

How to use this book

We created this book for people who have been living in Sendai for less than three months. Please refer to the website of the International Relations Department of the Sendai Tourism, Convention and International Association (SenTIA) for additional and more detailed information. The website of the International Relations Department of the Sendai Tourism, Convention and International Association (SenTIA)



Easy (simple) Japanese is used in this book for foreigners' ease of understanding.

*Language abbreviations: Japanese—J; English—E; Chinese—C; Korean—K; Vietnamese—V; Nepali—N. Languages other than those listed above will not be abbreviated

*The public utility charges and other figures listed in this book are subject to change.

Sendai Multicultural Center (SenCUL) Open 9:00 a.m. - 5:00 p.m.

Closed: Sundays, holidays, second Monday of each month, Year End and New Year holidays.

If a holiday falls on the second Monday, we will be closed the following Monday.

The Sendai Multicultural Center provides daily life consultations for foreign residents and offers advice on multicultural community building.

The facility also provides multilingual information on daily life in Sendai.

Information on Japanese courses for those wishing to study the language is also available.

Consultations in English, Chinese, Korean, Vietnamese and Nepali are handled directly by advisors.

TEL: 022-265-2471 E-mail: tabunka@sentia-sendai.jp

The Interpretation Support Hotline and video remote interpreting service are available in the following languages:

English, Chinese, Korean, Vietnamese, Nepali, Portuguese, Spanish, Thai, Russian, Indonesian, Tagalog, Italian, French, German, Malay, Khmer, Burmese, Mongolian, Sinhala, Hindi, Bengali, Urdu, Ukrainian, etc.,

Interpretation Support Hotline: 022-224-1919



Interpretation
Support Hotline

Specialist Consultations for Foreign Residents are held periodically.

Specialists from the Miyagi Administrative Scrivener Association,

Sendai Bar Association, Sendai Regional Immigration Bureau,

Miyagi Labour Bureau, Tohoku Tax Accountants' Association and the Sendai

City Entrepreneurship Support Center ASSISTA are available for consultations.

No fees are required for consultations. An appointment must be made ahead of time.



Consultations

About City Hall and Ward Office Procedures and where to inquire.

Please contact the Sendai City General Call Center “Mori-no-miyako Teach Me Helpline” if you have questions about procedures at City Hall, ward offices or related topics. Assistance is offered in Japanese and 5 other languages.

Sendai City General Call Center “Mori-no-miyako Teach Me Helpline”	
TEL: 022-398-4894	
Hours of Operation	Year-round 8:00 a.m. - 8:00 p.m. (8:00 a.m. - 5:00 p.m. on weekends, (national) holidays, and from December 29 to January 3)
Languages Available	Japanese, English, Chinese, Korean, Vietnamese, and Nepali ※ 3-way telephone calls are used for languages other than Japanese.

●When to make an inquiry●

(1) When you want to know more about procedures at the City Hall, ward offices, etc.

Staff will answer questions such as where you should go for what procedure, and what you need to bring with you.

E.g.

- Change of address
- When a child is born
- National Health Insurance procedures
- Individual (My) Number Card procedures



(2) When you want to know how to dispose of household waste

Staff can provide answers for collection days, how to sort waste, and rules for putting out garbage bags for pickup.

E.g.

- When to put out garbage bags
- How to sort paper material (magazines, cardboard, etc.)
- How to put out cans, glass bottles, PET bottles, and batteries

(3) When you are unsure of where to ask a certain question

Please consult the call center if you do not know where to direct your inquiry.

- ※ If the call center could not answer your question, you may be asked to contact the Sendai Multicultural Center or another organization.
- ※ Video remote interpreting can be provided when visiting ward offices and general branch offices. Languages available: E, C, K, V, N, Ukrainian, Russian, and 10 more.
- ※ There is an auto-translate function on the City of Sendai website.

Select your language from “Foreign Languages” on the top-right of the page, and click “Automatic Translation (External Link) (外部サイトへリンク)” (Nepali not available)