

Shinjuku City Multicultural City Development Conference Discussion Report

August 21, 2018

Shinjuku City Multicultural City Development Conference

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Introduction

The basic concept and comprehensive plan that Shinjuku City formulated in December 2007 approaches city development in an atmosphere of exchange and friendship, and emphasizes creating an environment where foreign and Japanese residents understand each other and can all live comfortably together.

In the preamble of the Shinjuku City Basic Autonomy Ordinance that went into effect on April 1, 2011, the city also declares that it is “striving for the realization of a multicultural society to appreciate the diversity of each citizen with the people gathered from across the world.” With this in mind, the city incorporated the establishment and operation of the Shinjuku City Multicultural Society Promotion Conference (provisional name) into its second action plan, which ran from 2012 to 2015, as a measure that encourages both foreign and Japanese residents to participate in city administration and promotes the growth of the community and participation of foreign residents.

Following this, the city established the Shinjuku City Multicultural City Development Conference on September 7, 2012 as an organization under the mayor’s office. During the first term (a two-year period from September 7, 2012), the issues of improving the educational environment of children with foreign roots and creating a structure to support foreigners in times of disaster were discussed and reported. For the second term (a two-year period from September 7, 2014), the survey items for the “FY2015 Survey on Multicultural Living in Shinjuku City” were considered, the results were analyzed, and suggestions were made for current issues.

During the third term (a two-year period from September 2016), the city established the Housing and Living committees, and the thirty-two members of these committees discussed countermeasures for the issues in the community the above survey revealed. Here we will report the results of the discussions at the four general meetings and the eight meetings for each committee.

Toshihiro Menju

Shinjuku City Multicultural City Development Conference Chairperson

Chapter 1: Multicultural City Development

1. Foreign Residents of Shinjuku City (from the number of registered residents as of August 1, 2018)

(1) One of every eight city residents is foreign

- The population of foreign residents in Shinjuku is 43,482, or 12.56 percent of the city's total population.
- The fact that one of eight residents is foreign is one of the highest rates among municipalities in Japan.

(2) Over 130 nationalities are represented, with around 90 percent coming from Asian nations

- The number of nationalities in the city is 133.
- Most are from Asia, with 14,167 from China and 10,280 from South Korea. Those 24,447 people make up 56.22 percent of the total number of foreign residents.

(3) There are many newcomers, and over 16,000 international students

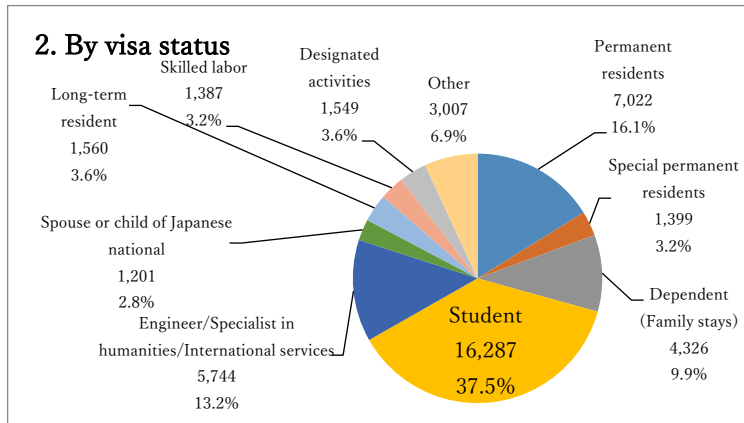
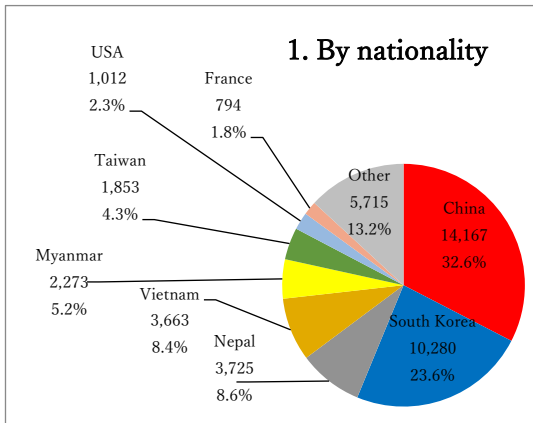
- By visa status, 37.46 percent (16,287 people) have student visas, 16.15 percent (7,022) are permanent residents, and 13.21 percent (5,744) have engineer/specialist in humanities/international services visas.
- The foreign population of Shinjuku has been rising since the late 1980s. It was around 6,000 in 1980, around 9,500 in 1990, around 22,000 in 2000, and surpassed 35,000 in 2010.
- This rise is thought to be a result of the 100,000 International Students Plan of 1983 and the 300,000 International Students Plan of 2008, which spurred the opening of many new vocational schools and Japanese-language schools in the city and attracted many international students to Shinjuku.
- Many people also came to the city as international students and stayed after graduation to work or start a business in Japan.
- Even now, most of the city's foreign residents are international students (about 40 percent).

(4) High turnover of foreign residents

- According to the Basic Resident Register, in the one-year period from January 1, 2017 to January 1, 2018, 19,504 people moved into the city from foreign countries or other municipalities, while 14,944 moved out of the city.
- The turnover rate of foreign residents in Shinjuku is around 40 percent per year.
- One reason for the high turnover rate is the high number of international students.

(5) Recent trends

- More city residents are coming from Nepal (3,725), Vietnam (3,663) and Myanmar (2,273).
- Compared to five years ago (August 1, 2013), the number of Nepalese residents increased by 2,349, Vietnamese by 2,517, and Burmese by 1,220. For each country, many are in Japan with student visas.



2. Shinjuku City Multicultural Policies

Shinjuku has been heavily promoting the concept of a multicultural environment, including opening Shinjuku Multicultural Plaza—a base for exchange between Japanese people and foreign residents—in September 2005. Below are some of the main measures the city conducts.

(1) Created a network centered on Shinjuku Multicultural Plaza

1) The Multicultural Council

(The council promotes coordination between multicultural activity organizations, foreign community organizations, community organizations, etc.)

2) The Multicultural Disaster Prevention Network (promotes activities for disaster prevention and in times of disaster)

(2) Supports Japanese-language education to promote communication within the community

1) Holds Shinjuku City Japanese-language classes (twelve classes in ten locations)

2) Operates the Japanese-language study corner in Shinjuku Multicultural Plaza

3) Sponsors the Shinjuku Nihongo (Japanese-Language) Network (free Japanese-language classes four times a week)

4) Holds the Japanese-language class for beginners (hosted by the Shinjuku Foundation for Creation of Future)

5) Holds a parent-child Japanese-language class with babysitting services (hosted by the Shinjuku Foundation for Creation of Future)

6) Holds a Japanese-language speech contest (hosted by the Shinjuku Foundation for Creation of Future)

(3) Information and services in foreign languages/Foreign Resident Advisory Corner

1) *Guide to Living in Shinjuku* (upper-left photo)

2) Foreign-language newsletter *Shinjuku News* (upper-right photo)

3) Eight “Information on Everyday Living for Foreign Residents” booklets (bottom-left photo)

4) Information on Everyday Living for Foreign Residents website (bottom-right photo)

5) SNS posts in foreign languages (Twitter, Facebook, LINE, Weibo)

6) A smartphone app in multiple languages (Seven Bank International Money Transfer Service)

App)

7) Foreign residents consultation (city office and Shinjuku Multicultural Plaza)

8) TV interpreter system



Chapter 2: Issues We Need to Solve to Ensure That Foreign and Japanese Residents Live in Harmony, and Conveying Information

The results of the FY2015 Survey on Multicultural Living in Shinjuku City* showed us that while daily life worries, prejudice and discrimination have been reduced, both Japanese and foreign residents still have issues related to daily life.

Here were the main issues:

- Matters related to renting and supplying housing
- Disposing of garbage and other matters related to daily life, such as noise
- Matters related to conveying information to foreign residents with a high turnover rate, such as international students

Since many of Shinjuku's foreign residents are international students, and Shinjuku as a large city has a high mobility of residents in general, the turnover rate is extremely high. With this in mind, the central theme for the third term was "issues and conveying information so foreign and Japanese residents can live together in Shinjuku." The city established two specialized committees—Housing and Living—to pursue in-depth discussions on how Japanese and foreign residents can live in harmony in Shinjuku.

In the Housing Committee, issues brought up by the renters (foreign residents) and housing suppliers (landlords and real estate companies) were listed, and the committee discussed policies to make it easier for foreigners to rent housing—as well as for suppliers to offer housing. The Living

Committee discussed policies to solve daily life issues stemming from lifestyle habits and cultural differences, such as garbage disposal and daily life noises.

Foreign residents of Japan vary widely—such as long-term residents, those married to Japanese people, and those born in Japan—and their issues are different. For these discussions, we targeted foreign residents who had just moved into Shinjuku from another country or municipality, under the assumption that it is more difficult for them to obtain information, meaning there is a higher chance of them encountering difficulties in daily life. The discussions were based on experiences of foreign committee members when they first came to Japan and how they currently feel in daily life.

*The FY2015 Survey on Multicultural Living in Shinjuku City consisted of a questionnaire given to residents 20 years of age and older (5,000 foreign and 2,000 Japanese residents) chosen at random from the Basic Resident Register, and an interview conducted with 40 foreign residents and 40 Japanese residents (chosen based on duration of residency, area of residence, profession, nationality, age group, etc.), as well as 20 organizations (childrearing support organizations, medical institutions, etc.). We received replies from 1,275 foreign residents (25.5 percent) and 949 Japanese residents (47.5 percent) for the questionnaire.

Chapter 3: Report on Housing Committee Discussions

1. Premise of the Discussions

(1) The reality of foreign residents looking for housing according to the FY2015 Survey on Multicultural Living in Shinjuku City

1) Prejudice and discrimination by Japanese people

Over half of foreign respondents answered that there is prejudice/discrimination by Japanese people toward foreign people (10.5 percent answered “there is frequent prejudice/discrimination” while 40.8 percent said “there is occasional prejudice/discrimination”). Out of those who said there is prejudice/discrimination, over 40 percent answered that they sense it when looking for housing.

2) Foreign residents’ experience of prejudice and discrimination

Over 40 percent answered that Japanese people have discriminated against them (35 percent answered “occasionally,” while 7.3 percent answered “frequently”). When asked when they experienced this discrimination, over half of these respondents answered that it happened when looking for housing.

(2) Suggestions made after the second term of the Multicultural City Development Conference

The suggestions the Shinjuku City Multicultural City Development Conference made in the report of the FY2015 Survey on Multicultural Living in Shinjuku City included asking the city to take a leading role in ending prejudice and discrimination. In particular, the city was asked to cooperate with landlords and real estate companies that actively help foreign residents look for housing to create an environment in which it is easy for the latter to find housing.

(3) Goals of the committee discussions

Housing is the foundation that foreign residents need to lead stable lives in Japan. The Housing Committee listed issues based on the perspectives and experiences of both the renters (foreign residents) and housing suppliers (landlords and real estate companies), and discussed measures the city should take while reviewing national policies and the policies of other municipalities. Through these discussions, the committee aimed to solve the issue where foreign residents cannot rent housing even if they meet the same requirements—such as reliably being able to pay rent—as Japanese people simply because they are not Japanese.

The discussions focused on housing support for foreign residents moving into Shinjuku from a foreign country for the first time, since it is assumed that they will have the most trouble when looking for housing.

In the past, it was generally “renter = foreigners” and “housing supplier = Japanese.” Now, however, housing suppliers may be Japanese or foreign landlords or real estate companies. In fact, some members of the committee are foreign residents that also run real estate businesses, which gave

the discussions various perspectives.

2. Current Situation Surrounding Housing for Foreign Residents

- The process for renting and the environment surrounding renting to foreign residents are changing. There are movements to allow foreign residents to rent rooms without the need for a joint guarantor, for example, as long as they pass a screening by a rent guarantee company (hereinafter “guarantee company”). There are also rent guarantee companies that specialize in helping foreign residents and offer multilingual support for solving daily life problems even after they move in.
- Information is available through the Internet, and there is an extensive network for Chinese and South Koreans of people from the same countries, making information easier to obtain.
- Real estate companies with foreign staff members or those that speak a foreign language are increasing in number. Real estate companies run by foreigners are also starting to appear.
- However, the situation may differ depending on the area, even within Shinjuku. For foreign residents in Shinjuku who cannot rent housing even if they want to, this reality is the issue that must be solved.
- The fact that there are still landlords and real estate companies that refuse tenancy for the sole reason that the renter is not Japanese cannot be ignored.

3. Current Situation and Issues from the Renter’s (Foreign Resident’s) Perspective

(1) Prejudice, discrimination and problems when looking for housing

- Signs in real estate offices in the city are only written in Japanese. Even if we enter the office, they may refuse to serve us. It is also unfortunate when we hear that the first thing real estate agents ask landlords is whether foreign residents are accepted or not.
- We also feel discrimination in that our nationality is the first thing that is checked when we apply for housing. We want the screening to be the same as it is for Japanese people, and only be asked whether we meet the requirements, such as income and credit rating.
- When a foreign resident tries to rent a room of a condominium, even though the landlord has authorized it there have been cases where the management association did not approve.
- Many people do not know that refusing tenants based on nationality is not allowed under an international treaty. However, there are cases in which foreign tenants are refused even though the international treaty prohibits it.
- The conditions for residency vary by landlord, such as allowing foreign residents but not the elderly, and vice-versa. Since a rental contract is a contract between people, it is thought that it cannot be regulated.
- There are cases in which a joint guarantor is required even if a rent guarantee company is

used.

- In addition to housing, it is difficult for foreign residents to rent office space.

(2) Trouble that foreign residents encounter when renting

- Since the procedures for starting use of electricity, gas and water differ by country, we did not know how to apply. Explanations by the gas company about how to open the gas valve were in Japanese, so we could not understand.
- It was troubling that there were many added expenses necessary after moving in, such as NHK and neighborhood association fees. Although this is not directly related to the rental contract, an explanation when signing the contract would have helped.
- Visiting real estate offices in the city makes us nervous, and it becomes difficult to visit other offices when we are refused service even when we enter. If real estate offices that serve foreign residents are increasing, a list of offices or storefront displays when deciding on which office to use would be helpful.

(3) Difference in culture, common sense and language

- Contracts use difficult words that are hard for even Japanese people to understand. Even if the real estate agent explains important matters, since renters wish to settle down as soon as possible, they sometimes sign contracts even before completely understanding their contents, which leads to trouble later. There are also real estate companies that do not give sufficient explanations to foreign residents.
- Not understanding the contract fully due to the difference in language is one major reason that problems arise even for people from countries with housing rental rules similar to those of Japan (requirement of a guarantor, rent paid in advance, condition of the room checked when moving in and out, etc.).
- Sometimes trouble occurs due to differences in common sense between Japan and foreign countries. How much explanation is needed, and ways to achieve mutual understanding must be discussed.

(4) Housing searches by international students

- Many international students in Japan (especially those in Japanese-language schools) live in school dormitories or share houses for a while after coming to Japan. Only when they decide to live alone do they face the reality that they cannot rent housing.
- Students who have lived in dormitories or share houses might think it is normal to live in an apartment with multiple people, and that leads to trouble when living with others.
- Older international students may incorrectly inform them that they should look for shared residency as the first option when studying in Japan.
- It is difficult for international students from abroad to make enough money for rent and the

cost of living in Shinjuku just from part-time work (generally 28 hours a week is allowed). In reality, students without scholarships or an allowance from home are forced to find shared residency.

- International students feel that landlords and real estate companies act differently depending on the school they attend. Famous universities have social credibility, making it easier for their students to rent, but those attending Japanese-language schools have sometimes been refused.
- Most international students have no relatives in Japan, and some have daily life worries that they cannot ask teachers about. Since real estate companies that have experience handling international students should know what commonly worries them, we want these companies to take the initiative and offer them advice.
- Some international students are forced to return home because they cannot pay tuition or rent. This may cause problems for landlords and real estate companies.
- There are cases in which the address registered with the school is different from where the student actually lives. Schools ask them to change the registered address when they find out.
- From the standpoint of nurturing people that can someday serve as a bridge between Japan and abroad, we wish to support international students who work hard to come to Japan with a dream even despite their financial difficulties.

(5) Spreading information about housing

- Before they come to Japan, many foreign people think it is easy to rent housing in Japan. They should research how to rent housing in Japan before they come to the country. Information about the requirements of renting housing in Japan (such as the structure of deposits and gratuity fees, initial fees, securing guarantors, screening by guarantee companies, etc.) should be provided to international students before they come to Japan.
- Using the Comprehensive Renters' Insurance for Foreign Students or rent guarantee companies for foreigners make it much easier for foreign students to rent housing. It also lessens the worries and burden of landlords and real estate companies. This information should be provided through schools that accept international students and other methods.
- We saw the Tokyo Metropolitan Police Department's traffic safety DVD at our Japanese-language school when we first came to Japan. Disseminating information about housing through a video may be effective, since it is easier to understand through a visual medium rather than just words. In addition to DVDs, such videos should be posted on video-sharing sites.
- It is essential to cooperate with Japanese-language schools and other organizations to ensure that international students understand housing rules while they are still living in dormitories or share houses. Since schools should have recruiters and partner schools overseas, they have

ways to spread such information before students come to Japan. By thoroughly disseminating the rules, troubles stemming from the lack of information can be prevented.

4. Current Situation and Issues from the Housing Supplier's (Landlords and Real Estate Companies) Perspective

(1) Renting to foreigners

- On the issue that it is difficult for foreigners to rent housing, the situation differs depending on the price range. As the price goes up, the potential tenant is assumed to have a certain level of income, which gives the housing supplier a sense of security. These properties are also properly managed, so there is less chance of trouble occurring after moving in. For properties in a lower price range, however, reasons such as poor sound insulation due to the building's structure and inadequate management, there are issues such as noise trouble and cases when multiple people other than the official renter are living in the property without permission.

(2) Cases of foreign residents causing housing trouble

- Sometimes other people live with the official renter without permission (shared residency without permission). This may be done to lower the rent per person, or perhaps the official renter let a friend who could not find housing live with them. Some foreigners also rely on friends to come to Japan and moved around between friends' houses for years before returning to their country. Since anyone other than those who signed the rental contract are not permitted to live on the property, the contract was terminated.
- There have been cases of foreigners returning to their country leaving rent unpaid or leaving their belongings behind (moving out without notice). In addition to the loss of unpaid rent, a lot of money and time—a few months—was spent to file a small claims lawsuit for vacating the room, and for storing the belongings during that time.
- Due to multiple people such as acquaintances and friends of the tenant registering as residents of the same room (false resident registration), items arrive in the post even though there is no record of the person's occupancy and police inquire about identity.

(3) Worries and burdens of landlords

- If a foreign tenant returns to his/her country and leaves the rent unpaid, there is no way to charge them. Additionally, if contracts are terminated unexpectedly due to disappearances or trouble stemming from daily life rules, landlords cannot expect a stable rental income. Cleaning and other expenses must be paid every time a tenant vacates. As a business, landlords therefore hesitate to rent to foreign tenants based on profits and losses.
- Landlords that have had a bad experience renting to foreign tenants would no longer rent to foreign residents. On the other hand, landlords that were able to solve problems think positively and may continue renting to foreign tenants.

- Renting rooms to those who use many spices when cooking is also a problem, because the smell does not go away even after they move out. Replacing wallpaper and other refurbishing must be done before renting to the next tenant, creating a large expense for the landlord.

(4) Worries and burdens of real estate companies

- When renting to foreigners in the past, a Japanese joint guarantor was required in many cases, and warnings to tenants were channeled through those guarantors whenever trouble occurred. Rent guarantee companies are now used quite often, decreasing the worries of the landlord from a financial standpoint, such as unpaid rent. Meanwhile, if the landlord does not ask a real estate company to manage a property, the company handles daily life problems for free, which is a huge burden.
- The Real Estate Brokerage Act requires real estate companies to explain important matters, and violations can lead to administrative guidance or compensation for damages. Explaining to foreign tenants take more time than to Japanese people, taxing the real estate companies. Even if the real estate company thoroughly explains the matters, trouble may still occur after moving in because the tenant did not understand fully due to language and cultural differences.

(5) Handling foreigners that cannot speak Japanese

- It is difficult for real estate companies with a small number of staff members to handle foreign tenants in multiple languages. There are real estate companies that specialize in dealing with foreigners, however, such as by hiring foreign staff members or those that can speak a foreign language.
- Making a mistake when explaining important matters may result in the company having to pay compensation for damages. Creating a multilingual version of important matters have high risks from a legal standpoint, and it is difficult since contract details differ in each situation. The most companies can do is to pay close attention to legal risks and make a multilingual version of items that are common to all contracts.
- Recently interpreter have been used when concluding a contract. The fees are either split by the housing supplier and renter, or are paid by the housing supplier. The renter is able to understand the content of the contract, while the housing supplier is assured by having a third party go-between.

(6) Confirmation of credibility for screenings

- For both Japanese and foreign tenants, the key factor for the screening before moving in is whether the person can reliably pay rent, and confirmation of that fact. Rooms cannot be rented to those without income or that cannot arrange for a guarantor/guarantee company.
- Because tenants have strong legal rights under Japanese law (Act on Land and Building

Leases), housing suppliers generally believe it is difficult to evict tenants for reasons other than unpaid rent once the tenant moves in. Even for unpaid rent, if the tenant refuses, eviction can only be executed after the court makes a decision, which may take months. Since this can lead to situations such as having no rental income for a year, screenings must be strict. For these reasons, even the smallest concerns can make landlords and real estate companies hesitate when renting out a property.

(7) Measures by landlords and real estate companies that actively rent to foreign tenants

- Real estate companies accustomed to handling foreigners use manuals and other tools created by the Ministry of Land, Infrastructure, Transport and Tourism or other organizations to effectively deal with foreign tenants.
- The reason trouble arises is the difference in how real estate companies handle foreign tenants. There are fewer cases of trouble with foreigners who used real estate companies that thoroughly explained the contract contents, daily life rules and other matters.
- Having tenants pay rent directly instead of through bank transfer promotes communication on a regular basis between the housing supplier and foreign tenants, which has turned to be effective in preventing shared residency without permission and other problems. To prevent troubles after moving in, tenants are also required to sign a document that states they received explanations about daily life rules such as how to dispose of garbage when they move in.
- Creating a strict environment—such as installing security cameras—makes tenants more keen to follow the rules. If management has proper measures, trouble occurs less often.
- Real estate industry associations inform members that refusing potential tenants based on nationality or one's legal domicile is a serious infringement of human rights. Since our association holds workshops regularly, rental contracts with foreigners can be brought up as a topic regularly.

5. Direction of Measures

The Housing Committee discussed many specific measures that will help foreign tenants find housing easily, with ideas from the perspectives of both renters and housing suppliers. The measures discussed are listed below:

- **Life in Japan guidance**

Target: Foreign residents (both before and after coming to Japan), Japanese-language schools

Details: The structure of rental contracts in Japan (deposits, gratuity fees, etc.), screenings before moving in (income, credit rating, etc.), Japanese daily life rules and manners, etc.

- **Create a multilingual version of important matters and daily life rules**

Target: Real estate companies and foreign residents

Details: Matters common to all ordinary rental contracts (prohibition of subleasing, unauthorized renovations, etc.) daily life rules (disposal of garbage, use of common areas, etc.), etc.

Note: Create multilingual versions that can be used by real estate companies to provide explanations to foreign clients.

- **Create case studies to smoothly rent to foreigners and resolving troubles**

Target: Landlords and real estate companies

Details: Advice for renting to foreign tenants, how to act when trouble occurs and examples of resolved cases, list of rent guarantee companies, introduction to the Ministry of Land, Infrastructure, Transport and Tourism’s manual for dealing with foreign residents, etc.

- **Hold workshops related to rental contracts with foreign tenants**

Target: Real estate companies (through industry associations)

Details: Rules prohibiting discrimination against potential tenants, and know-how for renting to foreign tenants

- **Create and disseminate a list of Foreign Tenant Housing Cooperation Shops (provisional name)**

and signs for cooperating shops

Target: Landlords, real estate companies and foreign tenants

Details: List of names, locations and languages spoken at real estate companies that actively serve foreign residents, stickers for storefronts, posters

- **Eliminate discrimination and foster a multicultural mindset**

Target: Landlords, real estate companies and foreign residents

Details: Informing landlords and real estate companies about the treaty prohibiting discrimination against potential tenants; promoting communication within the community

The measures listed above were reviewed from five perspectives: 1) whether the city (government) should implement it, 2) whether it is realistic, 3) whether it is effective, 4) whether similar measures can be combined, and 5) whether existing documents created by the Ministry of Land, Infrastructure, Transport and Tourism or real estate industry associations can be utilized.

Measure	Target	1) Implementation by city (government)	2) Realistic	3) Effective	4) Combine with similar measures	5) Existing documents	Review results
Provide guidance about life in Japan	Foreign people (both before and after coming to Japan), Japanese-language schools	○	○	○	△	×	Video will be better than printed material.
Create multilingual version of important matters and daily life rules	Real estate companies and foreigners	×	△	○	○	○	Should use existing materials created by the Ministry of Land, Infrastructure, Transport and Tourism, the Japan Property Management Association and other organizations. The

							daily life rules should be combined with the Life in Japan Guidance (video).
Create case studies to smoothly rent to foreigners and resolving troubles	Landlords and real estate companies	×	△	×	×	△	Even if we create case studies, since there is no association or organization that oversees landlords, it would be difficult to deliver them to all landlords.
Hold workshops related to lease contracts with foreigners	Real estate companies (through industry associations)	×	○	○	×	×	Since all real estate companies join industry associations, a workshop by the association will be effective.
Create and disseminate a list of Foreign Tenant Housing Cooperation Shops (provisional name) and signs for cooperating shops	Landlords, real estate companies and foreigners	△	×	○	×	×	A list is effective but it must be constantly updated. Considering the burden on the city, it may be difficult.
Eliminate discrimination and foster a multicultural mindset	Landlords, real estate companies and foreigners	○	○	○	×	×	Inform the public about relevant treaties and regulations through newsletters, city website, and other mediums.

The direction of the measures decided through these discussions and reviews are as follows:

(1) Measures towards renters (foreign tenants)

1) Providing information to foreign people before and after they come to Japan

Renting housing in Japan is hard without a certain level of income. It is essential to inform foreign people about the requirements and fees necessary for this before they come to Japan so that they do not encounter problems after they arrive. We must also inform foreign people who relied on friends or other acquaintances to come to Japan early in their stay in Japan. We must also provide practical information about searching for housing, such as the market rate of rents, real estate companies with foreign-language support and rent guarantee companies that deal with foreign tenants. Using visual media in addition to printed material to spread this information will be more effective.

We will create an environment in which foreign tenants can easily find housing by providing support in their search, and by properly informing them in advance about the structure of Japanese lease contracts and housing rules to prevent trouble that landlords and real estate companies are worried might occur after foreign tenants move in.

2) Housing support for international students

To solve issues regarding housing for foreign tenants, measures related to international students—who make up around 40 percent of the city’s foreign population—are essential. This is

especially true for measures related to students of Japanese-language schools. In many cases, they live with other students in a school dormitory or share house, and later visit a real estate office to look for housing. However, trouble often occurs because they did not know the difference in rules between the dormitory or share house and the property they are renting (those not listed on the rental contract are prohibited from living there, rules about garbage disposal, lifestyle manners in apartments such as noise at night, etc.). To prevent this, the city needs to cooperate with Japanese-language schools that foreign students attend and inform the students about the above at the orientation after enrollment.

(2) Measures related to housing suppliers (landlords and real estate companies)

1) Measures related to landlords

According to the International Convention on the Elimination of All Forms of Racial Discrimination ratified by the Japanese government, discriminating against potential tenants by nationality is prohibited. Additionally, according to the Shinjuku City Basic Ordinance on Housing and Living Environment, the mayor is required to eliminate housing discrimination by nationality and other factors. The city must eliminate housing discrimination by raising awareness about multiculturalism and human rights among landlords, while also working to create an environment where landlords can rent to foreign tenants with no worries.

Many landlords run their businesses alone, and there are no major organizations or associations that oversee them. Since it is difficult for the city to directly reach each landlord, it is essential to continuously and broadly inform landlords through city newsletters, real estate industry associations and other methods.

2) Measures related to real estate companies

Support for real estate companies to reduce the burden of offering multilingual support and explanations about the Japanese rental system are needed. Since the Ministry of Land, Infrastructure, Transport and Tourism, real estate industry associations and other organizations have already created manuals, important matters in multiple languages and other documents, it will be effective to use these documents rather than create new ones just for the city. In addition to organizing those existing documents and creating an environment that encourages their use by real estate companies, we will cooperate with real estate industry associations to inform individual real estate companies about this know-how when dealing with foreign tenants using these existing documents. Through these measures, we will also encourage real estate companies to think of renting to foreign tenants as opening up a new market.

(3) Creating a relationship where both parties know each other

In cases where there is proper communication between the landlord and foreign tenant, nationality is not important. Even if trouble occurs, it does not lead to any bigger problems if prompt actions are taken to solve it. Trouble regarding daily life rules can be minimized if

residents of apartments and condominiums regularly interact and everyone knows each other.

It is important for everyone to greet each other and communicate, and interact regularly as members of the community. This also leads to international exchange and multicultural activities in the community.

Reference

- International Convention on the Elimination of All Forms of Racial Discrimination, Article 5 (excerpt)

States Parties undertake to prohibit and to eliminate racial discrimination in all its forms and to guarantee the right of everyone, without distinction as to race, color, or national or ethnic origin, to equality before the law, notably in the enjoyment of the following rights: (e) Economic, social and cultural rights, in particular: (iii) The right to housing

- Shinjuku City Basic Ordinance on Housing and Living Environment, Article 14

The mayor is required to work on eliminating discrimination against potential tenants based on age, disability, infants, children, nationality, etc.

Chapter 4: Report on Living Committee Discussions

1. Premise of the Discussions

(1) Issues regarding living as reported in the FY2015 Survey on Multicultural Living in Shinjuku City

1) Questionnaire for foreigners: Trouble with Japanese people

To the question about experiencing trouble with Japanese people, 70.2 percent of the respondents answered “none.” However, although the number is small in comparison, 344 people (the number after subtracting those who answered “none” and those who did not answer) or 27 percent of the total have experienced some type of trouble.

2) Questionnaire for Japanese people: Trouble with foreigners

To the question about experiencing trouble with foreigners, 60.3 percent of the respondents answered “none.” However, 325 people (the number after subtracting those who answered “none” and those who did not answer) or 34.2 percent of the total have experienced some type of trouble: 19.6 percent answered “garbage disposal rules,” while 14.6 percent answered “noise and voices from rooms.”

The answers by category of trouble and percentages for garbage disposal rules, noise and voices from rooms, and vehicle and bicycle parking were high for both Japanese and non-Japanese.

(2) Suggestions made after the second term of the Multicultural City Development Conference

The suggestions the Shinjuku City Multicultural City Development Conference made in the FY2015 Survey on Multicultural Living in Shinjuku City report included disseminating explanations about why garbage is sorted and disposed of in a particular way should also be explained in multiple languages in addition to the rules, since lifestyle habits are greatly influenced by the culture of each country. Considering the high turnover rate, these explanations should be given to foreigners at the beginning of their life in the city. The committee also pointed out that these troubles may stem from communication issues between Japanese people and foreign residents.

(3) Goals of the committee discussions

While trouble in daily life also occurs between Japanese people, conflict between Japanese people and foreigners may worsen due to communication problems or prejudice. Some problems occur due to ignorance about culture and customs on both sides. The Living Committee narrowed down the topics to the issues that were brought up in the survey—garbage, daily life noise, and bicycles—and discussed measures necessary to prevent trouble in advance and live comfortably as a community.

2. Current Situation and Issues

(1) Comments from the committee regarding living issues noted in the survey

Garbage

- Some foreigners do not think of sorting garbage as an issue.
- Many foreigners do not know basic rules such as the fees for disposing oversized garbage.
- What Japanese feel is a problem (such as garbage not being disposed of on the correct day, not neatly disposed of in bags, etc.) and what foreigners find is a problem (not knowing the procedures for oversized garbage disposal, etc.) are different.

Daily life noise

- Foreign people who come from countries where the streets are lively often find that Japan is too quiet. We are puzzled when we are told that everything we do—including footsteps, disposing of garbage, and cooking/preparing ingredients by beating or crushing—is too noisy.

Bicycles

- Many foreign residents use bicycles. However, many do not know about the high cost of medical treatment and compensation claims when an accident occurs, for example, or being suspected of theft if the bicycle's registration is not changed after ownership is transferred, or that bicycles not parked in designated parking spaces will be removed and that it costs money to get them back.

How to inform foreigners of daily life rules

- Since the reason these rules exist is not conveyed properly to foreign residents, the notes on the posters and other materials seem overly obsessive. Rather than how to get foreign residents to follow the rules, it is essential to figure out how to create opportunities for foreign residents and Japanese people to understand each other's culture and customs and to convey the rules properly.
- When a foreign resident asks a Japanese person about the rules, many times they are just told to follow them since "those are the rules" or "it's already been decided." Japanese society itself seem to lack clear explanations in some cases.
- Although foreign residents must follow Japan's rules while in Japan, in many cases they break those rules without any wrongful intent since what they do is not against the rules in their home country. Opportunities for Japanese people to learn about the rules in foreign countries may lead to mutual understanding.
- Although there are multilingual pamphlets available, since people answering inquiries typically only speak Japanese, we are unable to ask about matters we do not understand.

Lack of communication

- Although most Japanese and foreign people answered "none" when asked if they had experienced trouble in the Survey on Multicultural Living, problems are bound to occur during daily interactions. Answering "none" just reveals that there are few interactions in general, and that Japanese and foreign residents basically interact only when trouble occurs.

- Trouble related to garbage, noise and bicycles can be solved if the rules are known. An issue common to these is that there is a lack of casual communication that can lead to asking or teaching about rules.
- The lack of communication between neighbors is a community issue regardless of nationality, not an issue unique to foreigners. The creation of places for intercultural communication may help solve this issue.
- People do not gather if they have no mutual interests. Even if an opportunity for discussion is set up, it may not lead to resolving issues for reasons that include the sides having different opinions on what the problem is or the discussions not progressing since both sides end up complaining to (or about) each other.

(2) Comments from the committee regarding existing foreign-language PR materials

The city distributes the *Guide to Living in Shinjuku*—which compiles information about Japanese rules, manners and other daily life information—to all foreign residents who move into the city from another country or municipality when they complete resident registration. Since this is likely to be the first city-published foreign-language material that foreign residents read, the committee reviewed the sections about garbage, daily life noise and bicycles, which were the issues brought up in the survey.

1) Garbage

- It would be easier to understand if the reason that garbage needs to be sorted is conveyed through photographs or pictures.
- All residents need to be conscious of the fact that some garbage can be recycled as resources to become a different product.
- It would be easier to understand if the rules are conveyed as advice from other non-Japanese with more experience living in Japan. Although the text says having a *mottainai* spirit is the reason to recycle, it is a little difficult to convey this Japanese concept to foreigners. It would be better to start from an environmental standpoint.
- Since a conversation with the Oversized Garbage Reception Center will be simple, putting it into a conversation format with speech bubbles would be best. The reasons recycling is necessary should also be posted online in a similar format.
- There should be a section that answers questions from foreign residents, such as “Why do we have to sort garbage at home when containers bought at vending machines can be disposed of without washing or sorting?”
- A picture showing the item being washed under a faucet should be added for cans, glass bottles and PET bottles that must be cleaned before disposal.
- Illustrating the entire process of recycling—i.e., washing, removing the cap, sorting, and what the item becomes after recycling without using words would make it easy for anyone to understand.
- In the “What should I be careful about when I start living in Japan?” section, Japan’s general

thoughts about the environment should be stated. This can lead to sections about garbage sorting and recycling.

2) Daily life noise

- The issues about noise is not a direct result of many people gathering but rather the amount of sound they produce. It would be better to give foreign residents a general idea about how much noise is allowed.
- Looking at the pictures, it is hard to tell if it is allowed or not.
- Since having a quiet party and keeping pets with permission are allowed, putting an × on the pictures to show them as prohibited is incorrect. Putting too many ×s above the pictures makes it seem like a strict rulebook. Using more reasonable depictions of the situations would be much preferable.
- Since the tone of voice differs depending on the language, this is not a problem that can be solved. All parties must be more considerate to each other.
- What is considered an issue differs depending on the culture and even the individual, so the fact that too much noise can often lead to trouble in Japan must be properly understood. The scenario also assumes that it is always the foreign resident who is noisy. There should be contact information such as numbers to call when foreign residents are victims of or get involved in noise-related trouble.

3) Bicycles

- At Japanese-language schools, students are regularly reminded about the procedures for transferring ownership of bicycles. Information about changing the registration should also be posted.
- It would be better to list whether the rules are set up to encourage best efforts or if they are rules with penalties. Monetary penalties should also be posted if there are any.
- While it is important to make foreign residents understand that bicycles must be ridden on the left side of the road and convey other rules, they may not read everything if the information is too detailed.
- Since there may be medical fees or compensation claims involved when a bicycle-involved accident occurs, foreign residents should be encouraged to enroll in bicycle insurance.

3. Direction of Measures

Based on these situations and issues, the Living Committee discussed specific measures from the two themes of **providing information about daily life rules** in an easier-to-understand way, and creating **opportunities for communication and mutual understanding of culture and customs** before trouble occurs.

In terms of providing information about daily life rules, the committee discussed how to improve the content, medium and method of providing the existing foreign-language information the city produces. There are two types of information to be conveyed in foreign languages: 1) what the city

should create (information about rules that differ by municipality, etc.), and 2) what the nation or prefecture should generate (general matters common throughout the nation). The Living Committee concentrated on those that the city is responsible for. In terms of opportunities for communication and mutual understanding of culture and customs, the committee discussed what kind of measures are necessary to foster daily communication in the community.

The direction of the measures derived from the results of the discussions and reviews are as follows:

(1) Provision of information of daily life rules

1) Contents

Just making multilingual versions of daily life rules is not enough. Based on the premise that not only language but also culture and customs differ by country, why rules exist and what kind of merit exists for following rules must also be carefully explained.

There are now over 100 nationalities registered in the city, and the languages used are diverse. Since it is difficult to cover all languages, it is necessary to consider using illustrations and photos more effectively, and create a simple Japanese-language version.

2) Medium

Even if a foreign-language guidebook is created, it is difficult to ensure that everyone reads the whole thing. It is also not realistic for the city to provide daily life guidance to each individual when they complete the procedures for moving into the city. We must think of methods that do not take much time to convey the information.

While foreign residents who are part of a Japanese-language school or other foreign community have an opportunity to learn about daily life rules, those who are not part of any community find it difficult to obtain the same information. It is also essential to consider that many foreigners use smartphones to obtain information. A system where information can be accessed at any time without joining an organization or going to a city facility would be effective.

3) Method of providing information

Since it is difficult for foreign residents to understand all the rules just by reading the foreign-language booklet, specific explanations must be given separately. For example, since around 40 percent of the city's foreign residents are international students, the orientation at the Japanese-language school when they start living in Japan is a great opportunity to provide information about daily life rules.

Additionally, opportunities when people of the same country gather can be used for information exchanges. Finding out what types of foreign communities the city has and how to relay information between people of countries who have no established community is vital.

For households with children, teaching the children daily life rules in school may result in the information reaching the parents. We hope these children with foreign roots—who can speak Japanese and a foreign language, and understand the culture and customs of both countries—will help.

(2) Opportunities for communication and mutual understanding of culture and customs

Daily life troubles can be prevented if a relationship where communication occurs daily is established. Regular interactions help foster awareness toward others, so establishing a relationship in which people know each other and interact regularly is essential.

Although the city has been putting on various international exchange events, large-scale events did not trigger exchanges between participants. Many times the events only drew people who already had an interest in specific countries or regions, so they did not lead to interactions between the city's residents who came from different countries.

To provide more regular opportunities for participants to speak with each other and become friends, we need to cooperate with those concerned about the community that wish to hold exchanges, and hold events that are realistic from the human resource and cost perspectives.

Chapter 5: Suggestions from the Shinjuku City Multicultural City Development Conference

1. Introduction

For the third term of the Shinjuku City Multicultural City Development Conference, thirty-two members—who included academic personnel, publicly recruited residents, and members of multicultural living organizations, foreign community organizations, resident associations and shopping district associations—gathered to hold discussions. Members were split evenly into Japanese and foreign (including those born outside Japan). Seeing these multinational members giving insights from their experience and perspective to help solve city administration issues truly embodied the concept of multicultural city development.

Under the theme of “issues and conveying information so foreign and Japanese residents can live together in Shinjuku,” the members split into the Housing and Living committees, and proceeded with specialized, focused discussions.

In both committees, finding methods to convey information to foreign residents with a high turnover rate of residence in the city was a central issue. Japanese residents want foreign residents to understand the rules of Japanese housing and daily life before they come to Japan, or as soon as possible after they arrive. On the other hand, foreign residents suggest that it is difficult to understand Japanese housing and daily life rules and to obtain information. Various ways of conveying information were discussed from the perspective of how much explanation can and should be provided for foreign residents to live comfortable lives in the community. The discussions included topics such as working under the premise that there are differences in language and culture between Japanese people and foreign people, conveying information about rules and manners in a way that does not sound like they are being given orders, and also informing foreign residents about their rights and services they can use.

One point raised was that there is not enough interaction between Japanese and foreign residents, and that there are concerns about interacting due to past unpleasant experiences. This was given as a reason behind both housing and living issues. There are problems that can be prevented if Japanese and foreign residents learn the differences between their cultures through more community-based activities, exchanges and communication. This reinforced the importance of fostering relationships in which people know each other and interact regularly, as well as offering opportunities for communication before trouble occurs.

Measures the committees believe the city should take as a result of their discussions are listed below as suggestions from the Shinjuku City Multicultural City Development Conference.

2. Suggestions from the Housing Committee

The pattern of “housing supplier = Japanese” and “renter = foreign resident” does not always apply now, since there are foreign landlords and real estate companies. In fact, our committee

includes people in such positions.

The culture and rules surrounding rental contracts differ by country. It is essential to inform foreign renters about the structure of Japanese rental contracts before they come to Japan, or as soon as possible after they arrive. Based on the data about how foreign residents obtain information, we believe the city should transmit housing info via smartphone along with videos to help foreign renters understand the contents visually. By also transmitting useful data and points to remember about locating housing, signing contracts and voiding contracts, the city can better support foreign residents searching for a place to live.

Meanwhile, the city should also support housing suppliers (landlords and real estate companies) to ensure that foreign residents can rent housing just as Japanese people do as long as they meet the same requirements. In addition to eliminating discrimination by increasing the awareness of a multicultural society and human rights through city newsletters and other methods, the city must inform landlords and real estate companies that hesitate to rent to non-Japanese from a business perspective due to concerns about language or past experiences that there are tools and an environment that will help them rent to foreign residents now available.

Shinjuku government measures alone cannot solve issues regarding housing. Shinjuku and real estate industry associations must therefore work in unison to create a suitable multicultural housing environment. There is a need to reinforce cooperation—such as by holding workshops for city real estate companies through real estate industry associations on how to deal with foreign residents—and take similar measures to assist landlords through real estate companies.

(1) Conveying information through smartphones

1) Improving the daily life information website for foreigners

- Assuming that many foreigners use their smartphones to obtain information, the daily life information website and the information provided through SNSs must be improved.
- For SNSs in particular, the city needs to promote their acceptance among foreign residents and ensure that they convey information precisely.

2) Using QR codes efficiently

- Since it is hard to list all the rules through one medium—which would also be a burden to those reading the information—the city should create a system to link all media and supply the necessary detailed information via smartphone on demand, such as through the use of QR codes.
- Measures to make it easier for foreign residents to obtain information—such as adding QR codes for detailed information to existing publications so that they can access the information in various situations—are essential.

(2) Conveying information through videos

1) Why use videos?

- Since videos can help viewers understand information quickly and easily, they are an efficient method of conveying information.
- Making versions in multiple languages based on the foreign demographics of Shinjuku would be even more effective.
- To ensure that more people watch these videos, and to make them easier to access, each video should be split into short segments.

2) Video content (searching for a place to live, daily life rules, city services)

- Based on our discussions in the Housing and Living committees, we believe videos should be made about searching for housing, daily life rules, and the city services available.
- The videos should be creative so that they do not sound like they are ordering foreign residents around, and should include information about organizations that foreign residents can consult if and when problems arise.

3) Using videos efficiently

- Make the videos easy for anyone to view, such as by posting them on YouTube.
- Cooperate with Japanese-language schools that have partner schools in foreign countries to ensure that students know about and watch the videos before coming to Japan.
- Promote the use of the videos at Japanese-language school orientations and other events so that students are informed as soon as possible after arriving in Japan.

(3) Promote the rental of housing to non-Japanese through the efficient use of existing materials

1) Making a list of existing materials

- Since the Ministry of Land, Infrastructure, Transport and Tourism, real estate industry associations and other organizations already have manuals about renting to foreign tenants as well as multilingual versions of other materials, these all need to be identified and collected.
- All materials thus identified and collected should be organized into one large central information repository so that renters (foreign tenants) and housing suppliers (landlords and real estate companies) can easily find and use it.

2) Using materials and disseminating information

- Create a flier that lists QR codes for accessing the existing materials.
- Distribute the fliers to real estate companies in the city through real estate industry associations.
- Inform the public about the list of materials through city SNSs, foreign community organizations, and the Multicultural Council.

(4) Workshops for real estate companies

1) Cooperation with real estate industry associations

- Ask real estate industry associations to help solve the difficulties foreign tenants have in finding a place to live.
- Tell real estate companies about the best strategies to use when renting to foreign tenants and other useful information through workshops hosted by real estate industry associations.

2) Content

- Tell real estate companies about the materials available and provide specific case studies about how to use these materials effectively.
- Encourage real estate companies to show every foreign tenant who signs a rental contract the videos about housing searches and daily life rules.
- Lessen the concerns of housing suppliers by sharing problems that have occurred when renting to foreign tenants, and sharing methods of avoiding those problems.

(5) Eliminating discrimination and fostering multicultural awareness

1) Raising the awareness of housing suppliers (landlords and real estate companies)

- By posting information about the International Convention on the Elimination of All Forms of Racial Discrimination and the Shinjuku City Basic Ordinance on Housing and Living Environment regularly in city newsletters and other media, the city will help eliminate discrimination against potential tenants by nationality and foster multicultural awareness.
- In addition to raising awareness as a way to eliminate discrimination, work to eliminate the concerns of renting to foreign tenants so that landlords and real estate companies see them and Japanese customers as the same.

2) Promoting exchanges between Japanese and foreign residents in the community

- Since relationships in which people know each other and interact regularly are essential to both quickly resolving and preventing trouble, actively promoting friendly exchanges is vital.
- The city will actively promote the creation of opportunities for exchanges in the community, and support the development of relationships through daily communication.

3. Suggestions from the Living Committee

As discussions for the issue of conveying information to foreign residents with a high turnover rate continued, the committee reached the conclusion that the differences in language and culture represent one of the biggest underlying problems that rules and manners are not being properly conveyed. Assuming that such differences exist is essential to promoting multiculturalism, and

has long been recognized as true, but there were few opportunities to specifically learn about the differences since interactions in daily life are infrequent. In other words, rules and manners are not properly conveyed because of the differences in language and culture, but also in large part because daily communication is lacking. With this in mind, the committee bounced around ideas about the content, mediums and methods for conveying information. The focus was on how to develop relationships with regular communication, not only to inform foreigners about rules and manners, but also for mutual understanding despite differences in languages and cultures.

Specific measures are listed below:

(1) Increasing exchanges and communication in the community

Although the turnover rate of foreign residents in the city is high, better communicating the appeals of Shinjuku should be established so they can feel satisfied about living in Shinjuku, even if it is only for a short time.

- Community Social Gatherings

Daily communication can prevent some types of daily life problems. To foster relationships in which people get to know each other and interact regularly, there should be more local casual social gatherings that can serve as starting points for relationships.

- Measures to promote more participation by foreign residents

In addition to pursuing measures that promote more participation by foreigners in community festivals sponsored by resident associations and shopping districts, the city will use various mediums to promote the activities of foreign communities and multicultural society organizations to encourage them to participate in such activities.

- International exchange events

Getting more participants is an issue with existing international exchange events the city holds. Having more people from various backgrounds involved is a major key to fostering multicultural awareness in the community. To solve this issue requires capturing the interest of a large number of people, so the content of these events must be reviewed and revised, such as by holding several events under a central theme.

(2) Conveying information about daily life rules

1) Create and distribute printed materials that are easy for foreigners to understand

Differences in culture and customs must be considered when conveying information about daily life rules, and more detailed explanations—such as the purpose of the rules—are necessary. Instead of just making multilingual versions, these differences must be considered to create materials that foreigners can more easily understand.

- Revising the *Guide to Living in Shinjuku*

Since this is the first printed information foreign residents who move into Shinjuku are likely to see, the guide should be revised with the following points in mind:

◆ Section about sorting garbage

- Explain the purpose and intent behind sorting.
- Clearly explain sorting methods through photos and illustrations.
- Explain the process of recycling resources into different products through illustrations.
- Use bullet points and simple paragraphs to keep explanations simple.
- Since the conversation with the Oversized Garbage Reception Center is simple, post a sample conversation.

◆ Section about daily life noise

- Since what is considered as typical daily life noise differs greatly by culture and even the individual, include an explanation about how noise can often lead to trouble in Japan.
- Use illustrations to show situations where tenants need to be careful about daily life noise, such as noise that can be heard in adjacent rooms on all sides (including upstairs and downstairs), being careful especially at night, etc.
- Stop using too many ×s in the illustrations, because it makes it seem like a strict rulebook.
- Instead of assuming the reader is the one causing the noise problems, describe what to do when the reader is a victim of noise-related problems.

◆ Section about bicycles

- Since an accident can lead to expensive medical fees and even compensation claims, encourage foreign residents to enroll in bicycle insurance.
- Put priority on listing information that foreign residents are not likely to know, such as changing the registration when transferring the ownership of a bicycle.
- State whether a specific rule merely represents an obligation to behave properly in society or whether there are penalties involved, and how much the fines are.
- Increase awareness that human rights are guaranteed regardless of nationality when trouble occurs.

2) Conveying information through smartphones (repost)

- Improving the daily life information website for foreigners

Assuming that many foreigners use their smartphones to obtain information, the daily life information website and the information provided through SNSs must be improved.

For SNSs in particular, the city needs to promote their acceptance among foreign residents and ensure that they convey information precisely.

- Efficient use of QR codes

Since it is hard to list all the rules through one medium—which would also be a burden to those reading the information—the city should create a system to link all media and supply the necessary detailed information via smartphone on demand, such as through the use of

QR codes.

Measures to make it easier for foreign residents to obtain information—such as adding QR codes for detailed information to existing publications so that they can access the information in various situations—are essential.

- Using videos

Videos are an efficient medium for conveying information because viewers understand quickly and the videos can be accessed easily. These videos can be used at daily life orientations at cooperating Japanese-language schools.

3) Approaching foreign communities

Focusing on nationalities in the city that have been increasing in number recently, use gatherings of these communities as chances to convey information. Since some foreign communities meet regularly, the city must take advantage of the chances to interact and inform. For foreign residents from countries without a prominent community, or those not affiliated with any community, approach them through stores owned by foreigners. We must also come up with other efficient ways to reach out to these people.

4. Conclusion

For this term, we conducted discussions under the theme of “issues and conveying information so foreign and Japanese residents can live together in Shinjuku,” based on the results of the FY2015 Survey on Multicultural Living in Shinjuku City. The foreign population of Shinjuku was 42,428 as of January 1, 2018, an increase of 6,412 persons (17.8 percent) from the year 2015. With the proportion of foreigners also increasing from 11 to 12.4 percent of the population, the importance of taking action to solve the issues made apparent by the survey is growing.

A conclusion common to both the Housing and Living committees was that it is essential to develop relationships between foreign and Japanese residents based on the understanding that there are differences in each other’s cultures and to promote mutual communication for living together in a communal society.

While the survey identified issues in the community, it also revealed that many Japanese and foreign residents want more opportunities for mutual exchange to create a comfortable city where everyone respects and cooperates with each other.

In the new general plan that started in 2018, Shinjuku has listed measures designed to promote more multicultural city development. We hope the city will reflect the multicultural expectations of residents in their policies and steadily implement the measures suggested in this report to create the true multicultural society that Shinjuku wishes to become.

Progress of the Shinjuku City Multicultural City Development Conference

(September 12, 2016 to August 21, 2018)

Specialized committees: Housing Committee and Living Committee

Meeting No.	Date	Topic
FY2016		
First General Meeting	September 12, 2016	Delegation, election of chairperson and deputy chairperson
Second General Meeting	October 28, 2016	Choosing discussion themes, establishment of committees
First Housing Committee Meeting	January 26, 2017	Election of the committee chairperson, clarifying the issues related to renting
First Living Committee Meeting	January 30, 2017	Election of the committee chairperson, clarifying the issues related to living
Second Living Committee Meeting	March 13, 2017	Explanations of measures of each responsible division regarding living issues Sharing of examples of measures conducted by the Multicultural Society Promotion Division and committee members
Second Housing Committee Meeting	March 23, 2017	Structure and types of lease contracts Clarifying the issues brought up by housing suppliers
FY2017		
First Living Committee Meeting	May 25, 2017	Specific measures to solve living issues
First Housing Committee Meeting	May 31, 2017	Clarifying the issues brought up by renters
Second Housing Committee Meeting	July 11, 2017	Individual review of specific measures to solve housing issues 1 (How to utilize existing measures)
Second Living Committee Meeting	July 13, 2017	Individual review of specific measures to solve living issues 1 (How to utilize existing measures)
Third Living	September 1, 2017	Individual review of specific measures to solve living

Committee Meeting		issues 2 (Revision of <i>Guide to Living in Shinjuku</i>)
Third Housing Committee Meeting	September 7, 2017	Individual review of specific measures to solve housing issues 2
First General Meeting	November 22, 2017	Mid-term reports, sharing of committee discussion details
Fourth Living Committee Meeting	January 29, 2018	Individual review of specific measures to solve living issues 3
Fourth Housing Committee Meeting	January 29, 2018	Individual review of specific measures to solve housing issues 3
Fifth Housing Committee Meeting	March 8, 2018	Individual review of specific measures to solve housing issues 4
Fifth Living Committee Meeting	March 15, 2018	Individual review of specific measures to solve living issues 4
FY2018		
First Living Committee Meeting	June 19, 2018	About the discussion report (draft)
First Housing Committee Meeting	June 22, 2018	About the discussion report (draft)
First General Meeting	August 21, 2018	Submission of the discussion report

List of Shinjuku City Multicultural City Development Conference Members

	Organization (organizations and titles are as of the point of delegation)	Name	Nationality	Committee
Chairperson	Managing director and chief program officer, Japan Center for International Exchange	Toshihiro Menju	Japan	Housing
	Professor emeritus, Daito Bunka University	Chizuko Kawamura	Japan	Living (chairperson)
	Part-time lecturer, Hosei University Graduate School	Yoshiko Inaba	Japan	Housing (chairperson)
	Professor, Tokyo Future University	Kaku Iyo	Japan (from Taiwan)	Living
	Specially assigned instructor, Center for Global Languages and Society in Higher Education, Tokyo University of Foreign Studies	Mika Hasebe	Japan	Living
	Resident	Eiko Ono	Japan	Living
	Resident	Masako Watanabe	Japan	Housing
	Resident	Yee Hue Chu	Malaysia	Living
	Resident	Zhang Minghao	China	Housing
	Koreans in Japan Federation	Kim Sang Yol	South Korea	Housing
Deputy chairperson	Korean Residents Union in Japan, Shinjuku Branch	Ko Ryung Bak	South Korea	Housing
	Japan-China Future Creation Organization	Ding Ning	China	Living
	Mitta Foundation	Yi Yi Min	Myanmar	Housing
	Refugee Coordination Committee Japan	Marip Seng Bu	Myanmar	Living
	GMT International	Bhupal Man Shrestha	Nepal	Housing
	Association des Français et Francophones du Japon	Joelle Ezoe-Canel	France	Housing
	Thai Network in Japan	Nong Yaw Suzuki	Thailand	Living
	Japan Association for Refugees	Brian Barbour	USA	Living
	Korea NGO Center	Kim Boong Ang	South Korea	Living
	Deputy chairperson	The Fellowship of Japanese Nationality Chinese People	Towako Mori	Japan (from China)
Shinjuku City Multicultural Council		Lee Seung Min	South Korea	Housing
Shinjuku City Multicultural Council		Katsutoshi	Japan	Living

		Kajimura		
	Intercultural Child-Rearing Information Station	Hiroko Ando	Japan	Living
	Yu Language Academy	Takayoshi Inoue	Japan	Living
	International student	Fatmawati Djafri	Indonesia	Living
	Shinjuku City Town Councils (Suwa town council)	Makoto Honda	Japan	Living
	Shinjuku City Town Councils (Hyakunin-cho town council)	Fumie Hirano	Japan	Housing
	Shinjuku City Town Councils (Ibuki town council)	Kojiro Ueki	Japan	Housing
	Shinjuku City Federation of Stores Association (Shin-Okubo Shopping District Promotion Association)	Tadayuki Morita	Japan	Living
	Shinjuku City Social Welfare Officer and Child Welfare Council (Okubo area)	Takenori Takeuchi	Japan	Housing
	Tokyo Takken Association, Shinjuku Branch	Hiroshi Sawada	Japan	Housing
	Shinsenkaku (Japan Electronics College)	Sekai Funayama	Japan	Housing

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