

FY2024 M HUB Activity Report



International Policy Division, Department of Policy
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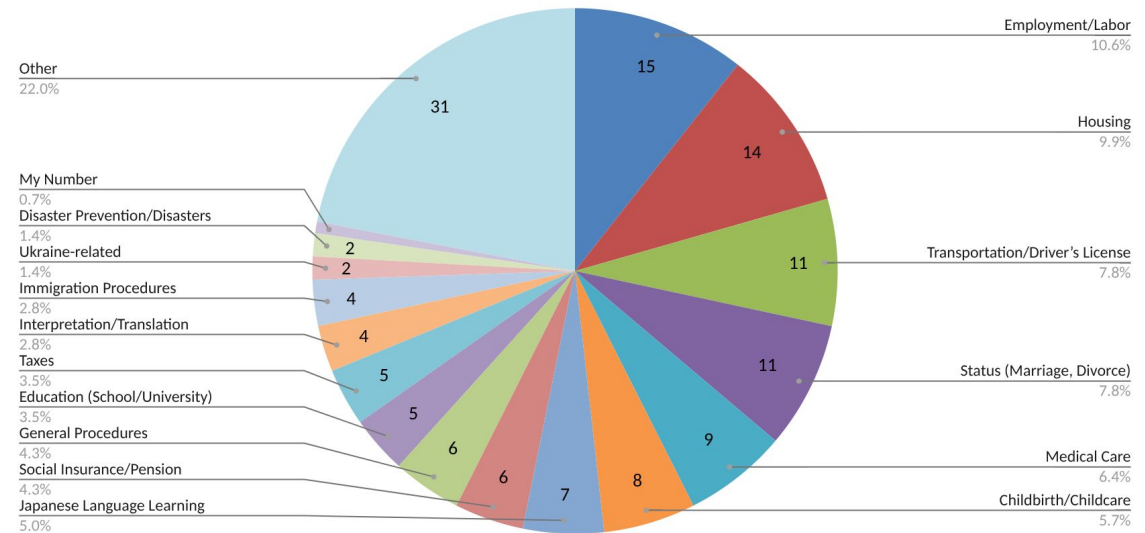
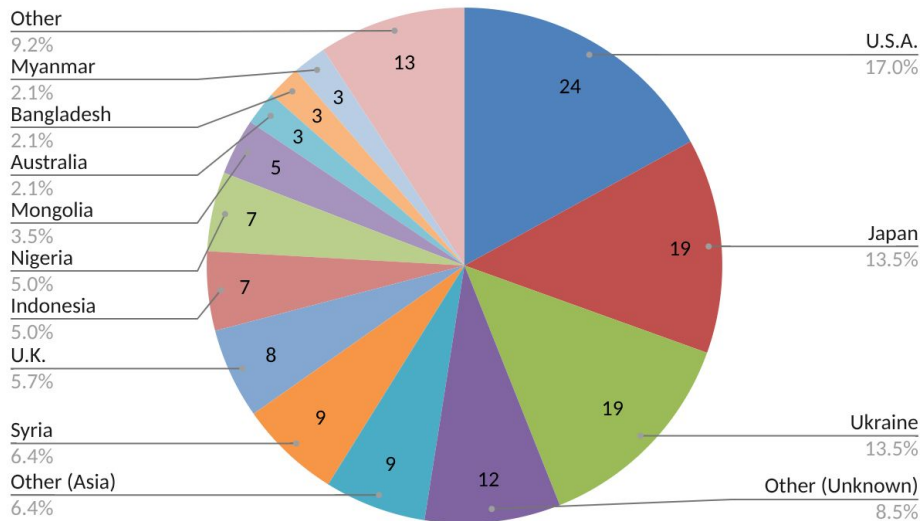
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(1) FY2024 consultation results

○ There were 141 consultations from 24 nationalities.

- Since our office is located at Miyazaki Municipal University, we receive many questions from international students, so the number of inquiries by nationality differs from the actual proportion of foreign residents.
- We also received many inquiries from people who had evacuated from Ukraine.
- The topics of consultation were wide-ranging, with no particular topic standing out as particularly common, but the top three topics were employment, housing, and driver's licenses.
- We received many inquiries from Japanese people about foreign residents, including inquiries about the employment of foreign residents, providing housing, and complaints.



(2) Consultation cases ①

Support for marriage procedures between foreign residents

I want to get married in Miyazaki City, but due to the political instability in my home country, I can't prepare the necessary documents.

→We checked the requirements for marriage with the Citizens Registration Management Division of city hall, then informed the details directly to the embassy and requested that the necessary documents be prepared. The embassy issued the documents after the applicant's identity was verified. The marriage registration was accepted at the city hall counter.



Accompanying resident to a medical examination

I want to take my child for a health examination for two-and-a-half year olds, but I'm not sure what to do because I have difficulty communicating in Japanese.

→We checked the details with Miyazaki City Health Center. M HUB provided staff to assist with interpretation and paperwork. We also made an appointment for the next health examination at the designated hospital.

I would like to make Miyazaki a city where foreign residents can live as citizens, feel connected to the community and have a sense of attachment.

(2) Consultation cases②

Workflow upon job-related consultation

① To listen carefully to obtain necessary information

Work, part-time work, Japanese language ability, working hours, desired job type, residence status, commuting method, etc.



② To search for jobs through Hello Work, private job listings, and business information

To provide support for preparing and translating resumes, etc.

To provide support for making an appointment for a job interview

If necessary, to accompany the resident to the Hello Work office and act as an interpreter

✕ To broaden job search options, to provide information on Japanese language classes, etc. as needed



Issues upon dealing with job hunting

- There is little job information available for foreign residents who have difficulty communicating in Japanese.
- It is difficult to find information about part-time jobs in the food and beverage industry that is easy for international students to work in.

For the reasons above, there are cases where it is difficult to find work immediately, even in Miyazaki City, where there is a labor shortage.

(2) Consultation cases③

Workflow upon housing consultation

① To confirm the client's preferences, such as apartment, detached house, floor plan, and area

To listen to the client's needs in detail about the condition, etc.

To explain the general rules of rental contracts (guarantor system, tenant screening, security deposit, etc.)



② To provide information on private real estate companies and/or public housing

To provide support for meeting with real estate agents and making appointments for viewings

To accompany the client as an interpreter if necessary

To provide support for public housing application procedures



Issues upon signing a real estate lease

- **Real estate companies do not have enough properties to introduce.**
Due to differences in lifestyle, problems from past loans, guarantor issues, etc.
- **Many foreign residents are unable to secure a guarantor or emergency contact.**
In addition to having the rent guaranteed by a guarantor company, in some cases it is also required to provide a guarantor and contact details.

(2) Activities



June: M HUB established

Miyazaki City One-Stop Information Center for Foreign Residents was established. Two staff members are on duty to assist in 17 languages using translation devices.

July: Event “M HUB Conference”

Talk session between the mayor and 10 foreign residents living in Miyazaki City.



September: Event “World Festa 2025”

An international exchange event was held, co-hosted by the Miyazaki Junior Chamber International and the Miyazaki International Foundation. We established the “M HUB” consultation service counter for foreign residents and promoted awareness of disaster prevention to foreign residents.

February: Event “M HUB FUN SPORTS!”

We held an exchange event for Japanese people and foreign residents living in Miyazaki. We promoted international exchange through simple sports that anyone can play, such as boccia and *curolling* (floor curling).

