/sendai-aoba-cancel>



Q6 Does the applicant themselves have to go to the ward office in person?

A6 A proxy may also complete the procedure. If someone from a different household is coming on your behalf, a letter designating the right to proxy is required.

Q7 Should I bring my residence card or my passport?

A7 Please refer to the following.

- Residence card: if you entered Japan via a major airport (Narita, Haneda, Chubu, Kansai, New Chitose, Hiroshima, Fukuoka)
- Passport: if you entered Japan via an airport other than those listed above (such as Sendai Airport)

Q8 I will be living in Sendai with my family, but I do not have a certificate of relationship.

A8 If there is no certificate of relationship, your family members will be registered as "other relatives".

Q9 Does the procedure cost money?

A9 The procedure is free of charge.

Q10 Can those who are moving to a ward in Sendai other than Aoba Ward also apply?

A10 No, they cannot.

Q11 Can those who are moving from other places in Japan to Aoba Ward, Sendai City, also apply?

A11 This cannot be done at the special counter.

Q12 What will happen if I do not complete the procedure?

A12 According to Japanese law, you must complete the necessary procedures within 14 days of obtaining an address. Failure to do so may result in a fine.
Furthermore, if you do not submit the notification, your address will not be printed on your residence card, your National Health Insurance Card will not be issued, and you may not be able to complete procedures at financial institutions, etc.

**Q13 I am a school official. Previously, staff would compile the notification forms and take them to the 1st floor of the ward office with a letter designating the right to proxy to complete the procedures.
Is it possible for us to continue with the same method as before, instead of using the special counter?**

A13 Yes.

Q14 I have a question that is not covered in the above FAQ.

A14 Please send your questions in Japanese or English to the email address below.
Responses may take some time. sim004015@city.sendai.jp