Living

2023

For a Comfortable Life

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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.

Garbage and Recycling

■How to Dispose of Recyclable Resources and Garbage

☞ **Shinjuku Waste Collection Office**
🏠 2-1-1 Shimo-Ochiai, Shinjuku-ku
☎ 03-3950-2923

☞ **Shinjuku-Higashi Waste Collection Center**
🏠 10-16 Yotsuya-Sanei-cho, Shinjuku-ku
☎ 03-3353-9471

☞ **Kabukicho Waste Collection Center**
🏠 2-42-7 Kabuki-cho, Shinjuku-ku
☎ 03-3200-5339

As a rule, the collection of recyclable resources and garbage from regular households is free of charge. There is a fee, however, for the collection of large amounts of garbage and oversized garbage.

A fee is charged for all recyclable resources and garbage from shops and businesses. As a rule, the city would like shops and businesses to handle their own garbage (through use of a waste collection company or recyclable resource collection company). The Shinjuku City Office only deals with small-scale shops and businesses that have difficulty finalizing contracts with waste-collection companies or other similar organizations, and they must attach official Shinjuku City Garbage Handling Fee Tickets to their garbage. Please purchase these stickers at any shop showing the agency sign, and place the stickers on garbage bags, newspapers, and magazines in a spot where they can easily be seen.

It is important that everybody observes the rules when disposing of recyclable resources and garbage, to eliminate any possible problems with neighbors.

Shinjuku City Office has information in foreign languages on how to dispose of recyclable resources and garbage, so please use this information.

Also, a PDF version is available on Shinjuku City's Information on Everyday Living for Foreign Residents website.
🖳 www.foreign.city.shinjuku.lg.jp/en/

● **Reduce Waste with 3Rs**

Recycling items instead of throwing them away as garbage helps the global environment in that it conserves natural resources. Let's work together to reduce garbage and reuse recyclable resources.

Observe the following 3Rs to reduce garbage:

○ **Reduce**

Reduce items that will become garbage.

For example, do not buy unnecessary items.

○ **Reuse**

Make the most of items without throwing them away.

For example, use the same bottle over and over again.

○ **Recycle**

Process items into recyclable resources.

For example, separate old paper, bottles, and cans and dispose of them as recyclable resources.

● How to Dispose of Recyclable Resources

Category	Collection Frequency	Collection Site	Please Be Aware of the Following Points!
Newspapers Magazines (includes notebooks, confection boxes, wrapping paper, and envelopes) Cardboard Paper Cartons	Once a week	Recyclable resources and garbage collection site Please put out by 8 a.m. on the collection day.	○ Bind items with string according to type. Collection is made on rainy days as well. ○ Fold newspapers into four (A4-size). ○ The following items are not collected as recyclable resources, so please dispose of them as combustible garbage: Photographs, heat-sensitive paper, paper cups, window envelopes, paper scraps, plastic-coated paper, waxed cardboard, oily stained paper such as pizza home-delivery boxes, etc. ○ There is a charge for the collection of business-related recyclable resources. Please attach a Shinjuku City Garbage Handling Fee Ticket to the garbage.
Plastic Containers and Wrapping with the Identifying Mark (such as plastic bottles, cups, trays, packages, and tubes; plastic bags for confections and frozen food; retort pouches; plastic lids; plastic clasps; plastic shopping bags; etc.)	Once a week	Recyclable resources and garbage collection site Please put out by 8 a.m. on the collection day.	○ Dispose of items together in a transparent/semitransparent garbage bag. ○ Items that are dirty are not considered recyclable resources. ○ Items that are not completely emptied or that are difficult to clean should be disposed of as combustible garbage. ○ There is a fee for the collection of business-related recyclable resources. Please attach a Shinjuku City Garbage Handling Fee Ticket that matches the size of the bag.
Bottles (for food, beverages, cosmetics, and medicines)	Once a week	Recyclable resources and garbage collection site Please put out by 8 a.m. on the collection day.	○ After rinsing the insides out with water, please place these items in a transparent/semitransparent plastic bag. As a rule, broken bottles, bottles you cannot clean properly, medicine bottles (except for bottles that contained medicinal drinks), light bulbs, and fluorescent lamps are not collected as recyclable resources. Please dispose of these items together with metal, ceramic, and glass items.
Cans (for food and beverages)			○ After rinsing the insides out with water, please place these items in a transparent/semitransparent plastic bag. Cans you cannot clean properly, cans that held contents other than food and beverage, and *itto-kan* (18-liter cans) are not collected as recyclable resources. Please dispose of them together with metal, ceramic, and glass items.
Spray Cans, Gas Cylinders, Disposable Dry-Cell Batteries			○ Please place these items in a transparent/semitransparent plastic bag after using up their contents as much as possible.
Plastic PET Bottles (with the identifying mark)			○ After rinsing the insides out with water, please crush plastic bottles and place them in a transparent/semitransparent plastic bag. Dispose of caps and labels together with plastic containers and wrapping.
	Notes: 1. At some garbage collection sites, such as those for apartments and condominiums, the collection containers/nets are distributed. Please place bottles in the yellow containers; cans in the blue containers; spray cans, gas cassettes, and dry-cell batteries in the green containers; and plastic PET bottles in the blue nets. 2. A fee is charged for the collection of business-related recyclable resources. Please place such items in a bag and attach the Shinjuku City Garbage Handling Fee Ticket according to the size of the bag.		
Collection of used small electronic devices (mobile phones, mobile music players, portable game devices, digital cameras, portable video cameras, portable car navigators, electronic dictionaries, calculators, and accessories such as remote controllers, AC adaptors and cables)	——	Collection boxes located at Shinjuku Waste Collection Office, Shinjuku-Higashi Waste Collection Center, Kabukicho Waste Collection Center, Shinjuku Waste Station/Resource Center, Shinjuku Recycling Center, Nishi-Waseda Recycling Center, Waste Reduction and Recycling Division of Shinjuku City Office (Shinjuku City Office Main Bldg. 7F) and Branch Offices.	○ Nine types of used small electronic devices are collected at service counters of the collection sites at left. ○ Please note that the schedules for these service counters vary. ○ Put these items in the collection boxes at the City Office Main Building 1F, Branch Offices and the Environmental Studies and Information Center (Eco Gallery Shinjuku).
Ink Cartridges Ink cartridges for home-use printers; must be completely empty. Restricted to branded cartridges from Brother Industries, Canon, Seiko Epson, and HP Japan.	——	Collection boxes located at Shinjuku City Office Main Bldg. 1F, Shinjuku Waste Collection Office, Shinjuku-Higashi Waste Collection Center, Shinjuku Recycling Center, Nishi-Waseda Recycling Center, Environmental Studies and Information Center, and Branch Offices.	○ Put these items in the collection boxes. ○ Please note that the schedules for these service counters vary. ○ Inquiries: Waste Reduction and Recycling Division ☎ 03-5273-3318 FAX 03-5273-4070

● How to Dispose of Garbage

Category	Collection Frequency	Collection Site	Please Be Aware of the Following Points!
Combustible Garbage (Kitchen scraps, paper scraps, wood chips, plastic items other than containers and wrapping with the identifying ♻ mark, rubber items, leather items, disposable diapers, sanitary napkins, chemical rags, cigarette butts, etc.)	Twice a week	Recyclable resources and garbage collection site Please put out by 8 a.m. on the collection day.	○ Please separate garbage properly and place the garbage in containers or transparent/semitransparent plastic bags. Please pick up your empty containers as soon as possible. ○ Wrap sharp objects, such as glass and skewers, using thick paper, and label it "kiken (dangerous)" before disposal. ○ Be sure to use up the contents of lighters as much as possible before disposal. Please put them in a separate bag from other garbage. ○ Please be sure to place household mercury thermometers and mercury blood pressure measuring machines in a separate transparent/semitransparent bag so that the contents can be seen. ○ Please wrap fluorescent lamps in paper or put them in their cartons before disposal. ○ There is a fee for the collection of business-related garbage. Please attach a Shinjuku City Garbage Handling Fee Ticket.
Metal, Ceramics, and Glass (This category includes small electric appliances, lighters, etc.)	Twice a month		
Oversized Garbage (excluding air conditioners, TVs, refrigerators, freezers, laundry machines, clothes dryers, and personal computers) Call the Oversized Garbage Reception Center, ☎ 03-5304-8080 for reservations (Mon. through Sat., 8 a.m. to 7 p.m.). Reservations can also be made over the Internet (24 hours). Oversized Garbage Reception Center https://www.shinjuku-sodai.com	On a reservation basis	In front of the house, etc. Please put out by 8 a.m. on the collection day.	○ Garbage items measuring over 30 cm on any side—such as furniture, bedding, electric products or bicycles—are considered oversized garbage. ○ There is a fee for the collection of all oversized garbage. After making a reservation with the Oversized Garbage Reception Center, please purchase the appropriate Shinjuku City Oversized Garbage Handling Fee Tickets and attach them to the oversized garbage on the day of collection. ○ There are handling fee reduction programs for victims of natural disasters and fires, those receiving public financial assistance for everyday living, and recipients of Child Support Allowance, Special Child Support Allowance, and Age Welfare Pension. ○ The city does not collect oversized garbage produced from business activities. Please make arrangements to dispose of these items.

● Air Conditioners, TVs, Refrigerators (Freezers), Laundry Machines, Clothes Dryers, and Personal Computers

Air Conditioners, TVs, Refrigerators (Freezers), Laundry Machines, and Clothes Dryers Electric Appliance Recycling Reception Center	○ Since these items are covered by the Home Appliance Recycling Law, the city does not collect them. ○ When replacing your old appliances, please ask the store where you are purchasing a new one to handle your used appliance. If you are simply throwing away your old appliance, ask the original store of purchase to handle your used appliance. ○ If you are unable to ask an electric appliance store to handle your used appliance, please call the Electric Appliance Recycling Reception Center. Electric Appliance Recycling Reception Center, ☎ 0570-08-7200 (Mon. through Fri., 9 a.m. to 5 p.m.) You can also apply via the Internet on a 24-hour basis. (Information is in Japanese only.) https://kaden23rc.jp ○ The person disposing of items must bear the cost of the recycling fee and a separate collection/transportation fee. For more information on recycling fees and collection/transportation fees, please ask the retail store or the Electric Appliance Recycling Reception Center.
Personal Computers	Shinjuku City does not collect personal computers that are no longer used at home. To dispose of these, you can either ask a collaborative or cooperating company of Shinjuku City to collect your used computer or ask the computer's manufacturer to collect it. ○ Authorized companies that operate based on the Small Home Appliance Recycling Law collect computers using home delivery services. Please inquire/apply to Renet Japan Recycle, Inc. (https://www.renet.jp/). ○ Please apply directly to the manufacturer of the computer you plan to dispose of for collection. You can find the telephone number of the manufacturer at the PC3R Promotion Association (☎ 03-5282-7685, https://www.pc3r.jp).

Note: The following items are not collected by the city. Please call the waste collection office or waste collection center for more information.

Hazardous items, dangerous items, items that emit strong odors, and items that are difficult to dispose of.

Examples: Chemicals, fireworks, matches, gas cylinders (excluding those for tabletop cooking equipment), paint thinner, light oil, kerosene, gasoline, paint, printing ink, car batteries, soil, sand, rocks, concrete blocks, sludge, fire extinguishers, automobiles, motorcycles, tires, pianos, heat-resistant safes, etc.

■To Prevent Crows and Cats from Causing Damage to Garbage Collection Sites

☞**Shinjuku Waste Collection Office**
🏠 2-1-1 Shimo-Ochiai, Shinjuku-ku
☎ 03-3950-2923
☞**Shinjuku-Higashi Waste Collection Center**
🏠 10-16 Yotsuya-Sanei-cho, Shinjuku-ku
☎ 03-3353-9471
☞**Kabukicho Waste Collection Center**
🏠 2-42-7 Kabuki-cho, Shinjuku-ku
☎ 03-3200-5339

To prevent crows and cats from scattering kitchen scraps and to keep garbage collection sites as clean as possible, the City Office serves as a source for the rental of crow-prevention nets.

Crow-prevention nets are free for use by those who use or maintain garbage collection sites.

■Handling Animal (Dog, Cat, etc.) Carcasses

☞**Shinjuku Waste Collection Office**
🏠 2-1-1 Shimo-Ochiai, Shinjuku-ku
☎ 03-3950-2923
☞**Shinjuku-Higashi Waste Collection Center**
🏠 10-16 Yotsuya-Sanei-cho, Shinjuku-ku
☎ 03-3353-9471
☞**Kabukicho Waste Collection Center**
🏠 2-42-7 Kabuki-cho, Shinjuku-ku
☎ 03-3200-5339

If a pet dies, you can bury your pet in a private cemetery or ask the waste collection office (Handling fee: ¥3,000 per animal) to handle the carcass. The waste collection office will not handle any carcass weighing 25 kg or more.

If you find an animal carcass on the street, or on park or private land (including empty lots), please tell a maintenance person who will handle its disposal.

● **City Roads**
Tobu Public Works Office
Jurisdiction: East of Meiji-dori Avenue
☎ 03-5361-2454
Seibu Public Works Office
Jurisdiction: West of Meiji-dori Avenue
☎ 03-3364-2422

● **City Parks**
Tobu Park Office
Jurisdiction: East of Meiji-dori Avenue
☎ 03-5361-2451
Seibu Park Office
Jurisdiction: West of Meiji-dori Avenue
☎ 03-3364-2421

● **Metropolitan Roads** (contracted to Shinjuku City by the Tokyo Metropolitan Government)
Shinjuku Waste Collection Office
☎ 03-3950-2923
Shinjuku-Higashi Waste Collection Center
☎ 03-3353-9471
Kabukicho Waste Collection Center
☎ 03-3200-5339

● **National Roads**
Tokyo National Highway Office Yoyogi Branch
☎ 03-3374-9451

● **Private Property** (including empty lots)
The carcass will be handled at the expense of the property owner. If you ask a waste collection office or waste collection center to handle the carcass, a handling fee (¥3,000 per animal) will be charged.

■Shinjuku Recycling Center

🏠 4-10-2 Takadanobaba, Shinjuku-ku
☎ 03-5330-5374
Closed: Mon. (Open if Mon. is a national holiday, and closed the following day) and during the year-end/New Year holidays (December 29 through January 3)

To promote the three Rs (reduce, reuse and recycle), the Center conducts classes on recycling and various programs geared toward the reduction of garbage.

(1) Reading area and rental of library books
(2) Classes on the environment and recycling
A venue for people to enjoy learning about the three Rs, the Center holds classes two or three times per month.
(3) Flea Markets
Held on the first and third Sundays of the month
(4) Recycle Shop Moichido Club
Clothes and daily commodities that are no longer needed are sold.
(5) Catalog of Items
Used electric appliances and oversized household objects are posted on the bulletin board, and items that are cataloged in this manner are sold.
(6) Collection of Recyclable Resources
Nine kinds of items are collected at recyclable resource collection stations.

(7) Food Drive
Unwanted/unneeded food is collected from households. The food collected is then sent to welfare groups, facilities, food banks, etc. to be distributed.
(8) Meeting Room Rentals
City residents can rent meeting rooms for recycling activities.
Note: Registration is required before using services (3) through (5).

■Nishi-Waseda Recycling Center

3-19-5 Nishi-Waseda, Shinjuku-ku
☎ 03-5272-5374
Closed: Mon. (Open if Mon. is a national holiday, and closed the following day) and during the year-end/New Year holidays (December 29 through January 3)

To promote the three Rs (reduce, reuse and recycle), the Center conducts classes on recycling and various programs geared toward the reduction of garbage.
(1) Reading area and rental of library books
(2) Classes on the environment and recycling
A venue for people to enjoy learning about the three Rs, the Center holds classes on an ongoing basis.
(3) Flea Markets
Held on the second and fourth Saturdays of the month
(4) Catalog of Items
Used electric appliances and oversized household objects are posted on the bulletin board, and items that are cataloged in this manner are sold.
(5) Display and Sale of Furniture
Used furniture is collected, repaired and sold.
(6) Collection of Recyclable Resources
Nine kinds of items are collected at recyclable resource collection stations.
(7) Food Drive
Unwanted/unneeded food is collected from households. The food collected is then sent to welfare groups, facilities, food banks, etc. to be distributed.
Note: Registration is required before using services (3) and (4).

■To Prevent Damages Caused by Littering of Empty Cans and Smoking on the Street

City Beautification Section, Waste Reduction and Recycling Division

Littering is prohibited in the public areas of Shinjuku City (such as the streets). Violators will be fined (¥20,000 or less), especially in the Designated Beautification Areas (Shinjuku Station east exit, Shinjuku Station west exit, and Takadanobaba Station areas).

Smoking on the street is prohibited throughout the entire city except for certain designated areas. Smoking while walking is, of course, prohibited, as well as smoking while standing using a portable ashtray. Respect the rules and observe the designated smoking and nonsmoking areas so that everyone—particularly those who need to avoid cigarette smoke for specific health reasons (e.g., asthmatics), those who are sensitive to smoke, and children—can breathe free and enjoy their time outside.

Please cooperate in creating a safe, clean town we can live in with peace of mind.

Energy Conservation and Ecology

■Ten Things That Can Be Done at Home

Our consumption of utilities that are essential in our everyday lives, such as electricity, gas, water, and gasoline, increases the amount of CO_2 in the air and causes global warming.

If each and every one of us leads a life of environment-friendly habits, we can significantly reduce the amount of CO_2 produced. Let's maintain an efficient and environment-friendly lifestyle in a fun way for children, who will shoulder the responsibility for future generations.

What to Reduce	Amount of CO_2 Reduced per Day	Amount of Money Saved per Day
1. Set the air conditioner/cooler thermostat at roughly 28°C.	About 40.5 g	About 2.2 yen
2. Set the air conditioner/heater thermostat at roughly 20°C.	About 71.2 g	About 3.9 yen
3. Adjust the thermostat in the refrigerator according to the season.	About 82.7 g	About 4.5 yen
4. Adjust the setting of the TV so that the screen is not too bright.	About 36.4 g	About 2.0 yen
5. Put larger loads in the clothes dryer to reduce the number of times of use.	About 56.2 g	About 3.0 yen
6. Reconsider using the computer (desktop) power-saving option.	About 17.0 g	About 0.9 yen
7. Do not keep the electric pot on "warm" for long periods of time.	About 144.1 g	About 7.8 yen
8. Turn off the shower when not rinsing off.	About 84.1 g	About 7.3 yen
9. Replace incandescent electric lightbulbs with LED bulbs.	About 123.3 g	About 6.7 yen
10. Close the lids of electric toilets when they are not in use.	About 46.8 g	About 2.5 yen

Source: *Katei-no Sho-ene Handbook 2022* (Household Energy Conservation Handbook 2022), Tokyo Metropolitan Government Bureau of Environment.

Use of Bicycles

■Traffic Rules for Bicycles

● **Let's obey the traffic rules for bicycles**

Thinking that you are safe on a bicycle and ignoring the traffic rules can lead to a major, or even fatal, accident. Although you do not need a license to ride a bicycle, if you do not obey the traffic rules, this is considered to be a traffic violation punishable (in some cases) by a fine or imprisonment.

● **Ride on the left side of the road**

As a rule, if there is a sidewalk for pedestrians, you should ride your bicycle on the street with other vehicles. In addition, you must generally ride on the left side of the road. (Violators may be imprisoned for three months or less or fined up to ¥50,000.)

You can ride your bicycle on the sidewalk if there is a sign that says bicycles are permitted. However, bicycles must be ridden on the side closest to the road. If there are bicycle lanes, you must use them unless there are unavoidable circumstances.

● **Pedestrians have the right of way on sidewalks, so ride slowly**

Be careful of the safety of pedestrians while riding your bicycle. Particularly, if you are riding on the sidewalk—slow down and pay attention to pedestrian activity. You must make a complete stop if riding is dangerous. (Violators may be fined up to ¥20,000.)

● **Observe traffic signals and signs**

(Violators may be imprisoned for three months or less or fined up to ¥50,000.)

● **Follow the rules for turning right**

Stay on the left side of the road whenever possible. When making a right turn at an intersection, you must go straight to the opposite corner of the intersection where you want to turn right. Make sure you lower your speed sufficiently. If there is a traffic signal at the intersection and you want to turn right, obey the traffic light and go straight to the other side of the street; then stop there and change directions to the right and after the traffic signal in front of you turns green, ride across the street.

● **Turn on the front light of your bicycle when it is dim or dark outside**

(Violators may be fined up to ¥50,000.)

● **Riding a bicycle while using an umbrella or cell phone is not permitted**

(Violators may be fined up to ¥50,000.)

● **You must not ride your bicycle while under the influence of alcohol**

(Violators may be imprisoned for five years or less or fined up to ¥1,000,000.)

● **Do not carry passengers on your bike**

Bicycles must be ridden without passengers except in the following cases (violators may be fined up to ¥20,000):

(1) Regular bicycles

A rider 16 years of age or older may carry only one preschooler if there is a seat for toddlers on the bicycle.

(2) Bicycles with seats for two preschoolers

A rider 16 years of age or older may also carry two preschoolers if the bicycle meets the safety standards for carrying two toddlers.

● **Have children wear helmets while they are on bicycles**

● **When changing directions while riding, be sure to look back to check for safety before proceeding**

● **Park bicycles in designated areas, such as parking lots for bicycles**

● **Check your bicycle for safety before riding it**

■Bicycle Casualty Insurance

As of April 1, 2020, the Tokyo Metropolitan Government requires all bicycle riders to enroll in insurance to ensure that they can pay for any damage or injury to others if the rider is involved in a cycling accident.

If the bicycle rider is under legal age (a minor), the parent/guardian must enroll in this type of insurance.

● Types of Insurance

You may be able to include bicycle casual insurance as a special contract in casualty insurance, fire insurance or vehicle (car) insurance. There are also insurance programs for bicycles in which you can easily enroll at convenience stores or via the Internet. There is also insurance that is displayed on bicycles (TS mark) that have undergone official safety inspection. Since there are cases in which liability is covered in insurance plans that you are already be enrolled in, please check with your insurance agent.

For more information, please ask your insurance company or insurance agent.

■Parking Lots for Bicycles and Motorcycles

Bicycle Countermeasures Section, Traffic Affairs Division

Bicycles are a convenient means of transportation that anyone can use—you can carry luggage and widen your range of activity. However, if you leave your bicycle on the street, this obstructs pedestrian traffic and makes areas where crowds gather, such as station areas, particularly dangerous.

Shinjuku City has established bicycle/motorcycle parking lots near stations in the city.

These parking lots are operated by cooperating private companies, and are mainly unstaffed parking lots that you can use on an hourly basis. Some parking lots can also be used on a regular basis. In addition, some parking lots can be used to park motorcycles (over 50 cc) and motorcycles (50 cc or less).

● Tobu (East) Area

Name	Fees	Inquiries
Akebonobashi Station (🏠 5 Kata-machi)	For bicycles: Free of charge for 2 hours. Beyond that, ¥110* is charged per every additional 8 or 12 hours. For motorcycles: Free of charge for 2 hours. Beyond that, ¥110* is charged per every additional hour. Regular use is available.	Cyca Parking ☎ 0120-991-674 (* ¥100 for transportation IC cards)
Iidabashi Station (🏠 1 Kaguragashi; 1 Shimomiyabi-cho)	Free of charge for 2 hours. Beyond that, ¥110* is charged per every additional 8 hours. Regular use is available.	
Ichigaya Station (🏠 1-10 Ichigaya-Tamachi and other locations)	Free of charge for 2 hours. Beyond that, ¥110* is charged per every additional 6 or 8 hours. For bicycles only	
Ushigome-Kagurazaka Station (🏠 15 Tansu-machi, 43 Tansu-machi)	Free of charge for 2 hours. Beyond that, ¥110* is charged per every additional 12 hours. Regular use is available. For bicycles only	
Ushigome-Yanagicho Station (🏠 1-10 Hara-machi, 2-6 Hara-machi)	For bicycles: Free of charge for 2 hours. Beyond that, ¥110* is charged per every additional 12 hours. For motorcycles: Free of charge for 2 hours. Beyond that, ¥110* is charged per every additional hour. Regular use is available.	
Kagurazaka Station (🏠 104 Yarai-cho)	Free of charge for 2 hours. Beyond that, ¥110* is charged per every additional 12 hours. Regular use is available. For bicycles only	
Kokuritsu Kyogijo Station (🏠 10 Kasumigaoka-machi)	Free of charge for 2 hours. Beyond that, ¥110* is charged per every additional 12 hours. For bicycles only	
Wakamatsu-Kawada Station (🏠 10-10 Kawada-cho, 13 Wakamatsu-cho)	Free of charge for 2 hours. Beyond that, ¥110* is charged per every additional 12 hours. Regular use is available. For bicycles only	
Shinjuku-Sanchome Station (🏠 2-12 Shinjuku and other locations, 3-1 Shinjuku)	For bicycles: Free of charge for 2 hours. Beyond that, ¥110* is charged per every additional 6 hours. For motorcycles: Free of charge for 30 minutes. Beyond that, ¥110* is charged per every additional hour.	
Shinjuku Gyoenmae Station (🏠 1-8 Shinjuku and other locations)	Free of charge for 2 hours. Beyond that, ¥110* is charged per every additional 6 hours. For bicycles only	
Yotsuya-Sanchome Station (🏠 3-4 Yotsuya and other locations)	Free of charge for 2 hours. Beyond that, ¥110* is charged per every additional 6 or 8 hours. For bicycles only	
Shinanomachi Station (🏠 19 Kasumigaoka-machi, 1 Kasumigaoka-machi)	Free of charge for 2 hours. Beyond that, ¥110* is charged per every additional 12 hours. Regular use is available. For bicycles only	
Waseda Station (🏠 1-100 Totsuka-cho, 517 Waseda-Tsurumaki-cho and other locations)	For bicycles: Free of charge for 2 hours. Beyond that, ¥110* is charged per every additional 6, 8 or 24 hours. For motorcycles: Free of charge for 2 hours. Beyond that, ¥110* is charged per every additional hour.	
Toden Waseda Station (🏠 1-23 Nishi-Waseda)	Free of charge for 2 hours. Beyond that, ¥110* is charged per every additional 12 hours. For bicycles only	
Yotsuya Station (🏠 1-5 Yotsuya)	Free of charge for 2 hours. Beyond that, ¥110* is charged per every additional 6 hours. For bicycles only	
Yotsuya Station Bicycle Parking Lot	Free of charge for 2 hours. Beyond that, ¥100 is charged per every additional 8 or 12 hours. For bicycles only	Mitsubishi Estate Parks Co. Ltd. ☎ 050-5374-1467

● Seibu (West) Area

Name	Fees	Inquiries
Takadanobaba Station (🏠 2-18 Takadanobaba)	Free of charge for 2 hours. Beyond that, ¥110 is charged per every additional 6 hours. For bicycles only	Cyca Parking ☎ 0120-991-674
Okubo Station (🏠 2-27 Hyakunin-cho)	For bicycles: Free of charge for 2 hours. Beyond that, ¥110* is charged per every additional 4 or 10 hours. For motorcycles (125 cc or less): Free of charge for 2 hours. Beyond that, ¥110* is charged per every additional hour.	NCD Bicycle Parking Lot Support Center (Concerning regular use) ☎ 03-4213-8016 (No. 4000) (Concerning hourly use) ☎ 0120-3566-21 (* ¥100 for transportation IC cards)
Ochiai Station (🏠 3-8 and 2-29 Kami-Ochiai)	Free of charge for 2 hours. Beyond that, ¥110* is charged per every additional 6 or 10 hours. For bicycles only	
Ochiai-Minami-Nagasaki Station (🏠 3-1 and 8 Nishi-Ochiai)	Free of charge for 2 hours. Beyond that, ¥110* is charged per every additional 6 or 10 hours. For bicycles only	
Shimo-Ochiai Station (🏠 1-17 Kami-Ochiai)	Free of charge for 2 hours. Beyond that, ¥110* is charged per every additional 10 hours. Regular use is available.	
Shin-Okubo Station (🏠 2-3 Hyakunin-cho)	For bicycles: Free of charge for 2 hours. Beyond that, ¥110* is charged per every additional 10 hours. For motorcycles: Free of charge for 2 hours. Beyond that, ¥110* is charged per every additional hour. Regular use is available.	
Shinjuku Station (🏠 1-1, 5, 6, 16, and 17 Kabuki-cho; 3-14, 15, 20, 21, 22, 23, 26, and 27 Shinjuku; 5-17 Shinjuku; 1-1, 3, 4, 5, 6, 7, 8, 9, 10, 13, 18, 19, 20, 24, 25, and 26 Nishi-Shinjuku; 7-10 Nishi-Shinjuku)	For bicycles: Free of charge for 2 hours. Beyond that, ¥110* is charged per every additional 4, 6 or 10 hours. Regular use is available. For bicycles only	
Shinjuku Station New South Exit (🏠 4-1 Shinjuku)	Free of charge for 2 hours. Beyond that, ¥110* is charged per every additional hour. For motorcycles only	
Shinjuku Station Southeast Exit (🏠 3-37 Shinjuku)	For bicycles: Free of charge for 2 hours. Beyond that, ¥100 is charged per every additional 6 or 12 hours. For motorcycles: Free of charge for 2 hours. Beyond that, ¥100 is charged per every additional hour. Regular use is available.	
Shinjuku-Nishiguchi Station (🏠 1-30 Kabuki-cho)	For bicycles: Free of charge for 2 hours. Beyond that, ¥110* is charged per every additional 6 or 10 hours. For motorcycles (125 cc or less): Free of charge for 2 hours. Beyond that, ¥110* is charged per every additional hour.	
Seibu-Shinjuku Station (🏠 1-23 and 30 Kabuki-cho)	Free of charge for 2 hours. Beyond that, ¥110* is charged per every additional 4 hours. For bicycles only	
Takadanobaba Station (🏠 1-26, 35, 2-19, 3-5, and 4-10 Takadanobaba)	For bicycles: Free of charge for 2 hours. Beyond that, ¥110* is charged per every additional 4, 6 or 10 hours. For motorcycles: Free of charge for 2 hours. Beyond that, ¥110* is charged per every additional hour. Regular use is available.	
Tochomae Station (🏠 2-1, 6, 7, and 8 Nishi-Shinjuku)	Free of charge for 2 hours. Beyond that, ¥110* is charged per every additional 6 or 10 hours. Regular use is available. For bicycles only	
Nakai Station (🏠 2-20 Kami-Ochiai; 1-18 Naka-Ochiai)	For bicycles: Free of charge for 2 hours. Beyond that, ¥110* is charged per every additional 10 hours. For motorcycles: Free of charge for 2 hours. Beyond that, ¥110* is charged per every additional hour. Regular use is available.	
Nishi-Shinjuku Station (🏠 6-2, 3, 4, 5, 6, 7, 8-5, 11, and 12 Nishi-Shinjuku)	Free of charge for 2 hours. Beyond that, ¥110* is charged per every additional 6 or 10 hours. For bicycles only	
Nishi-Shinjuku-Gochome Station (🏠 4-5, 6, and 5-25 Nishi-Shinjuku)	For bicycles: Free of charge for 2 hours. Beyond that, ¥110* is charged per every additional 6 or 10 hours. For motorcycles (125 cc or less): Free of charge for 2 hours. Beyond that, ¥110* is charged per every additional hour.	
Nishi-Waseda Station (🏠 1-1 Takadanobaba)	Free of charge for 2 hours. Beyond that, ¥110* is charged per every additional 10 hours. For bicycles only	
Higashi-Shinjuku Station (🏠 6-29 and 7-27 Shinjuku; 2-3 Kabuki-cho)	Free of charge for 2 hours. Beyond that, ¥110* is charged per every additional 6 or 10 hours. For bicycles only	

● Removal of Illegally Parked Bicycles and Motorcycles

With the increase in the use of bicycles, illegally parked bicycles that obstruct traffic have become a social problem across Japan. Shinjuku City removes and stores bicycles and motorcycles that are left on the street near station areas. To reclaim your bicycle, you must pay a handling fee.

○ Fee to Have a Bicycle/Motorcycle Returned

Bicycles	Motorcycles (50 cc or less)
¥3,000	¥5,000

■Bicycle Sharing

The bicycle-sharing system allows you to borrow and return bicycles at any of several "cycle ports" (bicycle borrow/return locations) within the community, typically on a 24-hour basis. You can use any of the cycle ports in Shinjuku, Chiyoda, Chuo, Minato, Bunkyo, Sumida, Koto, Shinagawa, Meguro, Ota, Shibuya, Nakano, Suginami, and Nerima cities (as of October 1, 2022).

● How to Register and Use the Bikes

(1) Membership registration
Please download the Bikeshare app from the QR code and register your member information and payment method, such as your credit card.

(2) Register your card key
Obtain your eight-digit password for registration from the app. Use the bicycle panel to register your Traffic-IC card or smartphone as your card key.
Note: Even if you do not register your card key, you can unlock a bicycle using the four-digit pass code from the app.

(3) When renting a bicycle
(a) Press the "Start" button on the bicycle panel
(b) Use your registered Traffic-IC card or smartphone to unlock the bicycle
Note: You can unlock a bicycle using the four-digit pass code from the app.

(4) When returning the bicycle
Lock the bicycle manually at the "cycle port."
■ For bicycles with square keys: Press the "Enter" button, and confirm the "返却 (Return)" option on the panel.
■ For bicycles with round keys: Press the "返却 (Return)" button, and make sure the ring displays a blue light.
Note: If you are unable to return your bicycle, please notify the call center.

(5) Temporary parking
(a) Lock the bicycle manually
(b) To keep riding, unlock the bicycle using the same procedures as for renting a bicycle

○ Fees

Plan	Basic fee	Extension fee
One-day membership	¥165 for first thirty minutes	For each additional thirty minutes: ¥165
Monthly membership	¥2,200 per month First thirty minutes: Free	For each additional thirty minutes: ¥165
One-day pass	¥1,650 per day	None (Until 11:59 p.m. of the day of use)

(As of October 1, 2022)

● One-Day Pass

You can purchase a pass using the QR code.
Check the Bikeshare Service app or DoCoMo Bikeshare website for details about bicycle use and "cycle port" locations.

☞DoCoMo Bikeshare Inc. (fees are charged)
☎ 0570-783-677
🖳 http://docomo-cycle.jp/?lang=en

Renting Accommodation

■Housing Consultation

Residence Support Section, Housing Division

You can use consultation services offered by housing consultants (real estate brokers) dispatched by real estate industry groups within Shinjuku City.
Hours: First through fourth Thursdays and Fridays (excluding national holidays, etc.), 1 to 4 p.m. (Reservations required.)
Location: Housing Division, Shinjuku City Office Main Bldg. 7F

● **Relocation Consultation**

Information on housing vacancies is provided so that elderly and disabled persons unable to look for a place to live can find private rental places without problems.

● **Real Estate Broker Consultation**

You can ask for advice about problems related to private rental contracts for the elderly or disabled persons. Advice is also given on real estate transactions, rental contracts and other topics.

■Before Looking for Accommodation

If your company does not have company housing, or if your school does not have a dormitory, or if there is no room available even if there is such housing, then please visit the consultation desk of your company or school and ask if it is possible for them to introduce you to an apartment or other such housing.

If your company or school cannot offer advice, then you must find housing by yourself.

The best way to find housing is to ask your friends who live in Japan, look at housing information websites via the Internet, gather information, such as what kind of room (in terms of size and facilities) you can rent in a specific area for a specific rate, and consider your own needs, such as your income and convenience in terms of transportation for your commute to work or school. Then decide on the range of rent you are able to afford and the area where you would like to live.

Please note that it is best to set a limit of 25 to 30% of your income as a maximum ceiling for your rent; otherwise, it may cause financial difficulties in your everyday life.

● **Preparations before Looking for Housing**

1. Have about five to six months' rent ready in advance, as there are many fees involved with finding a room and finalizing a contract.
2. When finalizing a contract, you must have a guarantor or the guarantee of a guarantor company in many cases. If you are having difficulty finding someone who will share the liability, you might try consulting your school or company. You can finalize a contract with a guarantor company at a real estate office.
3. Have your personal seal ready if you are from a country with the custom of using personal seals.

■Looking for Accommodation

Once you have a general idea of where you would like to live, you can start the actual search for housing. In Japan, it is not usual to finalize a contract directly with the landlord of an apartment or house; instead, a real estate agent contracted by the landlord (there are many in front of train stations and along the main streets) handles the procedures from finding and moving into a new home to finalizing the rental contract. There are also agencies that are contracted to supervise the building and tenants.

● **Precautions When Looking for Housing**

1. If you are not confident about your Japanese-language ability, it is recommended to look for housing with a friend who can speak Japanese well.
2. When consulting with a real estate agent, clearly give your personal information (such as the name of your school or place of employment), your income (whether it is salary or money sent from home), the name of and relationship with your cohabitor/lodger and joint guarantor, and an idea of where you would like to live. Also, it is very important to confirm conditions and restrictions of the room. You may be asked to show some form of identification, such as your residence card, school/company ID card, or salary statement.
3. If you find a room that is close to your idea of where you would like to live, go with the real estate agent to see the apartment for yourself, rather than finalizing a rental contract right away. When visiting the location, the real estate agent should give

sufficient explanation of the building, and room facilities (check for any damage); you should check other conditions, such as the surroundings (particularly for shops and means of transportation nearby) and amount of sunshine; ask questions if anything is not clear to you; then, if everything is suitable for you, make an appointment to finalize the contract and confirm how much money and what documents you will need to prepare.

■Rental Contracts

Prepare the necessary fees and documents (such as the letter of consent from the guarantor) stipulated by the real estate agent before finalizing the contract on the appointed contract date. Contracts may be renewable (after the contract period) or nonrenewable. Usually, the contract is prepared by the real estate agent. The content of the contract varies with the real estate agent and the landlord. Contracts generally use difficult words, and many are difficult to understand with just one reading. The law requires a real estate agent to explain the key terms of the contract to the tenant—such as the dimensions and layout of the room, and the rules and restrictions that need to be followed. In addition, the contract terms must be issued in writing so that the tenant sufficiently understands the content of the contract and conduct a safe negotiation before finalizing the agreement. Any points that are not clear should be clarified by asking questions. If the tenant agrees with the contract terms, he/she should sign or affix his/her name stamp on the contract to finalize it. The contract form includes three copies—one for the tenant, one for the landlord, and one for the real estate agent.

When you pay the necessary fees, be sure you obtain a receipt. Furthermore, although there are differences in the fees and their amount depending on the landlord and real estate agent, the following are customary in the metropolitan area:

● ***Ya-chin*** **(Rent)**

The fee for using the building (room) and affiliated facilities (paid in monthly units). When finalizing the contract, pay the rent for the month of the contract starting date. For most contracts, rent is paid in advance at the end of the month for rental the following month. There are many payment methods, so be sure to confirm the payment method when finalizing the contract. The rental rate is rarely changed during the effective period of the contract.

● ***Kyoeki-hi*** **(Common Utility and Maintenance Fees)**

A fee for use of electricity in and the cleaning of common areas, such as the stairs and hallways, as well as maintenance fees.

● ***Shikikin*** **(Deposit)**

This is money that is deposited with the landlord as security for paying the rent and fulfilling other rental contract obligations (usually, one or two months' rent). Although the entire deposit is returned when you vacate the premises, in some cases, costs for repairs or any unpaid rent are deducted, depending on the situation.

● ***Reikin*** **(Gift Money)**

This gift money paid to the landlord is not legally required, but is paid as a custom of the community (usually, one or two months' rent). This money is not returned.

● ***Chukai-Tesuryo*** **(Agent's Fee)**

This is paid to the real estate agent as a handling fee. The typical amount required is one month's rent plus consumption tax.

Procedures When Moving Out

If you plan to move out, you must notify the electric power company, the gas company, the water bureau, NTT and the post office at least two or three days in advance. On the day of your move, employees from the companies will conduct a meter check to close your account. Post offices will forward your mail to your new address (for one year).

Please remember to complete the following procedures:

1. Resident registration—Family and Resident Registration Division, Shinjuku City Office
2. National Health Insurance—Medical Insurance and Pension Division, Shinjuku City Office
3. Driver's License—Police Department

Inquiries:

● **Change of address form for mail**

Please obtain a change of address form at your local post office, complete it with the necessary information and mail the completed form.

● **For information on driver's licenses:**
Shinjuku Driver's License Renewal Center, ☎ 03-3343-2558
Koto Driver's License Center, Metropolitan Police Department, ☎ 03-3699-1151
Samezu Driver's License Center, Metropolitan Police Department, ☎ 03-3474-1374
Fuchu Driver's License Center, Metropolitan Police Department, ☎ 042-362-3591

● **Water services**
Bureau of Waterworks, Customer Center, ☎ 03-5326-1100

● **Electric power**
Tokyo Electric Power Company, Tokyo Customer Center
☎ 0120-995-006
🖳 https://www.tepco.co.jp/ep/
Note: If you contract with a company other than Tokyo Electric Power Company, please contact that company.

● **Gas**
Tokyo Gas Customer Center
☎ 0570-002211
Note: If you use propane gas, please contact the particular propane gas company.

● **Telephone services**
NTT East, ☎ 116 (without area code)

Daily Life

■When You Move In

After moving in, you will be starting life in your new home. If you live in group housing, it is important to always remember to keep the volume of noise down so that you will not be a nuisance to your neighbors. Noise from everyday living, such as conversations, TV/radio, and household noises (noise from the kitchen, bathroom, toilet, laundry machines, and vacuum cleaners), can be heard by your neighbors. Footsteps in the hallways or stairwell at night, conversations through an open window, and the opening/closing of doors can be surprisingly loud. Noises in the middle of the night particularly can cause lack of sleep. Please be careful about maintaining a peaceful and quiet environment.

In addition, if you do not fulfill the eligibility requirements and observe the restrictions (prohibited matters) written in the rental contract, this will often lead to trouble with the neighbors, and you may even be asked by the landlord to move out of the premises. Please be aware of this. Troubles arise especially if you increase the number of people living with you, let your friends borrow your home, keep pets (pets are not allowed in many places), keep your personal belongings in the hallway or stairwell, or violate the rules for garbage disposal.

Be particularly careful about observing the rules for garbage disposal. Separate your garbage and take it to the appropriate garbage collection site in designated containers or garbage bags on the morning of the collection day.

If you plan to move out before the end of the contact term, be sure to tell your landlord (or real estate agent) no later than the date designated in the rental contract.

■Neighborly Ties

To make friends with Japanese people and become a part of the community, it is important to take the initiative to talk with your neighbors. When moving into a new place, it is customary to pay a visit to formally greet your next-door neighbors. It is also important to participate in town councils and other neighborhood activities. Town councils and local children's associations hold recycling activities, parties, and other events. You can learn about your community through such events.

■Town Councils and Community Groups

Branch Offices
Regional Community Division

Shinjuku City has a local association of town councils for each of its 11 administrative districts. Each association is composed of many town councils and community groups. These councils and groups are independent organizations that voluntarily carry out various activities aimed at promoting friendship and maintaining community safety and security.

Today there are 200 town councils and community groups in Shinjuku City conducting programs in the local community.

■Pets

Shinjuku Public Health Center; Maintenance Section, Sanitation Division

● **Pet Dog Registration and Rabies Vaccination**

The registration of pet dogs and vaccination against rabies is required by law in Japan, and registration within 30 days of acquiring a dog is required by law as well. Upon registration, you will be issued a dog tag.

Registration is required only once. However, if you move into Shinjuku or from here to another city, notification is required. In addition, if you purchased a microchipped dog at a pet shop, you must register the proper information with the Ministry of the Environment. After you complete registration of the information, the microchip serves as a dog tag, and you do not need to perform any procedures at the Shinjuku City Office.

Your dog must also receive a vaccination against rabies once a year by a veterinarian. After the vaccination, you must report to a Public Health Center or Branch Office and receive proof of vaccination.

● **Rules for Dog Owners**

○ When stepping out to walk your dog, have your dog relieve itself at home before going out.
○ Take a bag with you to collect your dog's waste (to take home and dispose of at home) and some water to clean the area.
○ When walking outside, be sure to put your dog on a leash.
○ Be sure to attach the dog tag and proof-of-rabies-vaccination tag on your dog's collar.
○ It is a good idea to choose the number, type and size, considering possible changes, such as your age and number of family members.
○ Always bear in mind the importance of taking care of your pet throughout its lifetime, with all family members included.
○ If you have a pet cat, be sure to neuter/sterilize it, display identification on a collar, etc. and keep your pet indoors.
○ In Shinjuku City, you can take your pet (such as a dog, cat, small bird, or small rodents/hamsters) to an evacuation site during a disaster. You should train your pet to behave to handle such situations and prepare meals and equipment (such as toilets) for him/her for evacuation use in advance.

Rules for Using the Sewage System in a Comfortable Way

☞ **Public Relations Service Section, General Affairs Division, Bureau of Sewerage, Tokyo Metropolitan Government**
☎ 03-5320-6511

● **Do not pour gasoline, kerosene or chemicals such as paint thinner down the drain**

Doing so may cause serious accidents, such as an explosion.

● **Please use the toilet properly**

If you flush disposable diapers and paper that does not dissolve in water down the toilet, this could clog pipes.

● **Please use the kitchen and bathroom sinks properly**

Do not dispose of solid items such as chopsticks, plastic sheets and food waste down the kitchen or bathroom sink.

● **Let hot water cool down before pouring it down a drain**

Pouring hot water down a drain causes damage to the pipes (which transfer the water from the kitchen sink, etc. to the sewer).

● **Do not pour oil down the drain**

If you pour used cooking oil down the kitchen sink, it could clog the sewage pipes.

○ It is a good idea to wipe the oil off plates before washing them.
○ If you pour used cooking oil down the kitchen sink, it could clog pipes and cause odors.
○ If you do not use up oil completely, please clean up the leftover oil by wiping it up or soaking it up with cloth or paper.

● **Be careful of torrential storms during the rainy season and typhoon season**

When rainfall is heavy, rainwater from surface streets can easily flow into semi-basements and basements, posing a danger of flooding.

Since the pressure of water flowing in may make opening the door difficult, it is wise not to go into basements and such areas.

Rain information can be accessed via Tokyo Amesh (https://tokyo-ame.jwa.or.jp/) (in Japanese, English, Chinese and Korean).

Banks

In Japan, cash is generally used when shopping. However, it is recommended that you save any cash that you will not be using right away in a bank, regardless of the amount. The reason is because keeping a bank account is safe, and interest is earned. Saving money is called "*yokin*" or "*chokin*." The meaning is the same in that you keep money in a financial institution.

Financial institutions where you can keep your money include banks, credit and savings, credit unions, agricultural cooperative unions, post offices, and industrial banks.

■Opening an Account

Savings accounts include *futsu-yokin* (ordinary deposit) and *teiki-yokin* (time deposit) accounts. Although interest for ordinary deposits is low, you can deposit and withdraw money freely, and take advantage of various services, such as automatically debiting utility charges, sending money, paying credit card bills, and depositing your salary. At the same time, if you apply for a cash card, you can also take advantage of the convenience of using ATMs (automatic teller machines) and CDs (cash dispensers).

To open an account, please ask the financial institution you wish to use for application details.

How to Pay Utility Charges

Fees for electricity, gas, water services, telephone, and NHK must be paid to each company by a certain day of the month. If you have an ordinary account at a financial institution, you can pay these bills by using the convenient account debit service, which automatically debits the charges from your account by the designated day. With this method, you do not have to go to the financial institution or company to pay your bills, and there is no fear of forgetting to pay by the deadline.

For more information on the procedures for this service, please ask at the counter of your bank or financial institution.

Consumer Life Consultation

☞ **Shinjuku Consumer Life Center**
Shinjuku City Office Annex 2, 3F, 5-18-21 Shinjuku, Shinjuku-ku
☎ 03-5273-3830
FAX 03-5273-3110
Hours: Monday through Friday (except on national holidays and during the year-end/New Year's holiday period)
Phone consultation: 9 a.m. to 5 p.m.
Service counter consultation: 9 a.m. to 4:30 p.m.

If you have any problems as a consumer, such as falling victim to malicious sales practices or a fraudulent contract, including the cancellation of a contract, you can consult a specialist free of charge. Depending on the subject matter, free legal consultation may also be available at the same center.

Main Consultation Topics

- ○ Trouble related to a contract, including canceling a contract (such as for investing, renovations, health foods, study materials for licensing or other purposes, aesthetic salon services, or cosmetics)
- ○ Trouble moving in or out of a rental apartment or condominium
- ○ Multiple debts, such as from loans and the overuse

of credit cards
○ Fictitious charges taking advantage of cell phone and smartphone users, and fictitious fees of websites

● **Tokyo Metropolitan Comprehensive Consumer Center Telephone Consultation**
☎ 03-3235-1155
Hours: Monday through Saturday (except on national holidays and during the year-end/New Year holidays), 9 a.m. to 5 p.m.
Languages: English, Chinese and Korean

MEMO

Service Counters Where Counseling in Foreign Languages Is Available

★ Shinjuku Foreign Resident Advisory Corner	General everyday living	English	(Mon. through Fri.)	☎ 03-5272-5060
		Chinese		☎ 03-5272-5070
		Korean		☎ 03-5272-5080
● Shinjuku Multicultural Plaza	General everyday living	Korean (afternoon only)	(Mon.)	☎ 03-5291-5171
		Chinese, Thai, and Nepalese	(Tue.)	
		English (excluding 2nd and 4th Wednesday of the month)	(Wed.)	
		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 ☎ 03-5125-4039
		Spanish and Portuguese		
		Filipino, Vietnamese, and Indonesian		
● 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
● Tokyo Multilingual Consultation Navi	General everyday living	English, Chinese, etc.	(Mon. through Fri.)	☎ 03-6258-1227
● Police Department Comprehensive Consultation Center	Consultations for victims of crimes	English, Chinese, Korean	(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 Metropolitan Foundation "TSUNAGARI" Free Multilingual Legal Consultation	Legal consultation	English, Chinese, etc.	(Mon. through Fri.)	☎ 03-6258-1227
● 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
● Tokyo Labor Bureau Consultation and Support Office for Foreigners	Labor consultations	English	(Mon. through Fri.)	☎ 03-5361-8728
		Chinese	(Mon. through Fri.)	
		Tagalog	(Mon., Tue., Wed. and Fri.)	
		Vietnamese	(Tue., Thu. and Fri.)	
		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) 9 a.m. to 8 p.m.	☎ 03-5285-8181
		Korean, Thai, and Spanish		
● Japan Anti-Tuberculosis Association	Telephone consultations for foreign residents concerning tuberculosis	English, Chinese, Korean (reservation only), Vietnamese, Myanmarese (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

English Edition

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Shinjuku City website: www.city.shinjuku.lg.jp/

Information on Everyday Living for Foreign Residents website:

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