

# EASY GUIDE FOR A CIVIC SANTA COLOMA



Ajuntament  
de Santa Coloma  
de Gramenet



A Santa Coloma,  
el civisme és vida!



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# EASY GUIDE FOR A CIVIC SANTA COLOMA

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# WE LOVE AND RESPECT SANTA COLOMA. LET'S PRACTISE CIVILITY!

Civility and coexistence are an inseparable binomial.

Behaving in a civic manner - practising respect for people and for the public space we all share - is not only an obligation of citizenship but is also an unquestionable sign of the feeling of affection for our city. We can all contribute to making Santa Coloma a better, more comfortable, caring and responsible city through small everyday gestures that go a long way!

In the framework of the civic-mindedness plan, which we have drawn up with the participation of citizens, organisations and associations, we have begun to deploy a series of actions and measures that we as Colomenses (inhabitants of Santa Coloma) can incorporate into our daily lives.

One of the plan's actions is the publication of this 'Easy Guide for a Civic Santa Coloma', with which you can access information, tips, and useful recommendations to enjoy and take care of our city.

With this guide we want to remind you that all of us, as citizens of Santa Coloma and as neighbours, must practice civic-mindedness and good coexistence because it has direct effects on the improvement of our immediate surroundings and on the improvement of the environment and the wellbeing of all of us.

This guide is both a commitment included in the Municipal Action Plan (MAP 2020-2023) and fully connects with the Sustainable Development Goals (SDGs) and the 2030 Agenda outlined by the United Nations and with which we are very much aligned as a municipality. The joint objective is to achieve the city that we all want. The Santa Coloma to live and coexist!

We must not forget that many of the actions and recommendations contained in this publication are regulated by municipal ordinances and that failure to behave in a civic manner is punishable by law.

Therefore, the purpose of the guide is to incorporate and continue practising basic habits of behaviour and respect towards the place where we live, because it is the responsibility of each and every one of us.

Let's love Santa Coloma! Let's practise civility! Small gestures count!

Nuria Parlon Gil

**Mayor of Santa Coloma de Gramenet**

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# I WANT TO CARRY OUT A PROCEDURE OR A FORMALITY AT THE CITY HALL

## HOW SHOULD I DO IT?



If you need to carry out any formalities, submit any documentation/complaints or contact the town hall, you can do so via the following link:

— [Santa Coloma de Gramenet's City Hall](#)

Address: Plaça de la Vila, 1

Phone Number: 934 624000

— [Electronic \(paperless\) Office](#)

To carry out different procedures and consult information about the city hall's services and resources online without having to go anywhere.

For some procedures, you will need to have a [digital identity](#)

— [Citizen's Advice Bureau - Oficina de Información y Atención Ciudadana \(OIAC\)](#)

Address: Plaça de la Vila, 1

Phone numbers: 934 624 040 – 934 624 032

Email: [oiac@gramenet.cat](mailto:oiac@gramenet.cat)

**Many formalities require an appointment:**

[Via internet](#)

By telephone: 934 624 090

— [Citizens' registry \(Registro ciudadano\)](#)

Sign up and we'll send you information about the city hall's participation initiatives.

— [Complaints and suggestions programme](#)

To make a complaint or suggestion, please fill in the form on the website. Help us to improve the city!

# I WANT TO MAINTAIN A GOOD RELATIONSHIP WITH THE NEIGHBOURHOOD



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## WHAT SHOULD I DO?

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- Respect the neighbourhood's rest, especially between 10pm and 8am.
- Avoid annoying behaviours. For example, spreading very wet clothes or watering plants at the wrong time.
- Enjoy and keep comunal spaces clean.  
For example, agree on cleaning and maintenance.  
Take care of your pets as well.
- Care for children and elderly people.
- Welcome new neighbours and take them in warmly.
- Participate in community meetings and report any incidents to the president of the neighbouring community.  
Through dialogue we can avoid and resolve conflicts.
- Agree on any incidents in the community.
- You can create a document on good behaviours to improve coexistence, civility and the use of common spaces.  
[The mediation and support team of the local council can help you to set it up.](#)

## MORE INFORMATION:

**Horizontal Property Act and relevant documents.**



**Coexistence, Community Development and Civic Service:**

serveideconvivencia@gramenet.cat



# I WANT TO DO BUILDING WORK AT HOME

## WHAT PROCEDURES DO I HAVE TO CARRY OUT?



You must apply for a permit at the town hall depending on the type of work:

- If they are [minor works](#) (small renovations, e.g. installing a lift, installing a crane, felling trees...)
- If they are [major works](#) (construction of new buildings and major renovations).

You must also apply for a permit if you need to occupy the street with machines, rubble sacks, construction site huts, fences...

To set up a ford or a reserved parking zone read the [Regulations on fords](#).

Rubble, soil and other debris that is produced must be disposed of in special sacks or containers. It is your responsibility to remove them once the work is completed.



# I RUN A SMALL STORE

## To be respectful with the neighbourhood:

- You must comply with the timetable for loading and unloading goods.
- You must comply with the regulations on signage on façades.
- You must correctly manage the waste you generate.
- You must maintain cleanliness and order in the establishment.

## There are regulations on cleanliness.

**Failure to comply will result in a financial penalty.**



## HOW TO BE RESPECTFUL AND HOW TO OPEN A NEW ONE?

What procedures do I have to follow if I want to open a food or catering establishment?

- 1. Communicate it to the City Hall,**  
at the [Information and Citizen Service Office \(OIAC\)](#).
- 2. Apply for the licence**
  - Licence for new establishments of [less than 120 metres](#).
  - Licence for new establishments of [more than 120 metres](#).
  - Transfer of licences [for existing establishments](#).
- 3. Comply with the rules on:**
  - [Business hours](#)
  - [Minor works](#)
  - [Major works](#)

It is also recommended to consult the Plan for the regulation of commercial uses in the city in person at the Territorial Services Offices.  
Address: 3 Olimpo Square.  
Opening hours: from 9 am to 1 pm

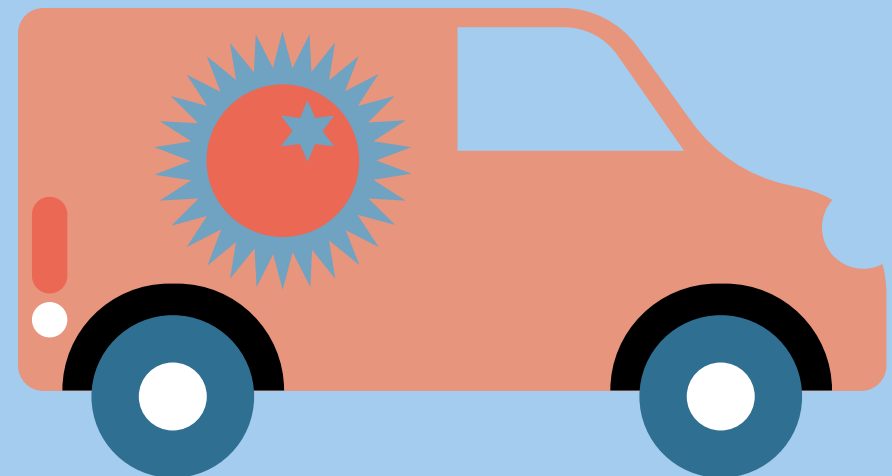


## MORE INFORMATION:

**Canal Empresa of the Generalitat  
(Catalan government)**



**Hygiene requirements for  
establishments**



# I LIKE TO LIVE IN A CLEAN CITY



## WHAT CAN I DO TO CONTRIBUTE?

Use the litter bins, but the **rubbish bags go in the appropriate container.**

- Separate the rubbish and throw it in the appropriate bin.
  - Blue:** Paper and cardboard bin.
  - Green:** Glass.
  - Yellow:** Light plastic or metal containers.
  - Brown:** Organic waste.
  - Grey:** Waste.
- Remember that there are also the special containers for batteries, pharmaceuticals, clothes, [the collection points for cooking oil](#) and the city's [green points](#).
- Sewers are not landfills:
  - What we throw into the sewers goes directly into the sea.
- Follow the regulations for throwing away old furniture and junk (furniture, mattresses, electrical appliances...).
  - We pick them up at your home free of charge.**
  - Call 933 857 312
  - You can also take them to the [deixalleria](#) (waste centre).
  - Failure to comply with the regulations entails a financial penalty.
- Respect the urban furniture and the façades of the buildings: it is forbidden to stick posters and graffiti.
- Do not shake carpets, tablecloths, clothes, etc. in the street.

- Water outdoor plants without getting the street wet, between 11 pm and 7 am.
- Clean your pavement, interior courtyards, private passages, parking ramps, the façade...
- If your vehicle no longer works, call a specialised company to remove it from the road.
- Switch off the engine of the car if it is stationary.



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## WHERE SHOULD I TAKE THE LEFTOVERS, FURNITURE, OLD JUNK AND SPECIAL WASTE?

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### Furniture collection

We will collect it from your home free of charge.  
Call 933 857 312.

### Failure to comply with the regulations entails a financial penalty.

### Green points

Small centres for collecting waste (cooking oil, toner and printer cartridges, small electrical appliances...).

There are 2:

- 1. Can Calvet Green Point .**  
Foundation workshops  
Almogávares Street (numberless)
- 2. Raval Green Point.**  
Park of the Pines  
Calle de los Pirineos, (numberless)

### Deixalleria (waste centre)

Carretera de la Roca, BV-5001, km 6  
Phone number: 649 485 931

On Fridays, the mobile deixalleria tours the city's neighbourhoods. You can check the timetables and stops on the website.



# I NEED TO MOVE AROUND THE CITY ...

Remember that the healthiest and most environmentally friendly way to get around the city is to walk, cycle or use public transport.



## IF I HAVE TO COMMUTE ON FOOT, HOW DO I DO IT IN A CIVIC MANNER?

- Respect signals and priority, especially at traffic light junctions.

You can consult:

- **Metrominuto**: a tool to find out the main walking routes in the city and the time it will take you to get there.
- **School routes**: a network of routes for children to take to school or high school.

### Remember that...

In all areas reserved for pedestrians, in pedestrian areas and on residential streets (single platform), pedestrians have priority over vehicles.

## IF I HAVE TO COMMUTE BY BICYCLE, HOW DO I DO IT IN A CIVIC MANNER?

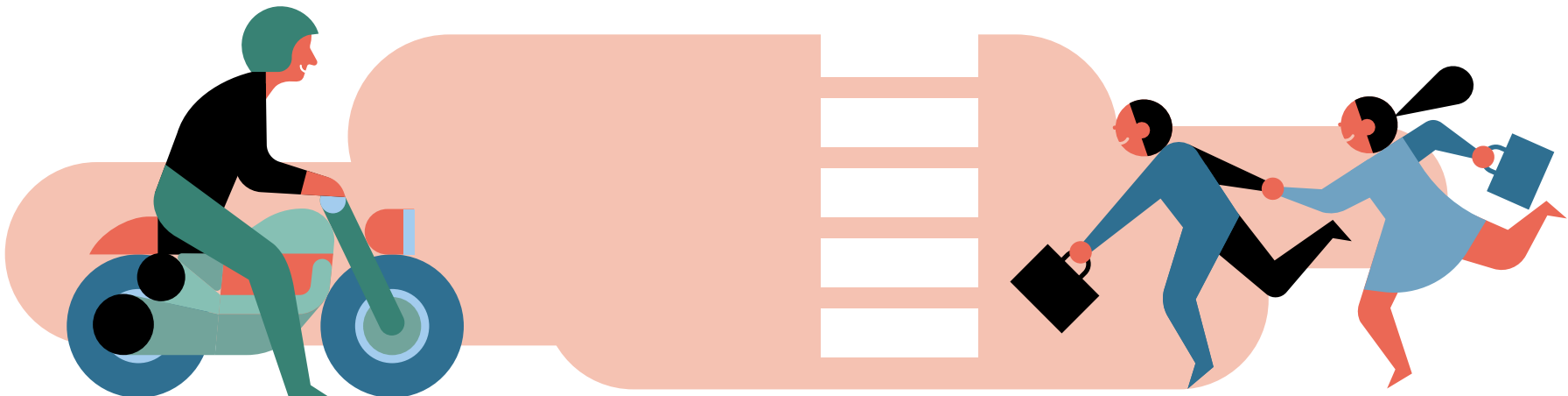
- Respect road signs, including traffic lights. Ride correctly.
- Use cycle lanes. If this is not possible, use the lane closest to the pavement.
- Take off your headphones and do not take calls.

Be aware of what is going on around you.

- Circulate by signalling your manoeuvres.
- Carry a light and reflective elements for when it gets dark.
- If you are under 16 years old, you must wear a helmet.
- Park your bike in bicycle parking areas.
- Bicycles can also be attached to street furniture if they are not in the way.

### Remember that...

Consuming alcohol or drugs and cycling is punishable by law.



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## IF I HAVE TO COMMUTE BY SCOOTER, HOW DO I DO IT IN A CIVIC MANNER?

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- Ride unaccompanied.
- Ride off pavements and pedestrian zones.
- For safety reasons, use cycle lanes whenever possible.
- Respect road signs and signals, including traffic lights.
- Do not use headphones or mobile phones.
- It is highly recommended to wear a helmet.
- The scooter may not exceed 25 kilometres per hour.
- At night, keep your lights on and wear reflective elements.
- Ride signalling your manoeuvres.
- You can use a scooter as long as you are over 16 years old.

### **Remember that...**

Consuming alcohol or drugs and riding a scooter is punishable by law.

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## IF I HAVE TO COMMUTE BY CAR OR MOTORBIKE, HOW DO I DO IT IN A CIVIC MANNER?

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- Respect road signs, including those at the entrances to pedestrian islands, especially the maximum speed limit.
- Respect the priority for pedestrians and bicycles in reserved areas and in areas where they have priority (single platform residential streets, pedestrian areas, pedestrian islands, etc.).
- Reduce the noise of your vehicle: engine noise, loudspeakers, horns, sudden acceleration and braking, ...
- Respect the most vulnerable users: bicycles, pedestrians, scooters...  
Keep a safe distance.
- To take the children to school, remember that in our city we have school paths so that you can walk independently and safely.
- If your vehicle no longer works, call a specialised company to remove it from the street or contact the local police.
- Turn off the engine of your car if it is stationary.
- Park your vehicle in authorised places and in accordance with the existing regulations.
- Respect parking spaces reserved for people with reduced mobility.



- You may only park your motorcycle/moped on pavements that are wider than 4 metres and that there is a minimum of 3 metres from the vehicle to the facade for pedestrian use.

**The police can take your vehicle if:**

- It sounds the alarm and disturbs neighbours.
- It is badly parked.
- It has been parked for more than a month in the same place on the road or it is in a bad condition (flat tyres, broken windows...).
- It does not have insurance.

**Remember that...**

Consuming alcohol or drugs and driving a vehicle is punishable by law.



**MORE INFORMATION:**

**Timetables of Municipal Car Parks**



**Blue Parking Area**



**Municipal Towing Service**

Address: Carrer President Companys, 41-43

Phone number: 934 661 342

**Local Police Headquarters**

Address: Carrer Sant Jordi, 40

Phone number: 934 624 010

# YOUR PET IS A VERY GOOD COMPANION



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## HOW CAN I TAKE CARE OF MY PET WHILE TAKING CARE OF MY CITY?

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- Register it in the city hall's census of pet animals.
- Give it an identification chip and vaccinations.
- Collect and clean the remains of its droppings and dilute its wee-wee by sprinkling it with water.
- Clean and brush it at home.
- Always keep her on a leash in the street.
- Avoid making noise, especially between 10 pm and 8 am.

**Failure to comply with the regulations entails a financial penalty.**

## MORE INFORMATION:

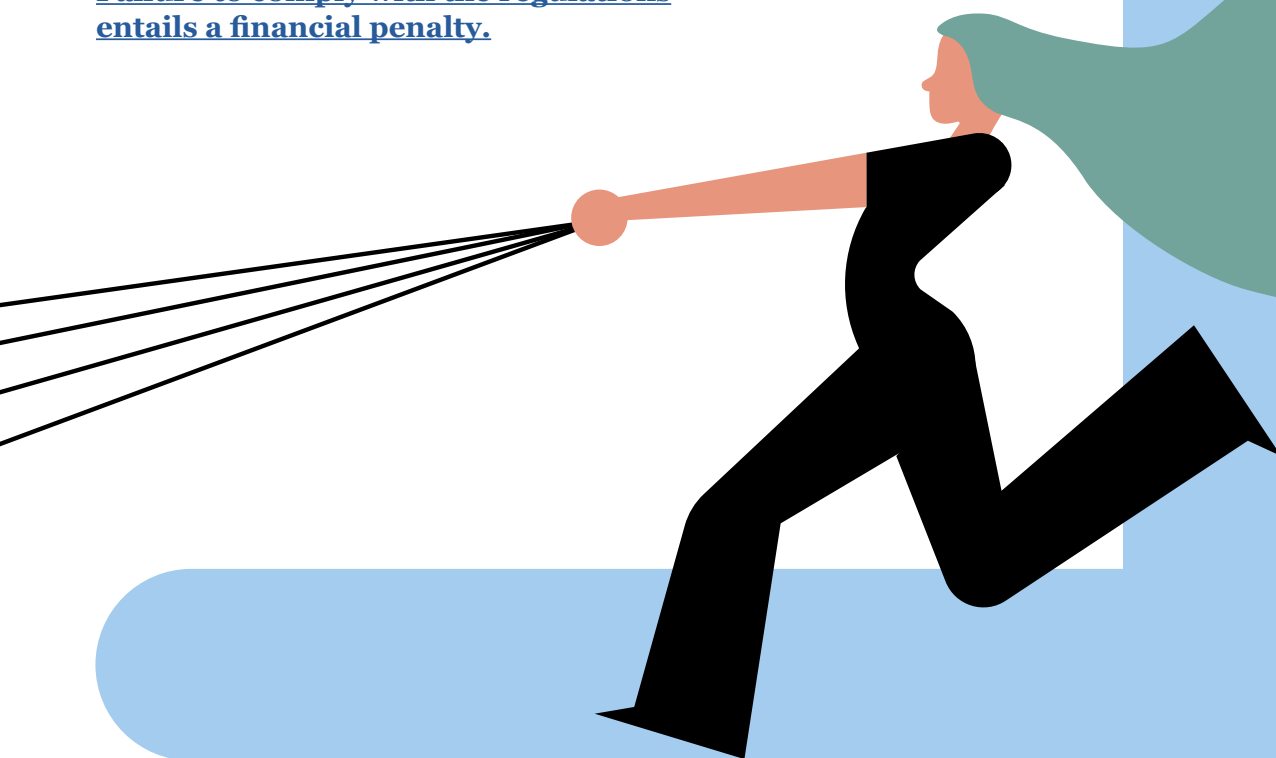
### Census of pet animals:

On-site procedure at the Information and Citizen's Advice Office (OIAC).

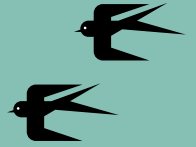
An appointment is required.

Address: Plaça de la Vila, 1

Phone numbers: 934 624 040 – 934 624 032



# I LIKE THE GREEN AREAS OF MY CITY



## WHAT CAN I DO TO CARE FOR AND MAINTAIN THEM?

— Respect and take care of all the city's landscaped areas.

### In the River Besòs Riverside Park:

If you cycle in the park:

- Respect the right of way for pedestrians.
- Do not exceed 20 kilometres per hour.

Si te acompaña tu mascota:

- Recoge sus deposiciones.
- Llévala atada y evita que baje al río.

**Remember that...**  
it is not a bathing area.

### In the Serralada de Marina Park:

- Always walk along marked or signposted paths or trails.
- Throw away your rubbish at home or at the collection points.
- It is forbidden to make fires or barbecues outside the designated areas.
- Be very cautious with anything that involves the danger of fire, such as cigarettes, driving motor vehicles, litter and rubbish, or littering.

## MÁS INFORMACIÓN:

The River Besòs Riverside Park 

The Serralada de Marina Park 



# RELEVANT INFORMATION

— [Citizen Information and Assistance Office \(OIAC\)](#)

Address: Plaça de la Vila, 1  
Phone number: 934 624 040 – 934 624 032  
Email: oiac@gramenet.cat

— [Municipal Office for consumer Information \(OMIC\)](#)

Address: Plaça d'en Vilaseca, s/n (numberless)  
Phone number: 934 624 090  
Email: omic@gramenet.cat

— [Women's Information and Resource Centre \(CIRD\)](#)

La CIBA – Address: Passeig de Llorenç Serra, 64  
Phone numbers: 934 661 411 – 690 879 615  
Email: cird@gramenet.cat

— [Social Care teams \(EBAS\)](#)

Preliminary care to people and families at social or at the risk of exclusion.  
There are different in the city.  
On the web, find the one closest to your home.

— [Municipal Office for Schooling \(OME\)](#)

Address: Rambla de Sant Sebastià, 98 – 100  
Phone number: 934.624.058  
Email: escolaritzacio@gramenet.cat

— **Coexistence, Community Development and Civility Helpdesk**

[Mediation and Support Team for Neighbourhood Communities](#)

Management and assistance in resolving neighbourhood conflicts.  
Address: Fondo Civic Centre, Carrer Wagner, 19  
Phone number: 93 392 27 14  
Email: equipmediadors@gramenet.cat

[Information and Advice for Foreigners \(CIAPE\)](#)

Care and support for newcomers.  
Address: Pins Civic Centre, Carrer dels Pirineus, 2  
Phone number: 934 663 940  
Email: ciape@gramenet.cat

[Team of Agents for Civility](#)

Information and promotion of civic culture.  
Email: santacolomacivica@gramenet.cat

— **Night-Time Civic Officers (watchmen):**

If you need help in the evening or at night.  
They can accompany you home at night.  
Timetable: from 11.30 p.m. to 6.30 a.m.  
(every day of the year except 18 October).  
Phone number: 674 213 777

— [Public Health](#)

Address: Carrer de Rafael de Casanovas, 85, 3r (3rd floor).  
Phone number: 934 624 000  
Email: salutpublica@gramenet.cat

— [Santa Coloma de Gramenet Local Police](#)

Address: Carrer de Sant Jordi, 40  
Phone number: 934 62 40 10

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— [Local Housing Office \(OLH\)](#)

It responds to citizens' housing needs and is the focal point of the **energy poverty detection and reduction service**.

Address: Plaça José Cámara de la Hoz s/n (numberless).

Phone number: 933 924 745

Email: [informacio@gramepark.cat](mailto:informacio@gramepark.cat)

— [Grameimpuls](#)

Address: Carrer de Rafael de Casanovas, 40

Phone number: 934 661 565

Email: [informacio@grameimpuls.cat](mailto:informacio@grameimpuls.cat)

— [Public Libraries Network](#)

In the city we have four libraries

(Central, Can Peixauet, Fondo and Singuerlín)

On the website, you can find the addresses and opening hours.

— [Mas Fonollar Youth Resource Centre](#)

Address: Carrer de Sant Jeroni, 1-3

Phone number: 93.385.55.01

Email: [masfonollar@gramenet.cat](mailto:masfonollar@gramenet.cat)

— [Civic Centres Network](#)

Public facilities where associations and individuals can carry out activities.

There are 14 civic centres in the city.

On the website you will find the contact details and the activities that take place in each centre.

— [Advisory Office for Entities \(OAE\)](#)

Phone number: 649 384 344

Email: [oficinaentitats@gramenet.cat](mailto:oficinaentitats@gramenet.cat)

— [Volunteering Point](#)

Located at the City Hall of Santa Coloma de Gramenet.

Address: Plaça de la Vila, s/n

Phone numbers: 934 624 079 (extension 4079) – 646 058 979

Email: [puntvoluntariat@gramenet.cat](mailto:puntvoluntariat@gramenet.cat)

Facebook: [@punt.delvoluntariat](https://www.facebook.com/punt.delvoluntariat)

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# EASY GUIDE FOR A CIVIC SANTA COLOMA



Ajuntament  
de Santa Coloma  
de Gramenet



A Santa Coloma,  
el civisme és vida!

**In cooperation with:**



**AMB** Desenvolupament  
Social i Econòmic



**Diputació  
Barcelona**

**You can also consult  
this guide:**

- in Spanish
- in Catalan
- in Arabic
- in Urdú
- in Chinese