

A PROJECT CO-FINANCED BY THE EUROPEAN UNION



Unione Europea



REGIONE DEL VENETO



MINISTERO del LAVORO
e delle POLITICHE SOCIALI



MINISTERO
DELL'INTERNO

Asylum, Migration and Integration Fund (FAMI) 2014-2020

Specific goal: 2. Integration / Legal Migration

National goal: 2. Integration – 02 – Promotion of the access to services for integration

LIVING IN BELLUNO

A GUIDE TO SERVICES FOR FOREIGN NATIONALS



COMUNE DI BELLUNO



CITTÀ DI
FELTRE



COMUNE DI AGORDO

FOREWORD

Dear fellow citizens,

We decided to create this little book for you to illustrate the services our beautiful town offers.

You can find all information you may need for your everyday life, such as how to register your children for nursery schools and further degrees of education, how to register to Italian language courses, how to deal with your permit of stay and how to apply to become an Italian citizen.

In these pages you will find what the Municipality of Belluno and other institutions can do for you, but you will also find what you have to do in order to: get an identity document, register for waste collection, and much more.

Belluno is a welcoming town and is open to integration, it is rich with services and ready to provide its citizens with all necessary information and support. At the same, however, it asks its citizens to obey the rules.

In this publication you will find what you need to know to live as a real “bellunese” - a citizen of Belluno.

Whether you have lived here for a long time or have just arrived, please feel “Welcome to Belluno!”

The Mayor of Belluno
Jacopo Massaro

MUNICIPAL DEMOGRAPHIC SERVICES

OFFICE FOR THE ISSUANCE OF DOCUMENTS (UFFICIO RILASCIO DOCUMENTI)

Address: Via Mezzaterra, 45 – Belluno

Telephone: 0437 913482 – Fax: 0437 913479

E-mail: demografici@comune.belluno.it

Morning opening hours: Monday to Friday 9:00 – 12:00

Afternoon opening hours: Tuesday and Thursday 15:00 – 17:00



⇒ I can come here when I need to...

- Get my electronic identity card or renew my expired identity card
- Get a certificate (family status, residence, historical residence, ...)
- Authenticate a signature

REGISTRY OFFICE (UFFICIO ANAGRAFE)

Address: Via Mezzaterra, 45 – Belluno

Telephone: 0437 913477 – Fax: 0437 913479

E-mail: residenza@comune.belluno.it

Morning opening hours: Monday to Saturday 9:00 – 11:30

Afternoon opening hours: Thursday 15:00 – 17:00



⇒ I can come here when I need to...

- Show my renewed permit of stay and declare my usual residence
- Move from another municipality
- Change my address
- Correct my biographical data

CIVIL STATUS OFFICE (UFFICIO STATO CIVILE)

Address: Via Mezzaterra, 45 – Belluno

Telephone: 0437 913478 – Fax: 0437 913479

E-mail: statocivile@comune.belluno.it

Morning opening hours: Monday to Saturday 9:00 – 11:30

Afternoon opening hours: Thursday 15:00 – 17:00



⇒ I can come here when I need to...

- Declare a birth
- Get information on how to become an Italian citizen (except for citizenship by marriage and by residency – see the “Prefettura” section)
- Get information on how to be recognised as an Italian citizen via *iure sanguinis*
- Get information on how to get married or form a civil union
- Get information on how to separate or divorce
- Get information in the event of death of a family member

MUNICIPAL SOCIAL SERVICES

NURSERY SCHOOL OFFICE (UFFICIO ASILO NIDO)

Address: Piazza Duomo, 2 – Belluno

Telephone: 0437 913452 – Fax: 0437 913454

E-mail: ybiasizzo@comune.belluno.it

Morning opening hours: Monday to Friday 10:00 – 12:00

Afternoon opening hours: Thursday 15:00 – 17:00



⇒ I can come here when I need to...

- Register my child for the municipal nursery school

Please note: it is advisable to apply for registration for the municipal nursery school only **if you are residing** in the municipality of Belluno.

SCHOOL OFFICE (UFFICIO SCUOLA)

Address: Piazza Duomo, 2 – Belluno

Telephone: 0437 913174 – Fax: 0437 913454

E-mail: serviziscolastici@comune.belluno.it

Morning opening hours: Monday to Friday 10:00 – 12:00

Afternoon opening hours: Thursday 15:00 – 17:00



⇒ I can come here when I need to...

- Get information on how to register my child for first cycle schools (kindergarten, primary school, first level of secondary school)
- Get information on school canteen services
- Get information on school transportation services

Please note: Contact details for enrolment in first cycle schools

Istituto Comprensivo 1: 0437 25127

Istituto Comprensivo Tina Merlin: 0437 931814

Istituto Comprensivo 3: 0437 925201

FAMILY HELP DESK (SPORTELLO FAMIGLIA)

Address: Piazza Duomo, 2 – Belluno

Telephone: 0437 913104

E-mail: sportellofamiglia@comune.belluno.it

Opening hours: Tuesday, Wednesday and Thursday 10:00 – 12:00



⇒ I can come here when I need to...

- Get information on the existing services and economic contributions to which my family is entitled

Please note: If you would like to know more about the existing **financial benefits** available to families and individuals at the local, regional and national level, please follow the link: <https://urly.it/3hgk>

SOCIAL POLICIES AREA (AREA POLITICHE SOCIALI)

Address: Piazza Duomo, 2 – Belluno

Telephone: 0437 913177

E-mail: sicurezzasociale@comune.belluno.it

Morning opening hours: Monday to Friday 10:00 – 12:00

Afternoon opening hours: Tuesday and Thursday 15:00 – 17:00

⇒ **I can come here when I need to...**

- Make an appointment with a social worker

TRAINING COURSES

PROVINCIAL CENTRE FOR ADULT LEARNING (C.P.I.A.)

Address: Via Mur di Cadola, 12 – Belluno

Telephone: 0437 31143 – Fax 0437 936001

E-mail: blmm08400l@istruzione.it

Certified e-mail (PEC): blmm08400l@pec.istruzione.it

Opening hours: Monday to Friday 10:30 -12:30



PERMANENT TERRITORIAL CENTRE OF BELLUNO (C.T.P.)

Morning opening hours: Tuesday, Friday, Saturday 10:30 -12:30

Afternoon opening hours: Monday, Wednesday, Thursday 16:45 – 18:45

⇒ **I can come here when I need to...**

Get information about and register for:

- Italian language courses
- Preparation courses to get a middle school diploma (first level/first period)
- Preparation courses for CILS – Certification of Italian as a Foreign Language

WASTE MANAGEMENT

ECOSPORTELLO BELLUNUM – WASTE DISPOSAL

Address: Via Feltre, 91 – Belluno

Hotline number: 800-284482. Monday to Saturday, excluding public holidays, with the following schedules:

Monday, Wednesday, Thursday and Saturday 8:00 – 9:00 e 12:00 – 13:00

Tuesday and Friday 8:00 – 9:00, 11:00 – 13:00

E-mail: ecosportello@bellunum.com

Help desk opening hours: Monday and Saturday 9:00 – 12:00. Wednesday 9:00 – 13:00, 15:00 – 18:00



⇒ **I can come here when I need to...**

- Activate my waste utility, change useful details for my waste tariffs, stop my waste utility
- Get useful information and pick up all necessary material for separate collection and waste disposal
- Get information on further services offered by Bellunum (Waste collection centre, personal pickups, etc., ...)

WORK

EMPLOYMENT CENTRE (CENTRO PER L'IMPIEGO)

Address: Via Feltre 109 – 32100 Belluno

Telephone: 0437 943655 – Fax 0437943675

E-mail: cpi.belluno@provincia.belluno.it

Opening hours: Monday to Friday 8:30 – 12:30

Afternoon opening hours: Tuesday and Thursday afternoon only with confirmed appointment

⇒ **I can come here when I need to...**

- Get support while searching for a job

Please note:

For further information on employment opportunities, please see the following link:

<http://www.integrazionemigranti.gov.it/Pagine/default.aspx>



NATIONAL SOCIAL SECURITY INSTITUTE (ISTITUTO NAZIONALE DI PREVIDENZA SOCIALE)

Address: Viale Giuseppe Fantuzzi, 24 – Belluno

Telephone: 0437 2181 (switchboard)

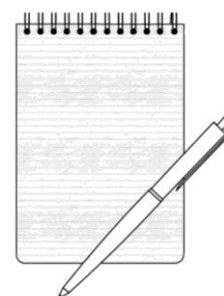
E-mail: direzione.belluno@inps.it

Opening hours: Monday to Friday 9:00 – 13:00

⇒ **I can come here when I need to...**

Get information and support about:

- Citizens' social security files
- State of payments
- Allowances for family units
- Childbirth allowances ("baby bonus")
- Claims for pension, pension recalculation, prepayments, ECOCERT, APE Social and early workers benefit
- Parental leave allowance for employees
- Social allowances
- Single certifications Medical examination
- Pension administrative appeals
- Social pensions
- Pension claims in a community scheme for private employees
- Pension for returned foreign workers
- Procedures for repatriation of third countries' workers



HEALTH CARE, SOCIAL AND WELFARE SERVICES

ULSS 1 DOLOMITI – TERRITORIAL ADMINISTRATIVE DIRECTION (DIREZIONE AMMINISTRATIVA TERRITORIALE)

Address: Via Feltre, 57 – Belluno

Telephone: 0437 516757 (Monday to Friday 12:00 – 13:00)

E-mail: serv.convenzioni.bl@ulss.belluno.it

Morning opening hours: Monday to Friday 08:00-12:00

Afternoon opening hours: Monday and Thursday 15:00- 17:00

⇒ **I can come here when I need to...**

- Register for the National Health Service
- Choose or recall my general practitioner (GP)
- Choose or recall my child's paediatrician
- Get a certificate of tax exemption for income
- Request the issuance of medical cards with exemption for disease, rare disease, invalidity
- Get information on Health Cards (TS) - National Cards for Services (CNS) and related services, and on European Health Insurance Cards (TEAM)



SER.S.A. SRL – SOCIAL AND WELFARE SERVICES (SERVIZI SOCIALI ASSISTENZIALI)

Address: Via Andrea Alpago, 1 – Belluno

Telephone: 0437 273768

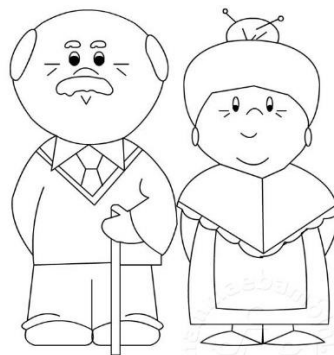
E-mail: info@sersa.it

Morning opening hours: Monday, Tuesday, Wednesday, Friday 10:30 – 12:30

Afternoon opening hours: Monday 16:00 – 18:00, Thursday 13:00 -15:00

⇒ **I can come here when I need to...**

- Get information on the network of services existing in favour of elderly people (over 65 years of age) residing in the municipality of Belluno
- Access to services of home care and/or meals on wheels – services for elderly people residing in the municipality of Belluno and facing temporary or protracted difficulties
- Access to housing or day-care services for elderly people residing in the municipality of Belluno



QUESTURA OF BELLUNO

IMMIGRATION OFFICE (UFFICIO IMMIGRAZIONE)

Address: via Lungardo, 76 – Belluno

Telephone: 0437 945531 (Public relations Office) – Fax: 0437 945744

E-mail: questura.immigrazione.bl@poliziadistato.it

Certified e-mail (pec): immig.quest.bl@pecps.poliziadistato.it

Opening hours: Monday 9:30 – 12:00

Tuesday and Friday 8:30 – 12:30

Thursday 8:30 – 12:30 and 15:00 -16:30

Wednesday, Saturday and Sunday CLOSED

⇒ **I can come here when I need to...**

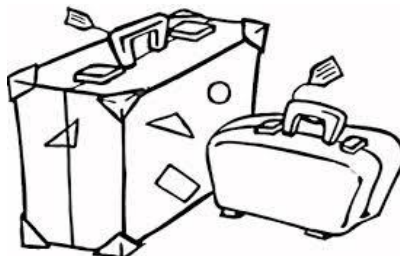
- Verify the necessary documents for the issuing / renewal of my permit of stay
(Only with confirmed appointment automatically assigned – see the Post Office's receipt of the permit of stay request issued at the “Poste Italiane” desks)
- Withdraw my permit of stay
- Ask for international protection
- Make a declaration of hospitality: If I am hosting a non- EU citizen, I have to present a declaration of hospitality to Public Security Authorities within 48 hours of my guest's arrival.
The Public Security Authority is:
 - ✓ the Commissioner (Questore) for the municipality of Belluno;
 - ✓ the city Mayor for all other municipalities of the Province of Belluno (except for the municipality of Cortina d'Ampezzo, where the Police Station Executive acts as the local Public Security Authority)
- Make a declaration of presence: If I am a non-EU citizen arriving in Italy via a country of the Schengen Area and not staying at any hotel facilities, I have to present a declaration of presence to the Questura competent for the place where I am staying within 8 days of my arrival. (This is valid, for example, if I am staying with friends or family).

Look out!

If you arrive in Italy with a direct flight from a country outside the Schengen Area and / or stay at hotel facilities, you do NOT need to present a declaration of presence.

Please note:

If you wish to know whether your **permit of stay** is ready to be withdrawn, please check online at the following website: <http://www.poliziadistato.it/articolo/15002>



PREFECTURE OF BELLUNO

SINGLE DESK FOR IMMIGRATION (SPORTELLINO UNICO PER L'IMMIGRAZIONE)

Address: Piazza Duomo, 38 – Belluno

Telephone: 0437 952437 – 0437 952431

Opening hours: Tuesday and Thursday 9:00 – 12:00

E-mail: immigrazione.pref_belluno@interno.it

⇒ **I can come here when I need to...**

- Get information on family reunification
- Get information on how to sit an Italian language test to request the issue of a CE permit of stay for long-term residents
- Get information on how to enter Italy for work purposes

CITIZENSHIP HELP DESK (UFFICIO CITTADINANZA)

Address: Piazza Duomo, 38 – Belluno

Telephone: 0437 952441 – 0437 952497

Opening hours: Tuesday and Thursday 9:00 – 12:00

⇒ **I can come here when I need to...**

- Get information on how to become an Italian citizen by marriage or residency (Requirements, process, documents necessary for the application)



Look out!

You can apply to become an Italian citizen only via the **ONLINE PROCEDURE**. Please follow the instructions at the Ministry of the Interior's website: <https://cittadinanza.dlci.interno.it>

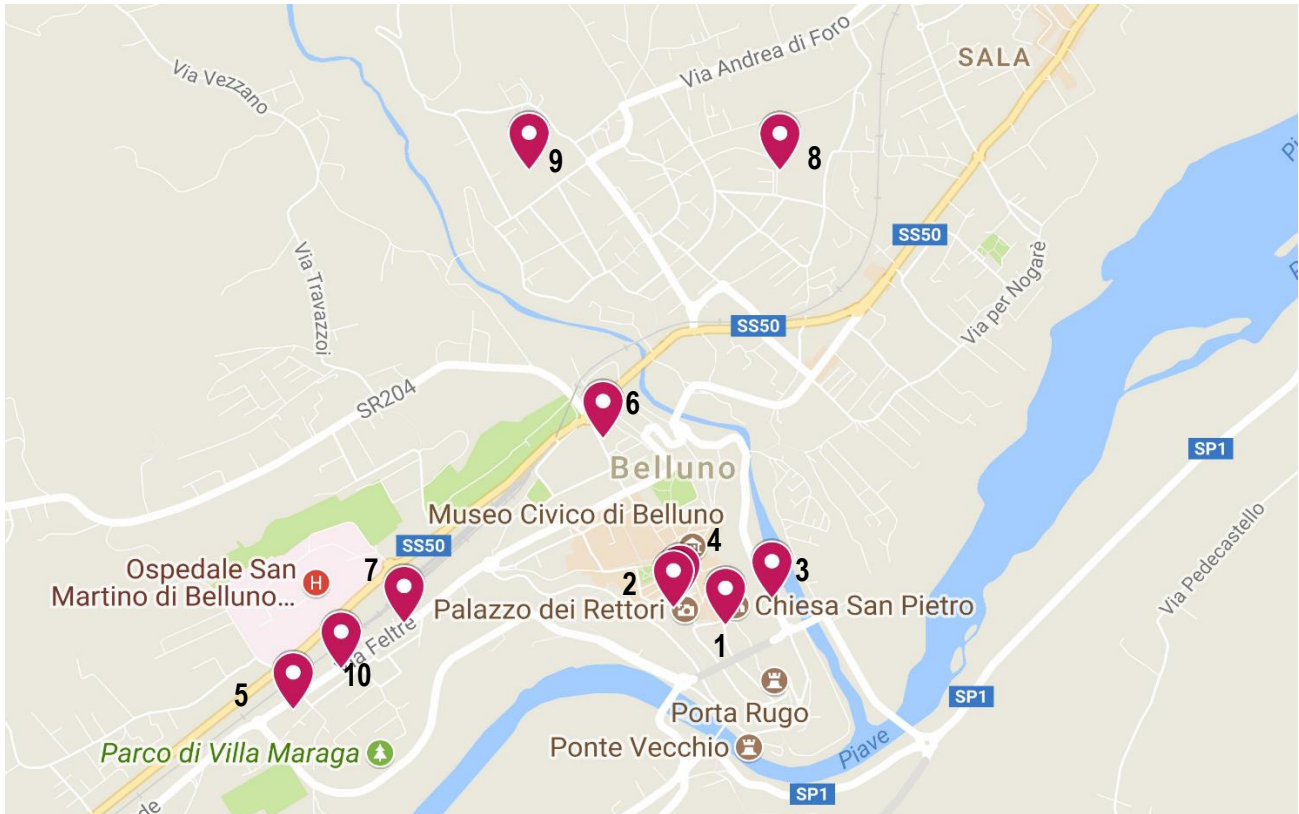
Please note:

If you wish to check the status of your citizenship application, please see the Ministry of the Interior's website: <http://www.interno.gov.it/it/cittadini-e-imprese/cittadinanza-consulta-pratica>

IF YOU WOULD LIKE TO KNOW MORE...

- Online portal of the Municipality of Belluno: <http://www.comune.belluno.it/web/belluno>
- Online portal of the Province of Belluno: http://www.provincia.belluno.it/ngcontent.cfm?a_id=1&tt=belluno
- Online portal of the Questura of Belluno: <http://questure.poliziadistato.it/it/Belluno>
- Online portal of the Prefettura of Belluno: <http://www.prefettura.it/belluno/multidip/index.htm>
- Online portal of the CPIA of Belluno: <https://www.cpiabl.gov.it/index.php?idpag=1>
- Online portal of the ULSS 1 Dolomiti: <http://www.aulss1.veneto.it/>
- Online portal of the "Istituto Nazionale di Previdenza Sociale": <https://www.inps.it/nuovoportaleinps/default.aspx>

MAP OF SERVICES



MAP LEGEND:

- 1. MUNICIPALITY OF BELLUNO – DEMOGRAPHIC SERVICES**
(Office for the issuing of documents, registry office, civil status office)
- 2. MUNICIPALITY OF BELLUNO – SOCIAL SERVICES**
(Nursery school office, school office, family help desk, social policies office)
- 3. QUESTURA – IMMIGRATION OFFICE**
- 4. PREFETTURA**
- 5. EMPLOYMENT CENTRE**
- 6. NATIONAL SOCIAL SECURITY INSTITUTE**
- 7. ULSS 1 DOLOMITI – TERRITORIAL ADMINISTRATIVE DIRECTION**
- 8. PROVINCIAL CENTRE FOR ADULT LEARNING**
- 9. SOCIAL AND WELFARE SERVICES**
- 10. WASTE DISPOSAL - ECOSPORTELLO BELLUNUM**