

"Minami Ward Office User Guide" for foreigners

* Information services will be given in Japanese unless otherwise specified.

"Minami Lounge (Minami Citizens Activity & Multicultural Lounge) "

·Obtain information necessary for everyday living, and get advice in foreign languages or with an interpreter about your resident status, legal matters, children education counselling or other daily living problems.

·There is also a Japanese language classroom run by volunteers.

☎045-242-0888 (in foreign languages)

☎045-232-9544 (in Japanese)

FAX 045-242-0897

Open: 9:00 - 17:00

Closed: The third Monday of every month and December 29th - January 3rd

Transportation: Yokohama municipal Subway "Bandobashi" station.

The fourth exit, 5 minutes on foot (400m)

Keikyu Line "Koganecho" station 10 minutes on foot (700m)

Municipal bus: 68 / 102 / 158 routes; bus stop "Urafunecho"

Keikyu Bus: 110 route;

bus stop "Urafunecho"

Chinese (every day) / English (Wednesday) / Thai (Thursday) / Tagalog (Friday)

Free special consultation

(* with interpretation)

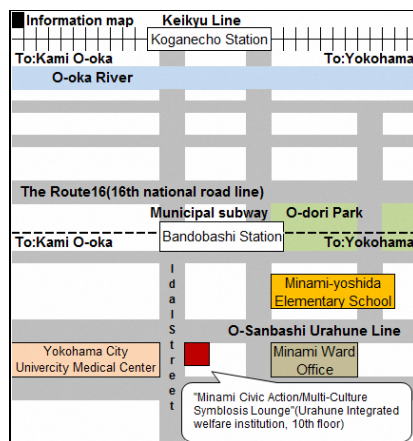
* Appointment only

(Open: 13:30-15:30;45 minutes per case)

[legal aid services] The second Thursday of every month

[consultation related to residence status] The third Thursday of every month

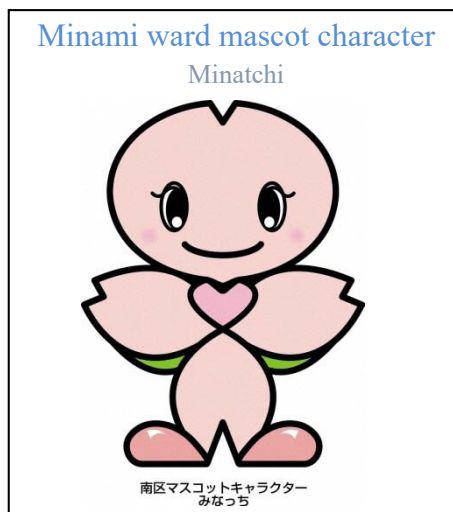
[educational counseling] The fourth Thursday of every month



The display of "1F" means "The first window on the first floor in the Minami ward office"

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1 Procedures of moving in or out

- It is necessary to follow a specific procedure when you move in.
 - Please follow the procedure in the Minami ward office within 14 days after you move in.
 - It is necessary to make a report on a change of address when moving in, as well as procedures for health insurance and children.
- You will be able to receive administrative services once you have completed the procedures.

(1) Procedures of moving in

There is a required procedure to be followed by those who have come to Japan for the first time and have been issued a Resident Card; it also applies to those who have moved in from outside the city, outside the Ward, or from another location inside the Ward. Within 14 days of your move, visit the Minami Ward Administration Office, Family Registry Division, Registration Support) to complete the procedure. Please bring your Resident Card or Special Permanent Resident Certificate, certificate of moving out (if moving in from outside the city), and notification card or My Number card (if you have one).

At the same time, you will also need to complete the procedure for health insurance, along with the procedure regarding your children. When you have done so, you will be able to receive the administrative services that you are eligible for.

If you are short-stay visitors within 3 months or if you don't have resident status, you are not qualified to ask for the above services.

Minami Ward Administration Office, Family Registry Division, Registration Section **2F14**

T045-341-1118

- For persons with children in elementary/middle schools

Please ask if you want to have your children enrolled in municipal elementary/middle schools.

If your children have already been attending elementary/middle schools, and their schools will change because the school district will change, bring the Certificate of School Enrollment.

Minami Ward Administration Office, Family Registry Division, Registration Section **2F14**

T045-341-1121

(2) Procedures of moving out

When you move out of the city, follow the necessary procedure at the Minami Ward Office and receive the "move-out certificate."

At the location of your new residence, complete the required procedure within 14 days from the day you have started to live there. Bring the "move-out certificate", the Resident Card or Special Permanent Resident Certificate, notification card or individual number card (If in your hand) designated to the government.

Minami Ward Administration Office, Family Registry Division, Registration Section **2F14**

T045-341-1118

(3) National health insurance / Subsidies for medical payments

Minami ward Administration office Health Insurance and Pension Division, insurance staff

T045-341-1126

National health insurance is insurance for medical payments.

- Person who has joined the national health insurance

→ Person who wants to change their address **2F18**

- Medical payments can be subsidised.

* A person who has national health insurance can use this system.

* The details of the subsidy are different depending on your income.

- Persons who have children from age 0 through the third grade of middle school

→ Infant medical treatment card **2F19**

· Any single parent who has a child under 18 years old (or middle school student who under 20 years old, moderately or more severely disabled.)

→ Welfare medical treatment card 2F19

(3) Procedure for a child

Minami ward Administration office Children and Families Support Division ☎045-341-1148

· "Person who is pregnant" or, "Person with a child who is younger than three years old"

→ Mother and child health handbook 2F25

※If you have moved to Yokohama from another city (not necessary when moving inside of the city or ward)

◇ Allowance relevant to a child

(The amount you receive will depend on your income.)

· Person who has a child corresponding to the 3rd grade of a junior high school.

→ Allowance for child 2F25

· Low-income person of a one-parent home with children of up to 18 years old.

→ Child rearing allowance 2F25

· Person who has a handicapped child of less than 20 years old.

→ Special child rearing allowance 2F25

(4) Other procedures

· Person who has a motorcycle of 125cc or less

You must exchange the license plate.

→ Minami ward Administration office Tax Division 3F32

☎045-341-1160

· Person who keeps a dog

You must get your dog registered.

→ Minami ward Administration office Health Sanitation Division 4F43 ☎045-341-1192

2 Everyday life

(1) When you have trouble with the Japanese language

Please consult "Minami Lounge (Minami Citizens Activity & Multicultural Lounge)"

☎045-242-0888

· It will introduce you to the Japanese language class in your district.

· It introduces a volunteer interpreter or translator.

< Days when we assist with your troubles in foreign languages >

Chinese (every day), English (Wednesday), Thai (Thursday), Tagalog (Friday)

(2) In times of sickness

When going to the doctor, you should carry your health insurance card.

First of all, you should find a family doctor in the vicinity.

When you have trouble with the Japanese language, please contact the Multilingual support center Kanagawa

☎045-316-2770

(Monday - Friday 9:00-12:00 and 13:00p.m-17:15p.m.) * Closed on Saturdays, Sundays, National holidays,

the New Year holiday and when the Prefecture Resident Center is scheduled for close.

You can call an ambulance due to a sudden illness or major injury. ☎ 119

●Yokohama City Emergency Consultation Center

#7199 or ☎ 045-232-7119

Please consult with this center in instances where you suddenly fall sick or are injured and are unsure whether to visit a medical facility or call an ambulance. In addition, they will inform you the medical institutions that are able to receive diagnosis.

●Hospital that deals with foreign languages.

Minatomachi Clinic

☎045-453-3673

The language is different according to the day of the week

. Please make a phone call to check the service languages used prior to your visit.

English: Every day

Tagalog: Monday, Tuesday, Friday

Persian language: Wednesday and Thursday

Hours:

Monday - Saturday 9:30 - 11:30, 14:00 - 17:30 (15:00 - 17:30 on Wednesdays, mornings only on Saturdays)

Address:Kinkocho 7-6, Kanagawaku

Kowan Rodosha Welfare Center

Traffic guide: Keihin Express Kanagawa Station, 3 minutes on foot from the station

●Infant emergency telephone counseling

Kanagawa Child Emergency Phoneline

#8000 or ☎045-722-8000

If your child has an emergency, you can learn the appropriate action to take using this service.

Hours: Every day 18:00-24:00

●Yokohama Municipal Center for Community Health (Yokohama Municipal Association of Doctors)

☎045-201-8712

They will introduce you to a doctor in your vicinity.

They will send you a map, etc., by fax at your request.

(Hours:Monday- Friday 9:00-12:00 13:00-17:00, however, except national holidays and the year-end and new year holidays 12/28 -1/4.)

●Poison information inquiry counter (Kanagawa prefecture doctors' association)

☎045-262-4199

(Responding to accidental ingestions such as cigarettes and detergents. 24 hours all year round.)

●Psychiatry and emergency medical treatment information counter (Kanagawa Prefecture)

☎045-261-7070

Hours:

Weekday: 17:00 - 8:30 of the next morning

(admission closed at 8:00 AM the next morning)

24 hours support for Saturdays, Sundays, National holidays, and the year-end and new-year holidays.

They will introduce you to a hospital for emergency treatment if necessary for a sudden psychological illness or if a condition becomes worse at night or on a holiday.

We will accept consultations at the Minami ward office : Elderly and Disabled Division between 8:45AM - 5:00PM on weekdays.

☎045-341-1142

●For sudden illnesses at nighttime (Consultations: every night)

Yokohama city sudden illness center for nighttime

☎045-212-3535 Sakuragicho 1-1, Nakaku

Time for consultations

20:00 - 24:00 (Appointments can be made from 19:30 .)

Diagnosis and treatment departments: Internal medicine department, Pediatrics department, Ophthalmology department, Otorhinolaryngology (Ear, Nose, Throat) department

●For toothaches on holidays or at nighttime

Yokohama-city dental health center

Aioicho 6-107, Naka-ku

☎045- 201-7737

Time for diagnosis and treatment every night: 19:00-23:00 (End of Reception: 22:30PM)

On Sundays / National holidays / Dec.29 through Jan.4 : 10:00-16:00(End of Reception: 15:30)

Diagnosis and treatment specialty: Orthodontics department

●For a sudden illness on Sundays / National holidays / year-end and new year holidays (i.e., Dec. 30 through Jan. 3)

Emergency Clinic Center for holidays

Minami-ku

☎045-731-2416 Shukucho 4-76-1, Minami-ku

Reception : from 10:00 to 16:00

Diagnosis and treatment specialty: Internal medicine department / Pediatrics department

(3) Inquiry counter (except the lounge)

●Foreign residents in the prefecture: inquiry counter 9:00~12:00,13:00~17:00 (Reception closed at 16:00) ☎045-896-2895

· Spanish: Friday and the 2nd Wednesday of each month

· Portuguese: Wednesday and the 4th Friday of each month

·English: The 1st, 3rd, and 4th Tuesdays of each month

·Chinese: Thursday and the 1st and 3rd Tuesdays of each month

·Korean: The 4th Thursday of each month

* Consultation for the foreign residents in the prefecture is possible over the telephone as well.

●Consultation in foreign languages by Yokohama Life Line

* You don't have to mention your name.

* Your the consultation shall be confidential.

· Portuguese

☎0120-66-2488

Wednesday / 10:00-21:00

Friday / 19:00-21:00

Saturday / 12:00-21:00

· Spanish

☎0120-66-2477

Wednesday / 10:00~21:00

Friday / 19:00~21:00

Saturday / 12:00~21:00

● Immigration Services Agency

Foreigners general consultation and support center

Kabuki-cho 2-44-1, Shinjuku-ku, Tokyo

Tokyo Health Center "Hygeia"

The 11th floor in the Shinjuku Multi-Cultural Symbiosis Plaza

☎03-3202-5535 (for several languages)

Monday - Friday 9:00-16:00

* Closed on the year-end and new year holiday, national holidays and the 2nd and 4th Wednesdays of each month

● Free consultation for foreigners over the telephone

Kanagawa Prefecture Administrative Scriveners' Association

☎: 045-227-5560 (in English, Chinese, and other languages etc.)

English: Every Wednesday

Chinese: Every Friday

Spanish / Portuguese: Every 4th Friday (closed on the new year holiday and other national holidays)

13:30-16:30

Within 30 minutes / case

● Law firm that can respond in English

Tokyo public law firm

(affiliated to the Tokyo Bar Association)

Higashi-Ikebukuro 1-34-5, Toshimaku, Tokyo

The second floor in the ICHIGO Higashi Ikebukuro Building

☎03-5979-2880 (representative) (receptionist service available in English, French, and Chinese)

3 Accidents, disasters, disaster prevention, and crime prevention

(1) Emergency call

The police ☎110

Fire fighting and emergency ☎119

Inform them if it is a fire or an emergency. Please don't panic.

* Even if you don't know you should call an ambulance or not, call #7119, then 119 will ask you the symptoms, etc.

Tell them your address starting with Yokohama City if you call them by a cellular phone.

Minami Police Station, O-oka 2-31-4, Minami-ku

☎045- 742-0110

Minami Fire Station, Urafune-cho 2-33, Minami-ku

☎045-253-0119

(2) Traffic accidents

● Traffic accident certificate

When you need a "Traffic accident certificate", "Accident-free and no violation certificate" or "Driving record certificate", please contact the Auto Safe Driving Center Kanagawa Prefecture Office at 045-364-7000.

Please note that a fee IS required.

(3) Disaster prevention

●The confirmation of Local disaster preparedness center (evacuation shelter) and daily preparation, as well as related matters of disaster prevention as a whole.

Minami ward Administration office General Affairs Division 6F66 (☎ 045-341-1225).

●In preparation for a disaster:

In order to prepare for an emergency, each family is requested to prepare general things like drinking water, food, sanitation kits etc. that will cover at least 3 days for each family member.

●If the earthquake occurs ...

· If you are in the house,

Don't panic and go out hurriedly.

· If you are outside,

You must not approach any small alley, wall, cliff, expressway, and/or the river.

· If you are driving a car,

You must stop without panicking on the left side of the road or a vacant lot, and turn off the engine.

If you have to leave the car to escape, please leave the engine key applied and don't lock the door.

●Evacuation site

Please go to a large and safe place such as a school, a park or a vacant lot, etc., near you to take shelter.

4 Resident registration for foreigners

On July 9, 2012, the Alien Registration was abolished, and a new system has started. If you want to learn more about the new system and the necessary procedures, see below. Persons who were granted "Temporary Visitor" status, who were granted permission to stay for three months or less, or who have no resident status, are not eligible for resident registration.

●Resident status, resident cards, etc.

Immigration Bureau's website:

http://www.immi-moj.go.jp/newimmiact_1/

Immigration Information Center (weekdays 8:30 - 17:15)

☎: 0570-013904

IP phones/PHS/calls from overseas: 03-5796-7112

●About resident certificates

Ministry of Internal Affairs and Communications website:

http://www.soumu.go.jp/main_sosiki/jichi_gyousei/c-gyousei/zairyu.html

Persons who have been issued the Resident Card when entering Japan are to complete the move-in procedure (see page 3, 1 [1], "When you move in").

Minami Ward Administration Office, Family Registry Division, Registration Section 2F14

☎: 045-341-1118

● Procedures for Resident Card

If you've lost, stained, or damaged your Resident Card, or want to renew your Card, inquire at the Yokohama District Immigration Office, Tokyo Regional Immigration Bureau.

Yokohama District Immigration Office, Tokyo Regional Immigration Bureau

Immigration Information Center (weekdays; 8:30 to 17:15)

10-7 Torihama-cho, Kanazawa-ku

☎: 0570-013904

(from IP phone/PHS/overseas, 03-5796-7112)

●Procedures for Special Permanent Resident Certificate (If you've been issued a passport, bring it with you.)

Situation	Time to take action	What you need to bring
You've lost your Special Permanent Resident Certificate.	Within 14 days from the date of loss.	Photo (one), passport, and a document specifying that you've lost the Certificate.
You need to change your name, date of birth, gender, or nationality.	Within 14 days from the date of change.	Special Permanent Resident Certificate, photo (one), passport, and a document specifying the circumstances of the change.
You've marred or damaged your Special Permanent Resident Certificate.	Any time.	Special Permanent Resident Certificate, photo (one), and passport.
You want to renew your Special Permanent Resident Certificate.	From two months before expiration until the date of expiration.	
You turn 16.	From six months before your 16 th birthday until your birthday.	
A baby has been born.	Within 60 days from the date of birth.	Birth Records Certificate or Birth Certificate and a copy of Resident Record (<i>juminhyo</i>).

The size of the photo is to be 40 mm. by 30 mm within 3 months from the day you apply at the Ward Office. Photos posed with a hat or dark glasses are not acceptable, and there should be nothing in the background.

Photos are not required for persons less than 16 years old.

Minami Ward Administration Office, Family Registry Division, Registration Section [2F14](#)

☎045-341-1118

●Copy of Resident Record (*juminhyo*)

Purpose: to certify the information on the Resident Card / Special Permanent Resident Certificate (name, nationality, address, etc.).

You may need it when you open a bank account, rent housing, or go through the process of school registration.

To be issued a copy of your Resident Record, you need to bring your Resident Card / Special Permanent Resident Certificate.

Your family member in the same household can also request the copy.

A letter of proxy is needed if someone other than a family member in the same household asks for the copy.

Minami Ward Administration Office, Family Registry Division, Registration Section [2F14](#)

☎045-341-1118

●Residence Procedure

If you have any questions on the residence procedures or your visa, etc., please contact the Tokyo Regional Immigration Bureau, Yokohama Branch

Yokohama District Immigration Office, Tokyo Regional Immigration Bureau

Immigration Information Center

☎: 0570-013904 (weekdays; 8:30 to 17:15)

(from IP phone/PHS/overseas, 03-5796-7112)

10-7 Torihama-cho, Kanazawa-ku

●Seal registration

A seal by the registered seal as well as the seal certificate are necessary to purchase a house or a car, etc., in Japan.

Minami ward Administration office Family Registry Division, clerk for registration [2F14](#)

☎045-341-1118

Who can execute the seal registration?

A person aged 15 or older, and has completed the alien registration in Yokohama City.
The office to execute the registration of your seal is the ward office of your residence.

What kind of seal can be applied for the registraton?

One where the seal fits into a square with one side longer than 8mm but less than 25mm.
You cannot execute the registration if the seal can transform in shape easily (e.g. one made of rubber),
or a seal whose outside frame is not perfect.

The seal must be that of the name listed on the Resident Record.

How to execute the registration?

Bring the seal you want to register, along with your Resident Card or Special Permanent Resident Certificate and your Passport.

When the seal registration has been executed, you will receive a seal registration card.

What happens if...

... you've lost the registered seal or seal registration card?

You need to submit a Report of Loss. Please inquire about this procedure.

... your family name has been changed through marriage, etc.?

The registration of the seal bearing your previous name will be cancelled.

... you've moved to a new location inside the city?

You can continue to use your seal registration card.

● Seal registration certificate

When the seal registration has been executed, you will receive a seal registration card.

You (or your proxy) can get the seal registration certificate if you (or, he or she) show(s) this card to a person in the ward office in charge of registration or in the administrative service corner, and submit(s) an application form that describes your address, name, and the date of birth.

If you've had your seal registered with the name by which you are commonly known, the registration will be canceled when that name has been canceled or changed to another name.

Minami ward Administration office Family Registry Division, clerk for registration 2F14

☎045-341-1118

● Marriage, divorce, birth, and death

At the time of your marriage, divorce, childbirth, or death in Japan, it is necessary to follow a procedure at the Minami ward Administration office Family Registry Division 2F11 (☎045-341-1115), on top of the procedures of your national origin.

Marriage

The required document for the procedure is different according to your nationality. So please contact the Minami ward Administration office Family Registry Division 2F11 (☎:045-341-1115).

Divorce

A divorce by mutual agreement may be possible or impossible depending on the individual case. So please contact the Minami ward Administration office Family Registry Division 2F11 (☎ 045-341-1115).

* It is necessary to follow a procedure in the Immigration Bureau when your resident status changes because of a marriage or a divorce.

Giving birth

Please submit a notification of birth to the Minami ward Administration office Family Registry Division 2F11 (☎045-341-1115).

When either of the parents is a special permanent resident: the application for special permanent resident status for the child is handled at the Registration Section, Registration Division of the Minami Ward Administration Office.

Minami Ward Administration Office, Family Registry Division, Registration Section 2F14
☎045-341-1118

If you are in the national health insurance system, please follow a procedure at the Minami ward Administration office Health Insurance and Pension Division 2F18 (☎045-341-1126).

Please make an application for the child allowance at the Minami ward Administration office Children and Families Support Division.2F25 (☎045-341-1148).

Please follow the procedure for a child's passport in the embassy or the consulate of your own country.
Please follow the procedure of a child's resident card at the Immigration Bureau.

Death

Please submit a notification of death and an application form for approval of committal to the Minami ward Administration office family-register section 2F11 (☎045-341-1115).

If the person who passed away was in the national health insurance system, please follow the procedure at the Minami ward Administration office Health Insurance and Pension Division 2F18 (☎045-341-1126).

Return the Resident Card or Special Permanent Resident Certificate of the deceased person to the Immigration Office.

Immigration Information Center (weekdays; 8:30 to 17:15)

☎0570-013904

(from IP phone/PHS/overseas, 03-5796-7112)

5 Taxes

As for the types of taxes, there is the national tax to be paid to the nation, and local taxes (municipal taxes and prefectural taxes) to be paid to the city and the prefecture.

●Municipal tax

Minami ward Administration office, Tax Division, municipal taxes section 3F33 (☎045-341-1157)

As a rule, a person who has an address in Yokohama City as of January 1 and has a certain amount of income shall be levied.

You have the duty to pay both the municipal tax and the prefectural tax.

The deadlines for regular collection of taxes are June, August, October, and January.

●Property tax and city planning tax

1) Land and houses

Minami Ward Administration office, Tax Division, land section 3F31

(☎045-341-1161)

Minami Ward Administration office, Tax Division, residential buildings section 3F31 (☎045-341-1163)

Persons who, as of January 1, own land and/or buildings are taxed based on the value (appraised value) calculated according to the national government standard.

In addition to that, city planning tax is imposed on the land and buildings that are located in the urbanization zone.

Tax payments are to be made in April, July, December, and February.

2) Depreciation assets

Yokohama city depreciation assets center

Kannaichuo building 10F, Masago-cho 2-22, Naka-ku (☎045-671-4384)

*The Yokohama City Depreciable Assets Center is scheduled to be transferred in the fall of 2020. Details will be notified on the homepage etc. once they are confirmed.

As of January 1, individuals and companies managing factories, shops or similar facilities, or renting out parking lots, apartments or similar facilities, will be taxed for structures, machinery, tools, equipment, and so forth used in those enterprises. Deadlines for the tax are April, July, December, and February.

●Light vehicle tax

Minami Ward Administration Office, Tax Division, 3F32 (☎ 045-341-1160)

Light car (less than 660cc) owner as of April 1 is levied.

Please make a report in the case you disposed of your car or lost it by theft.

The deadline is May.

●Payment of municipal taxes

1) Payment by the payment slips

You can pay at a financial institution, Japan Post Bank (post office), a convenience store, etc. If the payment slip accepts the payment through Pay-easy, the tax can be paid from an ATM, computer, cell phone, etc.

Only payment slips with barcodes can be handled by convenience stores.

2) the account transfer payment

Minami Ward Administration Office, Tax Division, 3F34.

The account transfer payment is convenient for the tax payment for ordinary collection of the municipal / prefectural tax, the property tax / the city planning tax and the property tax. You can apply at a financial institution or Yuucho Bank (or Japan Post Bank at a post office), if you bring the notice of tax payment, the deposit passbook, and the seal registered for the deposit passbook.

Mailing application

The mailing application can be obtained at the Minami ward office, taxation division, tax payment section, or by downloading via the website.

3) when there is no payment after the deadline

Arrearages may occur when there is no payment before the deadline. If you have any question, please contact the Minami ward office, taxation division,

If you leave the municipal taxes unpaid, etc., then your property will receive an attachment, etc. Please be careful.

●The certificates of municipal taxes and commissions

Minami Ward Administration Office clerk for issuing certificates 3F32

Kinds	Place to make the request	Commissions
1) Taxation (income) certificate	Minami Ward Administration Office clerk for issuing certificates (3F 32)	300 yen per certificate
2) Certificate of tax payment		
3) Certificate of matters registered in the taxation ledgers for fixed assets		300 yen per land lot 300 yen per house

* The things to bring

In the case of the person in question...Public certificate that can prove the identity of the person in question (driver's license, etc.)

For the proxy...Power of attorney and public certificate that can prove the identity of the proxy (driver's license, etc.)

● Auto tax …prefectural tax

It is levied on the owner of a car (light cars and motorcycles, etc., are excluded) as of April 1.

If you have any question on the system of the auto tax or the procedure,
please contact Kanagawa pref. auto tax call center ☎045- 973-7110

● Income tax …national tax

You have the duty to pay the income tax according to your total income from January through December.

● Filing an income tax return

The filing of an income tax return is necessary for the following persons.

- ▶ Person whose annual income of salary exceeds 20 million yen.
- ▶ Person who is getting salaries from two entities or more.
- ▶ Person who has a non-salary income that exceeds 200,000 yen

Return for refund (time limit of declaration - five years from January 1 of the next year)

A white-collar worker, etc., who is subject to withholding taxes may receive a refund due to the following deductions.

- ▶ When corresponding to the case of a casualty loss due to a disaster, or of the loss of a house or other household wealth due to a theft or similar incident.
- ▶ In the case of corresponding to a medical expense deduction, or when you have paid more than a certain amount of medical expenses due to an injury, giving a birth to a baby, etc.
- ▶ In the case that you build or purchase a new house, or make house addition or betterments by taking advantage of a housing loan which is the object of a special income tax deduction.

Time limit: five years starting from January 1 of the following year.

If you have any question on the national tax,
please contact the Yokohama Minami Tax Office ☎ 045-789-3731

You can download the forms for various applications, registrations, and reports via the website of the National Tax Administration Agency.

6 National health insurance

Minami Ward Administration Office Health Insurance and Pension Division, clerk for insurance 2F18
☎ 045-341-1126

If you have a visa for 3 months or more, and have completed resident registration in Minami-ward, you have that obligation to join the health insurance system.

* This is a national health insurance system for the payment of medical expenses.

Once you join the health insurance system, you only have to pay 30% of the actual medical expenses incurred.

(depending on your age, you may have to pay only 10% or 20%)

There are two methods for joining.

- 1) You follow a procedure to join the social insurance in your company, etc.
- 2) You follow a procedure to join the national health insurance system in the ward office.

* A person who cannot join the social insurance of the company where he or she is working should join the national health insurance system.

☆ As a general rule, a person whose address is not on the Resident Record in Minami Ward, or whose period of stay is three months or less, cannot join.

●Insurance policy

A Certificate of national insurance policy per person shall be delivered when entering the national health insurance system.

Please be sure to show it to the hospital when you receive an examination and treatment.

●Supply of benefits (When you join the national health insurance system, you will receive the benefits in the following cases, etc.)

For the details, contact the Minami Ward Administration Office Health Insurance and Pension Division 2F19 (☎ 045-341-1128)

Medical expenses

Even if you have to receive a doctor's care without an insurance policy due to a sudden illness, etc., a part of the expense paid might be returned depending on the case.

High medical cost

When the amount you have paid to a hospital(s) is large amount and your self-burden after the insurance exceeds a certain amount for a month, there is a possibility that you can receive a refund of the excess amount depending on the case.

Lump-sum birth allowance

420,000 yen is provided if a person with health insurance gives birth to a baby.

(However, it may be directly allotted to the hospital expenses such as delivery there is an agreement with the hospital.)

For the details, contact the Minami Ward Administration Office Health Insurance and Pension Division 2F19 (☎ 045-341-1128)

Lump-sum funeral allowance

When a person in the health insurance system passes away, 50,000 yen is provided to the person who hosts the funeral.

For the details, contact the Minami Ward Administration Office Health Insurance and Pension Division 2F19 (☎ 045-341-1128)

●Follow the procedure promptly in such cases.(Within 14 days)

· When you join the social health insurance of a company.

Stop using the national health insurance card day after you have joined a new insurance plan; return the card to the Ward Office.

· When you change your address by moving.

· When the number of the family members changes due to a marriage or a divorce, etc.

●International students as well must follow the procedure.

International students also must enter the national health insurance system.

There is a system whereby the Japan Student Services Organization (JASSO) supports a part of the insurance premiums for international students.

●When you cannot afford to pay the medical payment.

If you have joined the National Health Insurance plan, please contact the pension and insurance division of Minami-ku ward office when you are going to be hospitalized or cannot afford the hospital expenses. There is a possibility of reduction or even being exempted from payments.

●Insurance premium

It is calculated on the basis of each family unit according to the number of people who join the national health insurance system in the family as well as the income (or the amount of municipal tax paid) of each family member.

The care insurance premium is added to a person aged 40 or older but younger than 65.

Please use the convenient account transfer payment method for the premium payments.

●When you cannot afford to pay insurance premiums.

If you cannot afford to pay the insurance premium due to a disaster or other reasons, there are some cases when you can receive the benefit of a reduction or exemption.

If you fail to pay the insurance premium, you may have to bear on your own all the expenses of your treatment at the hospital.

If you have any questions, please contact the Minami ward office insurance and pension section clerk for insurance.

●In regard to the specified health and medical examinations and the specified health service guidance. A person aged 40 - 74 can use this system to take the physician's consultation as long as he or she is a beneficiary of the national health insurance.

* The consultation ticket will be sent to you during May every fiscal year.

If you don't receive the consultation ticket within that period, please contact the Minami Ward Administration Office Health Insurance and Pension Division clerk for insurance 2F18 (☎ 045-341-1126).

7 National Pension

Minami ward office insurance and pension section staff for pensions 2F20

☎ 045-341-1129

The national pension is a system that you pay a certain amount every month into and receive a pension when you become old or handicapped.

There is the Welfare Pension that you enter in at the company you work for, and also the National Pension that you enter by following a procedure in a ward office, etc.

●The monthly fixed insurance premium of the National Pension for FY2020 is 16,540yen.

If you pay an additional premium (400 yen per month), you will be able to receive an additional pension on top of the basic old-age pension.

●The method of the premium payment

You can use the convenient account transfer payment method. It is also possible to pay it at the financial institution described on the back side of the payment slip, or at a convenience store. Furthermore, you can use the electronic payment system on the web, etc., or a credit card.

If you have any questions, please contact

The Yokohama Minami pension office.

☎045-742-5511 Shukucho 2-51, Minami-ku

8 Garbage and recycling

●Separation and Disposal of Garbage and Recyclables



The display of "1F1" means "The first window on the first floor in the Minami ward office"

About the Separation and Disposal of Garbage and Recyclables, please refer to the pamphlet or official homepage.

"How to classify garbage and the resources" (versions in English, Hangul, Chinese, Spanish, and Portuguese) can be received in Minami-ku ward office, Community promotion division 6F62 or Resources and waste recycling Bureau, Minami Office, Mutsumi-cho 1-2-2, Minami-ku (☎ 045-741-3077).

【English】

https://www.city.yokohama.lg.jp/kurashi/sumai-kurashi/gomi-recycle/ongen/pamphlet/wakedashi.files/0043_20180907.pdf

You can also see the introduction of the method of garbage disposal on YouTube.



If you have any question about disposal of a waste, please contact the
Yokohama City Minami Office of Resources Circulation Bureau
☎ 045-741-3077

9 Houses

(1) Project by Yokohama-city for easily moving into a private house

It supports foreigners' moving such as a rent guarantee, etc., if he or she is rejected by the owner for the reason of having no joint guarantor, when he or she can afford to pay the house rent.

However, there are requirements for the person to be able to receive such support, such as the period of living in Yokohama. Please contact the following center for details.

Kanagawa Habitation Support Center for Foreigners

☎045-228-1752

(2) Publicly rented accommodations and public accommodations built for sale.

●Accommodations under management of the municipal government (rented accommodation)

Offering: April and October

Yokohama-city Housing Supply Public Corporation section for accommodation under the municipal management. ☎ 045-451-7777

●Yokohama-city Housing Supply Public Corporation (rented accommodation)

Offering: At any time

Yokohama-city Housing Supply Public Corporation Residence and city planning consultation center "Smile-in" ☎045- 451-7766

●Accommodations under management of the prefectural government (rented accommodation)

The offering: May and November.

KANAGAWAKEN TOCHITATEMONO HOZEN KYOKAI (Kanagawa prefecture real estate maintenance association) section for accommodations under public management. ☎ 045-201-3673 (prefecture-run condominium)

●Publicly rented accommodation in the form of sub-lease by Kanagawa Prefecture

Offering: At any time

KANAGAWAKEN TOCHITATEMONO HOZEN KYOKAI (Kanagawa prefecture real estate maintenance association)section for accommodations under public management

☎ 045-201-8282 (Publicly rented accommodation in the form of sub-lease by Kanagawa Prefecture)

● Kanagawa Prefecture Housing Supply Public Corporation (rented accommodation)
Offering: At any time
Kanagawa Prefecture Housing Supply Public Corporation, Offering and Contract Section
☎ 045-651-1797

● UR's rented accommodation (Accommodations supplied by former Public Housing Corporation)
Offering: At any time
Urban Renaissance Agency
UR Yokohama Operation Center
☎ 045-461-4177

10 Living

(1) Neighborhood community association • District association

Neighborhood community associations and district associations are groups voluntarily organized by the residents who live in a certain district and agree to the goals of the association for the purpose of solution of common issues in the district as well as promotion of friendship.

As for the management of the neighborhood community associations and the block associations, the expenses are paid by the members in the form of membership fees and the associations are operated democratically.

● The details of the main activities

- Environmental beautification campaign (weed removal and cleaning of the public domain such as parks)
- Crime prevention and disaster-prevention activity in the district
- Events, etc. (Bon Dance Festival, Shinto Festival, Athletic Meeting, etc.)
- Distribution of reports and information from the city office and the ward office.

Please ask the administrator of the district you live in if you want to join.

If you don't know who the administrator is, please contact the Minami-ku public office's regional development section clerk for local activities 6F62 ☎ 045-341-1235

(2) When riding a bicycle

<Obligation to hold bicycle insurance>

When riding a bicycle in Yokohama City, you need to have bicycle insurance (personal liability insurance).

Please obtain insurance by directly contacting an insurance company.

You cannot park your bicycle or motorbike in any of the prohibited areas. It will be moved to a specified place.(23 storage places in Yokohama City).

When you get back your bicycle or motorcycle you will be charged for expenses incurred by the transport and custody (1,500 yen for a bicycle and 3,000 yen for a motorcycle).

In the area where abandonment is banned, there is a board that explains the sign and a map of the leaving interdiction area, the depository, and how to retrieve it, etc., so please read them and follow the instructions.

Road Bureau, Traffic Safety and Bicycle Policy Division

☎ 045-671-3644

< bicycle leaving interdiction area and bicycle parking space >

Presently, more than 100 stations within the city, which includes those in Minami-ku, are specified as bicycle and motorcycle leaving interdiction area. Charged bicycle parking spaces have been designated in the vicinity of these stations. (Motorcycle use is restricted to those that are 125 cc or less).

(3) Consultation regarding food

Please consult us at such a time.

- When you get symptoms of food poisoning such as diarrhea or a stomach ache due to a meal at a restaurant or home.

- When you find mold in the food you bought, or when a restaurant you visited is very unsanitary.
- When you want to know preventative measures against food poisoning or the details, etc., of displays on food.

Minami-ku welfare health service center, living and health section, 4F44

☎ 045-341-1191

(4) Consultation on household articles

We will give you consultation services on household articles such as "Eczema that occurred when I dressed my baby with a new undergarment or babies's wear".

Minami-ku welfare health service center, living and health section 4F43

☎045-341-1192

(5) Registration of a car

As for the procedure of the purchase of a car, scrapping of a car, a change of address, and the change of the owner of record, the reception desk is different depending on the kind of the car.

- Ordinary cars and small sized motorcycles (250cc or more)

Light motorcycle (more than 125cc but 250cc or less)

Kanto District Transport Bureau Kanagawa Branch

Registration related helpdesk

☎050-5540-2035

- Light car and light tricycle (660cc or less)

Light Motor Vehicle Inspection Organization Kanagawa Office

☎ 050-3816-3118

- Bicycle with motor (125cc or less)

- Small sized special vehicle

Minami-ku's ward office taxation section clerk for municipal taxes 3F32

☎ 045-341-1160

(6) Passport

Please make the request to the embassy or the consulate.

(7) Animals (dogs)

Keeping a dog

* The registration and the anti-rabies serum injection are required for a family dog of 91 days or more after birth.

Minami welfare health service center, living and health section 4F43

☎ 045-341-1192

(8) To be engaged in a work of handling the animal

You need a registration to be engaged in the work of handling animals (sales, custody (groomers included), rental, training, or exhibition).

Minami welfare health service center, living and health section 4F43

☎045-341-1192

11 Babies and children

(1) Mother and child health handbook

Please find a hospital early where you will give birth to a baby if there is a sign of pregnancy.

Please report to us when your pregnancy is diagnosed.

We will give you the maternal and child health handbook.

The handbook is necessary for submitting the notification of birth as well as for the health examination, etc.

A medical examination subsidy ticket for a pregnant woman, a ticket for a medical examination of the baby at a medical institution and so forth are appended to the maternal and child health handbook.

Minami Ward Administration Office, child family support section 2F25
☎045-341-1148

(2) Parents class (appointment system)

The person who is having her first birth and her family are qualified. Class to learn health during pregnancy, the birth, and child care.

If you have any questions, please contact the Minami Ward office child family support section 2F25
☎045-341-1151

(3) Vaccinations

The children fall within the eligible age ranges can receive regular vaccinations free of charge in the City's Cooperative Medical Institutions.

Because the health promotion staff need to hand in the medical examination ticket book (Again) to you, please go with the Maternal and Child Health Handbook that can confirm the vaccination history and the Insurance Card that can confirm the name, address and age, etc.

【English】

<http://www.city.yokohama.lg.jp/kenko/hokenjo/genre/kansensyo/vaccination/pdf/guidevaccuenglishver.pdf>

If you have any questions, please contact the Minami Ward office health promotion section 4F41
☎045-341-1185

(4) Subsidy for medical care for infants

As for the medical payment of a child (up to graduation from junior high school) who has health insurance, you may receive a subsidy for a part of the medical treatment subject to the health insurance. However, there is a limit condition regarding your income to receive a subsidy for the expenses spent for a child aged 1 or older.

Minami Ward office insurance pension section 2F19 ☎045-341-1128

(5) Allowance for a child

This is available to families with children up to the age of the 3rd year of junior high school.

The amount you receive will depend on your income.

Minami Ward Administration office, child family support section 2F25
☎045-341-1148

(6) Day-care center

In the case the guardian cannot take care of a child at home in the daytime due to work or sickness, etc., it is possible to entrust the preschool child to a day-care center from the end of maternity leave.

(The age of the child that can be entrusted is different depending on each facility. Please inquire of each facility.)

Applications for kindergarten admission in April of next school year are accepted from around October to November every year. However, if there is extra-capacity in the facility, you can apply at any time and may be approved.

The fee for the day-care center is decided based on the previous year's municipal tax amount, etc.

Minami Ward Administration office, Children and Families support Division 2F25 ☎045-341-1149

(7) Temporary day care

Day care centers can take care of your children temporarily regardless of the reason, whether you are working or sick, have an urgent event such as a wedding or a funeral, or if you just need some time to yourself.

Minami Ward Administration Office, Children and Families Support Division 2F25 ☎045-341-1149

(8) Temporarily daycare for infants

We take care of your children temporarily regardless of the reason.

The children must live in the city; they are to be at least 57 days old, but not old enough for elementary school. The charge is 300 yen or less per hour.

Advance registration and reservation are necessary. When you want to use the service, inquire directly at the facilities that provide the service.

(facilities in the Ward)

Peace Land Day-care Center

Henmi Building 3rd floor, 3-7 Yoshino-cho

☎045-260-3117

(9) Child care on holiday

In the case the guardian cannot take care of the child on Sundays or holidays due to work or sickness etc., it is possible to entrust a child to a day-care center.

The object is a child who is born over 57 days and before entering the elementary school.

Please inquire directly of the facility about the method of application and the expense for use, etc.

(Facilities in the ward)

Kamiooka Rabbit Nursery School

Bee Mel Building, 2-81-1 Bessho

☎ 045-713-3504

(10) Child care for convalescence

In the case the guardian cannot take care of the child at home due to an inevitable reason such as work, giving birth to a baby, or ceremonial occasions, etc., it is possible to temporarily entrust a child as far as the child is in convalescence from an illness, and the child is 6 months or more old but younger than the age corresponding to the 3rd grade of an elementary school.

Please inquire directly of the facility about the method of application and the expense for use, etc.

(Facilities in the ward)

Mutsumi-cho day-care center

Mutsumi-cho 1-30, Minami-ku

☎045-710-6230

(11) Child-nurturing support base of the district

The space is offered for a preschool child and the guardian to play and spend time together. It is also a base of child-nurturing support such as child-nurturing consultation and supply of child-nurturing information.

After the registration, you can to use it free of charge.

Haguhagu's Tree, a Minami-ku parenting support facility

Gumyoji-cho 158 Karumu I 2F, Minami-ku

☎045-715-3728

Open: Tuesday through Saturday (closed Sunday, Monday, national holidays, New Year holidays, and the day following a Monday holiday)

(Hours: 9:30 – 16:00)

(12) Yokohama Parenting Partner

Providing information and recommending organizations for troubles and confusions in parenting.

Haguhagu's Tree, a Minami-ku parenting support facility ☎045-721-8686 (special hotline) Service hours: Tuesday-Saturday 9:30-16:00 (except for close days of Haguhagu's Tree)

(13) Yokohama child-rearing support system

It is a system where "a person who wants someone to take care of the child" and "a person who can take care of a child" make the registration, and the citizens cooperate with each other (FOR A FEE) to bring up children.

They send the child to the day-care center and take care of the child temporarily for the purpose of the parent's rest, etc.

Yokohama child-rearing support system secretariat

(in Child-nurturing support base of the district "Haguhagu's Tree")

☎045- 731-2291(Special hotline)

Open: Tuesday through Saturday (Hours: 9:00 – 17:00)

(Closed on the holiday of the Haguhagu's Tree)

(14) Plaza of gathering for parents and children

A casual gathering-place for parents and children: parents interact with each other, exchange information, and seek and give advice on childcare. It is mainly held by Local Community organizers.

Please inquire directly of the facility if you have any questions.

(Facilities in the ward)

Sakura Zaurus Maita Open Space

Flare Yoshiwara 1F, Enoki-cho 1-1-5, Minamiku

☎045-711-4666

Sakura Zaurus Mutsukawa Open Space

The branz hill 101, Mutsukawa 1-287-7, Minami-ku

☎045-711-4771

Enoki plaza of gathering

18-20 Idogayakamimachi, Minami-ku (inside Idogayakamini Hall)

☎080-8889-0937

M-House Miharudai

154-1 Miharudai, Minami-ku

☎045-325-8749

(15) Child log cabin

There are various play equipment like the spiral slide and the net climb. Children can play happily even on a rainy day.

Please inquire of us about the available time and holidays, etc.

(Facilities in the ward)

Nagata-minamidai park

Nagata-minamidai 4, Minami-ku

☎045- 742-1169

(16) Consultations of child care and facilities opening in day-care centers

The well-baby clinic is held in day-care centers.

You can receive bits of advice about the usual issues such as discipline and growth.

Moreover, the facilities in the centers are opened for public use on the day of the week decided.

Minami Ward Administration Office, Children and Families Support Division 2F25 (☎045-341-1149)

12 Education

(1) Education consultation for foreigners

It is possible to consult over the telephone or by a visit.

What should I do to enter a school?

There is something difficult to understand about schools.

Anyone can consult about any questions like these. (Appointment required)

Foreign language support: Chinese, English, Spanish and others

Consultation day:

2nd Saturday, 4th Saturday of every month, 10:00 – 12:30

Yokohama Association for International Communications and Exchanges (YOKE)

YOKOHAMA Foreign Residents Information Center

Minato-Mirai 1-1-1, Nishi-ku

Yokohama International Cooperation Center 5F, Pacifico Yokohama 045-222-1209

(2) Minami Lounge Education Consultation Association
You can receive consultation free of charge (with interpretation service).
4th Thursday 13:30-15:30
Appointment only
☎ 045-242-0888 (foreign language)
Minami Lounge (Minami Citizens Activity & Multicultural Lounge)
Urafune integrated welfare facility 10F, Urafune-cho 3-46, Minami-ku

(3) Earth plaza foreigner education consultation
Kanagawa prefecture-run Global Citizen Kanagawa Plaza
2F Information Forum, Kosugeya 1-2-1, Sakae-ku, Yokohama-city
10:00~13:00、14:00-17:00 (16:30 closed for new comers)
Tuesday: Tagalog
Wednesday: Portuguese
Thursday/Saturday: Chinese
Friday: Spanish

☎045-896-2972
(Chinese/Spanish/Tagalog/ Portuguese)

(4) Kindergarten
The kindergartens in Yokohama City are all privately run.
About information on the kindergartens, please confirm by the websites of "Yokohama City children and youth bureau" or Yokohama City kindergarten association (☎045-534-8708).

(5) Day-care at private kindergartens
There are some kindergartens and Certified Centers for Early Childhood Education and Care that take part in the "Day Care at Private Kindergartens in yokohama etc. Scheme." Children attending facilities which are part of this scheme can be collected outside the usual teaching hours if the child's guardians are at work or for other reasons.
Child and youth bureau, child-nurturing support section
☎045- 671-2085

● "Day Care at Private Kindergartens etc. Scheme" Facilities in the ward
Sannoudai kindergarten (all week)
Nagatasannoudai 38-38, Minami-ku
☎045-713-8866
Minamiseishin kindergarten (weekdays)
Nagatakita 2-3-26, Minami-ku
☎045-713-4044
Maya kindergarten (weekdays)
1-270 Mutsukawa, Minami-ku
☎045-731-5185
Sansei kindergarten (weekdays)
2-211 Horinouchi-cho, Minami-ku
☎045-731-2848
Kurumi Kindergarten (weekdays)
1-20-2 Nakazato, Minami-ku
☎045-731-1646
Minamishirayuri Kindergarten (weekdays)
3-4-23 Mutsukawa, Minami-ku
☎045-711-2903

(6) Notification of attendance of elementary school

In early September, we will send out information about elementary school enrollment to parents who have children to start school in the next year and who have completed the foreign resident registration by mid-August.

Please follow the procedure by the date provided if you wish to enroll your child in a municipally run elementary school. When undertaking the enrollment procedures, you will receive a notification of attendance of elementary school in October.

What you'll need: the admission notification, together with your child's Resident Card or Special Permanent Resident Certificate.

Minami ward office family-register section clerk for registration 2F14

☎045-341-1121

(7) Notification of attendance of junior high school

In mid-January, we will send out the attendance notification to children who are in 6th grade at a city run elementary school and will be entering middle school for the first time.

Minami ward office family-register section clerk for registration 2F14

☎045-341-1121

(8) When you change the school

When you move out, and your children change schools because the school district will change, follow the required procedure at the school(s) your children are attending. (Bring your seal.)

We will complete the procedure for changing schools upon your completion of the procedure for moving out; bring the Certificate of School Enrollment.

Ask in advance if children who are not listed on the Resident Record want to enroll in an elementary school.

Ask in advance if for any reason you can't complete the necessary procedure by the due date, and still want to have your children enrolled in school.

Minami Ward Office, Registration Division, Registration Section 2F14

☎045-341-1121

(9) Consultation of going to school

Minami ward office family-register section clerk for registration 2F14

☎045-341-1121 or each school.

(10) Assistance for school supplies expenses, etc.

For a person who has difficulty for economic reasons in sending a child to a city-run elementary or compulsory education school, we are providing aid for school supplies expenses, school readiness expenses, outside the school activity expenses, school excursion expenses, school lunch expenses, etc. The school readiness expenses may be provided before entering school.

Furthermore, the object of the aid is extended to those who live in Yokohama City and is sending a child to a state-run school or to a public elementary or junior high school, or secondary school (first semester program), or to a private elementary or junior high school in Yokohama City, or to the elementary or junior high school for foreign children in Yokohama City. Please inquire of the board of education promotion section, clerk for school entry (☎045- 671-3270) or each school in question.

(11) Consultation of education

●Educational counseling

Comprehensive education consultation center(telephone counseling) ☎ 045-671-3726

To unable to attend school, friendship, study, future course and sexual harassment etc.

Hours: Monday to Friday 9:00 -17:00 (National holidays are excluded.)

You can also consult the Minami Ward Administration Office, Children and Families Support Division 2F25 ☎045-341-1153

● Youth Consultation Center

It supports through telephone consultation, etc., for various worries like social withdrawal, truancy, etc.

Monday - Friday 8:45~17:00 ☎045-260-6615 (consultation exclusive use)

Eligibility: Young people from around the age of 15 years to under 40 years who live within the city and their families

(12) Scholarship and lending facility etc.

• Support Fund for Studying at High School

In the case of public high schools, households whose income based levy for the municipal tax is less than 507,000 yen can apply for exemption from tuition fees.

Also, in the case of private high schools, households can receive a reduction on the tuition fees according to the amount of income based levy for the municipal tax.

(City run schools)

Yokohama City Education Board, High School Support / Regional Network Division

☎671-3270 or the school in question

(Prefecture run schools)

Kanagawa Prefecture education board

Education Section, Financial Affairs Division

☎210-8113 or the school in question

(Private schools)

Children Support Division, Children's Future Department, Welfare and Children's Future Bureau, Kanagawa, Private School Affairs Division

☎210-3793 or the school in question

• Reduction and exemption from high school tuition fees and partial financial support

For those whose financial circumstances mean they are having difficulty meeting the costs of school, there is a system of reduction and exemption from high school fees which covers examination fees, entrance fees and tuition fees (only those eligible to pay).

In addition, discount of school admission and tuition fees might be available for students attending private high schools if they and their parents are residents of the prefecture. Please inquire for details.

The point of inquiry is the same as for "Support Fund for Studying at High School" above.

·Yokohama city high school scholarship

5,000 yen a month, no repayment needed.

Applications will be reviewed against eligibility requirements (April).

* Please apply through the school you are attending.

General Office of Yokohama Municipal Education Board, School Support / Regional Network Division

☎045-671-3270

Scholarships for high school students

Provided to families with income lower than the minimum amount for residence tax or entitled for basic-income protection, no repayment needed.

(National public schools)

Finance Department, Prefectural Education Board

☎045-210-8251 / Schools

(including private schools)

Children's Future Department, Welfare and Children's Future Bureau, Kanagawa, Private School Affairs Division

☎045-210-3793 / Schools

·Kanagawa prefecture high school scholarship

Prefecture's board of education, education bureau,

Finance Division, High School Scholarship Group

☎ 045-210-8251

· Scholarship of Japan Student Services Organization ☎ 0570-666-301

· Japan Finance Corp. people's living business
education loan call center

☎0570-008656

Or, the branch of Yokohama. ☎045-201-9912 (representative).

(13) Part-time schools and correspondence course high schools in which students can study while working.

· Municipal high school (part-time school)

Yokohama-city education board high school education section

☎045-671-3272

· Prefectural high schools(part-time schools and correspondence course high schools)

Prefecture's high school education planning section ☎045-210-8084

· Private high school (correspondence course high schools)

Prefecture's education related promotion section ☎045-210-3768

(14) Day-care centers, kindergartens, and schools in the ward

■ Certified day-care centers

· Shimizugaoka

Shimizugaoka25

☎045-242-1834

· Yokohamashi Shirobara

Nakamurachou4-270

☎045-251-4385

· Yokohamashi Miharudai

Miharudai107

☎045-231-5067

· Yokohamashi Nagata

Nagataminamidai5-1

☎045-714-1371

· Yokohamashi Idogaya

Idogayashimomachi13-17

☎045-715-0188

· Yokohama kazeno

Mutsukawa2-68-18

☎045-715-5226

· Mutsukawanishi

Mutsukawa4-1157-2

☎045-824-4151

· Mutsukawamidori

Mutsukawa3-77-7

☎045-713-2161

· Kuraki nagata

Nagatahigashi2-5-8

☎045-711-8900

· Kuraki

Nakasato3-23-1

☎045-731-5994

· Nakamura aijien

Heiraku133

☎045-251-3870

· Mutsumichou

Mutsumicho

☎045-710-6230

· Minami Mano

Urafunecho3-44-3

☎045-260-1152

· KeikyuKidsland Idogaya

Idogayanakamachi161

☎045-730-6206

· Asuku Yoshinocho

Sannocho3-24-8

☎045-250-5512

· Shougakkan Academy Maita

Miyamotocho1-15-1

☎045-711-6901

· Asuku Idogaya

Idogayashimomachi214-5 2F

☎045-716-4707

· Chiisana ashiato

Syukucho

☎045-341-3430

· Yokohama minami kaoru

Sannocho4-25

☎045-334-7001

· Yasuragi

Manseicho2-38-16

☎045-251-1027

· Ain Gumyoji

Ooka2-16-5

☎045-716-4152

· Hibiki idogaya

Idogayakamimachi26-24

☎045-713-3737

- Minami aijien
南太田 2-7-21
☎045-731-1401
- Keikyu Kids land Koganecho
Adjoining land of Shiroganecho 1—23—2
☎045-260-6147
- Ooka ohisama
Ooka3-9-16
☎045-715-0130
- Takenokonagatahigashi
Nagatahigashi3-3-10
☎045-315-7768
- Meitoku
Kanoedai48
☎045-231-8498
- Bessho
Bessho2-14-10
☎045-714-1178
- Mutsukawadai
Mutsukawa3-78-10
☎045-714-1454

- Darwin Kodomo Academy Hananoki
Hananoki-cho2-26
☎045-711-1936
- Petit Nursery Gumyoji
Gumyojicho148-5
☎045-712-5800
- Kamiooka Rabbit
Bessho 2-81-1
☎045-341-3504
- Kids Partner Gumyoji
1-21-1 Nakasato
☎045-7115-3661
- Harukaze Ooka
Ooka 5-40-2
☎045-334-8715
- Kura·Zemi Yoshino
Yoshino 1-1-5
☎045-334-8715
- LaLaLand Idogaya
Idogaya Kamimachi 13-19-1
(TBD)

■ Certified Centers for Early Childhood Education (child care center section)
Sannodai Kindergarten / Kazenoko Childcare Center (certified)
Nagatasannodai38-38
☎045-713-8866

■ Small child care services

- Pokapoka
Miharudai143
☎045-325-8980
- Takenokokyoudou
Idogayanakamachi127-1
☎045-741-1619
- Team nursery BigHug Minamiota
Hananoki-cho1-9-12
☎045-833-5467
- P-kaboo
Shirotae-cho4-42-3
☎045-315-5274

- Kids partner Idogaya
Minamiota
☎045-716-5651
- Konohana
Idogayashimomachi37-11 2F
☎045-873-7621
- Baba Nursery
102, SONARE YOKOHAMA, 1-10
Maesatocho
☎045-334-7588

■ Domestic child care services

- Kawasaki
Besshonakasatodai19-4
☎045-714-5939
- Tsubominomori
Heiraku82
☎080-5901-0786

- Morita
Nagatakita 1-28-2
☎045-711-3309

■Yokohama child care center
Mirai
Nagatakita
☎045-722-8136

■Kindergarten, etc.

•Idogaya Kindergarten
Idogayakamimachi33-1
☎045-742-2221
•Osannomiya Hie Kindergarten
Sanno-cho5-37
☎045-261-6906
•Gyokusenji Kindergarten
Nakamura-cho1-6-1
☎045-261-0609
•Kurumi Kindergarten
Nakazato1-20-2
☎045-731-1646
•Sansei Kindergarten
Horinouchi-cho2-211
☎045-731-2848
•Sannodai Kindergarten / Kazenoko Childcare
Center (certified)
Nagatasannodai38-38
☎045-713-8866
•Shirayuri Hikarinoko Kindergarten
Minamiota1-37-10
☎045-713-8703
•Sugiyama Jinja Kindergarten
Miyamoto-cho3-48
☎045-731-2412

•Maya Kindergarten
Mutsukawa1-270
☎045-731-5185
•MinamiShirayuri Kindergarten
Mutsukawa3-4-23
☎045-711-2903
•Minami Seishin Kindergarten
Nagatakita2-3-26
☎045-713-4044
•Minami Wakamiya Kindergarten
Ooka1-5-1
☎045-731-5913
•Yokohama Eiwa Kindergarten
Maita-cho124
☎045-731-2864
•Yokohama Hakusan Kindergarten
Bessho2-30-29
☎045-731-9040
•Yokohama Renge Kindergarten
Miharudai19
☎045-231-0290

■Elementary school

•Ishikawa Elementary School
Nakamuracho1-66
☎045-261-0743
•Idogaya Elementary School
Idogayakamimachi2-1
☎045-741-5588
•Ooka Elementary School
Ohashicho3-49
☎045-711-0818
•Ota Elementary School
Miharudai42
☎045-231-6890
•Nakamura Elementary School
Nakamuracho4-269-1
☎045-261-1985
•Nagata Elementary School
Nagatakita2-6-12
☎045-741-4515
•Nagatadai Elementary School

•Maita Elementary School
Maitacho1020
☎045-712-2300
•Minami Elementary School
Nakazato1-6-16
☎045-731-0373
•Minamiota Elementary School
Minamiota1-17-1
☎045-731-9001
•Minamiyoshida Elementary School
Takanecho2-14
☎045-231-8082
•Mutsukawa Elementary School
Mutsukawa3-4-12
☎045-741-8709
•Mutsukawadai Elementary School
Mutsukawa3-65-9
☎045-715-3077
•Mutsukawanishi Elementary School

Nagataminamidai6-1

☎045-714-4277

•Hie Elementary School
Sannoucho5-31

☎045-261-3764

•Fujinoki Elementary School
Ooka4-10-1

☎045-731-0606

•Bessho Elementary School
Bessho6-3-1

☎045-715-2973

■Junior high school

•Kyoushin Junior High School
Higashimaitamachi1-5

☎045-711-5091

•Nagata Junior High School
Nagataminamidai7-1

☎045-715-5511

•Fujinoki Junior High School
Ooka4-44-1

☎045-714-2817

•Heiraku Junior High School
Heiraku1

☎045-261-4213

•Maita Junior High School
Hananokicho2-45

☎045-711-2231

•South Junior High School
Mutsukawa1-14

☎045-712-9800

■High school

•Yokohama Sseiryu High School
Shimizugaoka41

☎045-242-1926

•Yokohama International High School
Mutsukawa1-731

☎045-721-1434

•Yokohama Commercial High School
Minamiota2-30-1

☎045-713-2323

■Special support school and School for weak children

•Nakamura Special Support School
Nakamuracho4-269-1

☎045-261-9863

Mutsukawa2-156-1

☎045-742-6301

•Kantou gakuin Elementary School
Miharudai4

☎045-241-2634

•Yokohama Eiwa Elementary School
Maitacho124

☎045-731-2863

•Minamigaoka Junior High School
Bessho3-6-1

☎045-711-1101

•Mutsukawa Junior High school
Mutsukawa3-81-11

☎045-715-3075

•Yokohama Junior High School Affiliated to
Yokohama National University

Ooka2-31-3

☎045-742-2281

•Kantou Academic Junior High School
Miharudai4

☎045-231-1001

•Yokohama Eiwa Junior High School for Girls
Maitacho124

☎045-731-2862

•Kantou Academic High School
Miharudai4

☎045-231-1001

•Yokohama Eiwa Academic High School for
Girls

Maitacho124

☎045-731-2861

•Yokohama Comprehensive High School
Ooka2-29-1

☎045-744-1900

• Special Support School Affiliated to
Yokohama National University

Ooka2-31-3

☎045-742-2291

• South Yokohama School for Disabled Children
Mutsukawa2-138-4
☎045-712-4046

•Urafune Special Support School
Urafunecho3-46
☎045-243-2624

(15) Kids club after school
Minami Ward Administration Office, Children and Families Division 2F25
☎045-341-1155

For all children (elementary school students), safe and comfortable places for a "Place of play" and a "Place for living" after school are being offered in the form of a kids club utilizing elementary school facilities.

*While the club is being run within school premises, the school is not connected with the running of the club.

Please apply directly to the club.

Monday to Saturday every week (excluding national holidays), open from when school finishes (on school closing days, from 8:30 AM) to 7:00 PM

< Elementary schools with a kids club >

Ishikawa ☎045-262-0316

O-oka ☎045-712-0036

Ota ☎045- 231-3416

Hie ☎045-714-6789

Minami-ota ☎045-742-2044

Nagata ☎045-741-4557

Maita ☎045-712-2304

Minami ☎045-713-1105

Mutsukawa ☎045-743-5844

Idogaya ☎045-741-3980

Mutsukawanishi ☎045-742-8846

Nakamura ☎045-261-3001

Nagatadai ☎045-714-1130

Fujinoki ☎045-731-8354

Bessho ☎045-715-2920

Minami-yoshida ☎045-253-0132

Mutsukawadai ☎045-712-3091

(16) Clubs for after school activities for children(after-school care for children)

These clubs are run with the understanding and cooperation of local communities for children of households whose guardians are not home during the day to allow them to play after school in a safe and secure environment.

Please apply directly to the clubs.

Opening days and hours differ by club.

< in Minami Ward >

•The first Minami sunflower club

2-4-9 Minami-ku Yoshinocho

Riedo Yoshino 3F

☎045-262-1104

•Minaminagata school child club

2-1-203 Minami-ku Nagata Minamidai

☎ 045-715-4169

•Nakazato school child club

5-1-4 Minami-ku Ooka

Sero Kamiooka 1F

☎ 045-713-2137

•Idogaya school child club

44-3-101B Minami-ku Idogaya

Taninakacho

☎045-743-2489

•Sakura (cherry blossoms) school child club

10-2 Minami-ku Idogaya Tanishitacho

☎045-714-6208

•Yokohama Garden academy

1-1 Minami-ku, Maganecho

Kawai Building 1-2 F

☎045-231-5019

•Mutsukawa Midori After-school Club

1-788-4 Minami-ku Mutsukawa

☎045-741-0100

•Mutsukawa and Oike Club for school children

3-62-4 Minami-ku Mutsukawa

Ikenotaira Community Center 2F

☎045- 711-1391

• Bessho school child club
5-7-25 Minami-ku Bessho
☎045-714-7499

• Yume (Dream) school child club
4-36-23 Minami-ku Minamiota
☎045-731-9080

• Mutsukawa and Oike Club for school children
3-62-4 Minami-ku Mutsukawa
Ikenotaira Community Center 2F
☎045- 711-1391

• Sakura (cherry blossoms) school child club
10-2 Minami-ku Idogaya Tanishitacho
☎045-714-6208

• Yokohama Garden academy
1-1 Minami-ku, Maganecho
Kawai Building 1-2 F
☎045-231-5019

• Mutsukawa Midori After-school Club
1-788-4 Minami-ku Mutsukawa
☎045-741-0100

13 Health

(1) Cancer medical examination (for a fee apart from for colorectal cancer)

Available to people living in Yokohama without a consultation occasion other than this. [Ages are taken as of April 1 the following year].

As for the examination for lung cancer , and large intestine cancer, the objects are persons 40-years of age or older (once a fiscal year)

Eligibility for the examination for stomach cancer (x-ray or endoscope) is for those who are 50 years of age or older (once every 2 fiscal years).

The examination object of the womb cancer is 20-year-old or older women and the examination object of the breast cancer (inspection, palpation + mammography or mammography only) is 40-year-old or older women. (Once in two fiscal years.)

* The charges are waived for residents of age 70 years or older, families entitled for basic-income protection or exempted or paid reduced municipal or prefectural residence tax in the previous year, and Japanese war orphans left in China who are covered by the support benefit system, upon presentation of relevant documentation.

Please inquire of us for details.

health promotion section [4F41](#)

☎ 045-341-1185

(2) Specific health and medical examination and specific health service guidance

For residents in the city aged 40-74.

Please inquire of the the medical insurance you have.

If you joined the Yokohama City national health insurance system, please inquire of Minami ward office insurance pension section [2F18](#) (☎045-341-1126).

(3) The health checkup is free.

For residents aged 75 and above, residents over 40 years of age and entitled for the basic-income protection, and Chinese residents covered by the support benefit system.

health promotion section [4F41](#)

☎045-341-1185

(4) A hepatitis screening (free of charge)

For a person who has not consulted the hepatitis screening in the past and lives in Yokohama City.

health promotion section [4F41](#)

☎ 045-341-1185

(5) Senior citizen influenza vaccination (FOR A FEE)

Object is a person who has a resident registration and alien registration in Yokohama City, and 1) is age 65 or older, OR 2) age 60 or older but younger than 65, and has an medical issue of the first class with the function of the heart, kidney, respiratory organ, or immunity. (Period of administration: October to December)

(6) Streptococcus pneumoniae vaccination for adults

This vaccination is for those who have never received the 23-valent pneumococcal polysaccharide vaccine and who are registered foreign national registered as living in Yokohama City. Eligibility is as follows.

- 1) Those who turn 65, 70, 75, 80, 85, 90, 95, and 100 years of age during the fiscal year
- 2) Those from 60 to under 65 years of age who have a disorder equivalent to Level 1 in the functions of their heart, kidneys, respiratory organs or immune system. (Period of administration: July to March)

* Charges in (5) and (6) are waived for families entitled to basic-income protection or exempted from municipal or prefectural residence tax, and Japanese war orphans left in China who are covered by the support benefit system, upon presentation of relevant documentation.

Please inquire of us for details.

health promotion section **4F41**

☎ 045-341-1185

(7) Consultation and examination for AIDS (free of charge, by appointment only)

The consultation and the examination for AIDS can be received free of charge and anonymously.

health promotion section **4F41**

☎045-341-1185

(8) Hepatitis medical treatment cost subsidy system

This system provides support for persons receiving treatment for Hepatitis B or C with the goal of complete recovery.

For inquiries regarding eligibility and other information, please contact the Minami Ward Office, Health Promotion Section, Health and Welfare Division (4F41; ☎ 045-341-1185).

14 Senior citizen

(1) Senior care

You can receive the consultation of the senior care at the Minami ward office aged and encumbrance support section 2F23 ☎ 045-341-1136

(2) What is care insurance?

Care insurance is a system that supports the burden of nursing of the aged by the whole society, which is a big concern for aging.

Expenses necessary for care insurance services are financed by insurance premiums and taxes, except for the part paid by each individual.

The insured are Yokohama citizens aged 65 or older (the insured by the first clause), and Yokohama citizens aged 40-64 who belong to the medical insurance (the insured by the second clause).

When you are bedridden, or suffering from dementia, etc., and need nursing care for your daily life such as bathing, using the bathroom, or having meals, etc., you can receive from the ward office a certification for long-term care in order to utilize the care insurance services.

Minami ward office aged and encumbrance support section 2F23 ☎ 045-341-1136

(3) Senior citizen's medical payment

Minami ward office insurance pension section 2F19 ☎ 045-341-1128

A healthcare system for the latter-stage elderly

Persons who are eligible: (1) those age 75 or older, or (2) those age 65 or older and younger than 75 whom the Kanagawa Prefecture Regional Coalition for Medical Treatment for Elderly in Their Late Advanced Years has identified as having a qualifying disability.

The co-payment you should make to the medical institution is, as a rule, 10 percent of the actual medical payment, against 30 percent applied to active income earners.

If you have any questions on the system, please contact the Minami-ku ward office insurance pension section ☎045-341-1128, or Kanagawa Prefecture Extended Association of Healthcare for the Latter-Stage Elderly (☎ 045-440-6700).

(4) Welfare benefit money for senior foreign residents in Japan

If you are a senior or handicapped foreign resident in Japan and cannot receive the public pension due to requirements of nationality or address, or a senior Japanese who lived outside of Japan for a long time, please consult us (However, there is an upper limit on your income to receive the money).

Health and Social Welfare Bureau aged health welfare section

☎045- 671-2406

15 When you have trouble making ends meet

(1) To the person of a one-parent home

Consultation for entering a support facility for the mother and child life

The fatherless family that brings up less than a 18-year-old child is the object.

Consult us if you need support for a better environment and life and hope to enter the facility for various reasons.

Minami ward office one parent home support section 2F25

☎ 045-341-1152

(2) Child rearing allowance

If you are the parent of a one-parent home and bringing up a child aged 18 or younger (younger than 20 years old in the case there is an encumbrance more serious than the moderate level), you may be able to receive the allowance.

However, there is an upper limit on income. Please inquire to us for details.

Minami ward office one parent home support section 2F25

☎ 045-341-1152

(3) Subsidy for medical care for one-parent home, etc.

If you are a parent of a one-parent home and bringing up a child younger than 18 years old (younger than 20 years old if there is encumbrance with the child more serious than moderate level, or the child is in high-school etc.), you can receive a subsidy for the part of the medical treatment subject to health insurance.

However, there is an upper limit on income.

Minami ward office insurance and pension section 2F19

☎ 045-341-1128

(4) Lending of mother and child, father and child and widow welfare capital

We will lend to a fatherless family, motherless families or a widow for the purpose of the study by the child, or for promotion of economic independence at a low or no interest rate. (However, you are not allowed to utilize it together with the Japan Student Services Organization loan scholarship or with the Kanagawa prefecture high school scholarship).

Minami ward office one-parent home support section 2F25

☎ 045-341-1152.

(5) Employment consultation and support for one parent homes etc.

We offer employment consultations for single-parents (recipients of child rearing allowance, etc.) who are seeking work, and also provide work support representatives and support job-seeking activities. Direct consultations are available at the “starting of work and economic independence support center for fatherless families” (6).

Minami ward office one-parent home support section 2F25

☎ 045-341-1152

(6) Starting of work and economic independence support center for the fatherless family

Sun Bldg. 8F, Tokiwa-cho 3-24, Naka-ku

☎ 045- 227-6337

(7) Consultations for people facing difficulty in daily life, and public assistance

A consultation point for people who face difficulties in everyday life.

We provide consultations regarding provision of public assistance when you cannot make ends meet by yourselves even though all the members of your family cooperate with each other, and you make effort to get a job, and you have utilized your assets to make a living on your own.

However, you must be a Japanese citizen or have the resident status that does not impose any restrictions on the starting of work in Japan (e.g., the right to stay in Japan, the right of permanent residence, or having a Japanese spouse, etc.) to be able to receive public assistance. Please inquire to us for details.

Minami Ward Office Livelihood Support Division 5F51 ☎ 045-341-1203

16 For those looking for a job

(1) Public employment security office (employment agency, or so-called Hello Work)

<https://www.hellowork.mhlw.go.jp/>

· Hello Work, Yokohama

209 Naka-ku Shitacho Teisankannai Building

☎ 045-663-8609

· Hello Work Plaza Yokohama

Yokohama ST Bldg. 1F, Kitasaiwai 1-11-15, Nishi-ku

☎ 045-410-1010

Employment information offer, and vocational counseling and introduction service

· Mothers' Hello Work, Yokohama

Yokohama ST Bldg. 16F, Kitasaiwai 1-11-15, Nishi-ku

☎ 045-410-0338

Support for employment for a person bringing up a child

(2) About the employment insurance

The employment insurance is to stabilize the income of a person after they lose a job until the next job and supports the smooth job seeking activities.

The employment insurance is an insurance that all the business establishments are legally forced to join except a private enterprise consisting of 4 employees or less and is engaged in an agriculture, forestry, or fishery business.

Please confirm with your employer about joining.

* It is necessary to pay premiums for insurance.

If a person who has the eligibility to receive the benefits loses his/her job, he or she will be provided with the unemployment benefits if he or she completes the procedure to seek a new employment opportunity at the public employment security office (so-called Hello Work) where it has jurisdiction over his or her address.

Please inquire for details of the public employment security office (so called "Hello-Work").

17 License and registration of management or operation of business

(1) Business consultation and technological consultation

Yokohama Industrial Development Corporation

Yokohama Media Business Center 7F

Otamachi 2-23, Naka-ku ☎ 045- 225-3711

<http://www.idec.or.jp>

It is engaged in a one stop solution management consultation service for small or medium sized enterprises in Yokohama City.

Economic Affairs Bureau, Financial Division

Yokohama Media Business Center 7F

2-23 Otacho, Nakaku ☎045-662-6631

Providing consultation to small and medium sized businesses in the city that are faced with declined profitability or other operational issues, with the aim of helping them achieve stable business performance.

(2) Financing facility

For persons in charge of managing small or medium sized enterprise
Financing systems are available for small and medium sized enterprises in Yokohama City.
Economic Bureau Office of Finance ☎ 045-671-2592

This facility also provides accreditations of safety net guarantees etc.
Economic Affairs Bureau, Financial Division ☎045-662-8931

(3) For person related to export/import

There are financing facilities for importing and exporting capital, international bidding guarantee capital, and the warehouse and harbors transportation capital.
Yokohama Foreign Trade Association ☎ 045-211-0282

(4) License and registration of business (in the ward)

■ The one for which a watch committee's (the police) official approval or registration is necessary.
Business affecting public morals, antique business, etc.

Minami Police Station life safety section

☎ 045-742-0110 (representative)

■ Environmental sanitation related facilities for which an official license or approval from, or registration at the ward welfare health service center is necessary.
Haircut place and beauty parlour, etc.

* There are criteria regarding equipment that require a license for usage. You cannot get the license if you do not agree with the criteria. Therefore please consult before construction, etc.

Minami-ku living and health section 4F43 ☎ 045-341-1192

■ Business related to food for which a license at the district welfare health service center is necessary.
Eating house and coffee shop, etc.

* There are criteria regarding equipment that require a license for usage. You cannot get the license if you do not agree with the criteria. Therefore please consult before construction, etc.

Minami-ku living and health section 4F44 ☎045-341-1191

18International exchange

(1) Yokohama Association for International Communications and Exchanges (YOKE)

It is an organization to promote a city full of internationalism such as support to foreign citizens, or international exchanges and cooperation.

As the support for foreign citizens, it is engaged in consultation for and supplying information on basics of living in the area, and support for education to children.

Moreover, for the promotion of international understanding and cooperation, the association runs lectures, events, an international exchange lounge, the Tsurumi International Exchange Lounge, and the Yokohama International Student House.

(2) Announcing to the public for foreigners of YOKE

Produces and posts on their website both the "Yokohama Echo" (in English), and "Yokohama YOKOHAMA" (in Chinese, Spanish, Portuguese, Korean, Indonesian, Vietnamese, Nepali, and Easy Japanese).

YOKE facebook page:

<https://www.facebook.com/2012yoke/>

(helpful information toward a better quality of life for foreigners in Japan)

(3) International exchange lounge

A familiar and comfortable venue for international exchange activities

It is engaged in offering of information for daily life and consultation services for foreigners, dispatch of interpreter volunteers, holding of Japanese language classes, and exchange activities for mutual understanding between foreigners and the Japanese.

Minami Lounge (Minami Citizens Activity & Multicultural Lounge)

☎ 045-242-0888 (Refer to *2(1) for foreign languages)

(4) Kanagawa International Exchange Foundation

It is an organization to positively promote international exchanges and cooperation by Kanagawa prefecture.

With the intention of promoting international cooperation, multicultural symbiosis, the fostering of human resources, and academic cultural exchange, the organization provides an information service via the internet and information magazines, consultation services intended for NGOs and foreign nationals in the prefecture, offering learning opportunities relating to such issues as development, human rights, and environmental conservation, support for NGOs, and holding of events in cooperation NGOs.

Tsuruya-cho 2-24-2, Kanagawa-ku, Kanagawa prefectural Civic Center 13F

☎045- 620-0011

<http://www.kifjp.org/>

(5) Sending of a general interpreter (a volunteer)

Sending to public places.

* The interpretation is limited to general topics.

Charge: 3300 yen

Enquiry:MIC Kanagawa Office

☎045-317-8813

(6) Information service in foreign languages

▶ "Guide for life"

Information for daily life for the foreign citizens are offered in English, Hangul, Chinese, Spanish, Portuguese, and easy Japanese on the websites.

【English】

<https://www.city.yokohama.lg.jp/lang/residents/en/living/livingguide.html>

(8) Inter FM

(Tokyo 89.7 MHz/Yokohama 76.5 MHz)

Program of Yokohama City administration announcing to the public "The public service announcement (P.S.A)" (Monday-Friday 6:12 AM-6:15) Information is offered in Chinese, Hangul, English, Spanish and Portuguese.

We will inform you of the disaster pertinent information, etc. at a disaster.

(9) Consultation in several languages

In the Yokohama Life Line, we consult in foreign languages as well.

· Portuguese

☎0120-66-2488

Wednesday 10:00-21:00

Friday 19:00-21:00

Saturday 12:00-21:00

· Spanish

☎0120-66-2477, ☎045-336-2477

Wednesday 10:00~21:00

Friday 19:00-21:00

Saturday 12:00-21:00

19 Information service, public relations, and hearings

(1) Newsletter Yokomaha

It is a publication composed of two parts to introduce you to the current state and the plans for the future of the municipal administration, events and the systems of the city (the part for the city) and the familiar local information and/or information from the ward office and welfare health service center, etc. (the part for the ward). Issue on the first day of every month.

It is distributed mainly through the neighborhood community association and the block association. The braille version (the part for the city only) and the recorded version (both for the part for the city and the part for the ward) are mailed to persons with impaired vision (to the applicants).

(2) Hearings "Suggestions from a citizen"

The ward office is the most familiar organization to citizens and ready to accept opinions and suggestions to the municipal administration from you. The department and the section in charge of the matter will make an answer.

The exclusive-use envelopes for "Suggestion from a citizen" are set in the Ward Offices, etc.

Moreover, it is possible to transmit it via websites of the Yokohama City. A usual envelope, a postcard, or a fax are also accepted.

In this case, please mail it to the Minami-ku ward office, with attention to the clerk for public relations and consultation (☎045-341-1112) with a clear display on it "Suggestion from a citizen". Or please send it to the FAX 045-341-1241

We make public in the form of Q & As on the website the executive summary of the opinions and suggestions received in the past as well as our answers to them or examples of cases, etc., that have reflected the opinions and suggestions from the citizens, giving consideration to the preservation of confidentiality of personal information.

Information of Minami Ward Office

Address : 〒232-0024 Yokohama-shi, Minami-ku, Urahune-cho 2-33

Hours : Mon-Fri 8:45-17:00, 2nd Sat and 4th Sat 9:00-12:00 (including national holidays)*

Access: About 8min walk from Bandobashi Sta.(Subway), About 14min walk from Koganecho Sta.(Keikyu Line)

※2nd and 4th Saturday affairs : Family registry division, Insurance and pension division and a part of affairs by Children & families support division (Applications for Child Allowance, Issuance of Maternal and Child Health Handbook)

There are occasionally Chinese and English volunteer interpreters in the Minami ward office.

The volunteer interpreter will help you execute the procedures in the ward office.

English: 9:00~12:00、 13:00~17:00 on every Monday and Friday

Chinese:13:00~17:00 from Monday to Friday

*Reception allowed until 15 minutes before closing.

Public Relations Section 1F1

☎045-341-1112

Yokohama City call center

☎045-664-2525

· As for matters you don't understand about life in Yokohama City, you can consult in the foreign language over the telephone.

《Call center multilingual support》

< support language >

Chinese / Spanish / English / Korean / Tagalog

< Hours >

8:00~21:00

(Every day, including weekends and holidays)

Yokohama City websites address

<https://www.city.yokohama.lg.jp/>