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Rules for Living



..... Living Information for Foreign Residents of Itabashi City
.....

◆ For a Pleasant Life and Community

| | |
|---|----|
| Community | 2 |
| How to separate waste and recyclables | 4 |
| Bicycles and Motorbikes | 8 |
| Pets | 9 |
| For Consumers..... | 10 |
| Preventing Problem Smoking..... | 10 |

Unless otherwise noted, please make any Contact in Japanese to the respective divisions using the telephone numbers listed in this brochure.

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Community

(1) Town/Residents' Associations

▶ **Contact:**

| | | |
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| <i>Itabashi Community Center</i> | <i>3-14-15 Itabashi, Itabashi-ku</i> | <i>03-3963-5049</i> |
| <i>Kumano Community Center</i> | <i>40-9 Kumano-cho, Itabashi-ku</i> | <i>03-3959-4115</i> |
| <i>Nakajuku Community Center</i> | <i>12-10 Hikawa-cho, Itabashi-ku</i> | <i>03-3963-1621</i> |
| <i>Nakacho Community Center</i> | <i>20-5 Naka-cho, Itabashi-ku</i> | <i>03-3958-1101</i> |
| <i>Fujimi Community Center</i> | <i>3-1 Fujimi-cho, Itabashi-ku</i> | <i>03-3962-9281</i> |
| <i>Oyaguchi Community Center</i> | <i>2-12-5 Oyaguchi, Itabashi-ku</i> | <i>03-3959-4130</i> |
| <i>Tokiwadai Community Center</i> | <i>4-14-1 Tokiwadai, Itabashi-ku</i> | <i>03-3559-6560</i> |
| <i>Shimizu Community Center</i> | <i>16-16 Izumi-cho, Itabashi-ku</i> | <i>03-3969-7564</i> |
| <i>Shimura Sakaue Community Center</i> | <i>2-19-15 Azusawa, Itabashi-ku</i> | <i>03-3969-7577</i> |
| <i>Nakadai Community Center</i> | <i>1-44-8 Nakadai, Itabashi-ku</i> | <i>03-3932-9990</i> |
| <i>Hasune Community Center</i> | <i>2-18-1 Sakashita, Itabashi-ku</i> | <i>03-3969-5723</i> |
| <i>Funado Community Center</i> | <i>3-19-8 Funado, Itabashi-ku</i> | <i>03-3558-4193</i> |
| <i>Maeno Community Center</i> | <i>4-6-1 Maeno-cho, Itabashi-ku</i> | <i>03-3969-0307</i> |
| <i>Sakuragawa Community Center</i> | <i>2-45-6 Toshin-cho, Itabashi-ku</i> | <i>03-3974-3180</i> |
| <i>Shimo-akatsuka Community Center</i> | <i>6-38-1 Akatsuka, Itabashi-ku</i> | <i>03-3938-5116</i> |
| <i>Narimasu Community Center</i> | <i>3-11-3-405 Narimasu, Itabashi-ku</i> | <i>03-5998-6881</i> |
| <i>Tokumaruru Community Center</i> | <i>3-35-15 Tokumaruru, Itabashi-ku</i> | <i>03-3932-5370</i> |
| <i>Takashimadaira Community Center</i> | <i>3-12-28 Takashimadaira, Itabashi-ku</i> | <i>03-3938-1392</i> |

Town and residents' associations are organizations run by residents which are active at the local level. There are currently more than 200 such organizations in Itabashi. The main activities of these organizations include acting as liaisons with the administration; disaster, crime and fire prevention; clean-up campaigns and recycling; youth development etc. They also organize various events such as festivals and excursions in addition to many other events to promote friendly relationships among residents. Joining these organizations is optional. If you are interested in becoming a member, contact one of the community centers in your area or ask one of your neighbors.

(2) How to build good relationships with your neighbors

- a. Communications between neighbors has always been highly valued in Japanese society. When you move to a new neighborhood, visit your neighbors (at least the ones living directly next door) to introduce yourself.
- b. Attending various events in your neighborhood is always a good idea.
- c. As many Japanese people are not used to communicating with foreigners, they may feel shy about making the first step. Please try to take the first step when you have the opportunity.

(3) Volunteer and NPO Activities

Itabashi General Volunteer Center

▶ **Contact:** *Itabashi General Volunteer Center Office* TEL: 03-5944-4601

The Center provides information and consultation about NPO/volunteer activities and manages rental rooms for volunteer groups.

Address: 24-1 Hon-cho, Itabashi-ku (7 minutes from Itabashi Hon-cho Station, Toei Mita line)

Closed: During New Year holiday and on inspection days

Service Hours: 9:00AM-9:30PM

Consultation Hours: Tuesday to Sunday, Monday (if national holiday), 9:00AM-9:00PM

*If Monday falls on national holiday, closed the following weekday.

(4) Club Activities

▶ **Contact:** *Lifelong Learning Section, Board of Education*, City Office North Building 6F #15

TEL: 03-3579-2633

There are also many different clubs that are organized by members in Itabashi. Members of the clubs share similar interests such as culture, hobbies, sports, recreations etc. Joining one of these clubs is a good way to start communicating with other residents.

How to separate waste and recyclables

▶ **Contact: East Itabashi Sanitation Office, 2-20-9 Higashi Sakashita, Itabashi-ku**

TEL: 03-3969-3721

West Itabashi Sanitation Office, 1-16-1 Tokumaru, Itabashi-ku

TEL: 03-3936-7441

Resource Recycling Promotion, City Office North Building 7F #11

TEL: 03-3579-2218

(1) Waste disposal

In Itabashi, waste is taken out to designated waste disposal areas (collection points) in your neighborhood, from which it is collected on designated days (bulky or oversized waste is collected at-cost). Ask your neighbors or the collection company if you have any questions about using your waste collection point.

Waste must be separated into different groups for recycling: recyclables, combustible waste, and non-combustible waste. Take waste bags out to your designated disposal area by 8:00AM on the appropriate day. Do not place any waste bags after the day's pick-up has finished, on days which are not collection days, or at night. Waste collection days vary depending on the area, and can be checked by going to the waste disposal area closest to your home and reading the signs posted there, or by visiting City Office. Contact the Sanitation Office to find out about waste separation and disposal, collection points, or if you have any questions or problems.

Commercial or industrial waste of both combustible and non-combustible types is collected at cost only. When throwing away commercial waste and oversized waste, individuals must purchase and affix the appropriate disposal coupon (*shoriken*) to the waste before placing it at the collection point. If your amount of waste for one day exceeds 10kg (e.g. when moving house) you will need to pay a charge, even for non-commercial household waste.

Breaking waste disposal rules is a crime!

How to Separate Waste

| | | | | |
|--------------------------------------|----------------------|-------------------|---|---|
| Recyclable Waste (shigen) | Once per week | Used Paper | Newspapers, advertising leaflets, magazines, books, cardboard | <ul style="list-style-type: none"> ▶ Sort by type of paper and tie each pile with string. ▶ Special kinds of paper such as vinyl-coated paper and carbon paper should be included in combustible waste. |
| | | | Corrugated cardboard | Fold up and tie with string |
| | | | Paper pack | Put out after rinsing with water, cutting open, and tying together with string after being dried. ※Put out in combustible waste if there is aluminum foil inside or if there is a cap. |
| | | | Paperboxes, paperbags, and printing paper | Put out after tying with a string or placing in a paper bag. ※Please separate any part that is not paper. |

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| Recyclable Waste <i>(shigen)</i> | Once per week | Glass Bottles (from food and beverages) | <ul style="list-style-type: none"> ▶ Wash with water before placing in the yellow recycling box. ▶ All glass except food and drink receptacles, broken bottles, bottles with oil stains, glasses, cups, ceramics or chinaware and mirrors should be disposed of as non-combustible waste. |
| | | Cans (from food and beverages) *Metal bottles, metal caps from cans and metal can lids | <ul style="list-style-type: none"> ▶ Wash with water before placing them in the blue recycle box. ▶ Spray cans, paint cans, etc. must be completely emptied and placed with non-combustible waste. |
| | | Plastic Bottles  PET (identification mark) | <ul style="list-style-type: none"> ▶ Plastic bottles with the mark on the left ▶ Take off the cap and label ▶ Rinse the inside of the bottle ▶ Crush it flat and put it in the appropriate net container. * Caps and labels are considered combustible. |
| Combustible Waste <i>(kanen/moyasu gomi)</i> | Three times per week | Kitchen waste, paper waste, wood, plastic, leather, rubber, etc... *Vegetables, seashells, eggshells *Cooking oil (Soaks into paper and fabric but hardens with a coagulant) *Diapers (after removing excrement) *Plastic (bento boxes, polystyrene, medicine sheets and bags including aluminum foil, pastry bags, noodle cups, CDs and floppy disks, videotapes, clingfilm/cellophane food wrap, mayonnaise tubes, etc...) *Rubber (rubber gloves, balls, etc...) *Leather items (shoes, bags, etc...) *Small branches (up to 10cm in diameter/ 50cm in length) and leaves (up to 2 or 3 bags at one time of either or both types) *Refrigerants/drying agents, pet litter *Clothes *Drink packs with inner aluminum lining | <ul style="list-style-type: none"> ▶ Use lidded containers or official transparent or semi-transparent waste bags. (Do not use cardboard boxes or paper bags) ▶ Remove as much liquid as possible from food-related kitchen waste. ▶ Clean off oil from pots and other kitchen utensils using paper or special coagulants. ▶ Make sure to remove the soiled parts from diapers before throwing them away. ▶ Sharp objects such as skewers must be wrapped in paper and labeled “<i>kiken</i>” (dangerous). ▶ Home-related shredded paper should be labeled “<i>katei-you</i>” (“domestic”) before being put out. ▶ Other waste that is left over or produced as a result of home medication: Please inquire about disposal procedures at the sanitation office. <div style="display: flex; justify-content: space-around; align-items: center; margin-top: 10px;"> <div style="text-align: center;">  <p>Lidded containers</p> </div> <div style="text-align: center;">  <p>Transparent or semi-transparent bags (make sure the bag is well sealed)</p> </div> </div> |

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| <p>Non-Combustible Waste (funen/moyasanai gomi)</p> | <p>Once every two weeks</p> | <p>Glass, ceramic and porcelain, small metallic items, electrical goods less than 30 cm, etc...</p> <ul style="list-style-type: none"> * Glass cups, mirrors * Tea cups, pots, vases * Scissors, knives * Aluminum foil * Small domestic electrical goods less than 30 cm (e.g. hair-dryers) * Bulbs, fluorescent lights * Umbrellas, used <i>kairo</i> (disposable hand warmers), metallic tubes etc. for medicines * Pots and other objects less than 30 cm in diameter or length * Disposable lighters (emptied) | <ul style="list-style-type: none"> ▶ Use lidded containers or transparent or semi-transparent waste bags (make sure to close the waste bags properly). ▶ Sharp objects and goods such as glass or broken articles must be wrapped in paper and labeled “<i>kiken</i>” (“dangerous”). ▶ Be sure to completely use up disposable lighters. ▶ Confirm that spray cans, cassette burners and lighters are empty of gas before putting them out in separate bags. Label them separately as “spray cans”, “cassette bombe”, “lighter” etc. Plastic pieces on any of these articles should be removed and disposed of with combustible waste. * Bags with holes can be dangerous, so do not make any holes. ▶ Needles used for self-injections should be returned to the medical facility where they were originally purchased. ▶ Other waste that is left over or produced as a result of home medication: Please inquire about disposal procedures at the sanitation office. <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  Lidded containers </div> <div style="text-align: center;">  Transparent or semi-transparent bags (make sure the bag is well sealed) </div> </div> |
| <p>Oversized Articles (Waste) (sodai gomi)</p> | <p>On request (pick-up fee is required)</p> | <p>Furniture, bedding, etc. with longest side greater than 30cm</p> <ul style="list-style-type: none"> * Oversized items must still be thrown away as oversized waste even if they have been disassembled. * The City’s oversized waste services are only applicable to household waste. Oversized commercial waste must be disposed of by contacting a waste disposal company. | <p>To throw away oversized waste, you must first call the reception center to arrange for pick-up or when to bring it in.</p> <ol style="list-style-type: none"> 1. <i>To arrange for pick-up:</i> Reception will tell you when the collection day is and how much it will cost. Attach the necessary amount of coupons to the waste, and put it outside your building on the morning of the designated collection day. Individuals living in apartments must bring it down to ground level for collection. 2. <i>To bring in waste yourself:</i> Reception will tell you when to bring in the waste and how much it will cost. On the designated day, take the waste with you to the Oversized Waste Reception Center. Do not attach any coupons. <ul style="list-style-type: none"> ▶ Coupons can be purchased at City Office or at specially designated stores in the City. ▶ Applications should be made to the Oversized Waste Reception Center. <u>Oversized Waste Reception Center</u> TEL: 03-5296-7000 Website: http://www.sodai.tokyokankyo.or.jp Business Hours: Open Monday to Saturday (including national holidays), from 8:00AM - 7:00PM |
| <p>Recycling Domestic Electrical Goods (kaden)</p> | <p>On request (upon payment of fee)</p> | <p>Air conditioners Televisions (LCD, plasma and Braun tube) Freezers, refrigerators Washing machines, dryers</p> | <ul style="list-style-type: none"> ▶ These items cannot be collected as oversized waste. You must contact the store or the company from which you purchased the items to arrange pick-up. If this is not possible, contact the recycle centers noted below. ▶ Charges for pick-up vary from place to place. When making arrangements, remember to confirm how much it will cost. <p><u>Recycle Center for Household Electric Devices</u> TEL: 03- 5296-7200 Business Hours: Open on Monday to Saturday (including national holidays), 8:00AM - 5:00PM</p> |

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| <p>Home Computers</p> | <p>On request (upon payment of a fee)</p> | <p>Computers (on request and upon payment of a charge).</p> <p>*Extra charges are not necessary for computers with a "PC recycle mark" (bought after October 2003) as the selling price already included a recycling fee.</p> | <p>▶You must contact your computer's manufacturer to arrange pick-up for desktop computers, notebooks, monitors or computers with display monitors attached.</p> <p>▶Please confirm the price with the maker.</p> <p>▶Please contact general incorporated association 3R Promotion Association if it is not possible or difficult to arrange pick-up with the manufacturer e.g. they have since filed for bankruptcy, or in the case of self-built computers.</p> <p><u>PC 3R Promotion Association</u> Tel: 03-5282-7685 (this number is only for consultations) Business Hours: Open on Monday to Friday, from 9:00AM-12:00PM, 1:00PM-5:00PM</p> |
| <p>Food trays</p> | <p>Collected at specified locations(※)</p> | <p>Polystyrene food trays for meat and fish</p> <p>*How to tell if it is recyclable: - It can be easily punched with a toothpick; - It has the following mark on it.</p>  | <p>1) Rinse with water 2) Dry 3) Place in the collection box</p> <p>*Transparent trays/packs are considered combustible waste.</p> |
| <p>Plastic Bottles</p> | | <p>Plastic bottles with the mark below which have been used as containers for shampoo, conditioner, detergent, cooking oil, sauce, etc.</p>  | <p>1) Take off the cap (put in combustible waste) 2) Rinse the inside of the bottle 3) Put into collection box</p> <p>*Aromatic bottles and tubes such as those for mayonnaise are treated as combustible waste. *Recyclable plastic bottles with the mark below should be put out on the same day and place as recyclable bottles and cans.</p>  <p>PET</p> |
| <p>Paper packs</p> | | <p>Paper packs e.g. milk cartons</p> | <p>1) Rinse with water 2) Cut open and dry well 3) Place in the collection box</p> <p>*Aluminum-coated items and containers with caps are considered combustible waste.</p> |
| <p>Batteries</p> | | <p>Manganese / alkaline batteries</p> | <p>*Return button-batteries to the shop where they were originally purchased *Put small rechargeable batteries such as nickel cadmium batteries, nickel-metal hydride batteries and lithium-ion batteries in the Recycle Box for Small Rechargeable Batteries at Recycle Shops.</p> |
| <p>Used cooking oil</p> | | <p>Oil used for frying food like tempura, etc.</p> | <p>After removing any food particles from the oil, put it in a PET bottle and close it tightly. Unused oil e.g. that has passed its expiration date or is in cans, etc., can be disposed of as it is. *Oil that hardens at room temperature, or oil from commercial operations cannot be collected.</p> |
| <p>Used clothing and cloth</p> | | <p>Clothing or cloth that can still be worn or used</p> | <p>Put them in a vinyl bag. Do not remove parts such as buttons or zippers. Soiled items, wet items, stuffed animal toys, shoes, bedding, pillows, suitcases, over-sized bags, half-sewn cloth, etc., cannot be recycled.</p> |
| <p>Used small electronic devices</p> | | <p>Small electronic devices with total dimensions of less than 30cm which fit through the collection box slot (30cm x 15cm) Mobile phones, portable games consoles, portable music players, digital cameras, video cameras, calculators, portable GPS, electronic dictionaries, AC adaptors and extension cords</p> | <p>Remove SD cards from cameras and delete all personal information before disposal. Please be aware that items cannot be returned once they have been collected.</p> |

※Local Collection Points

Public facilities such as Community Centers have collection points. Used cooking oil, cloth and clothing are collected at 11 locations: Itabashi Resource Recycling Promotion Section, East Itabashi Sanitation Office, West Itabashi Sanitation Office, Recycle Plaza, Ecopolis Center, Itabashi Tropical Botanical Garden, Sakuragawa Community Center, Akatsuka Branch Office, Oyaguchi Community Center, Narimasu Social Education Hall, and Tokiwadai Community Center. Used small electrical appliances are collected at Information Processing Center, Nakacho Fureai Hall and Takashimadaira Community Center in addition to the above 11 locations but excluding Oyaguchi Community Center, Narimasu Social Education Hall, and Tokiwadai Community Center. Some supermarkets also collect trays or paper packs.

Non-collectable Items

- ▶Toxic, harmful, hazardous and extremely malodorous waste or articles that may pose an obstacle to collection or disposal cannot be collected. Such items should be returned to the shop where they were purchased or to the manufacturer. If you are not sure how to dispose of such items, please contact the sanitation office in your area for further information.
- ▶Examples of non-collectable items include gas cylinders, petroleum agents, industrial chemicals, printing ink, developing fluid batteries, matches, lighters which still have fuel in them, spray cans, cassette gas cans, fire extinguishers, safes, medicines, soil, blocks, stones, sand, mortarboard, used oil, automobiles, motorbikes, tires (excluding bicycle tires), pianos, etc.

(2) To be informed of collection days for normal and oversized waste day by e-mail

By registering your computer or cellular phone to the e-mail address below, you will receive information about the days for collection of combustible, non-combustible and recyclable waste, as well as for the pick-up day of oversized waste in your area. You will also be notified when pick-up has finished. Apply through the following address or the QR code below:

Address: <http://i7000.jp/1/> (Cell phone/computer)

QR code



(For cell phones with barcode readers)

Bicycles and Motorbikes

▶ **Contact:** *Traffic Safety Section, City Office South Building 5F #23 TEL: 03-3579-2513*

(1) Bicycle Parking

Bicycles and motorbikes parked on the street can be an obstacle to the elderly and those in wheelchairs as well as children. If you need to park your bicycle or motorbike around train stations, use the designated parking areas. There are 71 parking areas for bicycles and motorbikes in the City. Contact the Traffic Safety Section (above) for fees and availability.

(2) Removal of Illegally Parked Bicycles and Motor Bikes

It is prohibited to park bicycles and motorbikes around train stations in the City. Bicycles and motor-assisted bicycles (bikes up to 50cc) which have been parked or abandoned on the streets of such designated areas will be moved and taken to designated storage pounds. If you think your bicycle or motorbike has been taken to a storage pound, find out which one has your

bicycle or motorbike and claim it within one month. You must claim your property within one month. Unauthorized vehicles parked in City-run bicycle parks are also subject to removal.

When claiming your bike or motorbike, you will need:

- ▶ The keys to your bicycle/motorbike
- ▶ An identifying document which can confirm the name and address of the person who has come to pick up the vehicle
- ▶ Removal fee (bicycle: ¥4,300, bikes up to 125cc: ¥6,600; bikes over 125cc: ¥8,700)
- ▶ Bicycle impound pick-up hours: Daily 1:00PM - 6:00PM (excluding yearend holiday period)
- ▶ Motorbike and moped impound pick-up hours: Daily 10:00AM - 7:00PM (excluding yearend holiday period)
- ▶ There are four storage pounds across the City. Contact the Traffic Safety Section (above) for detailed information such as location and usage hours.

Pets

▶ **Contact:** *Public Health Center, Residential Health Section,*

32-15 Oyama-higashi-cho, Itabashi-ku TEL: 03- 3579- 2332

(1) Owning a dog

Dogs 91 days or older must undergo a one-time registration, and are required to have a serum injection against rabies every year. If you decide to keep a dog that is 91 days old or older, you must apply to register the dog within 30 days. When your dog receives its yearly anti-rabies serum injection, make sure you receive proof of the injection. You can register and have proof of vaccination issued at the Public Health Center, Health & Welfare Centers and City Residents' Offices. Please have your dog receive the rabies vaccination between April and June at the animal hospital. Visit the Itabashi City website for details.

※Do not forget to attach your dog's license and vaccination certification to the dog's collar.

Cost: Registration fee ¥3,000

Proof of vaccination issuance fee ¥550

※There are other fees besides the two indicated above.

Basic Rules for Dogs

- ① Please keep your dog on a leash and control its movements when walking outside.
- ② If your dog bites someone, please report to the health care center within 24 hours and have your dog tested at an animal hospital within 48 hours.
- ③ Have your dog relieve itself before going on a walk. It is the owner's responsibility to dispose of any excrement during walks.

(2) When Your Pet Passes Away

▶ **Contact:** *East Itabashi Sanitation Office, 2-20-9 Higashi-sakashita, Itabashi-ku TEL: 03-3969-3721*

West Itabashi Sanitation Office, 1-16-1 Tokumaru, Itabashi-ku TEL: 03-3936-7441

a. b (Use either of these methods)

a. Contact the Sanitation Office in your area. Only for pets weighing less than 25kg. A service fee of ¥2,700 applies.

b. Contact a private burial service. Arrangements can vary depending on the facilities.

For Consumers

Itabashi City Consumer Center

▶ **Contact:** *Itabashi City Consumer Center* TEL: 03-3579-2266

The Center provides information and consultation services for consumers. Advisors listen to and help solve consumers' problems, complaints and enquiries related to consumer life such as problems with contracts for products or services.

Business Hours: Open from Monday to Friday, 9:00AM - 4:30PM (except national holidays and yearend holiday period)

Address: 2-65-6 Itabashi, Itabashi-ku (Itabashi City Information Processing Center, 7F)

TEL: 03-3962-3511 (for consultations)

Access: Eight minutes from Oyama Station (Tobu Tojo Line) or three minutes from Itabashi Kuyakusho-mae Station (Toei Mita Line)

※Consultations are held in Japanese only. For information on consultations in foreign languages, please see leaflet #8, *Useful Information*, in this series.

Examples of suspicious business practices which may be scams

| Type of scam | Main approaches, characteristics and suggested response |
|--|--|
| <i>Illegal "one-click" billing scams</i> | Bills for service you do not remember signing up for arrive e.g. after you carelessly access a site that was linked to you in an e-mail from an unknown sender which said it was free. Suggested response: Ignore them; do not pay them; do not contact them. |
| <i>Catch sales/con-games</i> | You are approached at a station or in the street to participate in a survey or similar, after which you are taken to an office or a café and recommended to buy expensive cosmetics or health food, creating a hard-to-refuse atmosphere where you finally give in to signing a contract. Suggested response: Be cautious of strangers who talk to you overly familiarly, do not carelessly go off with strangers, flatly refuse any contracts for items or services you do not need. |
| <i>Inspection scams</i> | Someone comes to your house claiming that it is an inspection, making you feel worried as they tell you that "your water is polluted" or "there are mites in your bedding", finally forcing you sign a contract to buy water filters or new bedding. Suggested response: Do not carelessly let people claiming to be inspectors or sales people into your house; flatly refuse contracts for services or items you do not need. |

Preventing Problem Smoking

▶ **Contact:** *Resource Recycling Cooperation Subsection, Resource Recycling Promotion Section, City Office North Building 7F #11* TEL: 03-3579-2258

Under the Ecopolis Itabashi Clean bylaws, individuals are not allowed to smoke while walking on any street in Itabashi. Additionally, smoking in Non-Smoking Areas is completely prohibited. Individuals caught smoking by advisors may be cautioned and required to receive training or guidance.