

You are receiving this information package from us, along with an information form, in conjunction with your registration. It contains a great deal of practical information about your registration procedure and your move to Belgium in general. So please read it through carefully.

More information about our city is available in our city guide or at www.turnhout.be. If you have not received this guide when you registered, please ask the citizens' affairs office ('dienst burgerzaken').



WELCOME TO TURNHOUT



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HOW DOES THE REGISTRATION PROCESS WORK?

Non-EU nationals

1. Report to the foreigners' administration of the citizens' affairs office. Bring the following documents with you:

- valid international passport (with visa, if applicable)
- 4 passport photos
The photos must have a white, uniform background and must be full frontal.
- If applicable a valid residence permit from an EU member state

1.1. If you have filed an application for asylum with the foreigners' affairs office in Brussels, you need to bring:

- annex 26
- 4 passport photos.

We also need an address in Turnhout for you, also in case of an application for asylum.

2. On the basis of the documents which you submit, the office will check whether you are eligible for a short stay (maximum three months) or long stay (more than three months).

2.1. Non-EU nationals who wish to stay in Belgium for a longer period (more than three months) must apply for permission to do so beforehand at the Belgian embassy or diplomatic mission in their country of origin. They must have a type D visa when they enter Belgium.

You can obtain a visa for a long stay for work, study or family reunification. More information on applying for a visa is available on the following website:

<https://dofi.ibz.be/sites/dvzoe/en/Pages/home.aspx>

If you would like to know which Belgian embassy abroad is authorized to deal with your application, please go to: www.diplomatie.belgium.be

Do you already have a residence permit from another EU member state?

Then you have the automatic right to stay in Belgium for three months (so your EU residence permit has to be valid for at least three months).

Would you like to stay longer in Belgium?

In that case you must have a long-term resident's EC residence permit. You can apply for long-term resident status in the member state for which you have a residence permit.

What is a long-term resident?

Long-term residents are non EU nationals who can freely move within the EU in order to go to work or study in another member state and to settle there.

Would you like to work in Belgium as a long-term resident of another member state?

Then your employer will need to apply for a work permit for you. In that case, you will receive a Belgian residence permit for the duration of your work permit.

Are you a non-EU national but have an EU family member in Belgium (parent, child or spouse)?

If so, you enjoy the same rights as an EU national. As such, you can follow the procedure described under the following heading.

EU nationals

1. On your first visit to the City Office you receive a copy of this welcome brochure. It contains an information form that you need to fill out in full. The information you fill in will be used to set up your file and to determine what additional documents we need from you.

Sheet B of the information form:

Here you fill in the history of your civil status. You can fill this in yourself, or instead you can request a history of your civil status from the citizens' affairs office of your former place of residence (full extract from the population register). If you are unmarried and have never been married, then we need such an extract in any case to confirm that you are unmarried. Anyone 15 and older must be able to prove their civil status.

2. You send us the completed information form together with a copy of each family member's passport or identity card.

- By mail to our address: Dienst burgerzaken t.a.v. de vreemdelingenadministratie, Campus Blairon 200, 2300 Turnhout
- Or by e-mail: burgerzaken@turnhout.be

3. We send you an invitation letter in which all the documents necessary for your registration are summed up. This invitation letter will be sent to the address in Turnhout that you submitted on your information form.

As soon as you have gathered all the necessary documents you can call us to make an appointment to come to the city office to receive your certificate of registration (annex 19 or 19ter). An annex 19 or 19ter costs 20 euro.

In case you were not able to collect one or more of the documents that we asked for, please mention this when you call us to make an appointment.

More specifically it concerns the following documents:

- 4 Passport photos

The photos must have a white, uniform background. The photos must be full frontal.

- Documents necessary for a certificate of registration (annex 19)

Although you have three months in which to do so, you can also submit some of the documents at the time of your appointment. You need to prove that you have sufficient means to support yourself while residing in Belgium. In order to determine that your income is stable and regular, you will be asked for proof for a period of minimum three months; starting from the date of your registration (date on the annex 19).

This means you cannot provide the entire proof of means of support at the time of your appointment, but only after three months.

- Documents necessary for you registration in the national register

These may include:

Birth certificate – marriage certificate

These documents must be requested from the municipalities where you were born and married. The documents must be in Dutch, French, English or German and, depending on the country that issued them, must also be legalized (apostil by the competent authority in the country of origin or legalization by the BELGIAN embassy).

Divorce certificate

Divorces issued in an EU country (except for Denmark)

Documents to be submitted:

- Complete copy of the decision (judgment or certificate of divorce)
- Brussels II bis certificate of decisions in matrimonial matters, as referred to in Article 39 of Regulation (EC) 2201/2003, issued by the court that issued the judgment (to be asked at the clerk's office of the court that pronounced the divorce).
- If given in default of appearance:
 - Either a proof that the document instituting proceedings for divorce has been served on the party that failed to appear
 - Or any document attesting that the respondent unequivocally accepts the decision

Divorces issued in a non-EU country + Denmark

Documents to be submitted:

- Complete copy of the decision (judgment)
- If given in default of appearance: proof that the document instituting proceedings for divorce has been served on the party that failed to appear

- Proof that the judgment has been declared enforceable (is deemed *res judicata*). This is either:
 - mentioned on the judgment itself
 - separate document
 - copy of the marriage certificate with a marginal annotation
- proof that the judgment was served or brought to the attention of the absent party

Attention:

- Divorce judgments that are drawn up in another language must be translated into Dutch (by a Belgian sworn translator).
- Original documents issued by a foreign authority must be legalised, where necessary, for use in Belgium.

Proof of deregistration

This proof must be obtained in your last place of residence.

We advise you first to obtain all other documents before being deregistered.

Until you submit proof of deregistration, you will not be registered in the register of foreigners, but will remain registered in the interim register.

Driving licence

Your driving licence will be registered with us, to avoid problems if you should lose it.

If you have a driving licence issued by a country within the European Union, you do not need to exchange it for a Belgian driving licence. If you should nonetheless wish to exchange your driving licence for a Belgian one, make sure you do so before it expires!

Bus and truck drivers must regularly undergo medical check-ups. If you have a Dutch driving licence, for instance, the medical check-up must take place in the Netherlands. If you have a Belgian driving licence, then you only need to get the approval in Belgium. The place of approval depends, in other words, on the country that issued your driving licence and not the country where you are working.

4. As soon as you come to our office you receive an annex 19 from us (request for a certificate of registration). Non EU family members receive an annex 19ter. On these annexes we mention the documents that you have submitted and those you are still required to submit within three months.

You will be asked to show what means of support you have during the first three months of your stay in Belgium. People who are still looking for work and therefore cannot show evidence of their means of support may obtain a **certificate of presence** instead of annex 19. This is a document that gives you the right to stay in Belgium for three months without being registered. In this way, you have three additional months time to look for work.

5. We will inform the local police officer that you have moved to Belgium. Before we can register you, the local police must determine whether you really live in our city. When the local officer visits, you will receive an invitation from him or her. A week after you receive the invitation, you must ring us up to make an appointment.

The local officer will come by several times at different times of the day, so you don't have to stay home specially for this purpose. If you know ahead of time that you will not be home at a particular time, you can always mention this so that we can pass the information on to the local officer.

6. On the day of the appointment, you should report to the reception desk of the City Office, where the staff will refer you to a staff member of the foreigners' administration.

7. If all the proofs required have been submitted within three months, we will send the dossier to the Immigration Department in Brussels for assessment. The Immigration Department then has three months to assess your application and make a decision.

A registration process takes a maximum of six months; this means that after a maximum of six months after the annex 19 has been drawn up you will know the decision regarding your residence card. If you have not heard from us when the six-month period has expired, then it means that you are entitled to a residence permit for five years and that you can come to our City Office to apply for one.

Your passport or identity card

Every foreigner in Belgium must have not only a Belgian residence permit but also a valid passport or national identity card. To prolong or renew your passport or identity card, you need to consult your embassy or consulate in Belgium. On the website of the Federal Public Service Foreign Affairs, you can find the addresses and opening hours of the embassy or consulate of your country of origin: www.diplomatie.be

Importing or buying a vehicle

After your registration in the city, you have a maximum of 6 months to bring your vehicle to Belgium. When you register, you will receive a national register number. Without the national register number you cannot bring in your vehicle.

Since 16 November 2010, Belgian licence plates have been adapted to the European model (licence plates with a red letter on a white background, preceded by a number from 1 to 7). Your licence plate will be sent to your home by post. You must pay 20 euros for the plate.

You can request a licence plate by filling in a standard form available from your car vendor, insurer or DIV office (Vehicle Registration Directorate). At the DIV office of the province of Antwerp you can register a new vehicle or import your foreign vehicle. The DIV is situated at the following address:

DIV Kontich

Industriezone "Blauwesteen"
Neerveld 3B
2550 Kontich

Opening hours

- On weekdays from 8:30 a.m. to 12:00 p.m. and from 1 p.m. to 3:45 p.m.
- Customs: Monday, Wednesday and Friday from 8:30 a.m. to 12:00 p.m.

To import a vehicle from abroad you must do the following:

1. Reporting the vehicle to customs (see address of the DIV office)

Bring the following documents with you:

- the certificate of conformity of the automobile
- the purchase invoice of the vehicle
- the registration number in the country of origin.

Note: if you need the original proof of registration in the event that you return to your country of origin, you must clearly mention this to Customs and the DIV (Vehicle Registration Directorate). It is important in such cases to find out what you need to do in your country of origin.

You will have to fill out the pink "application to register a vehicle" form. A green 705 sticker and a stamp need to be affixed to it. The 705 sticker is the document that the customs of the Belgian-Luxemburg Economic Union (BLEU) issues in order to inform the DIV that a vehicle that is to be registered is in compliance with the customs regulations. Whether your car needs to go for a motor vehicle inspection, depends on your situation. If you are importing a vehicle because you are moving, and the vehicle has not changed owners, then no technical inspection is needed.

2. Taking out Belgian auto insurance

You are required to take out a Belgian insurance policy; even if the vehicle insured in Belgium remains covered by the insurance policy in the land of origin. A "Z" on the request to register a vehicle is often intended as a certificate for the insurer. This insurance sticker proves that an insurance policy that is in compliance with the legal requirements regarding civil liability has been subscribed.

More information is available via:

the Federal Public Service Mobility and Transport, Dienst Inschrijvingen Voertuigen (DIV)

City Atrium

Vooruitgangsstraat 56, 1210 Brussel
02 277 30 50
www.mobiliteit.fgov.be

Company cars

If you are an employee driving a company car with a foreign licence plate number, you must ask for an exemption from VAT from the VAT office:

Centraal taxatiekantoor (central tax office)

Spoorwegstraat 22
2300 Turnhout
02 575 72 20

Taxes and social security

Turnhout Tax and registration office

If you have questions for the Belgian tax office, contact the tax office in Turnhout:

Federal Public Service Finance (FOD financiën)

Centraal taxatiekantoor
Spoorwegstraat 22
2300 Turnhout
02 575 71 00

Cross-border Employment and Business Team

The Cross-border Employment and Business Team (GWO) provides general information about tax imposition in the Netherlands in the event of cross-border situations with Belgium. You can also turn to them with questions about income tax in Belgium if you are in a cross-border situation with the Netherlands. The Belgian, Dutch and German tax offices work together on the GWO Team.

GWO

Terra Nigrastraat 10
6216 BL Maastricht
0800 024 12 12 (vanuit Nederland)
0800 90 220 (vanuit België)

Bureau of Belgian Affairs

The Bureau of Belgian Affairs is an organization that looks after all aspects of social security in situations involving a Dutch-Belgian cross-border element.

Bureau Belgische Zaken

Rat Verleghstraat 2
4800 RC Breda
0031 76 548 50 00
www.bbz.nl

Working in Belgium

You work in Belgium

Federal Public Service Employment, General directorate, Supervision of Social Legislation

If you have questions about labour legislation (duration, reduced working time, etc.), the employment contract (notice period, severance pay, etc.) or the application of the collective labour agreements (salary, etc.), you can turn to the regional directorate of the Supervision of Social Legislation.

FOD Werkgelegenheid, Algemene directie Toezicht op de Sociale Wetten External directorate Supervision of Social Legislation (Toezicht op de Sociale Wetten)

Warandestraat 49
2300 Turnhout
014 44 50 10
tsw.turnhout@werk.belgie.be
www.werk.be

Are you looking for work in Belgium?

VDAB

The Vlaamse Dienst voor Arbeidsbemiddeling en Beroepsopleiding (VDAB, Flemish employment service and professional training service) assists people who are looking for a job. You can register with them as a job-seeker. You can also enrol in a training programme intended to prepare you for a job.

VDAB

Spoorwegstraat 7
2300 Turnhout
014 44 51 10
wwturnhout@werkwinkel.be
Opening hours: 08:30 a.m. - 12.30 p.m. and 1:15 p.m. – 5 p.m. (Thursday afternoons by appointment)

PWA Turnhout

You can turn to Turnhout's Plaatselijk Werkgelegenheidsagentschap (PWA, local employment agency) for information about service vouchers (both for employees and for users), PWA employment placement, placement measures (e.g. entry level positions, Activa, etc.) and other matters.

The PWA wishes job-seekers who have been unemployed for a while to be usefully occupied and to earn some money by legal means. This can help the job-seeker to fulfil a few social needs that would not be fulfilled, or only insufficiently, in the normal labour circuit. The following types of work are possible: gardening, child care, care for the sick (in some cases), household chores and administrative formalities.

PWA Turnhout

Spoorwegstraat 7
2300 Turnhout
014 68 94 40
pwa.werkwinkel@turnhout.be

Do you want to set up your own business?

Business counter

People who would like to set up a business in Belgium can use the services of a business counter (ondernemingsloket). A complete list of business counters in the Turnhout region can be found on the website of the Federal Public Service Economy: http://economie.fgov.be/nl/ondernemingen/leven_onderneming/oprichting/ondernemingsloket/ This list can also be obtained from the foreigners' administration at the City Office.

Education

In Belgium, education is mandatory for all children from 6 to 18 years of age.

For primary and secondary schools, the school year begins on 1 September and ends on 30 June.

Turnhout has 18 elementary schools, of which one offers special education, and 13 secondary schools, of which one offers special education. These schools include those run by the city, by the Flemish Community and by the free network. The complete list of schools is available on the website of the city of Turnhout: www.turnhout.be or a paper version from the foreigners' affairs office.

Elementary schools

These are nursery schools and primary schools for children from 2.5 to 12 years. If you would like to enrol your child in an elementary school; contact:

City Office, Welfare – Education (Gelijke Kansen – Onderwijs)

Campus Blairon 200
2300 Turnhout.
014 40 96 31
onderwijs@turnhout.be

Secondary education

These are schools for young people from 12 to 18 years of age.

Contact the school of your choice and enrol your child directly. When enrolling your child, the school will ask for a national register number.

Education networks

3 different education networks:

- 1. The Community Education (GO!) of the Flemish Community is the state education sector that is constitutionally required to be neutral. Religious, philosophical or ideological convictions of the parents and students must be respected.**
- 2. The 'free' education network consists largely of Catholic schools and one "method school" in Turnhout.**
- 3. Municipal education is run by the Turnhout city authorities.**

Education for non-Dutch speaking newcomers

OKAN

If you are new to the area, you don't speak Dutch and are looking for a school, then OKAN offers the appropriate education for you. OKAN stands for 'Onthaalklas Anderstalige Nieuwkomers' (Reception class for newcomers who do not speak Dutch). Such students study Dutch intensively for one year. After that, they can be integrated into regular classes.

For children under 12 years:

City office
Gelijke Kansen – cel Onderwijs
Campus Blairon 200
2300 Turnhout
014 40 96 31
onderwijs@turnhout.be

For children from 12-18 years:

Hivset (free network)
Apostoliekenstraat 4
2300 Turnhout
014 47 13 20
lieve.lenaerts@hivset.be of dominique.devel@hivset.be
www.hivset.be

Koninklijk Atheneum (run by the Flemish Community)
Boomgaardstraat 56
2300 Turnhout
014 47 05 10 of 014 44 80 50
014 44 80 50
okan@acbt.be
www.acbt.be

For young people over 18:

Het huis van het Nederlands (House of the Dutch language):
Renier Sniedersstraat 62-64
2300 Turnhout
014 42 06 69
www.nt2antwerpen.be

LOP

If you encounter any difficulties when enrolling your child in a school or you have questions about reception classes for newcomers who do not speak Dutch, then you can contact the Lokaal Overlegplatform (LOP, local consultation platform):

LOP

0473 93 89 37
marc.vandemaele@ond.vlaanderen.be

Integration

An integration programme is made up of:

- a Dutch language course
 - classes about life in Belgium. Here you will learn about living and working, education, your rights and duties and a lot more. You can take the classes in your own native language or in another language you understand.
 - Coaching in your efforts to find a job or a suitable training course
 - Information about sports, culture and leisure
- The integration programme is free.

Who is it for?

You qualify for an integration programme if you:

- Are a foreigner or a Belgian born elsewhere
- Are registered in a Flemish commune
- Are 18 years of age or above

Interested?

Visit the integration office:

Prisma v.z.w.
Renier Sniedersstraat 62-64
2300 Turnhout
014 42 06 69
onthaalbureau@prismavzw.be

Child care

There are various forms of child care available for children between the ages of 0 and 12.

You can go to the website www.kiko.be to find a suitable day care centre for your child. You can choose the type of day care you need, the municipality of your choice and the age of your child, and you will see the appropriate places on the screen.

Children too young to go to school (0 to 3 years)

Children who don't go to school yet can be enrolled in a day care centre (where children are placed in age groups) or a home care (child care in a private person's home).

"Slabbers & Co" is a day care centre subsidized by the city of Turnhout:

vzw Kinderopvang Turnhout Slabbers & Co

Begijnenstraat 24

2300 Turnhout

014 42 09 69

griet.gys@skynet.be

www.turnhout.be/kinderopvang

School-aged children

Children who attend school can also be enrolled in a child care centre outside the school before and after school hours. Some schools run such day care centres themselves, and in that case you can get information from the school principal's office.

In addition, "Gabbers & Co" also offers day care options outside of school in four different locations in the city. More information is available on the website:

Vzw Kinderopvang Turnhout

Druivenstraat 19

2300 Turnhout

014 42 09 69

www.turnhout.be/kinderopvang

If you should need child care unexpectedly or only occasionally, Het Lindeke offers one solution.

Het Lindeke provides short-term day care for children from 0 to 6 years for a maximum of 2 full or 4 half days per week. They are closed on Mondays and open Tuesday through Friday from 8 a.m. to 5:45 p.m.

Children may not arrive between 11:30 a.m. and 1 p.m. or after 5 p.m.

Kinderdagverblijf het Lindeke

Jeugdcentrum Wollewei

Draaiboomstraat 6

2300 Turnhout

014 43 62 22

If your child is sick or needs extra care due to a handicap, you should contact your health insurance fund to find out if they offer any special needs day care (often in the home).

Public utilities

Energy providers

The VREG is the Flemish energy regulator that organizes and supervises the energy market. As a consumer, you can turn to it with any questions you may have about energy. The VREG can also help you find the energy provider that suits you best. On the VREG's website you can find information about the various energy providers active in our country: www.vreg.be

Electricity and natural gas

Network manager of electricity and natural gas:

IVEKA

Koningin Elisabethlei 38
2300 Turnhout

Opening hours

Weekdays from 8 a.m. to 8 p.m.

Saturday from 9 a.m. to 1 p.m.

078 35 35 34 – general

078 35 35 00 – problems and interruptions of service

078 789 789 – meter reading

0800 650 65 – smell of gas

www.iveka.be

Telephone, internet and digital television

There are various service providers on the Belgian market. A selection of the large range of providers:

Belgacom Center

Victoriestraat 14
2300 Turnhout
014 44 58 20
www.belgacom.be

Telenet SmartSpot

Gasthuisstraat 30
2300 Turnhout
014 42 77 17
www.telenet.be

Cable television

Telenet

Liersesteenweg 4
2800 Mechelen
0800 66 046
www.telenet.be

Water

PIDPA

0800 90300

0032 3 216 88 88 (from abroad)

Health insurance funds

If you work in Belgium or if you are registered in the national register and have a residence permit for more than three months, you can join a health insurance fund. Resident members of your family can also join.

 **There are several health insurance funds in Belgium. Here are three of them:**

CM (Christian health insurance fund)

Campus Blairon 420
2300 Turnhout
014 47 37 00
www.cm.be

De Voorzorg (socialist health insurance fund)

De Merodelei 19
2300 Turnhout
014 40 92 00
www.socmut.be

OZ (independent health insurance fund)

Vogelzang 2
2300 Turnhout
078 15 30 96
www.oz.be

Parking

The parking policy in the city of Turnhout is administered by the private company APCOA. Residents' cards can be obtained from them:

Parkeershop Turnhout

Patersstraat 36
2300 TURNHOUT
014 82 14 08
www.apcoa.be/bewonerskaart/

Opening hours:

Monday to Saturday from 9 a.m. to 1 p.m.

Waste collection

Waste consists of different fractions: i.a. paper and cardboard, pmd (plastic bottles and flagons, metal packaging and liquid containers), organic waste or gft (vegetable, fruit and garden waste) and residual waste. On the waste calendar you can find all information about house-to-house wastecollection in Turnhout. It is available in the City Office at the reception desk.

As of January 1, 2015 the collection of residual waste and gft is processed through the Diftar system. The purpose of DIFTAR is to minimize waste and divide the cost fairly. If you offer less waste for collection, you have to pay less.

In each house at least one gray residual waste container must be present. A green gft waste container is not mandatory, but recommended if you do not compost your organic waste.

These containers are equipped with a data chip that weighs how much waste is offered to the collection service. The waste collection will be billed per invoice. In advance a certain amount has to be deposited on a bank account.

When the containers at your address are too small or if there is no gft container present, you can apply for a new one. To do this, please contact the Diftar information line on the toll free number 0800 97 687.

The containers are available in different sizes: 40, 120 or 240 liters. The smallest size (40 liters) is only available for:

- Apartments, studios
- Terraced houses
- Serviced residences or nursing homes
- Homes that are more than 150 meters away from the standard pick-up route.

Rates

Waste: 0.25 euro per kilogram

Gft 0.15 euro per kilogram

A fixed cost will also be charged monthly.

The monthly fixed cost is 4 euro, included herein are the costs of the house-to-house collections, access to the containerpark and the overall tidiness of Turnhout.

If you also have a gft container, you pay an **additional 1,50 euro per month**. For the use of a **second gft container of 120 liters**, you pay an **additional 1,50 euro per month**.

Allowances

If for medical reasons (incontinence, kidney dialysis at home ...) you have more garbage, Turnhout provides an allowance of 30 euro per year. Families with children under the age of two **automatically** receive an annual allowance of 20 euro per child (or 40 euro if you are entitled to an increased health insurance intervention). Families with children between the ages of 2 and 3 **automatically** receive an annual allowance of 10 euro per child (or 20 euro in case of increased health insurance intervention). More information about these grants? Call **0800 97 687**.

When you register in our city, you must indicate who is the head of the household at your address. The Diftar costs are billed to the head of the household.

More information about Diftar can be found on www.diftar-iok.be or via the toll free number **0800 97 687**.

You can also contact our colleagues of the environmental service for more information on the collection of other waste materials, by calling 014 44 33 28

The moving van

A permit to put up a "no parking" sign can be obtained from:

Roads, Green space and Mobility service (Wegen, Groen en Mobiliteit)

City Office
Campus Blairon 200
2300 Turnhout
014 44 33 93

Absences and going abroad

If you are absent for a longer period (from 1 month to maximum 1 year) for a stay abroad, report this to the citizens' affairs service. Your temporary absence will be recorded in the national register. This way you can avoid being struck from the population register. If you leave the country definitively, you must also report this. You will then receive a proof of your deregistration.



Any further questions?



Please contact the foreigners' administration of the citizens' affairs office.

City Office

Citizens' Affairs (Burgerzaken)

Campus Blairon 200

2300 Turnhout

014 44 33 33

burgerzaken@turnhout.be

Opening hours City Office

Monday to Friday from 8.30 a.m. to 12.30 p.m.

Monday also from 13.30 p.m. to 19.30 p.m.

Or by appointment:

- | | |
|--------------------------------------|--------------|
| - Citizens' Affairs | 014 44 33 65 |
| - Roads, Green space and
Mobility | 014 44 33 93 |
| - Welfare and Education | 014 40 96 32 |
| - Housing | 014 44 33 95 |

