

Counseling Services for Foreign Residents by Prefectural and Municipal Governments, FY2021

○ 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 and 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) Counseling Room>				
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, services are provided on other day. Please visit the website below for detailed information. https://www.earthplaza.jp/ep/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.	10:00 to 17:00 (Mon. to Fri.) (Reception by 16:30) 10:00 to 13:00 (2nd & 4th Sat.) (Reception by 12:30)	(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 4th Sunday and the year-end and New Year holidays.				
General counseling	English	Mon. to Sun. & national holidays	9:00 to 21:00 (Mon. to Sat.) 9:00 to 17:00 (Sun. & national holidays)	(045)989-5266
<Izumi Multi-cultural Room>				
Izumi Ward Office 1F 5-1-1 Izumichuo-kita, Izumi-ku, Yokohama City, 245-0024 (Nearby station: Izumi-chuo Station on the Sotetsu-izumino Line)				
General counseling	English	Mon., Tue. & Thur.	9:00 to 16:00	(045)800-2487

<Kanazawa International Lounge>				
Kanazawa Ward Office 2F 2-9-1 Deiki, Kanazawa-ku, Yokohama City, 236-0021 (Nearby stations: Kanazawa-hakkei Station and Kanazawa-bunko Station on the Keihin-kyuko Line) *Services not available on Sundays, 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 Wednesday 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 and JR Yokohama Line) *Services not available on the 3rd Monday (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 Monday and the year-end and New Year holidays				
General counseling	English	Mon. to Sun. & national holidays	10:00 to 21:00 (Mon. to Fri.) 10:00 to 18:00 (Sat., Sun. & national holidays)	(045)914-7171
<Tsurumi International Lounge>				
Sea Crane 2F 1-31-2-214 Tsurumi-chuo, Tsurumi-ku, Yokohama City, 230-0051 (Nearby stations: JR Tsurumi Station and Keikyu-tsurumi Station on the Keihin-kyuko Line) *Services not available on the 3rd Monday and the year-end and New Year holidays.				
General counseling	English	Tue., Fri. & Sun.	9:00 to 17:00	(045)511-5311
<Naka International Lounge>				
Naka Ward Office Annex 1F 35 Nihon-odori, Naka-ku, Yokohama City, 231-0021 (Nearby station: Kannai Station on the Yokohama Municipal Subway and Nihon-odori Station on the Minatomirai Line) *Services not available on the 3rd Sunday and the year-end and New Year holidays				
General counseling	English	Mon. to Sun.	10:00 to 17:00 (Mon. Wed. to Fri. & Sun.) 10:00 to 20:00 (Tue. & Sat., excluding national holidays)	(045)210-0667
<Hodogaya International Lounge>				
Yokohama City Iwama Citizens' Plaza 1F 1-7-15 Iwama-cho, Hodogaya-ku, Yokohama City, 240-0004 (Nearby station: 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 and Yokohama Municipal Subway) *Services not available on Tue. and the year-end and New Year holidays				
General counseling	English	Mon. and Wed. to Sun.	9:30 to 18:00 (Mon., and Thur. 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 Monday and the year-end and New Year holidays				
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: Motsumiyoshi Station on the Tokyu-toyoko Line and Tokyu-meguro Line) *Services not available on the year-end and New Year holidays, and when the building facility 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
<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. & 3rd Wed.	9:00 to 12:00 13:00 to 16:00	(042)769-8319
<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	Fri.	9:30 to 15:15	(042)750-4150
<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 *Translation service not available	English	Mon. to Fri.	8:30 to 17:00	(0463)25-2520

<Fujisawa City Hall: Citizen Counseling and Information Services Division>				
Fujiwasa City Hall main office bldg. 4F 1-1 Asahi-cho, Fujisawa City, 251-8601 (Nearby station: Fujisawa Station on the JR Tokaido Line and Odakyu Line)				
General counseling	English	Mon. to Fri.	8:30 to 12:00 13:00 to 17:00	(0466)50-3568
<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 and Sotetsu Line)				
General counseling	English	Tue. to Fri.	9:00 to 12:00 13:00 to 17:00	(046)265-6053
<Yugawara Town Hall: Yugawara Foreign Residents' Consultation Corner>				
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's holidays.				
General counseling (Reservation necessary)	English	Mon. to Fri.	9:00 to 16:30 (Reception by 16:00)	(0465)63-2111

○ Counseling Services (Specialized Fields)

Service contents	Languages	Days	Hours	Phone No.
<Kanagawa Plaza for Global Citizenship (Earth Plaza) Counseling Room> 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, services are provided on other day. Please visit the website below for detailed information. https://www.earthplaza.jp/ep/forum/consul *Education counseling not available on the national holidays.				
Legal Counseling	English	1st & 3rd Tue.	13:00 to 16:30 (Reception by 16:00)	(045)896-2985
<Kanagawa Gender Equality Center KANA TERRACE> Please confirm the location by phone.				
DV counseling for women	English	Mon. to Sat.	10:00 to 17:00 (Counseling by 16:00) (Appointment necessary)	090-8002-2949
<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) *Services not available on the 1st, 3rd and 5th Sat., Sun., national holidays and the year-end and New Year holidays.				
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)	
<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) *Services not available on 3rd Mon. and the year-end and New Year holidays.				
Specialized counseling *Multiple languages available according to need.	Legal counseling	2nd Thur.	13:30 to 15:30	(045)232-9544 (Appointment necessary)
	Counseling on resident status	3rd Thur.		
	Educational counseling	4th Thur.		
<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)	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 Thur.	13:30 to 16:00 (Face-to-face counseling only)	042-769-8230 (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: Sagamiono Station on the Odakyu Line)

Legal counseling (Interpretation service available on the phone)	English	2nd Thur.	13:30 to 16:00 (Face-to-face counseling only)	042-749-2171 (Appointment necessary)
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○ 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: Civil Registration Division, Naka Ward Office> 35 Nihon-odori, Naka-ku, Yokohama City, 231-0021 (Nearby stations : Kannai Station on the JR Negishi Line and 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)224-8298
<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	Mon. & Fri.	9:00 to 12:00 (Reception by 11:45) 13:00 to 17:00 (Reception by 16:45)	(045)341-1112
<Yokohama City Hall: Civil Registration Division, 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
<Sagamihara City Hall: Resident Registration Division, Midori Ward Office> *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 and the Keio-sagamihara Line)				
Interpretation by phone on resident registration services, etc.	English	Mon. to Fri.	8:30 to 17:00	Only at the counter of Resident Registration section, etc.
<Sagamihara City Hall: Resident Registration Division, Chuo Ward Office> *Offered also at Community Development Centers in Chuo Ward (except Honcho 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 17:00	Only at the counter of Resident Registration section, etc.
<Sagamihara City Hall: Resident Registration Division, Minami Ward Office> *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 17:00	Only at the counter of Resident Registration section, etc.

<Atsugi City Hall: Citizens' Affairs Division, Branch Stations and Regional Civic Centers>				
<p>Interpretation by tablet terminal or phone on civil services</p> <p><Citizens' Affairs Division> Two tablet terminals for video interpretation service installed</p> <p><Branch stations and regional civic centers> An interpreter telephone set installed in each location</p>	English	<p><Citizens' Affairs Division> Mon. to Sat. Closed on public/national holidays, year-end & New Year holidays</p> <p><Branch stations and regional civic centers> Every day except public/national holidays, year-end & New Year holidays</p> <p>*Some of the branch stations and regional civic centers are closed on Sundays.</p>	<p><Citizens' Affairs Division> 8:30 to 17:15 (Mon. to Fri.) 8:30 to 12:00 (Sat.) ※Except national holidays</p> <p><Branch stations and regional civic centers> 8:30 to 17:15 (Every day) ※Except national holidays</p>	(046)225-2110
<Ayase City Hall: Civic Activities Promotion Division, Citizen Environment Department>				
<p>550 Hayakawa, Ayase City, 252-1192 (Nearby station: Bus from Ebina Sta. on the Odakyu Line/Sotetsu Line/JR Sagami Line) *When the fourth Fri. falls on a national holiday, the service is provided on the following Fri., excluding the year-end and New Year holidays.</p>				
Interpretation for inquiries on civil services	English	4th Fri. in principle	9:00 to 13:00	(0467)70-5657