

Ajuntament  de Tortosa

Welcome guide





Welcome

As Mayor of this city I would like to give you a warm welcome on behalf of all its citizens and the council. Normally, when we arrive at a new place we are at a loss as to how to proceed with some administrative requirements or we do not know that our city offers services that could be of interest to us. That is why we have prepared this welcome guide that includes all the municipal services offered by our city, as well as by other institutions and associations.

We must also highlight that "Welcome Sessions" are held by the City Council every fortnight, which are informative talks in the native language of newcomers on the basic resources offered by the city. Courses on "Knowledge of the social and cultural environment" are also held, where newcomers are given information on the city specifically, and the country, in general.

Finally, I take this opportunity to remind you of your rights and duties as citizens, both legal and civic, asking you to work with us to maintain respect and tolerance in favour of everyone's co-existence and social peace. I trust I have your support, and count on it, thanking you in advance for your respect and participation in making Tortosa a clean, habitable and sustainable city. If you need further information or have any questions please consult the Citizens' Service on 977 585800 or the website www.tortosa.cat.

Ferran Bel i Accensi

Mayor of Tortosa



CATALONIA



TERRES DE L'EBRE

THE WELCOME GUIDE

This publication aims to be a useful guide to the different services and resources in the municipality of Tortosa. You will find information on municipal services, as well as on different areas of action such as, for example: education, health, social, employment and cultural services.

Introduction

Catalonia is one of the seventeen autonomous communities in which, together with the cities of Ceuta and Melilla, the Spanish state is organised. The provinces that form Catalonia are Barcelona, Girona, Lleida and Tarragona, with a total surface area of 31,895 km² and a total population of over seven million inhabitants.

Catalonia borders France to the north, the Mediterranean sea to the east, Aragón to the west and the Valencian Community to the south.

In administrative terms, Catalonia is divided into 41 regions and 946 municipalities.

Tortosa is the capital city of the Baix Ebre region, located in the southern half of Catalonia, in the province of Tarragona. The city of Tortosa covers 218.45 km² and has a population of almost 38,000 inhabitants. Located in the centre of the region, it is a large area bordering on the regional municipalities of El Perelló, Camarles, l'Aldea, Roquetes, Alfara de Carles, Aldover and Tivenys. It is an important centre for agriculture, trade and industry. The municipality comprises the city of Tortosa and the surrounding villages of Bítim, Els Reguers, Campredó, Vinallop and Jesús (the latter has been a Decentralised Municipal Entity since 1994).

AJUNTAMENT DE TORTOSA**SERVEI D'ATENCIÓ
CIUTADANA**

Pl Espanya, 1
43500 Tortosa
Tel. 977 58 58 58
www.tortosa.cat
aj.tortosa@tortosa.cat

SERVEI D'ACOLLIDA

Pl Espanya, 1
43500 Tortosa
Tel. 662 097 062
977 58 58 05
acollida@tortosa.cat

SERVEIS SOCIALS

Enric Bayerri 4, 1r
43500 Tortosa
Tel. 977 58 58 10
bsc.tortosa@tortosa.cat
Opening hours: From
Monday to Friday, 9 a.m.-2
p.m.

EMD BÍTEM

Tel. 977 59 65 09

EMD CAMPREDÓ

Tel. 977 59 70 50

EMD JESÚS

Tel. 977 50 07 35

ELS REGUERS

Tel. 977 47 40 24

VINALLOP

Tel. 977 58 58 10

1. Information and Welcome Services**Citizens' Service**

The Citizens' Service (SAC) is an information and municipal administration service offered by Tortosa City Council.

The Welcome, Integration and Co-existence Service

This aims to facilitate newcomers' access to social resources, services and information. It works to improve the first stages of settling-in of newcomers in the municipality to facilitate cohesion and co-existence and to avoid marginalization and conflicts caused by the lack of information and knowledge of the environment.

Social Services - UBASP

The Primary Care Social Services are the first level of the social services system. It is a public service, free of charge, where citizens' social needs and problems are dealt with. Basic Social Services have a multi-disciplinary team: social worker, social educator and family worker. These services are of an all-purpose, community and preventive nature to promote people's autonomy so they can live in a dignified manner, dealing with the different needs that exist or may arise. They must respond to situations in the areas of co-existence and relationship of the service receivers.

Social services receivers are people who are in any of the following situations: physically, mentally or sensorially disabled; have mental or chronic illness; social need with a dysfunctional family; drug and other addictions; youth violence and delinquency; social exclusion and isolation; social discrimination; co-existence and social cohesion problems; victims of violent crime; enforcement of sentences; precarious employment conditions, unemployment and poverty; social emergencies; social emergencies due to catastrophes and asylum seekers.

People who are registered and live in the surrounding villages of Campredó, Bítém, Els Reguers, Vinallop and the DME of Jesús have their own social services.

**CÀRITAS INTERPARROQUIAL
DE TORTOSA**

C/ Censal Sacosta, 14
43500 Tortosa
Tel. 977 44 13 64

Seccions Rober i Mobles

C/ de Santa Anna, 9
43500 Tortosa
Tel. 977 44 19 00

**Menjador Social "Mossèn
Sol"**

C/ Callao, 6 (Antic Col·legi de
Sant Josep)
43500 Tortosa
Casa d'Acollida
Trav. Puríssima, 6
43500 Tortosa
Tel. 977 44 31 36

**SERVEI D'ORIENTACIÓ
JURÍDICA**

Pl. dels Estudis, 4, 2n
43500 Tortosa
Tel. 977 44 10 29
de diiluns a dijous de 10-
12,30h

icator@advocatstortosa.org
www.advocatstortosa.org

CREU ROJA TORTOSA

C/ Berenguer IV, 41
43500 Tortosa
Tel. 977 44 44 44

tortosa@creuroja.org
www.crojatortosa.org

Cáritas

This has a welcome and help service for native people in difficulty. It helps with the basic needs of families, providing food and offering other kinds of aid. It has a warehouse of second hand clothing that can be bought in exchange for a small donation, and a shop selling furniture at minimal prices.

Legal Advice Service (SOJ)

The purpose of the SOJ, created in partnership with the Autonomous Government of Catalonia, is to provide a public service to citizens, free of charge, regarding the requirements and documentation that must be presented to request a duty solicitor specialising in civil law, family, criminal, domestic violence, juveniles and social jurisdiction (employment).

<p>AMIC-UGT C/ Ciutadella, 13 1r 43500 Tortosa Tel. 977 44 44 56 www.associacioamic.com tortosa@associacioamic.com</p> <p>CITE-CCOO C/ Ciutadella, 13 2n 43500 Tortosa Tel. 977 51 12 82 www.ccoo.cat/terresebre uiterresebre@ccoo.cat</p>	<p>Other institutions</p> <p>There are other institutions in the municipality that advise the non-EU immigrant population: trade unions (UGT-AMIC and CITE-CCOO) and the Tortosa Red Cross (CREU ROJA TORTOSA).</p> <p>The AMIC-UGT association is a non-profit-making organisation that develops initiatives, projects and services for the socio-occupational integration of the immigrant population. The AMIC offices in Tortosa offer, among others, a legal advice and information service specialising in immigration matters and other legal or employment aspects linked to immigrant status.</p>
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Servei d'Atenció Ciutadana

Pl Espanya,1
43500 Tortosa
Tel. 977 58 58 58
aj.tortosa@tortosa.cat
www.tortosa.cat

EMD DE JESÚS

Ctra. de Jesús a Roquetes, 3
43590 Tortosa
Tel 977 50 07 35
emd.jesus@altanet.org
www.jesus.altanet.org

SAC DE CAMPREDÓ

C/ Rafael Escardo Valls, 10
43897 Campredó – Tortosa
Tel. 977 59 70 50
campredo@tortosa.cat
www.campredo.altanet.org

SAC ELS REGUERS

C/ de Cabassers, 26
43527 Els Reguers –
Tortosa
Tel 977 47 40 24
reguers@tortosa.cat

SAC DE BÍTEM

C/ Travesía Jacint
Verdaguer, 23
43510 Bitem – Tortosa
Tel 977 59 65 09
bitem@tortosa.cat

2. Registration:

The Municipal Register of Inhabitants records all the people permanently living in a municipality. Registration is a right and a duty. Therefore, it is necessary to register when you wish to permanently reside in a municipality. This procedure is also necessary to obtain the health service card, provide schooling for your children or request social care.

The documents needed for registration in the municipality of Tortosa are:

• Tenants:

- Spanish identity document, passport, residence permit of the holder and their relatives who wish to register accrediting family relationships (Spanish Family Book, birth, marriage or common-law marriage certificates).
- Lease agreement registered with the "Cámara de Propiedad Urbana"
- Certificate of habitability

• Owners:

- National identity document, passport or residence permit
- Non-certified extract from the Land Registry, dated within the last three months
- Certificate of habitability

Everybody who wishes to register must appear in person at the ground floor of the City Council to process the paperwork.

SAC DE VINALLOP

Pl. Mare de Déu Divina
Pastora, 2
43517 Vinallop – Tortosa
Tel 977 47 43 99
vinallop@tortosa.cat

CAP TEMPLE**Centre d'Atenció Primària**

Av. de la Generalitat s/n
(antiga Pl. Carrilet)
43500 Tortosa
Tel. 977 51 00 18
Tel. Urgències 977 51 07
51
www.gencat.cat/ics

CAP BAIX EBRE**Centre d'Atenció Primària**

Av Cristòfol Colom 16-20
43500 Tortosa
Tel. 977 50 26 38
www.gencat.cat/ics

3. Health service card:

Whenever you have a health problem you should go to a doctor's surgery (CAP), where you will be attended by a GP, paediatrician and nursing staff. To be regular users of any health centre in the Catalan Health Service network and to be assigned a GP, you must obtain the individual health service card (TIS). This card is personal and non-transferrable and is obtained at the nearest doctor's surgery (CAP) to your home. These centres will inform you about the necessary documentation required to obtain the card.

**DEPARTAMENT
D'ENSENYAMENT**

C/ Providència . 5-9

43500 Tortosa

Tel. 977 44 87 11

www.gencat.cat/ensenyament

4. Schooling

In Catalonia schooling is compulsory and free from 6 to 16 years old. The stages of the Catalan education system are:

- From 0 to 3 years, playgroup
- From 3 to 6 years, Infant Education (free, not compulsory)
- From 6 to 12 years, Primary Education
- From 12 to 16 years, Secondary Education
- Between 16 and 18 years of age, students may choose between vocational training or baccalaureate
- Over-18s may access university or advanced vocational training

For information on the different education centres in Tortosa you may call 012, or contact the Department of Education.

To access a school, enrolment must be formalised between March and April. The following documentation must be presented:

- Photocopy of the national ID, passport or residence permit of the student's father, mother or guardian
- Photocopy of the student's national ID, passport or residence permit
- Photocopy of the Family Book or student's birth certificate
- Vaccinations record
- Health service card
- Registration certificate

AFA TORTOSA (Aula de Formació d'Adults)

Av. Colom, 34-42 (Institut de l'Ebre)

43500 Tortosa

Tel. 977 58 89 95

e3009771@xtec.cat

www.xtec.cat/afatortosa

ESCOLA OFICIAL D'IDIOMES

C/ Sant Domènec, 14

43500 Tortosa

Tel. 977 44 00 79

info@eoitortosa.com

www.eoitortosa.com

ESPAI OBERT D'APRENTATGE

C/ Dr. Ferran, 7

43500 Tortosa

Tel. 977 44 52 64

espai.tortosa@tortosa.cat

5. Adult education and occupational training

1) Adult education:

- **Adult Education School:** for over-18s, the School for Adults offers a range of free options: practical training courses, secondary education certificate (GES), preparation for the entrance exams to intermediate and advanced training courses, preparation for the university entrance exam for over-25s, beginners' computer skills, English and Catalan courses.
- **Official Language School:** English, French and German can currently be studied at the Tortosa Official Language School.
- **Open Learning Area:** among others, this holds infant and health education workshops in various languages, dressmaking workshops, beginners' hairdressing workshops aimed at women over 16 years old, welcome and integration courses for young people (over 16 years old) who have been reunited with their family.

**CENTRE DE FORMACIÓ
OCUPACIONAL**

PI Sant Joan, 4
43500 Tortosa
Tel 977 51 11 89
Tel 977 51 13 80
Fax 977 51 10 69

cfo.tortosa@tortosa.cat
www.tortosa.cat

**SERVEI D'OCUPACIÓ DE LA
GENERALITAT DE
CATALUNYA**

Passeig de Ribera, 25-27
43500 Tortosa
Tel 977 44 81 01

otg_tortosa.soc@gencat.net
www.oficinadetreball.cat

**PTT TORTOSA (Programa de
Transició al Treball)**

PI Sant Joan, 4
43500 Tortosa
Tel 977 51 11 89
Tel. 977 44 20 54

ptt.tortosa@tortosa.cat
www.xtec.cat/se-baixebre

2) Occupational Training:

Occupational Training Centre:

- *Training workshop:* aimed at unemployed youths under 25 years old. The goal is to learn a trade over two years.
- *Employment workshop:* aimed at unemployed over-25s who are at risk of exclusion from the labour market. Workshops last one year and include gardening, cooking, home-help skills, etc.
- *Professional trade training courses:* these are for the unemployed and may include soldering, electricity, bricklaying, family worker, etc. Work experience is done in companies.
- *SEFED Programme:* courses for administrative clerks. They last six months and are held in the mornings. Aimed at the unemployed.

Employment Service of the Autonomous Government of Catalonia – SOC

This offers occupational training for the unemployed to promote the entry into the employment market. There are also continuous professional development courses for employed people who wish to improve their professional qualifications.

Employment Transition Programme – PTT

This is a year-long training programme for unemployed over-16s. They learn cabinet-making and cooking and do work experience in companies. The aim is to facilitate personal and professional resources so they find employment and/or continue their training.

**CONSORCI PER A LA
NORMALITZACIÓ LINGÜÍSTICA**

Pl. dels Dolors 1, 3r
43500 Tortosa
Tel. 977 51 07 20

terresdelebre@cpnl.cat
www.cpnl.cat/xarxa/cnlterresebre/

**SERVEI LOCAL DE CATALÀ DE
TORTOSA**

Pl. dels Dolors 1, 3r
43500 Tortosa
Tel. 977 51 07 20

tortosa@cpnl.cat
www.cpnl.cat/xarxa/cnlterresebre/

**AFA TORTOSA (Aula de
Formació d'Adults)**

Av. Colom, 34-42 (Institut de
l'Ebre)

43500 Tortosa
Tel. 977 58 89 95

e3009771@xtec.cat
www.xtec.cat/afatortosa

ATZAVARA-ARRELS

C/ Poeta Vicenç García nº 3
43500 Tortosa

Tel i fax 977 44 05 58

atzavara-arrels@hotmail.com

**ESPAI OBERT
D'APRENTATGE**

Pl. dels Dolors, 1
43500 Tortosa

Tel. 977 44 52 64

espai.tortosa@tortosa.cat

6. Learning the language

There are two co-official languages in Catalonia: Catalan and Spanish. So, to find work, perform administrative tasks, go shopping, etc. everyone needs to speak or, at least, understand these two languages.

In Tortosa, where the majority speak Catalan, all kinds of Catalan courses are available, among which we highlight:

- **Consortium for Linguistic Standardisation:** for the adult population. These may be class-attended or distance learning courses. Participants must be over 18, or over 16 and not have attended compulsory schooling in Catalonia. "*Voluntariat per la llengua*" (*Language volunteers*) is a programme that facilitates meetings between people who habitually speak Catalan with people who want to practice it, speaking in a real and relaxed setting.
- **Adult Education School:** holds regulated literacy classes, entitled Practical Level. The focus is on verbal skills. Students must be at least 16 years old.
- **Atzavara-arrels:** is a non-profit-making organisation that organises activities for migrants living in Tortosa, such as linguistic welcome courses in Catalan and Spanish, assisted study workshops, open classroom for children and adolescents, public information service in different languages and a translation and linguistic exchange service.
- **Espai Obert d'Aprenentatge:** Catalan workshops aimed at illiterate women.
- **Creu Roja Tortosa:** Alphabetisation lessons and Spanish basic courses.

CREU ROJA TORTOSA

C/ Berenguer IV, 41

43500 Tortosa

Tel. 977 44 44 44

tortosa@creuroja.org

www.crojatortosa.org

**SERVEI D'OCCUPACIÓ DE LA
GENERALITAT DE CATALUNYA**

Passeig de Ribera, 25-27

43500 Tortosa

Tel 977 44 81 01

otg_tortosa.soc@gencat.net

www.oficinadetreball.cat

**CENTRE DE FORMACIÓ
OCUPACIONAL**

PI Sant Joan, 4

43500 Tortosa

Tel 977 51 11 89

Tel 977 51 13 80

cfo.tortosa@tortosa.cat

www.tortosa.cat

7. Work

Any foreigner with a residence and work permit may enter the labour market. To find work you may contact:

- Employment Office of the Autonomous Government of Catalonia (OTG): is a public employment service (supply and demand).
- Occupational Training Centre (CFO): has job offers and an intermediation service.
- Tortosa Red Cross: has a labour insertion project to promote the employment of immigrants.
- Tortosa Youth Information Point (PIJ): has labour market information.
- Baix Ebre Youth Information Point (PIJ): has a job offers notice board and practical information on how to get them.
- Tortosa Inter-Parish Càritas: has job offers for immigrant women.
- Rural welcome and insertion programme of the "Pagesos Solidaris-Unió de Pagesos" Foundation: the worker service office is aimed at promoting personal and labour autonomy for people with difficulties in entering the labour market. It offers different services: participating in selection processes for agricultural sector workers - labour intermediation; advice, guidance and support in the labour insertion itinerary; registration as employment applicant in the SOC; pre-employment and occupational training; legal advice and support in processing documents.

CREU ROJA TORTOSA

C/ Berenguer IV, 41
43500 Tortosa
Tel. 977 44 44 44

tortosa@creuroja.org
www.crojatortosa.org

**PUNT D'INFORMACIÓ
JUVENIL DE TORTOSA**

Av Estadi s/n
43500 Tortosa
Tel 977 50 45 73

pji.tortosa@altanet.org
www.puntjove.tortosa.cat

**PUNT D'INFORMACIÓ
JUVENIL DE TORTOSA**

Pl. Joan Monclús 2
(Antic Mercat de Ferreries)

43500 Tortosa
Tel 977 50 45 73

joventut@tortosa.cat
www.puntjove.tortosa.cat

**OFICINA JOVE DEL BAIX
EBRE**

C/ del Vall, 9
43500 Tortosa
Tel 977 44 50 03

sij.baixebre@oficinajove.cat
www.jovebaixebre.cat

**CÀRITAS INTERPARROQUIAL
DE TORTOSA**

C/ Censal Sacosta, 14
43500 Tortosa
Tel 977 44 13 64

- Temping Agencies (ETT): they employ people on a temporary basis to offer their services to the client companies.

**FUNDACIÓ PAGESOS
SOLIDARIS-UNIO PAGESOS**

Oficina d'Atenció al
Treballador/a
c/ Àusias March, 14 bxs
43500 Tortosa
Tel. 977 58 87 83

tortosa@pagesossolidaris.org
www.pagesossolidaris.org

**AJUNTAMENT DE TORTOSA
SERVEI D'ATENCIÓ
CIUTADANA**

PI Espanya, 1
43500 Tortosa
Tel 977 58 58 58

aj.tortosa@tortosa.cat
www.tortosa.cat

8. Social roots

Foreigners living in Spanish territory but who do not have a residence and work permit may regulate their situation through a request for exceptional leave to remain, social roots. One of the requirements to obtain this is the presentation of a social integration report from the City Council. To request it, an application must be presented with the following documents and requirements:

- Documents accrediting uninterrupted and continuous stay in Spanish territory during the last three years prior to the application.
- Be registered in Tortosa City Council.
- If there are communication problems, the possibility of studying language courses will be valued.
- Have knowledge of the social, cultural and labour environment.

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www.tortosa.cat

DEPARTAMENT
D'ENSENYAMENT
C/ Providencia, 5-9
43500 Tortosa
Tel. 977 44 87 11
www.gencat.cat/ensenyament

MINISTERI D'EDUCACIÓ,
CULTURA I ESPORT
Atenció al ciutadà
91 327 76 81
www.educacion.gob.es

9. Family reunion

Foreigners living in Spanish territory, and who have a renewed residence and work permit, may request to be reunited with their direct relatives (spouse, children and parents). One of the requirements for this application is the provision of a report on the availability and suitability of housing that accredits the applicant has a decent home for them and their family.

To request this report from Tortosa City Council the following documents must be presented:

- Copy of the applicant's Foreigner's ID number (NIE)
- Copy of the relatives' passports who wish to be reunited
- Lease agreement registered by the Urban Property Chamber (Cámara de Propiedad Urbana) or non-certified report from the Land Registry, dated within the last three months
- Certificate of habitability
- Copy of the recent agreement or latest water, electricity or gas bill (natural or butane gas)

10. Validation of foreign studies and qualifications

The validation and/or recognition of non-university qualifications may be requested by Spanish citizens or foreigners who have studied or obtained an official qualification or officially recognised foreign education system. The request is presented to any Department of Education office together with the relevant documentation in each case. Validation or recognition of higher education or university studies is processed by the Ministry of Education, filing a request together with the relevant documentation in each case to the authorised registration offices, by mail or in person.

**PREFECTURA PROVINCIAL
DE TRÀNSIT DE TARRAGONA
Departament de Vehicles**

Pl. Imperial Tarraco, 4
43071 Tarragona
Tel. 977 22 11 96

jptt@dgt.es

www.dgt.es

11. Exchange of Driving Licence and Vehicle Registration

1) Exchange of a driving licence

The validity of the type B driving licence is governed by international legislation. International driving licences are only valid for the first six months of residence in the Spanish state. Once this period of time has passed, a Spanish driving licence must be requested. People with licences from non-EU countries that have signed driving licence exchange agreements with Spain are exempt. Exchanges can be currently by requested when the driving licence has been issued in: Andorra, Switzerland, Norway, Island, Liechtenstein, Korea, Japan, Morocco, Argentina, Uruguay, Paraguay, Peru, Chile, Columbia, Equador, the Dominican Republic, Venezuela, Algeria, Bolivia and Croatia.

Driving licences issued by a member state of the European Union are valid in Spain. However, if the holder established their permanent residence in Spain, they must inform the traffic headquarters (Jefatura de Tráfico) so their data can be entered in the Central Register of Drivers and Offenders. From this moment on, they are subject to the periodic testing of psycho-physical skills under the same conditions as for licences issued in Spain.

POLICIA LOCAL TORTOSA

Pl. Immaculada, 16

43500 Tortosa

Tel. 977 58 58 01

www.policiallocaltortosa.com

**CONSELL COMARCAL DEL
BAIX EBRE**

C/ Barcelona , 152

43500 Tortosa

Tel. 977 44 53 08

www.baixebre.cat

**CAMBRA DE LA PROPIETAT
URBANA**

C/ Cristòfol Despuig, 42

43500 Tortosa

Tel. 977 44 08 45

tortosa@cambrapropietat.org

www.cambra.propietat.org

2) Vehicle registration

Foreigners who arrive with their own vehicle registered in their country of origin, have 30 days from the date they become resident here to rectify their vehicle documentation in order to be able to drive in Spain.

To request information, contact the Local Police in Tortosa. The required documents are:

- Spanish Foreigner's ID number
- Registration certificate
- Request the Spanish documentation for the vehicle (technical data sheet) at the MOT offices (ITV)
- Pay the registration tax
- Register for the municipal vehicle tax

12. Housing

When we want to buy or rent an apartment we must ensure it is connected to all the utilities (water, electricity and gas) and that all the installations are in good condition. It is also a good idea to check the property has the certificate of habitability, which is the official document certifying that the home meets all the necessary safety and comfort requirements. If a property does not have a certificate of habitability, it may be requested from the Housing Department of the Autonomous Government of Catalonia, if it is a new build; or from the Baix Ebre Regional Council if it is a second-hand property. The certificate of habitability must always be requested by the property owner.

BORSA JOVE D'HABITATGE

C/ de la Rosa ,17
43500 Tortosa
Tel. 977 44 49 47
habitatjove@tortosa.cat
www.puntjove.tortosa.cat

**AGÈNCIA DE L'HABITATGE
DE CATALUNYA**

C/ Maria Rosa Molas, 41
43500 Tortosa
Tel. 977 92 35 98
www.agenciahabitatge.cat

1) Leased properties

The lease agreement is a private agreement between two people: the lessee or tenant and the lessor or owner. Normally the agreement fixes an advance payment of one month's rent as a bond. This amount is deposited at the Land Property Chamber (Cámara de la Propiedad Urbana) or in one of its financial institution partners. When the agreement has ended, once the owner has checked the property is returned in good condition, the bond is refunded.

People in social or economic difficulties can contact the official body responsible for social housing, or the City Council directly, to receive information on the possibility of obtaining some kind of housing aid.

2) Owned properties

Before buying a property it is a good idea to check its legal situation. The Land Registry records the true owner of the real estate and here you can check it is free of encumbrances (non-certified certificate). Only Land Registry declarations are an accurate legal guarantee of the purchase.

A property can be bought by means of a public document or sale agreement. But for the purchase to be entered in the Land Registry you must contact a notary to issue a public deed. This document legally formalises the sale, once it is signed by both parties and the notary. For the sale to have full effects before third parties, it must be registered in the relevant Land Registry.

The Housing Department of the Autonomous Government of Catalonia can inform and advise on housing in general and on official subsidised housing, on the programmes aimed at facilitating reasonable rent and on the management of grants for the renovation of housing and buildings.

AJUNTAMENT DE TORTOSA
SERVEI D'ATENCIÓ
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PI Espanya , 1
43500 Tortosa
Tel 977 58 58 58
aj.tortosa@tortosa.cat
www.tortosa.cat

BASE
C/ Cristòfol Colom, 33
43500 Tortosa
Tel 977 50 44 11
Fax 977 50 27 17
www.base.cat

13. Taxes and fees

All residents in the municipality must pay some taxes or fees that guarantee the good operation and durability of infrastructure and services. Some of these rates are:

- Rubbish collection tax (annual)
- Property Tax (IBI), paid by the property owner (annual)
- Vehicle Tax (IVTM), paid by the vehicle owner (annual)
- Fee for issuing a registration certificate
- Fee for issuing the social integration report for settlement
- Fee for issuing the report on the availability and suitability of the property for family reunion

14. Co-existence

Living with neighbours in apartment blocks, on the same street and in the same district entails a code of conduct, from which we highlight the following:

- Observe the rules set out in the Internal Regulations of Owners' Associations
- Avoid making noise and keep the TV and music systems at recommended levels, particularly between 10 p.m. and 8 a.m. Respect neighbours' rest periods
- Keep streets clean and passable

**AJUNTAMENT DE TORTOSA
SERVEI DE MEDIACIÓ
COMUNITÀRIA**

PI Espanya, 1
43500 Tortosa
Tel. 662 062 383

mediacio@tortosa.cat
www.tortosa.cat

ACISI

Carreró dels Capellans, 4
43500 Tortosa
Tel. 977 44 05 12

ici.tortosa@acisi.org
xarxaperlaconvivencia@gmail.com
www.acisi.org
www.xarxaperlaconvivencia.blogspot.com

- Avoid smoke escaping via light shafts and do not clean rugs or other objects that may spread dirt on balconies or out of windows
- Do not dispose of old furniture or other large objects on the street
- Put rubbish inside the correct containers, in closed bags, during the recommended time slot
- Do not throw paper or similar objects on the ground
- Clean up after a pet has fouled public land
- Do not clean cars in the street or throw any kind of waste water on to the public highway
- Do not repair any vehicle in the street
- Do not dirty or damage public or private buildings, or street furniture

Intercultural Community Mediation Service

This is a new service of Tortosa City Council created to promote peaceful resolutions, through dialogue, to conflicts that may arise between the citizens of Tortosa, especially neighbourhood disputes of an intercultural nature.

** Tortosa City Council has passed a municipal ordinance regulating the correct use of the public highway and the public spaces, which may be viewed on the Town Council's website.

Intercultural Community Mediation Service – ACISI

The aim of this service is to promote and improve, through intercultural mediation, the relationship and coexistence between communities with different origins and cultures. The idea is to incorporate intercultural mediation to favour communication between the main groups of immigrants and the recipient society.

Telephone numbers of interest:

012 Citizens' Service of the Autonomous Government of Catalonia

112 Emergencies of the Autonomous Government of Catalonia

092 Emergencies Local Police

088 Catalan Police Force (Mossos d'Esquadra)

091 National Police

062 Civil Guard

061 Medical Emergencies

080 Fire service

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