



RESIDENT'S GUIDE



The information you need,
always on hand



COLLADOVILLALBA
AYUNTAMIENTO



Dear Resident,

The guide you are holding in your hands will provide you with detailed information about the different resources and services that the City Council of Collado Villalba has prepared for its citizens. The aim of this guide is to be a useful tool for any quick queries anyone may have, both for those of us who live here as well as all those who come to our city for various different reasons.

As the nerve centre of the Sierra de Guadarrama, Collado Villalba boasts a large variety of business, industrial, recreational, sport and cultural services, many of which span the entire region, and Collado Villalba is at the heart of an extensive transport network. In addition to the extensive services offered in this guide, in the coming years we will be opening a new regional hospital, social security offices and a national barrier-free theatre.

With this publication, the City Council wants to help all its citizens to get to know the area better since we are convinced that greater familiarity with the region and its resources will contribute to increased social cohesion and welfare. A key component of the quality of these services is having information and closeness highly available to its citizens.

I would like to stress that all the people who work in the municipal departments and offices, such as myself and the city councillors, are at your disposal to provide you with any information you may need, dispel any doubts you may have and to take suggestions and complaints into account.

Kind regards,

José Pablo González Durán
Mayor of Collado Villalba

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COLLADO VILLALBA

The municipality and its history

Collado Villalba is situated in the North West of the Community of Madrid. It is made up of different parts (the old town, the station, the housing developments and the business parks), which as they have developed have grown into a continuous whole and fit together perfectly.

The name, “Villae-Alba” (White Town), is of **Roman origin**, and this comes from the white granite stone that forms the surrounding landscape. People who live in Collado Villalba are called **Villalbinos**.

It has almost **60,000 inhabitants**, making it the most-populated city in the region.

At a distance of **41 km from the capital**, it is the most important **transport hub** in the Sierra Madrileña. This is not just because of the number of ways of getting to Madrid (12 bus routes and 2 regional train lines) but also because it is directly linked to more than 20 other municipalities. Furthermore, it is the gateway to the North East of the Iberian Peninsula for all those leaving Madrid for Castilla y León, Galicia and Northern Portugal.

In addition, Collado Villalba, is the **business capital** of the region. This intense activity takes place in various places: large shopping centres, business parks and small-scale trade which is very attractive and diverse.

Due to its characteristics, Collado Villalba is considered part of Madrid’s Western Metropolitan Area, and due to its location it is the gateway to the central portion of the **Sierra de Guadarrama**: from our municipality both the towns and villages of Alto Guadarrama (and the Guadarrama river which flows through the region), and those of Alto Manzanares can be reached.

Proof of the high quality of the environment surrounding Collado Villalba is that **40% of its territory falls within the Cuenca Alta del Manzanares Regional Park**.

To the North in the near future will be the entrance to the Guadarrama National Park. To the South will begin the Regional Park of “Curso Medio del Río Guadarrama y su entorno”.

Collado Villalba is therefore an **ideal place to live** for all those who wish to combine the comfort of a modern thriving city with the immediacy of exceptional natural surroundings.



Places of interest

- > **The Council Stone**
At the tolling of a bell, the former consistory council would meet on these steps which were carved out of stone in 1724. In the Plaza de la Constitución.
- > **El Enebral Church**
Built in the renaissance style between the 16th and 17th Centuries, the El Enebral Church Highlights inside a sculpture of the Virgin of El Enebral and its baptismal font.
- > **Caño Viejo Fountain**
The Caño Viejo Fountain is one of the few remaining traces of Arab influence in the region. The water that flows from this fountain used to supply the El Enebral area.
- > **Cultural Centre and Peñalba Park**
Situating in the old town, the Cultural Centre and Peñalba Park contain trees over 100 years old and a stately home which was renovated at the beginning of the 20th Century. Inside the house you will find a cultural centre, the local education department and the offices of UNED, the Spanish distance-learning university.
- > **El Coto de Las Suertes**
El Coto de Las Suertes is a protected nature reserve of some 40 hectares in which Mediterranean ecosystems thrive with expansive areas converted into pastures for livestock to graze.



1

What means of transport are there in Collado Villalba?

To get around Collado Villalba

There are various city buses that leave the Renfe train station with bus routes that serve the municipality. These are: **L1, L2, L3, L4, L6, L7a** and **L7b**.

More information is available through the bus company Francisco Larrea.

To go to Madrid

BUSES	REGIONAL TRAINS
<p>To Moncloa</p> <p>671, 672 and 672A. Stop in El Zoco and in the old town.</p> <p>673. Stops in El Zoco and Los Valles.</p> <p>681,682,683,684,688,691. Stop in El Zoco.</p> <p>687. Stops at the bus station.</p> <p>To Plaza de Castilla</p> <p>876. Stops in the old town and Los Valles.</p>	<p>To Chamartín and Atocha - C8</p> <p>To Príncipe Pío, Atocha and Chamartín - C10</p> <p>BICYCLES ON TRAINS</p> <p>You can take your bike on the trains at these times and on these lines:</p> <ul style="list-style-type: none"> > Monday to Friday, from 10 am on all lines (if returning from Madrid on Fridays and on the eve of public holidays you can only take your bicycle on line C10). > All day on Saturdays and public holidays on line C10. > To go to and from Cercedilla, on all days, except Saturdays and public holidays in winter

10-JOURNEY TICKETS. These exist for both buses (city and intercity buses) and the train. They work out to be less expensive than single tickets.

A TRAVEL CARD. If you use public transport on a regular basis, it is worthwhile buying a **monthly or annual travel card**. Reduced rates are also available for people under 22 or older than 65. The travel card can be bought in any tobacconists. Collado Villalba is in **Zone B3**.

To go to other municipalities

Alpedrete (681, 684, 685, C8)	Los Molinos (684, 685, 688, C8)
Becerril de la Sierra (691)	Majadahonda (685, C10)
Cerceda (672, 672A, 720, 876)	Mataelpino (672)
Cercedilla (684, 685, C8)	Manzanares El Real (720)
Collado Mediano (683, C8)	Moralzarzal (671, 672, 672A, 720, 876)
Colmenar Viejo (720)	Navacerrada (685, 691)
Colmenarejo (630)	Pozuelo (C10)
El Boalo (672A)	San Lorenzo de El Escorial (660, 664)
El Escorial (C8)	Soto del Real (720)
Galapagar (630, C8, C10)	Torrelodones (684, 685, C8, C10)
Guadarrama (660, 664, 682, 683, 684, 685, 688)	Valdemorillo (630)
Las Rozas (684, 685, C10)	

Parking on the street

In some areas you have to pay to park on the street. This applies Monday to Friday (9am-2pm and 5pm-8pm) and on Saturdays (9am-2pm).

Green zones: Preference is given to local residents. You need to have a resident's card or to get a pay-and-display ticket from the green machines (1 hour maximum).

Blue zones: You need to get a pay-and-display ticket from the blue machines (2 hours maximum).

The resident's card can be obtained from the Citizen's Assistance Service (SAC).

If you have **reduced mobility** you may apply for a parking permit from the Local Police.

NIGHT BUSES

Within Collado Villalba, bus L5. to Madrid (Moncloa) and lines N602 and N603.



Servicio de Atención al Ciudadano (SAC)

Plaza de la Constitución, 1
91 856 28 50
c/ Real, 26
91 856 29 90

Policía Local

c/ Real, 26
092
91 850 54 53

Francisco Larrea

www.franciscolarrea.com/urbanosvillalbacon.htm
91 857 71 49

Consortio Regional de Transportes

Information on buses and trains
www.ctm-madrid.es
012

Taxis

902 111 343



2

Getting my papers up to date: cards, permits and registries

Census Registry

You will benefit from registering on the electoral roll in the municipality where you live:

- Census registry allows you to **access many public services**: health centres, schools, social services, etc. You will get discounts on council-directed activities and be given preference for accessing these.
- It aids you in **getting other papers up to date**: national ID card (DNI), residence card, health card, work permit, Social Security, driving licence, family regrouping, taxes, etc.

National ID card or residence card

The **DNI card** is mandatory for all people over the age of 14 who have Spanish nationality and are resident in Spain. Those under 14 are also permitted to have one. You must have it renewed before it expires.

To get a DNI or renew it you can request an appointment at the Local Police station. You will need to go there twice; once to apply for it and another time to collect it. You can also request an appointment in any National Police Station.

A **residency card** can be applied for at any National Police Station, an Oficina de Extranjeros or in the Citizen's Assistance Service (SAC). You will need to renew the card within the time period that corresponds to the type of permit you have. The nearest National Police Station is in Pozuelo de Alarcón.

If you are a national of a **European Union country** and you will live in Spain for over three months, you need to register in the Central Register of Foreigners at an Oficina de Extranjeros or any National Police Station.

If you are a national of a **European Union country**, or if your country has an agreement with Spain and you have lived in Spain legally for the last 5 years, you may request to **VOTE** in local elections.

If you do not have **SPANISH NATIONALITY** you can request Spanish citizenship if you have been a legal resident of Spain for 10 consecutive years or 5 if you are a refugee or just 2 years if you are from certain countries. You can also request Spanish nationality if you have been married to a Spanish citizen for at least a year.

Information can be found in the Centre for Council Initiatives (CIM).

Census Registration is **FREE**. You can register at the Citizen's Assistance Service (SAC).

Family documents

Civil and religious marriages

All marriages, whether religious or civil, must be **entered into the Civil Registry**. Roman Catholic, Protestant, Jewish and Islamic marriages are legally recognised by the state. You will be informed about the necessary documentation in the Civil Registry Office or the religious centre where you are going to get married. You do not need a residence card to get married.

Getting married in other countries

If you get married in another country, you can register the marriage in Spain if you or your spouse have Spanish nationality. The Civil Registry Office will tell you what documentation is required.

Registration for de facto relationships

If you have cohabited with your partner for at least 12 consecutive months, you can register your relationship as de facto partners in the **Council**. The Citizen's Assistance Service (SAC) will let you know about the procedures and the documentation you will need.

Entering children into the Civil Registry

When give birth or adopt a child, you should **enter this into the Civil Registry**.

The child is automatically registered in the **Census Registry** if you live in Collado Villalba.

A child's nationality

Spanish nationality is given to children:

- whose mother or father is Spanish.
- who were born in Spain and at least one parent was born in Spain.
- who were born in Spain to foreign parents, once the child is 1 year old. This must be requested by you.
- who are younger than 18 and are adopted by a Spanish citizen. If the child is older than 18, they are able to apply for Spanish nationality two years after being adopted.

You should apply for Spanish nationality in the **Civil Registry Office**.

Family regrouping

If you have been a legal resident of Spain for a year and you have authorisation to remain for at least another year, you may bring some of your family members to live with you. For more information go to the **Centre for Council Initiatives (CIM)**.



2

Car documents

Driving licence

The minimum age for getting a driving licence depends on the type of vehicle you will drive:

- **14 years old:** mopeds or vehicles for people with reduced mobility, as long as you do not carry passengers.
- **16 years old:** motorcycles up to 125 cc.
- **18 years old:** vehicles with up to 9 seats.
- **21 years old:** special vehicles (bus, lorry, etc.)

To get a driving licence you will need to pass a theory test and a practical test. You can prepare yourself for this test with any driving school.

DRIVING LICENCES FROM OTHER COUNTRIES. In certain cases you are able to exchange your driving licence from another country for a Spanish one. Ask the **General Directorate for Traffic (DGT)** for information regarding this or visit their website.

RENEWING YOUR LICENCE. You are not allowed to drive with a licence that has expired. Before it expires you will receive a letter at your home address notifying you of the need to renew the licence. You can also get in contact with the **Provincial Traffic Headquarters.**

Insurance

Insurance covering potential damage to persons and goods is mandatory. There are many insurance companies offering this service.

Compulsory Vehicle Inspection (ITV)

All vehicles registered in Spain have to undergo a periodic vehicle inspection: the ITV.

Motorcycles also need to be inspected.

Road tax (IVTM)

This tax must be paid to the Council. To pay you may set up a standing order from your bank account.

To avoid potential SURCHARGES ON FINES, let the Provincial Traffic Headquarters know of changes of address. This is mandatory and free.

Council tax for property

If you own a property, make sure you pay:

- **Property Tax (IBI)**
- **Refuse Collection charge**



Before going anywhere to process any of these papers, call in advance to make sure you have all the documents that you will need.



Servicio de Atención al Ciudadano (SAC)

Plaza de la Constitución, 1 - 91 856 28 50
c/ Real, 26 - 91 856 29 90

Centro Iniciativas Municipales (CIM)

c/ Rincón de las Eras, 10 - 91 279 51 51
www.cdtvillalba.org

Policia Local

c/ Real, 26 - Teléfonos: 092 - 91 850 54 53

Registro Civil

Plaza de los Belgas, s/n. - 91 850 01 28

Comisaría Policia Nacional

Camino de Huertas, 36.
Pozuelo de Alarcón
91 799 04 82

Cita previa renovación DNI

902 247 364
www.citapreviadnie.es

Oficinas de Extranjeros

All addresses and telephone numbers can be found on the Internet or by ringing 060 extranjeros.mtas.es/es/InformacionInteres/OficinasExtranjeros

Dirección General de Tráfico (DGT)

To exchange driving licence - 902 300 175

Jefatura Provincial de Tráfico

c/ Arturo Soria, 125. Teléfono: 060

ITV Collado Villalba

Carretera A-6 Km 37,600
Vía de Servicio, dirección Madrid
91 851 16 87

3

What do I have to do if I want to work?

Register with a public service to help you look for work

- **Employment Agency** for the Community of Madrid.
- **Employment Office** of Collado Villalba Council. You will find it located inside the Centre for Council Initiatives (CIM).

Take a course that will help you find work

Free courses are available from the **Employment Agency** if you are registered as a jobseeker.

In the **CIM** you can also find out about training courses which may be of interest to you.

Register as a self-employed person or form a company

The **CIM** can advise you on how to register as self-employed person or how to form your own company. Read the section in this guide **“I have or I would like to form my own company”** (page 16).

Remember that if you are not a citizen of the European Union you cannot be self-employed unless you have a work permit that allows you to do so.



Prepare for a public competitive examination

To work within public administration, e.g. councils, autonomous communities and central governmental bodies (Ministries, Agencies, etc.) you must sit competitive examinations called oposiciones. For certain examinations you must be an EU citizen.

More information is available from the CIM or on the **060** website.

Look for work on the Internet

Here are some Internet sites you can visit.

- www.infoempleo.es
- www.laboris.net
- www.trabajos.com
- www.servijob.com
- www.segundamano.es
- www.empleopublico.net



TO WORK you must be **16** or older, a citizen of the European Union or have a work permit.

If you have any form of **DISABILITY** or if you are **NOT** of **SPANISH** nationality, the **CIM** can give you advice and information specific to your case.

3



Can I receive unemployment benefits?

- **If you have paid Social Security contributions** for a minimum of 12 months during the last 6 years you are eligible for unemployment benefits. Unemployment benefits must be requested in the **Employment Agency**. Before this can be done you must register first as a jobseeker.



The longer you have paid Social Security contributions for, the more time you are able to receive unemployment benefits. For every year in which you have paid, you are able to claim unemployment benefits for 4 months, up to a total period of 2 years for 6 years of Social Security contributions.

- **If this time period runs out** and you are no longer eligible for unemployment benefits, you may be able to receive the unemployment subsidy for a certain

amount of time. Ask about this in the **Employment Agency**.

- **If you have a very low income** and are legally resident in the Community of Madrid, you can ask **Social Services** to include you in the Minimum Income Scheme (Renta Mínima de Inserción).

How can I check that I am registered with Social Security?

Ask for a professional history report from the General Treasury of the Social Security.

What are my rights as an employee?

Your rights as an employee are governed by the Workers' Statute and by the collective agreement for the sector you work in. If you need advice about your Rights at work you can talk with a trade union. In Collado Villalba the trade unions UGT and CCOO have offices.

If you fall into one of the cases below, YOU and THE COMPANY which employs you will benefit from certain **ADVANTAGES**:

- You are female (advantages for victims of gender violence, breaks from work of 5 years or more, or returning to work after giving birth or adopting).
- You are 18-30 years old, or older than 45.
- You have some form of disability.
- You have been unemployed for more than 6 months
- You are recognised by Social Services as socially excluded.

Centro de Iniciativas Municipales (CIM)

c/ Rincón de las Eras, 10
91 279 51 51
www.cdtvillalba.org

Oficina de Empleo

c/ Piedrahita, 42
91 850 38 88

Redtrabaja

Website providing information about the State Public Employment Service
www.redtrabaja.es

060

Telephone number and website providing information to citizens
www.060.es

Unión General de Trabajadores (UGT)

c/ Clara Campoamor, 2
91 849 11 97

Comisiones Obreras (CCOO)

c/ Pardo de Santallana, 44
91 849 35 27

Tesorería General de la Seguridad Social

c/ Juan de Toledo, 19
San Lorenzo de El Escorial
901 50 20 50

4

I have or I would like to form my own company

What do I have to do to form a company?

- The “La Cantera” Business Centre makes a range of services available to you such as advice, drawing up business plans, training, management assistance and access to microcredit. Visit their website for more information.
- You can use the **Boncovi Internet portal** to find a business opportunity that may interest you.
- You can **apply for business premises or register your business address** in the “La Cantera” Business Centre.

In the “La Cantera” Business Centre there is a **Innovation Dissemination Centre** for which offers courses and seminars and on-line seminars for SMEs.

How do I find people to work for my company?

You can advertise the vacancy in the Employment Agency, the Council Employment Office or the Centre for Council Initiatives (CIM).

WHAT IF THE PERSON IS A FOREIGN NATIONAL?

- If they are from the European Union you can hire them without any previous conditions.
- If they are from another country they must have a current work permit that allows them to work for an employer.
- If they only have residency authorisation you can apply for a work permit for them in one of the government’s Oficina de Extranjeros in Madrid.



How can I achieve a Work-Life Balance?

You can get information about how to incorporate measures within your business that enable employees to balance their professional and personal lives in the Council Office for Women.

You can also download the employer guide “**Reconciling family and professional life**” from the Council website.

It could be **ADVANTAGEOUS** for you to hire people from particular groups (women, disabled, those over a certain age) or who are in a certain situation (unemployment, victims of gender violence).

Find out more in the CIM.



Centro de Iniciativas Municipales (CIM)
c/ Rincón de las Eras, 10
91 279 51 51
www.cdtvillalba.org

Centro Empresarial de Collado Villalba “La Cantera”
Parque Empresarial
c/ Anastasio Nieto, 11
91 828 40 46
www.cdtvillalba.org/lacantera

Boncovi
www.cdtvillalba.org/boncovi

Oficinas de Extranjeros
All addresses and telephone numbers can be found on the Internet or by ringing 060
extranjeros.mtas.es/es/InformacionInteres/OficinasExtranjeros

Concejalía de Mujer
91 851 97 45
Edificio Polifuncional
Plaza Principe de España s/n.

Web del Ayuntamiento de Collado Villalba
www.ayto-colladovillalba.org



5

I'm concerned about my health

Where is my health centre?

Your health centre is usually the one closest to where you live. To make sure, call the Assistance Helpline, visit the Madrid Health Service or contact the Council's SAC. **Telephone the Health Centre before you go to book an appointment.** There is a Mental Health Centre in the Estación Health Centre.

How do I get my health card?

To access public health services you need a health card. You can apply for this at your Health Centre with proof that you have registered as a resident of Collado Villaba. If you need medical attention before the card gets sent to your home, you can use the slip that proves that you have applied for the card.

Are the medicines free?

Your Health Centre may extend a green or a red prescription. With the green prescription your medicine will be less expensive since public health will be defraying a part of the cost. The red prescriptions are only for pensioners who are entitled to medicines free of charge.

What do I do if it is urgent?

If your Health Centre is closed, you can go to the **Estación Health Centre** which has an accident and emergency service.

You can go to the nearest hospitals: Hospital de El Escorial or Hospital Puerta de Hierro Majadahonda.



In an **EMERGENCY** call 112

If you need information or guidance about **DRUGS** or addictions and their prevention you can go to the **Drug Misuse Services Centre (CAID)**. They can also give treatment for those addicted to drugs.

All YOUNG PEOPLE under 18 and PREGANT women have the right to full medical care even if they do not have a health card. Everybody has the right to be treated in URGENT cases, even if they do not have a health card.

How else can I look after myself?

There are various activities that show us how to improve and care for our health.

- **Health Centres** have prevention and education programmes for maternal and child health, diets, sexually transmitted diseases, etc.
- Over the year the **Council Office for Health** carries out different campaigns and activities to promote a healthy lifestyle.
- The **Council Office for Women** organises workshops to help recover physical, mental and emotional wellbeing. It also has a completely free psychological care service for individuals.
- If you are over 60 or you are a pensioner due to early retirement or widowhood, or your partner is retired or a pensioner, you can sign up for health activities and workshops with the **Council Office for the Elderly**.
- You can go to the **Youth Information Centre** in the Casa de Juventud to clear up any doubts you may have about your health and sexuality.



Teléfono de Atención al Usuario - 012

Sanidad Madrid

www.centrossanitarios.sanidadmadrid.org

Servicio de Atención al Ciudadano (SAC)

Plaza de la Constitución, 1 - 91 856 28 50
c/ Real, 26 - 91 856 29 90

Centro de Salud Estación

c/ Los Madroños, 5 - Cita previa: 91 850 60 96
Urgencias: 91 851 14 02
Salud Mental: 91 850 30 08

Centro de Salud Pueblo

c/ Fuente del Álamo, 10 - 91 851 99 57

Centro de Salud Sierra de Guadarrama

c/ Ignacio González Serrano, 27 - 91 849 71 36

Hospital Universitario Puerta de Hierro Majadahonda

c/ Manuel de Falla, 1. Majadahonda
91 191 60 00

Hospital El Escorial

Ctra. M-600 de Guadarrama
a San Lorenzo de El Escorial, Km. 6,255
San Lorenzo de El Escorial - 91 897 30 00

Concejalía de Sanidad

91 849 98 01

Concejalía de Mujer y Mayores

91 851 97 45
Edificio Polifuncional
Plaza Príncipe de España s/n.

Casa de Juventud

c/ Batalla de Bailén, 24 - 91 851 24 94

Centro de Atención Integral a Drogodependientes (CAID)

Plaza Príncipe de España, s/n. - 91 851 12 61

6

My children's education until they are 16

Do my children have to go to school?

Yes, you are obliged to make sure that your children go to school from the age of 6 until the year they turn 16. Compulsory education includes Primary Education and Compulsory Secondary Education (ESO).

Even if your child does not have Spanish nationality, he/she the right to education on the same basis as Spanish children.

Do I have to pay so my children can go to school?

No, you do not have to pay during the years of compulsory education. Nursery education from 3-5 years is also free. There will always be a place available whether it is in a state school or a state-subsidised school. If your child is registered as a resident of Collado Villalba, you will receive a letter from the Council on his/her third birthday advising you of the registration period and this will include the certificate of registration as a resident for applications to schools and centres.

If your son or daughter has a LEARNING DISABILITY OR ANY SPECIAL EDUCATIONAL NEED they will be helped with this at school so that they can receive an education with other children their age.

What is the difference between a state and a state-subsidised school?

A **state school** belongs to the government and teaching staff are employed by the state directly.

A **state-subsidised school** belongs to a private entity and the government provides the necessary funds for managing the school and hiring teaching staff.

How do I choose where my children study?

Each year the Community of Madrid sets out an application timescale. The application process usually begins in mid April. You should go to the school where you would like your son or daughter to study and fill out an application form.

If your child needs to start school and you have missed the usual deadline, contact the Schools Commission (part of the Community of Madrid Regional Government) directly.

Education until the age of 16

NURSERY AND PRESCHOOL EDUCATION

FROM 0 TO 5 YEARS

Divided into two cycles.

First cycle: from 0 to 2 years.

NOT COMPULSORY.

In nursery schools.

Second cycle: from 3 to 5 years.

NOT COMPULSORY AND FREE.

In Preschool and Primary Education Schools (CEIP).

PRIMARY EDUCATION

FROM 6 TO 11 YEARS

Made up of six academic years.

From year 1 to 6 of primary school.

Structured into three cycles of two academic years each.

COMPULSORY AND FREE.

In Preschool and Primary Education Schools (CEIP).

COMPULSORY SECONDARY EDUCATION (ESO)

FROM 12 TO 16 YEARS

Made up of 4 academic years.

From year 1 to 4 of the ESO.

COMPULSORY AND FREE.

Studied in Secondary Schools (IES).

When your son or daughter successfully completes year 4 of the ESO or of an Initial Vocational Qualification Programme (PCPI), he/she will receive the **Diploma of Compulsory Secondary Education** (usually called "Graduado en ESO").

If your son or daughter does not pass, he/she will receive a **certificate of education** in which the subjects studied and the school years attended are listed.

What about after age 16?

Once your son/daughter turns 16, he/she can either continue studying or start to look for work. You can find information about education for those over 16 in another section of this guide "I'm older than 16 and I would like to study" (pages 26-29).

6

Is financial aid available for my child's education?

- To place children from 0-3 years in private nursery schools.
 - Council aid. This can be requested through the SAC.
 - Community of Madrid grants. These can be requested at the Office for the West Madrid Area.
- For books and educational materials. This can be requested from the school's secretary's office.
 - Community of Madrid grants.
 - The council **"Free books for school"** programme. Covers school books for the second cycle of preschool and primary education for reuse.
- For school lunches. Community of Madrid grants. These can be requested from the school's secretary's office.



Is there a service to assist me with the education of my children?

- Keep in contact with your child's tutor at school.
- If you are having difficulties to do with your children's education you can contact **Social Services**. They can give you guidance and give workshops to parents (in conjunction with the Council Office for Education).
- If you require information about the education system or your son or daughter has problems with school attendance, the **Council Office for Education** can help you.
- In March or April **Collado Villalba Council** organises a Student Guidance Day in secondary schools. A booklet with guidance for making decisions **"Oriéntate... y decide"** is handed out.
- The **Community of Madrid** also publishes a guide to education which can be found on the CRIF Las Acacias website.

SCHOOLS IN COLLADO VILLALBA

NURSERY SCHOOLS

STATE

- **Casa de Niños "El Hada Tragamanzanas"**
c/ Los Almendros, s/n.
91 849 31 74
- **Cuentacuentos**
c/ Fuente del Alamo, 10
91 851 09 29
- **La Vaca Flora**
c/ Los Madroños, 7
91 851 88 73

PRIVATE

- **Arco Iris**
c/ Costa del Sol, 3
91 851 22 66
- **Arlequín**
c/ Marcelo Martín Bravo, 3
91 849 32 42
- **Bambi**
c/ Cercedilla, 10
91 851 04 81
- **Caramelos**
c/ Antigua carretera de Galapagar, 23
91 850 82 58
- **Dino**
c/ Eladio Aranda, 18
91 851 99 29
- **El Cole de los Peques**
c/ Boalo, 5
91 851 60 66
- **El Enebral Montessori**
Paseo de Belmas, 5
91 850 90 39
- **El Mundo de los Niños**
c/ Pto. de Navacerrada, 5
625 08 49 61
- **El Parque**
c/ Sierra de Aitana, 1
91 850 85 50
- **Los Pitufos de Sandra**
c/ Cañada Real, 20
91 851 56 01
- **Nubes**
c/ Caño Viejo, 48
91 850 60 95
- **Pequeguay**
Camino Venta de El Escorial, 8
656 66 32 99
- **Pipiú**
c/ Nardos, 2
91 849 03 93
- **Sonrisas**
c/ Urano, 2
91 851 96 64
- **Virgen de la Encina**
c/ Marcelo Martín Bravo, 2
91 851 42 74





SCHOOLS IN COLLADOVILLALBA

PRESCHOOL AND PRIMARY EDUCATION SCHOOLS (CEIP)

STATE

Antonio Machado
c/ Ignacio González, 15
91 851 36 22

Cantos Altos
Camino de
la Fonda, s/n.
91 849 99 66

Cañada Real
c/ Almiar, 35
91 850 00 60

Daniel Vázquez Díaz
(Edificio San Antonio)
c/ Fuente del Alamo, 8
91 850 61 39

Daniel Vázquez Díaz
Carretera de
Alpedrete, 1
91 850 61 38

El Enebral
c/ Doctor José María
Poveda, 6
91 850 71 26

Mariano Benlliure
c/ Isla de Sálvora, 155
91 850 40 01

Miguel Delibes
c/ Ruiz de Alarcón, 8
91 850 18 23

Miguel de Cervantes
c/ Ruiz de Alarcón, 1
91 851 65 33

**Profesor Enrique
Tierno Galván**
c/ Los Almendros, 1
91 849 08 08

Rosa Chacel
(Edificio Mío Cid)
c/ Nicolasa
Fernández, 7
91 850 61 37

STATE-SUBSIDISED

Santísima Trinidad
c/ Morales de Antuñano, 7
91 850 02 20

Virgen de la Almodena
Ctra. de Moralarzal, 10
91 850 21 44

PRIVATE

Fontenebro
c/ Arroyo del Osea, s/n.
91 850 82 11

El Enebral Montessori
Paseo de Belmas, 5
91 850 90 39

SPECIAL EDUCATIONAL NEEDS

Peñalara
c/ Peñalara, 3
91 851 16 41

SECONDARY SCHOOLS

STATE SECONDARY SCHOOLS

Jaime Ferrán
c/ Matalpino, 22
91 850 15 71

Las Canteras
c/ Peñalara, 2
91 851 34 38

Lázaro Cárdenas
c/ Isla de Sálvora, 153
91 851 45 81

María Guerrero
c/ Ruiz de Alarcón, 2
91 850 81 47

STATE-SUBSIDISED SCHOOLS

CEA
c/ Honorio
Lozano, 2, 2º
91 850 57 95

Santa María
Carretera de
Moralarzal, 6
91 850 01 63

Santísima Trinidad
c/ Morales de
Antuñano, 7
91 850 02 20

**Virgen de la
Almodena**
Carretera de
Moralarzal, 10
91 850 21 44

OFFICIAL SCHOOL OF LANGUAGES

In principle, your son or daughter may not attend classes until they are 16. However, if they are over 14 and have completed their second year of ESO, they can register for a different language to the one they are studying as part of ESO at school.



Concejalía de Educación

Centro Cultural Peñalba
c/ Doctor José María Poveda, s/n.
91 851 56 50

Servicios Sociales

Edificio Polifuncional
Plaza Príncipe de España, s/n. 91
850 69 61
www.educa.madrid.org/web/cepa.colladovillalba

Servicio de Atención al Ciudadano (SAC)

Plaza de la Constitución, 1
91 856 28 50
c/ Real, 26
91 856 29 90

Comisión de Escolarización

IES Jaime Ferrán
c/ Matalpino, 22
91 849 09 55

Dirección del Área Territorial de Madrid Oeste

Carretera de La Granja, 4
91 856 25 00

CRIF Las Acacias

www.educa.madrid.org/web/crif.acacias

Escuela Oficial de Idiomas

c/ Ruiz de Alarcón, 2 (Edificio del IES María Guerrero)
91 851 37 44
www.eoivillalba.com

7

I'm older than 16 and I would like to study

If you haven't received the Diploma of Compulsory Secondary Education (Graduado en ESO)

- If you are **18 or under**, you can continue to study ESO normally or you can sign up to a **PCPI** (Initial Vocational Qualification Programme). There are PCPIs in secondary schools, in some state-subsidised schools and in the Centre for Council Initiatives (CIM). The PCPI also provides you with information about accessing the world of work.
- You can register at the **Lifelong Learning Centre for Adults (CEPA)** for courses at different levels: from learning to read to completing your ESO education.
- If you pass an entry test, you can take an intermediate level **vocational training** course in art and design, physical education or music and dance.
- If you are **19 or over** you pass an entry test, you can take **higher level vocational training**. You can prepare for this at the CEPA.
- If you are **17 or over** you can take a course to be a **Leisure Instructor**. For more information contact the Casa de Juventud.

What else can I study without a qualification?

- If you have registered as **unemployed** at the Employment Agency, you can sign up to occupational training courses, workshops or employment workshops. You can also find out more about this at the CIM.
- You can enrol on a **distance learning course** within the Aula Mentor programme for Collado Villalba. The CEPA can provide you with further information.
- You can **study at university level** if you pass a test for those **over 25 or over 45**. You can prepare for this at the UNED Centre in Collado Villalba. If you are over 40, you just need to have professional experience of the field related to what you wish to study.

WHERE CAN I GET MORE INFORMATION?

- In the guide "**Orientate... y decide**". You can get this from the Council Office for Education.
- In the **guide to education** published by the Community of Madrid. You can find this on the CRIF Las Acacias website.



Where can I learn Spanish?

- The CEPA offers courses at three levels, with morning and afternoon classes.
- The CIM offers intensive courses with morning and afternoon classes.
- The CEIP Cañada Real school gives classes to the mothers of pupils at the school.

Where can I learn another language?

In Collado Villalba it is possible to learn a language in:

- **The Official School of Languages:** German, French and English. If you are not an EU National, you will be asked for your residence card.
- **The Casa de la Cultura:** French and English.
- **The CEPA:** English.
- **Some AMPAS** (Parents' Associations): English.

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If you have the Diploma of Compulsory Secondary Education (Graduado en ESO)

You may study for:

- The Bachillerato (Post-compulsory schooling qualification, the Spanish Baccalaureate).
- Intermediate level vocational training
- If you pass a test or if you have relevant professional experience, intermediate level training in art and design.
- If you pass a test, intermediate level training in physical education.

If you have the Bachillerato qualification

You may study:

- Higher level vocational training courses.
- If you specialised in art during your Bachillerato, or you pass the corresponding test, higher level training in art and design.
- If you have a school-leaving qualification in sports, higher level sports studies.
- If you pass the corresponding test, higher level art studies.
- If you pass the university entrance test (PAU), and depending on your mark, university degrees.

The secondary schools in Collado Villalba offer different forms of training and Bachillerato modalities. Each centre will let you know about what they teach.

You can find the list of schools on page 25.

If you have a Técnico school-leaving qualification...

You may study:

- Any Bachillerato modality.
- If you pass the corresponding test, higher level training within the same field as your Técnico qualification.

If you have a higher level Técnico qualification...

You may study:

- If the qualification is a higher level Técnico qualification in art and design, you can study higher level art studies.
- Without needing to take the entry test and depending on your marks, university studies relating to your higher level Técnico qualification.

WHAT HAPPENS IF I'M NOT SPANISH OR MY QUALIFICATION IS FROM ANOTHER COUNTRY?

Your nationality doesn't matter if you fulfil the academic requirements for each type of course.

If you gained your qualifications abroad, whether you are Spanish or not, you will have to get them officially recognised as equivalent qualifications.

For more information about this you can visit the **website of the Ministry of Education on getting qualifications recognised.**

Find out more about the Ministry of Education and Community of Madrid GRANTS on their websites about grants.



Concejalía de Educación

Centro Cultural Peñalba
c/ Doctor José María Poveda, s/n. - 91 851 56 50

CEPA (Centro de Educación Permanente de Adultos) El Pontón

c/ Asturias, 3 - 91 851 77 49 www.educa.madrid.org/web/cepa.colladovillalba

Centro de Iniciativas Municipales (CIM)

c/ Rincón de las Eras, 10. - 91 279 51 51
www.cdtvillalba.org

Casa de la Cultura

c/ Real, 68-70 - 91 851 28 98

Casa de Juventud

c/ Batalla de Bailén, 24 - 91 851 24 94

UNED (Universidad Nacional de Educación a Distancia)

Centro Cultural Peñalba
c/ Doctor José María Poveda, s/n. - 91 850 62 72

Escuela Oficial de Idiomas

c/ Ruiz de Alarcón, 2 (Edificio del IES María Guerrero)
91 851 37 44 - www.eoivillalba.com

Aula Mentor

olmo.pntic.mec.es/~aulcolla/html/

CRIF Las Acacias

www.educa.madrid.org/web/crif.acacias

Web del Ministerio de Educación sobre becas

www.mepsyd.es/educacion/becas-y-ayudas/para-tus-estudios.html

Web de la Comunidad de Madrid sobre becas

www.emes.es/Becasestudiantes/tabid/223/Default.aspx

Web sobre homologación de estudios

www.educacion.es/educacion/sistema-educativo.html

8

What can my son or daughter do when they are not at school?

In the morning, before classes begin

“**The first ones at school**”. This scheme allows you to take your son or daughter to work one or two hours before classes begin. Most CEIP schools offer this service.

In the afternoon, after classes

All **CEIP** and **IES** schools offer games or cultural and sports activities for children from 3 to 16 years old. Some CEIPs also have afternoon activities during June and September.

The **Council Office for Sport** organises council-directed Children’s Sports Schools and swimming lessons for younger children.

In the **Casa de Cultura**, there are various activities for those over 7 years old. From the age of 4, your son or daughter can attend the council-directed Music and Dance School.

In the **Casa de Juventud** you can sign your child up to language, dance and music activities, etc. once they are 8. On Friday afternoons there are free activities for children between 3 and 9 years old.



Most activities described here are aimed for those UNDER 16.

To find out more about leisure activities in the local area for those over 16, take a look at the section “What leisure activities are available to me through the Council?” (pages 38-41).

Weekends

At the **Centro Acuático Municipal** you can find out about weekend activities, such as swimming lessons or the leagues in which some Children’s Sports Schools play.

The **Casa de Juventud** opens on the weekends. Take a look at their activities programme.



WHERE CAN I SIGN UP?

- **For CEIP activities**, you can sign up on the Council website, in the Council Office for Education and in the SAC. The deadlines for signing up are published each year in the Activities Guide.
- **For IES activities**, contact the secretary’s office of each centre.
- **For activities undertaken by the Council Office for Children and Youth**, you can find out about deadlines for signing up in the Casa de Juventud.
- **For sports activities**, the Centro Acuático Municipal can tell you about deadlines for enrolling and fees.

DO I HAVE TO PAY FOR THESE ACTIVITIES?

Yes, almost all the activities require you to pay, although sometimes this is a very small amount.

You can have a look at the prices of different activities in the “**Guide to extracurricular activities**”.

So that all children can participate, the Council gives out **GRANTS**.

The grants for activities which take place in CEIPs are processed by the **Board of Governors** of each school.

Grants for urban camps can be requested from **Social Services**.



Summer holidays

You can send your child to different **summer camps**:

The Council Office for Education offers an urban camp for children from 3 to 12 years.

The Council Office for Children and Youth offers this for children from 8 to 17 years.

The Centro Acuático Municipal can tell you about the summer sports campus (for children from 7 to 14) or about the intensive swimming lessons for younger children.



Working days which are school holidays

For these days, including the Easter and Christmas holidays, some CEIPs remain open from the morning to the afternoon as part of the **No school today!** programme.

The Casa de Juventud also offers activities for these days.

You can find **MORE INFORMATION** about activities organised by the Council Office for Education and Parents' Associations in the "Guide to Extracurricular Activities".

The guide is handed out in all schools at the start of the academic year. You can also find it on the Council website in the Education section.



Concejalía de Educación

Centro Cultural Peñalba
c/ Doctor José María Poveda, s/n.
91 851 56 50

Concejalía de Infancia y Juventud

Casa de Juventud
c/ Batalla Bailén, 24
91 851 24 94

Concejalía de Deportes

Centro Acuático Municipal
c/ Las Aguedas, 6
91 849 87 15

Concejalía de Servicios Sociales

Edificio Polifuncional
Plaza Principe de España, s/n.
91 850 69 61

Casa de Cultura

Escuela de Música y Danza Municipal
c/ Real, 68
91 851 28 98

Servicio de Atención al Ciudadano (SAC)

Plaza de la Constitución, 1
91 856 28 50
c/ Real, 26
91 856 29 90

Web del Ayuntamiento de Collado Villalba

www.ayto-colladovillalba.org

CEIP e IES

Consulta las páginas 24 y 25.

9

Care for the disabled, elderly and others who require assistance

Who decides whether a person does or does not require assistance?

In order to work out whether a person is considered to be in need of assistance, a specialized team of professionals will carry out a series of tests and it is the **Community of Madrid** which makes the final decision.

This recognition can be requested in the Council's **Social Services Centre**.

Who awards assistance benefits?

The Community of Madrid, using funds provided by the Government of Spain.

What care can someone in need of assistance receive?

Depending on the professional evaluation of needs and the extent of dependency recognised (moderate, severe or major dependency), an **Individual Care Programme** will be drawn up which may contain some of the following services or financial help:

- Remote assistance
- Home-based care
- Care in a day centre
- Permanent or temporary care in a residential centre
- Funds to help pay for one of the above services (in exceptional circumstances)
- Funds to pay for a care given by a family member (in exceptional circumstances)
- Funds for a personal care person for those with major dependency

Can these resources also be provided for someone who is not in need of assistance?

Only **non-financial help** can be requested by other people who need this assistance.

Contact the Council **Centre for Social Services**.



Of course, if you are elderly, with some form of disability or in need of assistance **YOU CAN ACCESS MOST OF THE SERVICES** described in this guide. In other sections of the guide you will also find activities or help designed especially with you in mind.

Since 2007, the **“DEPENDENCY LAW”** guarantees rights to basic care for those people who due to age, illness or disability (physical, mental or sensory) need the help of other people or significant assistance to be able to carry out their basic daily activities.

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Are other types of assistance for the elderly available?

Yes, you can find out more about these in the **Council Office for the Elderly** and you can request such help in the **Social Services Centre**.

- A temporary stay in a residential home
- Council help to improve habitability
- Other help for opticians, dentistry or orthopaedics (not available every year)
- Loan of Zimmer frames and wheelchairs

Are other types of assistance for those with a disability?

- The Community of Madrid can provide **subsidies for technical help**. To find out more ring the Community of Madrid Citizen's Assistance line.
- For some types of assistance you may need to be **recognised as disabled**, which is different to being recognised as in need of assistance. This can be requested from Social Services.



Centro de Servicios Sociales

Edificio Polifuncional
Plaza Príncipe de España, s/n.
91 850 69 61

Concejalía de Mayores

Edificio Polifuncional
Plaza Príncipe de España, s/n.
91 851 97 45

Telephone number for
citizen's assistance in the
community of Madrid
012

Before going to Social Services request an **APPOINTMENT IN ADVANCE** by calling 91 850 69 61.

10

What leisure activities are available to me through the Council?

Courses, workshops, talks and recreational activities

- In the **Casa de la Cultura**
- In the **Council Centre for the Elderly** (if you are over 60)
- In the **Casa de Juventud** (if you are under 30)
- In the **Council Office for Women** (if you are a woman)
- In some **Preschool and Primary Education Schools** (CEIP), organised by Parents' Associations

More information about CEIP activities can be found in the Council Office for Education guide "Guide to Extracurricular Activities"

Most activities described here are aimed at those OVER 16.

To find out more about leisure activities in the local area for your smaller children, take a look at the section "What can my child do when he/she is not at school?" (pages 30-33).

Reading activities

- In the council-directed **Miguel Hernández Library**
- In the council-directed **Sancho Panza Library**
- In the **Neighbourhood Libraries**, found inside Preschool and Primary Education Schools
- In the **Council Centre for the Elderly**
- In the **Casa de Juventud**

Music

- **The Council Music School:** courses for learning how to read music and play instruments
- In the **Casa de Juventud** (if you are between 13 and 30): lessons for electric and bass guitar and drums. You can also take part in the "Granito Rock" contest and have the opportunity of performing at events.

Shows

- Theatre, concerts, dance, etc. in the **Casa de la Cultura**
- Open air cinema during the summer in the **Parque de las Bombas**
- Neighbourhood video collection in the **CEIP Profesor Enrique Tierno Galván**



Trips

- In the **Council Office for Women**, Meeting Point for Women Travellers
- In the **Council Office for the Elderly**, holidays subsidised by the council and IMSERSO trips, for those over 60
- In the **Casa de Juventud**, trips for those under 30

There is a **FRIENDS OF CULTURE CARD** which helps you to enjoy the cultural activities on offer. You can get it from the Casa de la Cultura.

In the Council Office for the Elderly you can ask for the **CARD FOR THE ELDERLY** to take part in the activities it offers.

Exhibitions

- In the **Casa de la Cultura**
- In the **Casa de Juventud**

You can use the **Casa de la Cultura** and **Casa de Juventud** facilities to exhibit your creations or to perform theatre.

The **CULTURAL DIARY** is prepared by the Council Office for Culture and published on the Council website monthly.

Sports monitored by Leisure Instructors

- In **Sports Schools**. Some take part in competitions at weekends.
- In the **Council Office for the Elderly**
- In some **Preschool and Primary Education Schools (CEIP)**, through Parents' Associations

Facilities for playing sport by yourselves

- Centro Acuático Municipal
- Sports City
- Council Sports Centre Kike Blas
- Sports facilities in schools. Ask the Council Office for Sport
- Gym in the Council Centre for the Elderly
- Boules court in the Recreational Centre for the Elderly



Health-related activities

- In the **Council Office for Women**: workshops and talks about regaining physical, mental and emotional wellbeing
- In the **Centro Acuático Municipal**: spa, rehabilitation and therapies and treatments for the body
- In the **Council Office for the Elderly**: exercises for memory and brainpower

Sporting activities are less expensive if you buy a **SUBSCRIPTION** or a **MULTIUSE TICKET**. Find out about opening hours in the **Centro Acuático Municipal**.



Casa de la Cultura y Escuela Municipal de Música

c/ Real, 68-70
91 851 28 98

Sala de Exposiciones "El Pontón"

c/ Real, 30
91 851 28 98

Escuela Municipal de Música y Danza

c/ Clara Campoamor, 20
91 851 13 31

Centro Municipal de Mayores

Concejalía de Mayores
Edificio Polifuncional
Plaza Príncipe de España, s/n.
91 851 97 45

Centro Lúdico de Mayores

c/ Espinarejo, 2
91 279 51 29

Casa de Juventud

c/ Batalla de Bailén, 24
91 851 24 94

Concejalía de Mujer

Edificio Polifuncional
Plaza Príncipe de España, s/n.
91 851 97 45

Concejalía de Educación

Centro Cultural Peñalba
c/ Doctor José María Poveda, s/n.
91 851 56 50

Centro Acuático Municipal

c/ Las Aguedas, 6
91 851 77 79

Ciudad Deportiva

c/ Las Águedas, 1
91 851 77 79

Polideportivo Municipal Kike Blas

c/ Feria, s/n.
91 850 53 11

Biblioteca Municipal Miguel Hernández

c/ Batalla de Bailén, 13
91 849 84 64

Biblioteca Municipal Sancho Panza

c/ Fuente del Alamo, s/n.
91 851 84 84

NEIGHBOURHOOD LIBRARIES

CEIP Antonio Machado

c/ Ignacio González, 15
91 851 36 22

CEIP Cantos Altos

Camino de la Fonda, s/n.
91 849 99 66

CEIP Cañada Real

c/ Almiar, 35
91 850 00 60

CEIP Mariano Benlliure

c/ Isla de Sálvora, 155
91 850 40 01

CEIP Miguel Delibes

c/ Ruiz de Alarcón, 8
91 850 18 23

CEIP Miguel de Cervantes

c/ Ruiz de Alarcón, 1
91 851 65 33

CEIP Rosa Chacel

c/ Santa Teresa de Jesús, 12
91 850 61 37

IES Las Canteras

c/ Peñalara, 2
91 851 34 38

Neighbourhood video collection

CEIP Profesor Enrique Tierno Galván
c/ Los Almendros, 1
91 849 08 08

Council website

www.ayto-colladovillalba.org

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I'd like to get involved in an association

What is an association?

Associations are groups of people who want to undertake a collective activity in a stable, organised, democratic and non-profit context.

How do you create an association?

To create an association you have to draw up some statutes and register these in the **Registry for Associations of the Community of Madrid** or in the **National Associations Registry**.

It is also helpful if you register your association with the **Council Registry of Citizens' Bodies of Collado Villalba**.

More information can be found in the **Council Initiative Centre (CIM)**.

You can also contact the **Casa de Juventud** (to create a youth association), the **Council Office for Women** (to create a women's association) or the **Casa de la Cultura** (to create a cultural association).

The Centre for Council Initiatives (CIM) will inform and advise you about associations and volunteering.

What help is available for associations?

SUBSIDIES

Collado Villalba Council awards subsidies annually to projects or activities of social interest. To request these subsidies, your association must be registered in the Council Registry of Citizens' Bodies. **You can find information about this in the CIM.**

You can find out more about other forms of help for associations in the section **"Services and procedures" on the Community of Madrid website**.

ADVICE AND TRAINING

The Council's **Casa de Juventud** can provide advice and training for your youth association.

LOOKING FOR VOLUNTEERS

The **CIM Volunteering Information Point** can help your association find people to volunteer within your projects.



How can I become a volunteer?

The **CIM Volunteering Information Point** can give you information, guidance, advice and training.

If you are over 65, you can become a volunteer for some activities in the **Council Office for the Elderly**.

On the website **WWW.ASOCIACIONES.ORG** you can find a lot of useful information for your organisation.



Centro de Iniciativas Municipales (CIM)

c/ Rincón de las Eras, 10
91 279 51 51
www.cdtvillalba.org

Casa de Juventud

c/ Batalla de Bailén, 24
91 851 24 94

Concejalía de Mujer y Mayores

Edificio Polifuncional
Plaza Príncipe de España, s/n.
91 851 97 45

Casa de la Cultura

c/ Real, 68-70
91 851 28 98

Registro de Asociaciones de la Comunidad de Madrid

c/ Gran Vía, 18
28013 Madrid
900 705 080

Web de la Comunidad de Madrid

www.madrid.org

Registro Nacional de Asociaciones

c/ Amador de los Ríos, 7
28010 Madrid

060

Helpline and website providing information to citizens 060
www.060.es

12

What public housing services exist?

To rent

- There are public organisations which help you to find a house and to complete all the paperwork. They facilitate and add security to the relationship between landlords and the tenants renting the property.
 - **Community of Madrid Housing Office.**
 - **Public Rental Society, attached to the Housing Ministry.**
- **The Council Office for Women** has a meeting point which facilitates contact between women who want to share accommodation.
- If you are between 18 and 35, the Community of Madrid has a **Youth House-Hunting Board.**
- If you are between 22 and 30, you can get monthly help with your rent from the state via the Community of Madrid: the **Basic Emancipation Income.**

Financial help

TAX RELIEF FOR INCOME DECLARATION

Both if you rent or if you have just bought a property, you have the right to certain forms of tax relief when declaring your income. Find out more from the **Tax Agency.**

HELP PURCHASING A PROPERTY

- Some help is available if you are going to buy a government-subsidised property or used property. Find out more in the **Housing Office of the Community of Madrid.**
- The Community of Madrid promotes government housing and

government-subsidised housing which have more accessible prices. You can find out more in its Housing Office.

- **Collado Villalba Council** also promotes government-subsidised housing. You can keep up to date with the email news service (see back cover) and in the SAC.

FINANCIAL AID FOR HOME ADAPTATIONS

There are different types of help available:

- To help increase mobility inside the house.
- To hire technical help.

- To overcome architectural obstacles in housing buildings and to install lifts in housing buildings.

Find out more at the Community of Madrid **Housing Office.**

EMERGENCY HELP

If you are having money problems, you can request an appointment with **Social Services.** They will help you to find a solution to your problems.

Alternative forms of accommodation

In certain circumstances, you or a family member may need to live somewhere different from a usual house. There are temporary and permanent places in residential homes, sheltered housing or refuges for:

- Those over 65 in need of assistance.
- Those with handicaps.
- Those with serious, long-term mental illness.
- Victims of gender violence.

You can find information about this in the Council **Social services.**



Oficina de Vivienda de la Comunidad de Madrid
Puedes llamar al 012
Av. Asturias, 30 - Madrid
www.madrid.org/vivienda

Sociedad Pública de Alquiler del Ministerio de la Vivienda
902 130 213
Pº de la Castellana, 91
Madrid
www.spaviv.es

Agencia Tributaria
Administración El Escorial
Plaza de Segovia 1
El Escorial
91 896 99 20
Información general
901 200 345

Servicios Sociales
Edificio Polifuncional
Plaza Príncipe de España, s/n.
91 850 69 61

Concejalía de Mujer
Edificio Polifuncional
Plaza Príncipe de España, s/n.
91 851 97 45

Centro de Iniciativas Municipales (CIM)
c/ Rincón de las Eras, 10
91 279 51 51
www.cdtvillalba.org

13

I need legal aid



Where can I get advice?

- In the **Legal Guidance Service (SOJ)**, you can get information about your rights or what to do in legal procedures. You can request an appointment by telephone. You can also visit the **Moralzarzal Local Legal Office**.
- The **Council Point for the Regional Observatory for Gender Violence** can inform you about your rights and what to do if you being abused by your partner or suffering from abuse, sexual harassment or violence at work. Contact the **Council Office for Women** or request an appointment over the phone.
- In the **Centre for Council Initiatives (CIM)** you can get advice about work matters and immigration legislation. Call to arrange an appointment.

If you have begun a legal progress for filing for divorce, a separation agreement or dividing inheritance, you can find support in the **FAMILY MEDIATION** service of Social Services to find solutions to family conflicts outside the courts.

Where can I get support for these procedures?

The **Moralzarzal Local Legal Office** will help you with official forms, applications and complaints. They will also compile and record the documents and court appearances processed by legal bodies.



Any person who does not have adequate means for a legal procedure may ask for **FREE LEGAL AID**, even if they do not have a residence card.

Free legal aid includes the assistance of a lawyer, interpreter, reductions in costs, etc.

You can request this at the **Legal Guidance Service (SOJ)** or in the **Moralzarzal Local Legal Office**.

Where can I file a complaint as a consumer?

If you are not satisfied with a product or a service, you can come to the **Council Office for Consumer Information (OMIC)**, where you can get information about your rights and what to do to file a complaint or claims. In addition, the OMIC will help you file your complaint and facilitate mediation with the institution or service.

If the complaint is about the food or hygiene of any institution or activity relating to public health, you may contact the **Public Health Service** who will take on responsibility for contacting and following up on the institution involved.

You can also place a complaint in the **Citizen's Assistance Service (SAC)**.

Where can I report an incident?

Go to or call the **Guardia Civil**.

You can go to the **LOCAL POLICE** to report any infringement of the law, abnormal circumstances, problems in your neighbourhood, traffic accidents, etc.

Servicio de Orientación Jurídica (SOJ)

Edificio Polifuncional
Plaza Príncipe de España, s/n.
91 850 69 61

Oficina Judicial Local de Moralzarzal

c/ Raso, 11 - Moralzarzal
91 842 75 70

Centro de Iniciativas Municipales (CIM)

c/ Rincón de las Eras, 10
91 279 51 51 - www.cdtvillalba.org

Concejalía de Mujer

Edificio Polifuncional
Plaza Príncipe de España s/n.
91 851 97 45

Oficina Municipal de Información al Consumidor (OMIC)

Edificio Polifuncional
Plaza Príncipe de España, s/n.
91 849 98 00

Servicio de Salud Pública Área 6

c/ Mataelpino, 5 - 91 840 67 84

Servicio de Atención al Ciudadano (SAC)

Plaza de la Constitución, 1
91 856 28 50
c/ Real, 26 - 91 856 29 90

Policía Local

092 - 91 850 54 53

Guardia Civil

Carretera de la Granja, 16
91 850 00 64

14 What do I do with my rubbish?

Separate it

Don't mix different types of waste. Put each type of rubbish in the correct place:

- **Plastics and packaging:** yellow bins
- **Paper:** blue bins
- **Glass:** round green bins
- **Old furniture:** you can ask for this to be collected from your house for free.
- **Household batteries:** there are special bins in the Council buildings, some council centres and shops in the area.
- **Medicines:** you can take these to any pharmacy.
- **Special waste** (oils, batteries, household appliances, computers, fluorescent tubes and bulbs, wood, metal, etc.) can be taken to a Punto Limpio point (free for households).
- **Remaining rubbish:** dark green bins



Take it out at the right time

“Normal” rubbish, which goes in the dark green bins should be taken out between **8 and 11 at night**. This is to avoid uncleanliness and bad smells.

Remember to leave the lid of the bin closed!



Punto Limpio comarcal
Carretera de Navacerrada (M-601),
km 2,2 - 91 851 24 38

Recogida de muebles a domicilio
91 851 75 21

CORRECT HANDLING of waste allows us all to keep the city clean and helps look after the environment.

15 Where can I access the Internet for free?

There are computers with Internet access in:

- **Biblioteca Municipal Miguel Hernández**
c/ Batalla de Bailén, 13
91 849 84 64
- **Biblioteca Municipal Sancho Panza**
c/ Espinarejo, 2
91 849 84 84
- **Centro de Iniciativas Municipales (CIM)**
c/ Rincón de las Eras, 10
91 279 51 51
- **Casa de Juventud**
Ciberespacio Joven
c/ Batalla de Bailén, 24
91 851 24 94
- **Neighbourhood libraries** during no school hours (check addresses on page 41):
CEIP Antonio Machado
CEIP Cantos Altos
CEIP Cañada Real
CEIP Mariano Benlliure
CEIP Miguel Delibes
CEIP Miguel de Cervantes
CEIP P. Enrique Tierno Galván
CEIP Rosa Chacel
IES Las Canteras

There are courses on the Internet available in:

- **Neighbourhood Libraries**
- **Casa de la Cultura**
c/ Real, 68-70
91 851 28 98
- **Casa de Juventud**
c/ Batalla de Bailén, 24
91 851 24 94
- **Concejalía de Mujer y Mayores**
Edificio Polifuncional
Plaza Príncipe de España, s/n.
91 851 97 45
- **Parents' Associations**
Information available at Council Office for Education
Centro Cultural Peñalba
c/ Doctor José María Poveda s/n.
91 851 56 50

There is a WIFI connection area in:

- **Centro Cultural Peñalba**
c/ Doctor José María Poveda, s/n.
91 851 56 50
- **Biblioteca Municipal Miguel Hernández**
- **Biblioteca Municipal Sancho Panza**
- **Centro de Iniciativas Municipales (CIM)**

Other information of interest



Street market

Tuesday and Friday mornings except public holidays, in Plaza de los Belgas.

Post Office

c/ Virgen del Pilar, 26
91 850 04 96

C.C. Los Valles, 1ª planta
91 851 85 77

Pets

If you have animals at home find out about the necessary procedures for licences, the council register and vaccination campaigns at the **Council Office for Health**. You can also let the office know of any animals loose on roads or highways so that they can be collected.

Concejalía de Sanidad

Edificio Polifuncional
Plaza Príncipe de España s/n.
91 849 98 01

Cemeteries

Council Cemetery

Carretera Moralzarzal, 33

Parish Cemetery

c/ Playa de Samil, s/n.

Morgue - Crematorium

Carretera de Alpedrete, s/n.
91 850 03 83

Reporting traffic incidents

You can also let the Council know of any incident, breakdown, problem or suggestion to do with public highways.

Contact:

Servicio de Atención al Ciudadano (SAC)

Plaza de la Constitución, 1 - 91 856 28 50
c/ Real, 26 - 91 856 29 90

Policía Local

092 or 91 850 54 53



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Servicio de Atención al Ciudadano (SAC)

All information on the Council in person or by telephone

Plaza de la Constitución, 1

91 856 28 50

c/ Real, 26

91 856 29 90

Council Website

All Council information is available on the Internet:

www.ayto-colladovillalba.org



The council direct to your door!

Get all council news in your email inbox. Request this service on the council website, www.ayto-colladovillalba.org, by providing us with an email address.

EMERGENCY SERVICES:

All types of emergency: **112**

Information and help for gender violence: **016**



COLLADOVILLALBA
AYUNTAMIENTO



CONSEJERÍA DE INMIGRACIÓN Y COOPERACIÓN
Comunidad de Madrid