


# Useful Information


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This booklet is divided into 8 parts

1. Preparing for Emergencies and Disasters  
5. Childbirth, Child-Raising, and Education

2. Procedures for Changes of Address and Taxes  
6. Living

3. Insurance, Health Maintenance and Welfare  
7. Leisure

4. Employment and Status of Residence  
**8. Useful Information**

For inquiries regarding matters written in this book, please refer to the Shinjuku Foreign Resident Advisory Corner noted on the last page of this booklet where counseling in foreign languages is available. When you contact departments or telephone numbers listed in this booklet, **unless otherwise specified, be sure to speak in Japanese or have someone who speaks Japanese talk for you. The information in this publication is subject to change.**

This booklet is also posted on the Shinjuku City website.



## Shinjuku Multicultural Plaza

🏠 Hygeia 11F, 2-44-1 Kabuki-cho, Shinjuku-ku

☎ 03-5291-5171

📠 03-5291-5172

Hours: 9 a.m. to 9 p.m.

Closed: 2nd and 4th Wednesday of the month and during the year-end/New Year holidays (December 29 through January 3)

Shinjuku City has established Shinjuku Multicultural Plaza to promote city development for a multicultural environment.

This plaza is a place where Japanese and non-Japanese residents can have friendly exchanges and deepen their understanding of each other's culture and history.

The plaza can be used for various purposes, including learning Japanese and collecting/exchanging information on cultures of Japan and other countries and the community. Please feel free to drop in for a visit.

### ● Multipurpose Space

Japanese-language classes are held, as well as various classes and events with the theme of international exchange and multicultural harmony. When not in use for classes, the open space can be used as a place where people can study and talk freely.

### ● Exchange Space

This space can be used by individuals or groups and includes the following areas:

#### ○ Reference and Information Corner

Various types of useful information for foreign residents are available on topics, such as everyday living, classes/events, city administration programs, local governments, and volunteer programs.

#### ○ Japanese-Language Study Corner (Resource Corner)

Teaching materials and textbooks are available for those who wish to learn or teach Japanese. You can use the texts and study in this space. This corner is mainly operated by a Japanese-language support volunteer network. You can study hiragana, katakana and conversational Japanese.

### ● Foreign Resident Advisory Corner

Consultations are available in various languages for foreign residents who are experiencing difficulties in everyday life in Japan, and advice is available to help resolve any concerns. Consultations are free of charge.

Mon.	Korean (afternoon only)
Tue.	Chinese, Thai, and Nepalese
Wed.	English (closed on the second and fourth Wednesdays)
Thu.	Myanmar (Burmese) and Chinese
Fri.	Korean English (every third Friday of the month)

**Hours:** 10 a.m. to 12 noon and from 1 to 5 p.m.

☎ 03-5291-5171

### ● Consultation Support Center for Foreign Residents

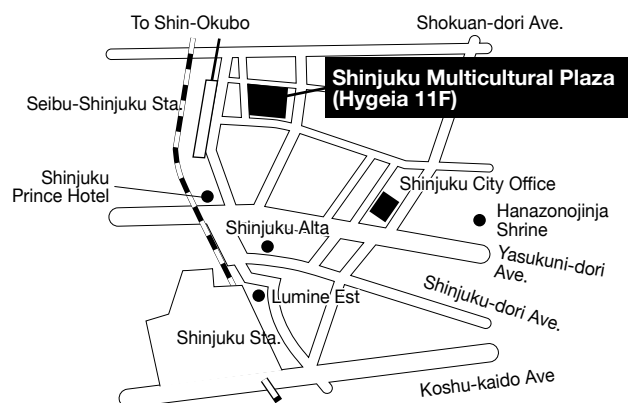
Consultations for foreign residents concerning immigration, visa procedures, and various problems in everyday life are available in various languages. Consultations are also available by telephone.

**Hours:** Monday through Friday (except the 2nd and 4th Wednesdays of the month and during the year-end/New Year holidays), 9 a.m. to 4 p.m.

**Languages:** English, Chinese, Spanish, Portuguese, Filipino, Vietnamese, and Indonesian

☎ 03-3202-5535

03-5155-4039



A 10-minute walk from JR Shinjuku Station east exit

A five-minute walk from Seibu-Shinjuku Station

## TV Interpreter System

### Multicultural Society Promotion Section, Multicultural Society Promotion Division

You can use a tablet-based interpreting system when completing procedures and receiving consultations at the City Office. After you select a language via the device, you will be connected with an interpreter via TV telephone who will handle the interaction.

#### ● Available Locations

Shinjuku City Office Main Bldg., Shinjuku City Office Annex 2, Shinjuku Multicultural Plaza, Comprehensive Children's Center and local Public Health Centers (four facilities).

Note: Since the number of tablets available is limited, you may not use the system.

#### ● Languages and Hours (weekdays for all languages)

Hours	Languages
8:30 a.m. to 5:15 p.m.	English, Chinese, Korean, Spanish, and Portuguese
9 a.m. to 5:15 p.m.	Vietnamese, Filipino, Thai, Nepalese, Hindi, Indonesian, and Cambodia
10 a.m. to 5:15 p.m.	French and Russian
10 a.m. to 5 p.m.	Myanmarese (Burmese; only Thursdays, excluding noon to 1 p.m.)

## Information Distributed by Shinjuku City

Please note that the supply may run out as numbers are limited.

### ■ Shinjuku City Periodic Publications

Publication	Publishing Date (Month)	Inquiries
<i>Koho Shinjuku</i> (Shinjuku bulletin) (in Japanese)	The 5th (1st for January), 15th and 25th of every month	City Administrative Information Division
<i>Shinjuku News</i> (Foreign language bulletin in Japanese, English, Chinese, and Korean)	July, November, and March	Multicultural Society Promotion Division
<i>Shinjuku-no Kyoiku</i> (Education in Shinjuku) (in Japanese)	April, July, November, and February	Educational Coordination Division
<i>Shinjuku Gikai Dayori</i> (Shinjuku City Assembly news) (in Japanese)	Four times a year	Secretariat to the City Assembly
<i>With Shinjuku</i> (leaflet for gender equality) (in Japanese)	Three times a year	Gender Equality Division

## Public Relations Videos

### Public Relations Section, City Administrative Information Division

To ensure that residents know as much as possible about city administration programs and the town of Shinjuku, community topics are captured on film and shown in an easy-to-understand way. The videos (VHS) and DVDs are available for rent through the City Administration Information Center (Shinjuku City Office Main Bldg. 1F), and municipal libraries. In addition, you can see these video programs on the city website.


## Shinjuku City Website


### Public Relations Section, City Administrative Information Division

The Shinjuku City website provides information on various topics, including daily life, tourism, culture, industry, business, disaster prevention, crime prevention, and procedures to be completed at the City Office. Notable notices and important announcements are posted and updated on an ongoing basis. The site also has automatic translation in English, Chinese, Korean, French, Thai, Vietnamese and Filipino.

The website uses Google Translate for the following languages:

Indonesian, Spanish, Nepalese, Hindi, Portuguese, Myanmar (Burmese) and Russian

From PCs:  <https://www.city.shinjuku.lg.jp/>

From cell phones:  [www.city.shinjuku.lg.jp/m/](http://www.city.shinjuku.lg.jp/m/)

## Shinjuku City Official Twitter/ Facebook Pages

### Public Relations Section, City Administrative Information Division

Shinjuku City uses social networking services such as Twitter and Facebook to spread information about Shinjuku City events and administrative programs in real time. Disaster-related information such as on earthquakes and typhoons will be also posted during emergencies.

**Account Information:** Shinjuku City Administrative Information Division

 **Twitter**

[https://twitter.com/shinjuku\\_info](https://twitter.com/shinjuku_info)

 **Facebook**

<https://facebook.com/shinjuku.info>

## Available in Foreign Languages

### Websites, Videos and SNS

Title	Language	Inquiries
Information on Everyday Living for Foreign Residents website <a href="http://www.foreign.city.shinjuku.lg.jp/en/">www.foreign.city.shinjuku.lg.jp/en/</a>	Japanese, English, Chinese, and Korean	Multicultural Society Promotion Division
Shinjuku Start Guide (distributed via the website)	Subtitles in Japanese with kana, English, Chinese, Korean, Nepalese, Vietnamese, and Myanmar (Burmese)	Multicultural Society Promotion Division
Anti-disaster video <i>Can You Survive!?: A Major Earthquake Strikes Shinjuku</i>	English, Chinese, Korean or with subtitles in Japanese	Security Affairs Division
SNS foreign-language editions “Shinjuku News” (Facebook, Twitter, LINE and Weibo)	Japanese, English, Chinese, and Korean	Multicultural Society Promotion Division
Information on the prohibition of smoking on the streets (video and DVD)	Japanese, English, Chinese, and Korean (presented side by side)	Waste Reduction and Recycling Division

## ■ Publication

Publication	Language	Inquiries
<b>General Living</b>		
<i>Information on Everyday Living for Foreign Residents</i> (by theme)	Japanese with kana, English, Chinese, and Korean	Multicultural Society Promotion Division
Newsletter in foreign languages <i>Shinjuku News</i>	Japanese with kana, English, Chinese, and Korean	Multicultural Society Promotion Division
<i>Guide to Living in Shinjuku</i>	Japanese with kana, English, Chinese, and Korean	Multicultural Society Promotion Division
	Japanese with kana, Vietnamese, Myanmar (Burmese), and Nepalese	
Foreign Resident Advisory Corner information	Japanese with kana, English, Chinese, Korean, Thai, and Myanmar (Burmese), and Nepalese	The Shinjuku Foundation for Creation of Future
Leaflet, <i>Watch Out for Consumer Problems!</i>	English, Chinese, Korean, Myanmar (Burmese), Nepalese, and Vietnamese	Consumer Life and Employment Support Division
<b>Taxes, Insurance, and Health</b>		
Booklet for foreigners <i>Inhabitant Tax of the 23 Special Cities in Tokyo</i>	Japanese, English, Chinese, and Korean	Tax Affairs Division
Information on National Health Insurance	Japanese with kana, English, Chinese, and Korean	Health Insurance and Pension Division
	Japanese with kana, Nepalese, Vietnamese, and Myanmar (Burmese)	
<i>Guidebook for Long-term Care Insurance</i>	English, Chinese, and Korean (each with accompanying Japanese text)	Nursing Care Insurance Division
<b>Recycling and the Environment</b>		
Pamphlet, <i>How to Sort and Dispose of Recyclable Resources and Garbage Properly</i>	English, Chinese, and Korean	Shinjuku Waste Collection Office
Flier, "How to Sort and Dispose of Recyclable Resources and Garbage"	English, Chinese, Korean, Vietnamese, Nepalese, Myanmar (Burmese), French, Thai, Filipino, and Arabic	Shinjuku Waste Collection Office
Information on the waste collection during year-end and New Year	Japanese, English, Chinese, and Korean (presented side by side)	Shinjuku Waste Collection Office
Information on the prohibition of smoking on the streets (poster and sticker)	Japanese, English, Chinese, and Korean (presented side by side)	Waste Reduction and Recycling Division
Littering prohibition poster and sticker	Japanese, English, Chinese, and Korean (presented side by side)	Waste Reduction and Recycling Division
<b>Learning</b>		
<i>Shinjuku Municipal Library Guide</i>	Japanese, English, Chinese, and Korean	Chuo Library
Information on Shinjuku City Japanese-Language Class	Japanese with kana, English, Chinese, Korean, and Nepalese	The Shinjuku Foundation for Creation of Future
Shinjuku Multicultural Plaza information leaflet	Japanese with kana, English, Chinese, and Korean	Multicultural Society Promotion Division

<b>Child-Raising and Education</b>		
<i>Mother and Child Health Handbook</i> (Boshi Kenko Techo) foreign-language version	English, Chinese, Korean, Thai, Filipino, Portuguese, Spanish, Indonesian, and Vietnamese	Health Promotion Division
Pamphlet for foreigners on nursery schools	Japanese, English, Chinese, and Korean	Nursery School Division Nursery School Guidance Division
Information on Shinjuku City Comprehensive Children's Center, Families with Children Support Centers, Children's Halls, Children's Clubs, and After-School Children's Plazas	Japanese, English, Chinese, and Korean, Thai, and Filipino	Comprehensive Children's Center
Introduction to Shinjuku municipal elementary and junior high schools	Japanese, English, Chinese, Korean, French, Filipino, Myanmar (Burmese) and Nepalese	School Management Division
Information on recruiting students for Shinjuku municipal kindergartens	Japanese, English, Chinese, and Korean	School Management Division
Flier about the private kindergarten subsidy program	Japanese, English, Chinese, and Korean	School Management Division
<b>Other</b>		
Shinjuku Historical Museum pamphlet	English, Chinese, and Korean	The Shinjuku Foundation for Creation of Future
Hayashi Fumiko Memorial Hall pamphlet	English, Chinese, and Korean	The Shinjuku Foundation for Creation of Future
Saeki Yuzo Atelier Museum pamphlet	English, Chinese, and Korean	The Shinjuku Foundation for Creation of Future
Nakamura Tsune Atelier Museum pamphlet	English, Chinese, and Korean	The Shinjuku Foundation for Creation of Future
Natsume Soseki Memorial Museum pamphlet	English, Chinese, and Korean	The Shinjuku Foundation for Creation of Future
Takadanobaba <i>yabusame</i> (archery on horseback) pamphlet	English	The Shinjuku Foundation for Creation of Future
<i>Shinjuku City Comprehensive Plan (digest version)</i>	English, Chinese, and Korean	Planning and Policy Division
<i>The Machizukuri Long-Range Plan for the City of Shinjuku (PR Version)</i>	English, Chinese, and Korean	Urban Planning Division
<i>Handbook for the Shinjuku City Basic Autonomy Ordinance</i>	English, Chinese, and Korean	Planning and Policy Division
<i>Shinjuku WE Bus Route Map</i>	Japanese, English, Chinese, and Korean	Traffic Affairs Division

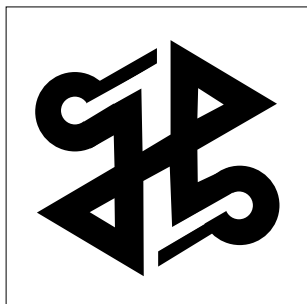
## Shinjuku City Outline

### Public Relations Videos

#### ◆ City Emblem

(Established in March, 1967)

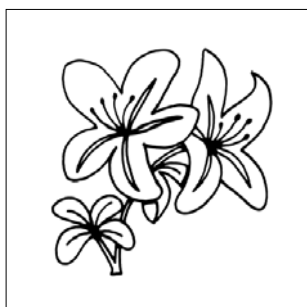
This emblem has at its base, a rhombus-shaped form that is said to depict reliability from ancient times, upon which the initial character of Shinjuku 「新」 or **Shin** is written in one stroke in a dynamic fashion, depicting the city's will to grow even more steadily into the future.



#### ◆ Shinjuku City Flower

**Azalea** (Established in October 1972)

Okubo-dori Avenue was a famous spot for azaleas from the Edo period until the early Showa period. There was a time when extra trains were operated simply for the purpose of viewing them.



#### ◆ Shinjuku City Tree

**Keyaki** (Zelkova Tree)  
(Established in October, 1972)

*Keyaki* (Zelkova trees) are representative trees from the Musashino area. It is one of the trees that can be seen the most in Shinjuku City.



### Location and Area of Land

Shinjuku City is located almost at the center of the 23 cities of Tokyo and lies adjacent to the cities of Chiyoda, Minato, Bunkyo, Toshima, Nakano, and Shibuya. The center of the Shinjuku City Office Main Building (1-4-1 Kabuki-cho) lies at Lat. 35°41' 26" N and Long. 139° 42' 23" E. The city covers 18.22 sq. km of land, stretching across about 6.5 km from east to west and about 6.3 km from north to south, with a perimeter of about 29.4 km. The city is 13th in size among the 23 cities of Tokyo. (Including the mouth of the Ara-kawa River and the central breakwater landfill area, the total area of land of the 23 cities of Tokyo is 620 sq. km.)

### Population

#### Population of Shinjuku City

	Total Population	Foreign Residents
Population	345,231	37,827
Male	173,164	19,415
Female	172,067	18,412

(As of January 1, 2021)

### Geographic Features

Since the shape of the land consists of plateaus and lowlands, the city can be divided into the following: the Toshima Plateau area, the Yodobashi Plateau area and the Shitamachi Lowland area. The Toshima and Yodobashi Plateau areas include the plateau areas of Yotsuya, Ushigome, Tsunohazu, Kashiwagi, Okubo, Totsuka, and Ochiai, while between each of these plateaus are the Shitamachi Lowland area.

The land peak within the city is Hakone Hill in Tokyo Municipal Toyama Park, where the altitude is 44.6m. The plateau areas have an average altitude of 30m, while the lowest altitude in the low-lying areas is in the Idabashi area at 4.2m. By comparison, the altitude of Shinjuku City Office is 32.55m. The geological layers of the plateau area from the surface consist of the loamy layer of the Kanto Plain, the Musashino sand layer and the Tokyo layer. The geological layers of the lowland area consist of alluvium and the Tokyo layer. Both the Plateau and Lowland areas there is Miura layer underneath the Tokyo layer.

## ■ The City Name

In the year after the start of the shogun government in Edo (1603), five major avenues were designated with Nihon-bashi Bridge as the starting point. These were Tokaido Avenue, Nakasendo Avenue, Nikko-kaido Avenue, Oshu-kaido Avenue and Koshu-kaido Avenue. Inns were placed along each avenue, and the inns were obliged to provide horse messenger services.

Koshu-kaido Avenue was the main road from Nihon-bashi Bridge to Kofu, and from Kofu connected to Shimo-Suwa via the Nakasendo Avenue. Nihon-bashi Bridge was a long way from the first inn area—Takaido—on the Koshu-kaido Avenue, and travelers had a difficult time making the trip. For this reason, upon the request of Lord Takamatsu Kiroku, authorization was received to place an inn in an area midway. Since the inn was placed on the property of Lord Naito, who returned this land to the Shogun government, and since the inn was new, the area was called Naito-Shinjuku (Naito new inn), thus marking the origin of the name Shinjuku for the area.

On March 15, 1947, the three areas of former Yotsuya, Ushigome, and Yodobashi cities merged to create Shinjuku City. The name Shinjuku was used not only because of its historical significance, but also because Shinjuku Gyoen National Garden and Shinjuku Station were well known across Japan.

The History of the Names of the Three Areas of Shinjuku City

**Yotsuya:** Originally, a bleak part of the Musashino Plains, the area where Yotsuya Yonchome Intersection is today used to be a single road with nothing but deep thickets and valleys on either side. Then, four teahouses where travelers could rest were established. It is said that the name Yotsuya as we know it today with the characters for “four valleys” evolved from the name Yotsuya with the characters for “four shops.”

**Ushigome:** The word *kome* means *to be crowded*, and it is said that this name came about because long ago, there were many cows put out to graze in this area. Lord Ogo of the State of Kozuke (what is now Gumma Prefecture) came to live in this area, and called himself Ushigome in 1555. Lord Ushigome was affiliated with Lord Hojo of Odawara, and owned the land from Ushigome to Hibiya, and the castle was located on the plateau of the Fukuro-machi area. The grave of Lord Ushigome is still located in Sosan-ji Temple (1 Bentencho).

**Yodobashi:** It is said that the name of the bridge crossing over the Kanda-gawa River that flowed between

Naruko-mura and Nakano-mura evolved from being called Yodo- (extra) or Yodokoro- (four places) Bashi (bridge). It is also said that when the third shogun, Tokugawa Iemitsu, was resting by the bridge during the Kan-ei period (1624–1644), he thought that the flow of the river seemed to be almost stagnant (*yodomu*), and decided to call the bridge Yodobashi. There is also a story that the eighth shogun, Tokugawa Yoshimune, named the bridge Yodobashi around 1720 to 1730 because the scenery reminded him of Yodo in the State of Yamashiro (what is now Kyoto). There are also various other stories, all of which seem to explain how the name of the area evolved from the name of the bridge.

## Local City Administration

### ■ Shinjuku City Assembly

#### 👤 Investigation and Maintenance Section, Secretariat to City Assembly

The City Assembly is an institution that determines the important matters concerning the everyday lives of city residents. Shinjuku City Assembly meetings include scheduled meetings held four times a year and extra meetings as necessary. In addition, committees are established to investigate topics that are discussed at the meetings in a more specialized and efficient manner.

#### ● Public Hearings

City Assembly meetings and committee meetings are open to the public. Please apply for reservations with the Secretariat to the City Assembly, Shinjuku City Office 5F.

#### ● Requests and Reports

Those who have something they would like to request or report to the city administration may do so. A letter of introduction from a City Assembly member is required.



## ■ City Administration Information Center

The City Administration Information Center collects and stores government reference materials, such as publications of the city, metropolitan, and national governments. The center offers reading space and rental services and also sells city publications. In addition, consultation services are available for all residents. The center also has computers that can be used to search for information.

**Location:** Shinjuku City Office Main Bldg. 1F

**Hours:** Mon. through Fri., (except on national holidays and during the year-end/New Year holidays), 8:30 a.m. to 5 p.m. (Foreign Resident Advisory Corner is available from 9:30 a.m. to noon and 1 p.m. to 5 p.m.)

**Materials:** Publications of the city, metropolitan, and national governments; general-interest books; gazettes; metropolitan public relations materials; newspapers; magazines; and public relations videos.

## ■ Requests and Opinions for the City Administration

☞ **Public Hearing Section, City Administrative Information Division**  
☎ 03-5273-4065

### ● Writing Postcards and Letters to the Mayor

“Postcards to the Mayor” and letters expressing requests and opinions are accepted by the City Office.

“Postcards to the Mayor” are available at municipal facilities such as Branch Offices.

Requests and opinions are also accepted via Internet. Please access the Shinjuku City website.

### ● City Administration Monitors Survey

One thousand persons are randomly selected and asked to complete questionnaires in surveys conducted by mail four times a year. The results of these surveys are reflected in the administration of the city. The term of duty is one year.

### ● Roundtable Talk with the Mayor

A session called “Let’s Talk with the Mayor about Shinjuku” is conducted at Chiiki Centers and other locations. The dates and times will be announced in *Koho Shinjuku* (Shinjuku bulletin), on the Shinjuku City website, and through other means.

### ● Youth Meetings and Youth Awareness Surveys

Shinjuku will conduct youth meetings and youth awareness surveys as a way to create opportunities and venues that enrich the interest and involvement of youth in Shinjuku City’s administration. The program and schedule will be announced in the *Koho Shinjuku* (Shinjuku bulletin), on the Shinjuku City website, and through other means.

## ■ Public Comment

☞ **Public Hearing Section, City Administrative Information Division**  
☎ 03-5273-4065

Public comment is a system in which proposals for policies that would greatly influence the everyday lives of city residents are announced before any decisions are made, and consideration to public opinion is given in the city’s decision making. When a decision is made, the opinions received and the thoughts of the city administration concerning said opinions are publicly announced.

The implementation of public comment programs is announced in *Koho Shinjuku* (Shinjuku bulletin), on the Shinjuku City website, and through other means.



## ■ City Resident Opinion Survey

☞ **Public Hearing Section, City Administrative Information Division**  
☎ 03-5273-4065

Shinjuku City conducts an annual survey of 2,500 persons—with the respondents selected at random—to understand the ideas, wishes and thoughts of residents on important issues. The responses serve as the basis for city administration operations. The results are announced on the Information on Everyday Living for Foreign Residents website, and a summary written in four languages (Japanese, English, Chinese and Korean) is available for reading at the public library.

## ■ Shinjuku City Committee for Accepting Residents' Opinions

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 03-5273-3508  
 03-3209-1227

The committee is a fair and neutral third-party institution that handles complaints from city residents concerning city administration.

### ○ Who Can File a Complaint

Individuals, corporations, and other entities who are concerned about the services provided by city institutions or the behavior of city workers involved in such services

### ○ Filing Procedures

Complete a Complaint Form with the necessary information and submit it to the Committee for Accepting Residents' Opinions (Shinjuku City Office Annex 1, 2F).

Note: Complaint Forms can be downloaded from the Shinjuku City website.

**Hours:** 9 a.m. to 5 p.m. on regular business days  
(Closed from 12 noon to 1 p.m.)

## ■ Public Information Disclosure System

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### Public Information Subsection, Public Relations Section, City Administrative Information Division

The Public Information Disclosure System is a system that guarantees the right of anyone to read public documents belonging to the city and to have access to a copy of such.

Please note that some public documents may not be made available to the public in order to protect the privacy of individuals.

### ○ Who Can Make a Request

Anyone can make a request.

### ○ Information That Can Be Requested

Documents, graphs, and magnetic recordings that were officially created or acquired by Shinjuku City staff during the implementation period and which can be officially used by Shinjuku City staff in the applicable implementation period.

### ○ Where to Make the Request (at Division Desks)

Please submit the designated request form at the specific division desk.

## ■ Individual Information Protection System

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### Public Information Subsection, Public Relations Section, City Administrative Information Division

The purpose of the Individual Information Protection System is to properly maintain individual information kept by the city in order to protect the privacy of individuals, while at the same time guaranteeing the right to request viewing personal information. Through the registration list for the individual information system, you can see what kind of individual information the city collects and uses.

In addition, since some individual information may not be made available to the individual himself/herself, please call the section that handles information for more information.

## Other Information on Shinjuku

### ■ Fureai (Friendly) Talk Delivery Service (Shinjuku City staff members are dispatched to the communities.)

#### 🏠 Lifelong Learning and Sports Division

Shinjuku City staff members are dispatched to communities to talk about the activities of the city administration or other subjects, making use of their specialized knowledge. The topics range from the familiar, such as everyday living, welfare, and the environment to specialized subjects.

#### ○ Groups That May Apply

As a rule, groups of 10 persons or more, more than half of which must live, work, or go to school in the city.

#### ○ Content

Choose from the list of courses available at the Lifelong Learning and Sports Division and Branch Offices, and apply directly at the coordinating division.

You can also refer to the website of Lifelong Learning and Sports Division.

#### ○ Fees

Lectures are free of charge. In some cases, fees for teaching materials are required.

#### ○ Location

As a rule, please use a venue in the city. Please call for more information.

### ■ Chiiki Centers (Community Centers)

These are facilities that can be used as a place for events of community activity groups and activities of individuals in the community. The centers are equipped with multipurpose halls, meeting rooms, kitchens, discussion rooms, movie screens, pianos, and stereos.

The hours for use are 9 a.m. to 9:45 p.m. for all Chiiki Centers.

Please note that in order to use the center for community activities, group registration is required in advance.

#### ● To Apply

##### 《Registered Groups》

From the 1st Saturday, two months before the desired day of use up to the applicable day of use (for January, from the 2nd Saturday up to the applicable day of use)

##### 《Other Groups》

From the 10th of the month before the desired day of use up to the applicable day of use (If the 10th is a holiday, then the following day)

- Yotsuya Chiiki Center  
🏠 87 Naito-machi, Shinjuku-ku  
☎ 03-3351-3314
- Ushigome Tansu Chiiki Center  
🏠 15 Tansu-machi, Shinjuku-ku  
☎ 03-3260-3677
- Enokicho Chiiki Center  
🏠 85 Waseda-machi, Shinjuku-ku  
☎ 03-3202-8585
- Wakamatsu Chiiki Center  
🏠 12-6 Wakamatsu-cho, Shinjuku-ku  
☎ 03-3209-6030
- Okubo Chiiki Center  
🏠 2-12-7 Okubo, Shinjuku-ku  
☎ 03-3209-3961
- Totsuka Chiiki Center  
🏠 2-18-1 Takadanobaba, Shinjuku-ku  
☎ 03-3209-8001
- Ochiai Daiichi Chiiki Center  
🏠 4-6-7 Shimo-Ochiai, Shinjuku-ku  
☎ 03-3954-1611
- Ochiai Daini Chiiki Center  
🏠 4-17-13 Naka-Ochiai, Shinjuku-ku  
☎ 03-3951-9941

- Kashiwagi Chiiki Center  
 🏠 2-3-7 Kita-Shinjuku, Shinjuku-ku  
 ☎ 03-3363-7036
- Tsunohazu Chiiki Center  
 🏠 4-33-7 Nishi-Shinjuku, Shinjuku-ku  
 ☎ 03-3377-1373

## Useful Telephone Information Services

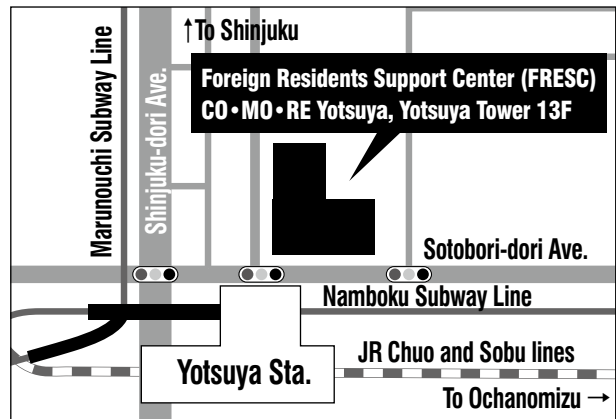
- **Tourism**
  - Shinjuku Convention & Visitors Bureau  
 ☎ 03-3344-3160
  - Tokyo Tourist Information Center  
 ☎ 03-5321-3077
  - Tokyo Youth Hostels Association  
 ☎ 03-3851-1121
  - Japan Travel and Tourism Association  
 ☎ 03-6435-8331
  - Japan Hotel Association  
 ☎ 03-3279-2706
  - Hato Bus Shinjuku Office  
 ☎ 03-3356-4270

- **Volunteer**
  - Shinjuku Voluntary Action Center  
 ☎ 03-5273-9191
  - Tokyo Voluntary Action Center  
 ☎ 03-3235-1171

## Foreign Residents Support Center (FRESC)

- 🏠 Yotsuya Tower 13F, 1-6-1 Yotsuya, Shinjuku-ku
- ☎ 0570-011000 (Navi-Dial)  
 Note: For some IP phones and for calls from overseas, Tel: 03-5363-3013
- 🌐 <http://www.moj.go.jp/isa/support/fresc/fresc01.html>

Hours: Monday through Friday (except on national holidays and during the year-end/New Year holidays), 9 a.m. to 5 p.m.



There are eight service counters on one floor. You can take advantage of consultation services concerning visa status as well as employment for foreign residents, including international students. The center also offers consultations for businesses that employ foreign residents. There are staff members who speak Japanese, English and Chinese at the reception desk. Multilingual consultations (in Korean, Portuguese, Spanish, Filipino, Vietnamese, Thai, Indonesian and Nepalese) can also be done using a tablet.

### ■ The Eight Consultation Service Counters and Their Primary Services

- **Immigration Services Agency Information Disclosure Request Office**
  - ☎ 03-5363-3005 (special line for reservations)
  - 🌐 [www.immi-moj.go.jp/news-list/kaiji\\_release.html](http://www.immi-moj.go.jp/news-list/kaiji_release.html)  
 You can see documents managed by the Immigration Services Agency, such as immigration/emigration (returning) records and alien registration records.

### ● Tokyo Regional Immigration Services Bureau

- ☎ 03-5363-3025 (special line for reservations)
- 🌐 [www.immi-moj.go.jp/soshiki/kikou/tokyo.html](http://www.immi-moj.go.jp/soshiki/kikou/tokyo.html)  
- Visa consultation reservation form (Japanese)
- 🌐 <https://www12.webcas.net/form/pub/fresc/yoyaku-jpn>  
- Visa consultation reservation form (English)
- 🌐 <https://www12.webcas.net/form/pub/fresc/yoyaku-eng>

You can ask the bureau for help in changing your visa status and/or renewing your visa. You will need a reservation for a consultation.

### ● Japan External Trade Organization (JETRO)

- ☎ 03-3582-5203
- E-mail: [OpenforProfessionals@jetro.go.jp](mailto:OpenforProfessionals@jetro.go.jp) (for consultations)
- 🌐 <https://www.jetro.go.jp/hrportal/>

JETRO promotes the employment of highly skilled foreign professionals through information at seminars and on its portal site.

### ● Ministry of Foreign Affairs Visa Information

- ☎ 0570-011000 (Press 5 according to the instructions)
- 🌐 <https://www.mofa.go.jp/mofaj/toko/visa/index.html>

The ministry offers general consultations about the application forms for the visa authorization necessary for entering Japan.

### ● Tokyo Employment Service Center for Foreigners

- ☎ 0570-011000 (Press 3 according to the instructions)
- 🌐 <https://jsite.mhlw.go.jp/tokyo-foreigner/>

This service counter helps foreign students and highly skilled foreign professionals (such as specialists and those in engineering fields) find employment.

### ● Tokyo Legal Affairs Bureau, Human Rights Department

- ☎ 0570-003-110 (in Japanese)
- ☎ 0570-090-911 (in foreign languages)
- 🌐 <http://houmukyoku.moj.go.jp/tokyo/>

This department offers consultations on human rights issues, such as discrimination against or the bullying of foreign residents or persons with disabilities.

### ● Japan Legal Support Center (the JLSC, Houterasu)

- ☎ 0570-011000 (Press 6 according to the instructions)
- ☎ 0570-078377 (multilingual information in English, Chinese, Korean, Spanish, Portuguese, Vietnamese, Filipino, Nepalese and Thai)
- 🌐 <https://www.houterasu.or.jp/>

This support center offers help on solving legal problems, and introduces consultation offices free of charge.

### ● Tokyo Labour Bureau Consultation and Support Office for Foreigners

- ☎ 0570-011000 (Press 2 according to the instructions)
- ☎ 0120-816703 (toll-free)
- 🌐 <https://jsite.mhlw.go.jp/tokyo-roudoukyoku/fresc.html>
- 🌐 <https://www.toukiren.or.jp/fresc> (Health and safety)

This consultation service counter can help you with problems involving work, such as layoffs and disputes about working hours and wages. You can also consult them about issues related to the health and safety of foreign laborers.

## ■ Daily Support Portal for Foreign Nationals (Immigration Services Agency)

<http://www.moj.go.jp/isa/support/portal/index.html>



## Telephone Numbers of Main Embassies

China	03-3403-3388
Korea	03-3452-7611
Vietnam	03-3466-3311
Nepal	03-3713-6241
Myanmar	03-3441-9291
United States	03-3224-5000
Philippines	03-5562-1600
France	03-5798-6000
Thailand	03-5789-2433
United Kingdom	03-5211-1100
Bangladesh	03-3234-5801
India	03-3262-2391
Canada	03-5412-6200
Indonesia	03-3441-4201
Russia	03-3583-4224
Mongolia	03-3469-2088
Australia	03-5232-4111
Brazil	03-3404-5211
Germany	03-5791-7700
Malaysia	03-3476-3840
Italy	03-3453-5291
Spain	03-3583-8531
Uzbekistan	03-6277-2166
Singapore	03-3586-9111
Sri Lanka	03-3440-6911
Turkey	03-6439-5700
Switzerland	03-5449-8400
Peru	03-3406-4243
New Zealand	03-3467-2271
Pakistan	03-5421-7741
Cambodia	03-5412-8521
Sweden	03-5562-5050

Mexico	03-3581-1131
Argentine	03-5420-7101
Belgium	03-3262-0191
Netherlands	03-5776-5400
Colombia	03-3440-6451
Iran	03-3446-8011
Ukraine	03-5474-9770
Chile	03-3452-7561
Tunisia	03-3511-6622
Poland	03-5794-7020
Ireland	03-3263-0695
United Arab Emirates	03-5489-0804
Romania	03-3479-0311
Saudi Arabia	03-3589-5241
Egypt	03-3770-8022
Austria	03-3451-8281
Morocco	03-5485-7171
Laos	03-5411-2291
Denmark	03-3496-3001
Israel	03-3264-0911
Nigeria	03-5425-8011
Portugal	03-5212-7322
Hungary	03-5730-7120
Norway	03-6408-8100
South Africa	03-3265-3366
Bulgaria	03-3465-1021
Ghana	03-5410-8631
Slovakia	03-3451-2200
Czech Republic	03-3400-8122
Greece	03-3403-0871
Finland	03-5447-6000
Kyrgyzstan	03-6453-8277
Senegal	03-3464-8451
Lithuania	03-3408-5091
Serbia	03-3447-3571



## Service Counters Where Counseling in Foreign Languages Is Available

★ Shinjuku Foreign Resident Advisory Corner	General everyday living	English		☎ 03-5272-5060
		Chinese	(Mon. through Fri.)	☎ 03-5272-5070
		Korean		☎ 03-5272-5080
● Shinjuku Multicultural Plaza	General everyday living	Korean (afternoon only)	(Mon.)	
		Chinese, Thai, and Nepalese	(Tue.)	
		English (excluding 2nd and 4th Wednesday of the month)	(Wed.)	☎ 03-5291-5171
		Myanmar (Burmese) and Chinese	(Thu.)	
		Korean English (3rd Friday of the month)	(Fri.)	
● Consultation Support Center for Foreign Residents	Consultations concerning immigration, visa procedures, and everyday living	English and Chinese		☎ 03-3202-5535
		Spanish and Portuguese		☎ 03-5125-4039
● Foreign Residents Support Center (FRESC)	General everyday living	English, Chinese, etc.	(Mon. through Fri.)	☎ 0570-011000
● Immigration Information Center	Visa consultations	English, Spanish, Chinese, Korean, etc.	(Mon. through Fri.)	☎ 0570-013904 ☎ 03-5796-7112
● Tokyo Metropolitan Consultations for Foreign Residents	General everyday living	English	(Mon. through Fri.)	☎ 03-5320-7744
		Chinese	(Tue. and Fri.)	☎ 03-5320-7766
		Korean	(Wed.)	☎ 03-5320-7700
● Police Department Comprehensive Consultation Center	Consultations for victims of crimes	English, Chinese, Korean, etc.	(Mon. through Fri.)	☎ 03-3501-0110
			Touch-dial	☎ #9110
● Police Department Consultation for Foreign Residents	Consultations for victims of crimes	English, Chinese, etc.	(Mon. through Fri.)	☎ 03-3503-8484
● Tokyo Legal Affairs Bureau Information on Human Rights Counseling in Foreign Languages	Human rights consultations	English, Chinese, Korean, Filipino, Portuguese, Vietnamese, etc.	(Mon. through Fri.)	☎ 0570-090911
● Shinjuku Employment Assistance and Instruction Center for Foreigners	Labor consultations Introduction of employment/part-time jobs	English and Chinese	(Mon. through Fri.)	☎ 03-3204-8609
● Advisory Services for Foreign Workers	Labor consultations	English	(Mon., Thu. and Fri.)	
		Chinese	(Mon., Tue. and Thu.)	
		Filipino	(Mon., Tue., Wed. and Fri.)	
		Vietnamese	(Mon. through Fri.)	☎ 03-3816-2135
		Nepalese	(Tue. through Thu.)	
		Cambodian	(Wed.)	
		Mongolian	(Fri.)	
● Tokyo Metropolitan Labor Consultation Center	Labor consultations	English	(Mon. through Fri.)	☎ 03-3265-6110
		Chinese	(Tue. through Thu.)	
● Himawari (Tokyo Metropolitan Health and Medical Information Center)	Medical institutions and medical system	English and Chinese	(Daily)	☎ 03-5285-8181
		Korean, Thai, and Spanish		
● Japan Anti-Tuberculosis Association	Telephone consultations for foreign residents concerning tuberculosis	English, Chinese, Korean (third week only), Vietnamese, Myanmar (Burmese; morning only), Nepalese (second and fourth weeks; morning only)	(Tue.) 10 a.m. to 12 noon, 1 to 3 p.m.	☎ 03-3292-1218/9
● Tokyo English Lifeline	Consultations on everyday living	English	(Daily)	☎ 03-5774-0992
● Japan Post Customer Service Center	Postal services	English	(Daily)	☎ 0570-046-111
● NTT East Information	Telephone services, etc.	English, Chinese, Portuguese, and Spanish	(Daily)	☎ 0120-005-250
● JR East Infoline	Information on JR East Japan	English, Chinese, and Korean	(Daily)	☎ 050-2016-1603

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