

Counseling Services for Foreign Residents by Prefectural and Municipal Governments, FY2024

○ Call Center for Foreign Nationals

Service contents	Languages	Days	Hours	Phone no.
<Multilingual Support Center Kanagawa> Kanagawa Kenmin Center 13F 2-24-2 Tsuruya-cho, Kanagawa-ku, Yokohama City, 221-0835 (Nearby station: Yokohama Station on the JR Line/Keihin-kyuko Line/Tokyu-toyoko Line/Sotetsu Line/Yokohama Municipal Subway)				
Provision of information	English	Mon. to Fri.	9:00 to 12:00 13:00 to 17:30 (Reception by 17:15)	(045)316-2770

○ Counseling Services (General Counseling)

Service contents	Languages	Days	Hours	Phone no.
<Kanagawa Plaza for Global Citizenship (Earth Plaza)> Kanagawa Plaza for Global Citizenship 2F (at Information Forum) 1-2-1 Kosugaya, Sakae-ku, Yokohama City, 247-0007 (Nearby station: Hongodai Station on the JR Negishi Line) *When counseling date falls on a national holiday or the year-end and New Year holidays, it may be substituted to another day. Please visit the website for detailed information. https://www.earthplaza.jp/ep/forum/consul/ https://www.earthplaza.jp/forum/consul/				
General counseling	English	1st, 3rd & 4th Tue.	9:00 to 12:00 13:00 to 17:00 (Reception by 16:00)	(045)896-2895



<YOKOHAMA Foreign Residents Information Center> Yokohama International Organizations Center, Pacifico Yokohama 5F 1-1-1 Minatomirai, Nishi-ku, Yokohama City, 220-0012 (Nearby station: Minatomirai Station on the Minatomirai Line) *Services not available on the 1st, 3rd and 5th Sat., Sun., national holidays and the holidays from Dec. 29 to Jan. 3.				
General counseling	English	Mon. to Fri. and 2nd & 4th Sat.	9:00 to 17:00 (Mon. to Fri.) 9:00 to 13:00 (2nd & 4th Sat.)	(045)222-1209

<Aoba International Lounge> Aoba Community and Cross-Cultural Center (at Tana Station) 76 Tana-cho, Aoba-ku, Yokohama City, 227-0064 (Nearby station: Tana Station on the Tokyu-denentoshi Line) *Services not available on the 1st, 2nd, 4th, and 5th Sun. and the year-end and New Year holidays. (Services available on the 3rd Sun.)				
General counseling	English	Mon. to Sun. & national holidays	9:00 to 17:00 (Mon., Tue., Sun., and national holidays) 9:00 to 21:00 (Wed. to Sat.)	(045)989-5266

<Izumi Multi-cultural Room> Izumi Ward Office 1F 5-1-1 Izumichuo-kita, Izumi-ku, Yokohama City, 245-0024				
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(Nearby station: Izumi-chuo Station on the Sotetsu-izumino Line)

General counseling	English	Mon., Tue. & Thur.	9:00 to 12:00 13:00 to 16:00	(045) 800-2487
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<ISOGO International Lounge>

Hamada Building 3F


3-4-23 Isogo, Isogo-ku, Yokohama City, 235-0016

(Nearby station: Isogo Station on the JR Keihin-tohoku Line)

*Services not available on Sun., national holidays, the year-end and New Year holidays, and 1st Tue. in Feb.

General counseling	English	Mon. to Sat.	10:00 to 17:00 (Mon. to Wed., Fri. & Sat.) 10:00 to 20:00 (Thu.)	(045) 367-8492
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<Kanazawa International Lounge>				
Kanazawa Ward Office 2F 2-9-1 Deiki, Kanazawa-ku, Yokohama City, 236-0021 (Nearby stations: Kanazawa-hakkei Station/Kanazawa-bunko Station on the Keihin-kyuko Line) *Services not available on Sun., national holidays and the year-end and New Year holidays.				
General counseling	English	Mon. to Sat.	9:00 to 17:00	(045)786-0531
<Konan International Lounge>				
Yume-ooka Office Tower 13F 1-6-1 Kamiookanishi, Konan-ku, Yokohama City, 233-0002 (Nearby station: Kamiooka Station on the Keihin-kyuko Line) *Services not available on the 3rd Wed. and the year-end and New Year holidays.				
General counseling	English	1st Wed.	9:30 to 13:30	(045)848-0990
<Kohoku International Lounge>				
316-1 Mamedo-cho, Kohoku-ku, Yokohama City, 222-0032 (Nearby station: Kikuna Station on the Tokyu-toyoko Line/JR Yokohama Line) *Services not available on the 3rd Mon. (when falls on a national holiday, on the following day) and the year-end and New Year holidays.				
General counseling	English	Mon. to Sun. & national holidays	9:00 to 21:00 (Mon. to Fri. excluding Aug.) 9:00 to 17:00 (Sat., Sun., national holidays & Mon. to Fri. in Aug.)	(045)430-5670
<Tsuzuki MY Plaza (Tsuzuki Multicultural & Youth Plaza)>				
North Port Mall 5F 1-25-1 Nakagawa-chuo, Tsuzuki-ku, Yokohama City, 224-0003 (Nearby station: Center-kita Station on the Yokohama Municipal Subway) *Services not available on the 3rd Mon. (when falls on a national holiday, the following day) and the year-end and New Year holidays.				
General counseling	English	Mon. to Sun. & national holidays	10:00 to 20:00 (Mon. to Fri.) 10:00 to 18:00 (Sat., Sun. & national holidays)	(045)914-7171
<Tsurumi International Lounge>				
Sea Crane 2F 1-31-2 Tsurumi-chuo, Tsurumi-ku, Yokohama City, 230-0051 (Nearby stations: JR Tsurumi Station/Keikyu-tsurumi Station on the Keihin-kyuko Line) *Services not available on the 3rd Wed. and the year-end and New Year holidays.				
General counseling	English	Mon. to Sun.	9:00 to 17:00 (Tue., Wed., Thu., Fri. & Sun.) 17:00 to 21:00 (Mon., Tue., Wed., Thu., and Sat.)	(045)511-5311
<Naka International Lounge>				
Naka Ward Office Annex 1F 35 Nihon-odori, Naka-ku, Yokohama City, 231-0021 (Nearby stations: Kannai Station on the JR Line/Yokohama Municipal Subway and Nihon-odori Station on the Minatomirai Line) *Services not available on the 1st, 3rd, and 5th Sun., national holidays, and the year-end and New Year holidays.				
General counseling	English	Mon. to Sun.	9:15 to 17:00	(045)210-0667

<Hodogaya International Lounge> Yokohama City Iwama Citizens' Plaza 1F 1-7-15 Iwama-cho, Hodogaya-ku, Yokohama City, 240-0004 (Nearby stations: Tennocho Station on the Sotetsu Line, Hodogaya Station on the JR Line) *Services not available on the facility inspection day (twice a month, in principle), the year-end and New Year holidays and the specially designated days.				
General counseling	English	Mon. to Sun.	9:30 to 18:00	(045)337-0012
<Midori International Lounge> Palm View Bldg. 5F & 6F 1-6-15 Nakayama, Midori-ku, Yokohama City, 226-0019 (Nearby station: Nakayama Station on the JR Line/Yokohama Municipal Subway) *Services not available on Sun. and the year-end and New Year holidays.				
General counseling	English	Mon. to Sat.	9:30 to 18:00 (Mon. & Thu. to Sun.) 9:30 to 21:00 (Wed.)	(045)532-3548
<Minami Citizens Activity & Multicultural Lounge> Urafune Fukugo Fukushi Shisetsu 10F 3-46 Urafune-cho, Minami-ku, Yokohama City, 232-0024 (Nearby stations: Bandobashi Station on the Yokohama Municipal Subway and Koganecho Station on the Keihin-kyuko Line) *Services not available on the 3rd Mon. and the year-end and New Year holidays. https://tabunka.minamilounge.com/				
General counseling	English	Wed.	9:00 to 17:00	(045)242-0888
<Kawasaki International Center> 2-2 Kizuki Gion-cho, Nakahara-ku, Kawasaki City, 211-0033 (Nearby station: Motosumiyoshi Station on the Tokyu-toyoko Line/Tokyu-meguro Line) *Services not available on the year-end and New Year holidays, and when the building is closed (three times a year). https://www.kian.or.jp/kic/soudan/shtml				
General counseling	English	Mon. to Sat.	9:00 to 17:00	(044)455-8811 soudan39@kian.or.jp Call, e-mail or visit the center for counseling. Online counseling is also available. Appointment necessary on the website. 
<Kawasaki Tabunka Kyosei Plaza> 5-4 Higashida-cho, Kawasaki-ku, Kawasaki City, 210-0005 (Nearby station: Kawasaki Station on the JR Line / Keihin-kyuko Line) ※Services not available on national holidays and the year-end and New Year holidays. https://www.city.kawasaki.jp/250/page/0000158879.html				
General counseling	English	Mon. to Fri.	8:30 to 17:00 (In-person)※ 9:00 to 17:00 (Call)	(044)200-1520 (Call / Reservation Form / In-person) •Reservation Form is available on the City's website. *In-person consultation will be available from early in July, 2024. Before that, please use consultation services by call or through reservation form.

<Sagamihara City Hall: Public Counseling Section, Chuo Ward Office>
 Main Building of the City Office 1F
 2-11-15 Chuo, Chuo-ku, Sagamihara City, 252-5277
 (Nearby station: Sagamihara Station on the JR Yokohama Line)

General counseling	English	Mon.	9:00 to 12:00 13:00 to 16:00	(042)769-8319
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<Sagamihara International Lounge>
 Promity Fuchinobe Bldg. 1F
 1-9-15 Kanumadai, Chuo-ku, Sagamihara City, 252-0233
 (Nearby station: Fuchinobe Station on the JR Yokohama Line)

General counseling	English	Mon. to Sat.	9:00 to 20:00 (Mon. to Wed., and Fri.) 9:00 to 17:00 (Thu.) 9:00 to 15:00 (Sat.)	(042)750-4150
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<NPO Yokosuka International Association>				
Werk Yokosuka 2F 1-5 Hinode-cho, Yokosuka City, 238-0006 (Nearby station: Yokosuka-chuo Station on the Keihin-kyuko Line) *Services not available on Sat., Sun., national holidays and the year-end & New Year holidays.				
General counseling (Reservation necessary)	English	Mon. & Thur.	9:00 to 12:00	(046)827-2166
<Hiratsuka City Hall: Foreign Citizens' Advice Desk, Section of Culture & Exchange>				
Hiratsuka City Hall main office bldg. 1F, Counter 105 9-1 Sengen-cho, Hiratsuka City, 254-8686 (Nearby station: Hiratsuka Station on the JR Tokaido Line) *Services not available on national holidays and the year-end and New Year holidays.				
General counseling *Using television interpretation system *Document translation service not available.	English	Mon. to Fri.	8:30 to 17:00	(0463)25-2520
<Hadano City Hall: Human Right and Consultation Section, Secure Community Department>				
1-3-2 Sakura-cho, Hadano City, 257-8501 (Nearby station: Hadano Station on the Odakyu Line)				
General counseling	English	Wed. & Thur.	9:00 to 12:00 13:00 to 16:00	(0463)82-5128
<Atsugi City Hall: Citizens' Cooperation Promotion Department>				
Atsugi City Hall main office bldg. 1F 3-17-17 Naka-machi, Atsugi City, 243-8511 (Nearby station: Hon-atsugi Station on the Odakyu Line)				
General counseling	English	Thur.	13:00 to 16:00	(046)225-2100
<Yamato International Association>				
1-3-17 Fukami-nishi, Yamato City, 242-0018 (Nearby station: Yamato Station on the Odakyu Line/Sotetsu Line)				
General counseling	English	Mon. to Fri.	9:00 to 12:00 13:00 to 17:00	(046)265-6053
<Ebina City Hall: Information Desk for Foreign Residents (One-stop information counter), Citizens' Consultation Division, Citizens' Cooperation Department>				
175-1 Katsuse, Ebina City, 242-0492 (Nearby Station: Ebina Station on the Odakyu Line/ Sotetsu Line/ JR Sagami Line)				
General counseling *Video call service on a tablet is available in English, Chinese, Korean, Brazilian Portuguese, Spanish, Vietnamese, Thai, Tagalog, Nepalese, Indonesian, Russian, and Hindi, in addition to the days and times in the right column. *Voice interpretation service ("KOTOBAL") will provide interpretation in 30 languages.	English	Mon. to Fri.	9:00 to 17:00	(046)235-4568
<Ayase City Hall: Foreign Citizens' Advice Desk (integrated counseling service), Citizens' Activity Promotion Division, Citizens' Environment Department>				
550 Hayakawa, Ayase City, 252-1192				

(Nearby station: Bus from Ebina Station on the Odakyu Line/Sotetsu Line/JR Sagami Line)

<p>General Counseling *Interpretation by tablet terminal available at the counter. *Three-way calling interpretation service by Ayase City Foreign Language Interpretation Call Center available (0467-70-5682). *Voice translation machine available for 30 laungages.</p>	<p>English</p>	<p>Mon. to Fri. *Interpreter available on 4th Fri.</p>	<p>8:30 to 17:00 *Interpretation service available from 9:00 to 13:00</p>	<p>(0467)70-5667, or Ayase City Foreign Language Interpretation Call Center at (0467)70-5682</p>
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<Yugawara Town Hall: Regional Policy Division>


2-2-1 Chuo, Yugawara Town, Ashigarashimo-gun, 259-0392

(Nearby station: Yugawara Station on the JR Tokaido Line)

*Services not available on national holidays and the year-end and New Year holidays.

<p>General counseling (Reservation necessary)</p>	<p>English</p>	<p>Mon. to Fri.</p>	<p>9:00 to 16:30 (Reception by 16:00)</p>	<p>(0465)63-2111</p>
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○ Counseling Services (Specialized Fields)

Service contents	Languages	Days	Hours	Phone No.
<p><Kanagawa Plaza for Global Citizenship (Earth Plaza)> Kanagawa Plaza for Global Citizenship 2F (at Information Forum) 1-2-1 Kosugaya, Sakae-ku, Yokohama City, 247-0007 (Nearby station: Hongodai Station on the JR Negishi Line)</p> <p>*When date of legal counseling falls on a national holiday or the year-end and New Year holidays, it may be substituted to another day. Please visit the website for detailed information. https://www.earthplaza.jp/ep/forum/consul</p> <p>*Education counseling not available on national holidays and the days from Dec. 29 to Jan. 3. Please visit the website for detailed information. https://www.earthplaza.jp/forum/education</p>				
Legal Counseling	English	1st & 3rd Tue.	13:00 to 16:30 (Reception by 16:00)	(045)896-2985 
<p><Kanagawa Gender Equality Center KANA TERRACE> Please confirm the location by phone.</p>				
DV counseling for women	English	Mon. to Fri. *Services not available on national holidays *May need appointment depending on the language you speak	10:00 to 17:00 (Counseling by 16:00) (Appointment necessary)	090-8002-2949
<p><Yokohama Foreign Residents Information Center> Yokohama International Organizations Center 5F, Pacifico Yokohama 1-1-1 Minatomirai, Nishi-ku, Yokohama City, 220-0012 (Nearby station: Minatomirai Station on the Minatomirai Line)</p> <p>*Services not available on the 1st, 3rd and 5th Sat., Sun., national holidays and the year-end and New Year holidays.</p>				
Consultation by administrative scrivener	English	1st Thur., in principle	13:00 to 16:00	(045)222-1209 (Appointment necessary)
Educational consultation	English	2nd & 4th Sat.	10:00 to 13:00 (Reception by 12:30)	
<p><Minami Citizens Activity & Multicultural Lounge> Urafune-fukugo-fukushi-shisetu 10F 3-46 Urafune-cho, Minami-ku, Yokohama City, 232-0024 (Nearby stations: Bandobashi Station on the Yokohama Municipal Subway and Koganecho Station on the Keihin-kyuko Line)</p> <p>*Services not available on 3rd Mon. and the year-end and New Year holidays. https://tabunka.minamilounge.com/</p>				
Specialized counseling	Legal counseling	2nd Thur.	13:30 to 15:30	(045)232-9544 (Appointment necessary)
*Multiple languages available according to need	Counseling on resident status	3rd Thur.		
	Educational counseling	4th Thur.		
<p><Kawasaki International Association> 2-2 Kizuki Gion-cho, Nakahara-ku, Kawasaki City, 211-0033 (Nearby station: Moto-sumiyoshi Station on the Tokyu Toyoko Line/Meguro Line)</p> <p>*Closed on the year-end and New Year holidays, and when the facility is closed (three times a year). https://www.kian.or.jp/kic/soudan.shtml</p>				

Counseling by administrative scrivener	Appointment necessary for interpretation service (fee-charging). Consult about the available language beforehand.	3rd Sun.	14:00 to 16:00	(044)435-7000 soudan39@kian.or.jp
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<Sagamihara City Hall: Public Counseling Section, Midori Ward Office>				
City Plaza Hashimoto (Aeon Hashimoto 6F) 6-2-1 Hashimoto, Midori-ku, Sagamihara City, 252-0143 (Nearby station: Hashimoto Station on the JR Yokohama Line)				
Legal counseling (Interpretation service available on the phone)	English	4th Thur.	13:30 to 16:00 (Face-to-face counseling only, in principle)	042-775-1773 (Appointment necessary)
<Sagamihara City Hall: Public Counseling Section, Chuo Ward Office>				
Main building of the city office 1F 2-11-15 Chuo, Chuo-ku, Sagamihara City, 252-5277 (Nearby station: Sagamihara Station on the JR Yokohama Line)				
Legal counseling (Interpretation service available on the phone)	English	1st Thu.	13:30 to 16:00 (Face-to-face counseling only, in principle)	042-769-8230 (Appointment necessary)
Counseling on immigration procedures (Interpretation service available on the phone)	English	2nd Mon.	13:00 to 16:00 (Face-to-face counseling only, in principle)	042-769-8319 (Appointment necessary)
<Sagamihara City Hall: Public Counseling Section, Minami Ward Office>				
Minami Ward Joint Government Bldg. 3F 5-31-1 Sagami-ono, Minami-ku, Sagamihara City, 252-0377 (Nearby station: Sagami-ono Station on the Odakyu Line)				
Legal counseling (Interpretation service available on the phone)	English	2nd Thu.	13:30 to 16:00 (Face-to-face counseling only, in principle)	042-749-2171 (Appointment necessary)
○ Interpretation for Inquiries on Public Services				
Service contents	Languages	Days	Hours	Phone No.
<Yokohama City Hall: Tsurumi Ward Office>				
3-20-1 Tsurumi-chuo, Tsurumi-ku, Yokohama City, 230-0051 (Nearby stations: Tsurumi Station on the JR Keihin-tohoku Line and Keikyu-tsurumi Station on the Keihin-kyuko Line)				
Interpretation for inquiries on civil services	English	Mon. to Fri.	10:00 to 17:00	Available at reception counter of each section
<Yokohama City Hall: Naka Ward Office>				
35 Nihon-odori, Naka-ku, Yokohama City, 231-0021 (Nearby stations: Kannai Station on the JR Negishi Line/Yokohama Municipal Subway, and Nihon-odori Station on the Minatomirai Line)				
Interpretation for inquiries on civil services	English	Mon. to Fri.	10:00 to 17:00	(045)224-8295
<Yokohama City Hall: Public Relations and Consultation Section, Administrative Promotion Division, Minami Ward Office>				
2-33 Urafune-cho, Minami-ku, Yokohama City, 232-0024 (Nearby stations: Bandobashi Station on the Yokohama Municipal Subway, and Koganecho Station on the Keihin-kyuko Line)				
Interpretation for inquiries on civil services	English	Fri.	13:00 to 17:00 (Reception by 16:45)	(045)341-1112
<Yokohama City Hall: Kohoku Ward Office>				
26-1 Mamedo-cho, Kohoku-ku, Yokohama City, 222-0032 (Nearby station: Okurayama Station on the Tokyu-toyoko Line)				
Interpretation for inquiries on civil services	English	Mon. to Fri.	10:00 to 17:00	(045)540-2257

<Kawasaki City Hall: Kawasaki Ward Office>				
8 Higashida-cho, Kawasaki-ku, Kawasaki City, 210-8570 (Nearby stations : Kawasaki Station on the JR Tokaido Line, Keihintohoku Line and Nambu Line, and Keikyu-kawasaki Station on the Keikyu Main Line and Daishi Line)				
Interpretation for inquiries on civil services (Counseling using machine translation available for languages in addition to English and Chinese)	English	Mon. to Fri. (English and Chinese interpretation are available on Tue. to Thu.)	8:30 to 17:00	Available at comprehensive information desk and respective section counters
<Kawasaki City Hall: Ward Offices & Branch Offices>				
Interpretation by tablet terminal at the counter of resident registration services, etc. (video interpretation *for part of languages, only voice interpretation is available)	English	Mon. to Fri. 2nd and 4th Sat.	8:30 to 17:00 8:30 to 12:30	Only at the counter of resident registration section, etc.
<Sagamihara City Hall: Resident Registration Division, Midori Ward Office>				
*Multi-lingual call center set up at Resident Registration Division, etc. by the Ministry of Internal Affairs and Communications to respond to inquiries on the basic resident register system. *Offered also at Community Development Centers in Midori Ward (except Hashimoto Community Development Center). 5-3-21 Nishi-hashimoto, Midori-ku, Sagamihara City, 252-5177 (Nearby station: Hashimoto Station on the JR Yokohama Line/Keio-sagamihara Line)				
Interpretation by phone on resident registration services, etc.	English	Mon. to Fri.	8:30 to 18:00	Only at the counter of resident registration section, etc.
<Sagamihara City Hall: Resident Registration Division, Chuo Ward Office>				
*Multi-lingual call center set up at Resident Registration Division, etc. by the Ministry of Internal Affairs and Communications to respond to inquiries on the basic resident register system. *Offered also at Community Development Centers in Chuo Ward (except Chuo District 6 Community Development Center). 2-11-15 Chuo, Chuo-ku, Sagamihara City, 252-5277 (Nearby station: Sagamihara Station on the JR Yokohama Line)				
Interpretation by phone on resident registration services, etc.	English	Mon. to Fri.	8:30 to 18:00	Only at the counter of resident registration section, etc.
<Sagamihara City Hall: Resident Registration Division, Minami Ward Office>				
*Multi-lingual call center set up at Resident Registration Division, etc. by the Ministry of Internal Affairs and Communications to respond to inquiries on the basic resident register system. *Offered also at Community Development Centers in Minami Ward (except Ono-minami Community Development Center). 5-31-1 Sagamiono, Minami-ku, Sagamihara City, 252-0377 (Nearby station: Sagamiono Station on the JR Yokohama Line)				
Interpretation by phone on resident registration services, etc.	English	Mon. to Fri.	8:30 to 18:00	Only at the counter of resident registration section, etc.
<Atsugi City Hall: Citizens' Affairs Division, Branch Stations and Regional Civic Centers>				
Interpretation by tablet terminal or phone on civil services <Citizens' Affairs Division> Two tablet terminals for video interpretation service installed <Branch stations and regional civic centers> An interpreter telephone set installed in each location	English	<Citizens' Affairs Division> Mon. to Sat. Closed on public/national holidays, year-end & New Year holidays <Branch stations and regional civic centers> Every day except public/national holidays, year-end & New Year holidays *Some of the branch stations and regional civic centers are closed on Sundays.	<Citizens' Affairs Division> 8:30 to 17:15 (Mon. to Fri.) 8:30 to 12:00 (Sat.) ※Except national holidays <Branch stations and regional civic centers> 8:30 to 17:15 (Every day) ※Except national holidays	(046)225-2110