TARTU



Navigating Life in Tartu

Issued by Tartu City Government Department of Public Relations
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tartu.ee
Tartu, 2025

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Co-funded by the European Union

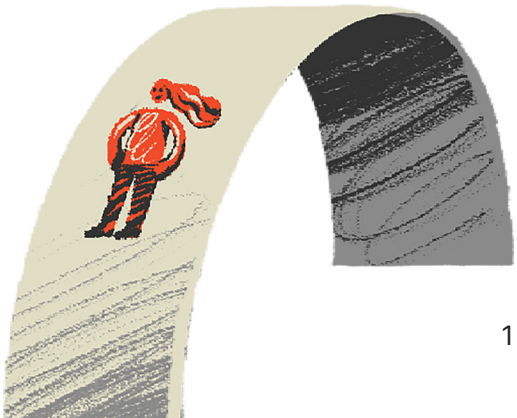
Investing in your future

Information Centre of Tartu and Information phone number 1789

Information for citizens and guests is provided by specialists from the City Government and Tartu County Tourism Foundation in the Tartu Information Centre located on the first floor of Town Hall.

Information regarding contacts of city government officials, their office hours, work tasks and procedures is provided at the **city council and city government counter**. Parking permits, bus cards and bus tickets, as well as bus schedule booklets can be purchased from the Information Centre. It is also possible to draw up parking cards for the disabled, use the internet and grab prints and brochures free of charge.

Raekoja plats 1a
Mon 9–18, Tue–Fri 9–17
Phone number 1789
infokeskus@tartu.ee
tartu.ee



Tourism information specialists sell souvenirs and help
visitors of Tartu with tourist information.

From 15 May to 15 September Mon–Fri 9–18, Tue–Fri 9–17, Sat–Sun 10–16
From 16 September to 14 May Mon 9–18, Tue-Fri 9–17
Phone number 744 2111
info@visittartu.com
visittartu.com

Tartu free information phone number 1789 helps with

- → finding contact information of city government officials and their office hours,
- → forwarding public order announcements
- → Tartu Smart Bike Share and bus traffic questions
- → prompt information during a time of crisis.

If need be, the call will be forwarded to another specialist.
The phone is answered on business days from 8 a.m. to 6 p.m.



Tartu Welcome Centre

The aim of the centre is to assist new immigrants arriving in Tartu and South Estonia with smooth adaptation into the life and society of Estonia.

It is possible to apply for a personal identification code and register one's place of residence at the Welcome Centre. All sorts of practical help is provided there as well.

Ülikooli 17
Mon–Fri 9–16 and Thu 9–18
Phone number +372 5191 3248
info@tartuwelcomecentre.ee
tartuwelcomecentre.ee
facebook.com/tartuwelcomecentre





Information about Cultural Events

It is possible to find versatile information on the web page **kultuuriaken.tartu.ee** about cultural and sporting events taking place in Tartu and about the organizers, companies and groups organizing them, as well as information about seminars and options for spending free time. When **organizing** an event in Tartu, information about it should be inserted into the Window of Culture. This way you can advertise your event for free.

Information about events organized by Tartu city and Tiigi seltsimaja can be found on the website **tartukorraldab.ee**.



Hoisting the Flag on Holidays

FLAG DAYS

1. 3 January – Commemoration Day of Combatants of the Estonian War of Independence;
2. 30 January – Estonian Literature Day;
3. 2 February – Anniversary of Tartu Peace Treaty;
4. 24 February – Estonian Independence Day
5. 14 March – Mother Tongue Day;
6. 23 April – Veterans' Day;
7. 9 May – Europe Day;
8. the second Sunday of May – Mothers' Day;
9. 1 June – Day for the Protection of Children;
10. 4 June – Flag Day;
11. 14 June – Day of Mourning (the flag is hoisted as a mourning flag);
12. 23 June – Victory Day;
13. 24 June – Midsummer Day;
14. 20 August – Day of Restoration of Independence
15. 1 September – Day of Knowledge
16. the second Sunday of September – Grandparents' Day;
17. the third Saturday of October – Finno-Ugric Day
18. the second Sunday of November – Fathers' Day.

The Estonian flag shall be hoisted at sunrise but not later than 8.00 a.m. and shall be lowered at sunset but not later than 10 p.m. The Estonian flag shall not be lowered on Midsummer Night.

The Estonian flag is hoisted on the day of an election and a referendum.

The Estonian flag is hoisted on residential, business and office buildings on Independence Day, Victory Day and on the Day of Restoration of Independence. In addition, it is appropriate to celebrate personal events and anniversaries by hoisting the flag.

The flag of Tartu is hoisted in Tartu on days of celebrations and anniversaries (e.g. on Tartu City Day on 29 June). Residents have the right to hoist the city flag to celebrate personal events and anniversaries. Companies and organizations can do the same at their major events.

The city flag can be purchased from Tameo Lipp OÜ (Jalaka 64, Tartu, **tameolipp.ee**), from OÜ Lipuvabrik (**lipuvabrik.ee**), from OÜ Liputehas (**liputehas.ee**) and from OÜ Tekstiilprint (**tekstiilprint.ee**).

Applying for ID card, Residence Permit or Residence Permit Card

EU citizen ID card and residence permit as well as residence permit card for citizens of third countries can be applied for at the Estonian Police and Border Guard Board service offices. It is possible to book a time for submitting your application here: **broneering.politsei.ee** EU citizens should opt for service option number five. More

specific information and instructions can be found on the website politsei.ee. Client information phone number **612 3000** can be reached 24/7.

NB! An EU citizen ID card is not a travel document. Also, it is not possible to travel with the residence permit card, though it must be taken with the country of nationality passport to return from your trip. It is important in the case of both documents, that you have a registered place of residence in Estonia.

Documents are to be collected from the Estonian Police and Border Guard Board service offices. The Tartu office is located at Riia 132 and their office hours are Mon–Fri 9–17. It is possible to take your document photo free of charge at the speed capture photo kiosks.

Fingerprints are taken from all applicants starting from age twelve. This is the reason why applicants need to apply for their ID card at the service office and also claim their document in exchange for their signature.

In case you are uncertain how to use your ID card and digital signature, please contact the ID card helpline **666 8888**.

In case you have **lost your ID card**, please call 677 3377 and your card certificates will be suspended.

If the card is found, you need to go to any Police and Border Guard Board service office and the certificates will be activated.

Place of Residence

If you wish to register your place of residence or change information about your place of residence in the population register, the following options are possible:

a) submit a place of residence notice in the State Portal **rahvastikuregister.ee** and identify yourself using Smart-ID, mobile-ID, ID-card or Residence Permit Card;
b) submit a place of residence notice at Tartu Welcome Centre at Ülikooli 17 (**tartuwelcomecentre.ee/registry-services**). Their office hours are Mon–Fri 9–16 and Thu 9–18. Take with you your personal ID, Estonian residence permit, a document signed by tenants and all owners of the place of residency proving the right to use Estonian residence permit and place of residency;
c) submit a place of residence notice at Tartu City Government Department of Population Facts at Küüni 5 (phone number 736 1140, tartu.ee/elukoht). Office hours are Mon 9–12 and 14–17.30, Tue 12–16, Wed 9–12 and 13–16, Fri 9–12 and 13–15. Take with you your personal ID, a document signed by tenants and all owners of the place of residency proving the right to use Estonian residence permit and place of residency;
d) fill out the place of residence notice application on paper and **mail** it to the Tartu City Government Population Facts department (Küüni 5, 51004 Tartu). You can collect the application from the same department or print it from the website of Tartu. A copy of the page with your personal details from your personal ID needs to be included.
e) send a filled and digitally signed place of residence notice **via email** to elukoht@tartu.ee.

Birth of a Child

The birth of a child needs to be registered within a month of the birth based on the child's parent's application. The application for registering the birth of a child can be submitted by the parents of the child in the e-population register at **rahvastikuregister.ee**. This can be done by married and not married parents.

If the parents of the child are not married, both the child's mother and father need to be present at the Vital Statistics Department for registering the information of the child's father.

Parents who are married to each other share joint custody. Parents who are not married may choose to give custody to one parent or choose joint custody when registering the birth of a child.

Additional information can be received from the Department of Population Facts at Tiigi 12, phone number 742 0960.

Tartu city gives each child a silver spoon with an engraved Tartu coat of arms on it if their place of residence in the Estonian population register is marked as Tartu city six months after their birth. An invitation to the reception is sent to the mother's address when the child is about eight or nine months old. More information can be received calling the phone number 736 1345 and from the website **tartu.ee/et/tartlaste-meelespidamine**.





Marriage

An application for marriage or divorce can be submitted in person as a joint application. A marriage application can be submitted via **e-population register** if all necessary information for submitting the application is available in the population register. The form of concluding marriage, whether in an office or in a ceremonial manner (at Tiigi 12) at an extra charge, has to be chosen when submitting the application.

Marriages are concluded on Fridays and Saturdays. It is also possible to get married on workdays, but only in a simple manner (only the two people getting married, without any guests) in the clerk's office. It is possible to conclude marriage **outside of the public office** in a location chosen by the people getting married.

In order to end a marriage, the two married people need to submit a joint written application of divorce in person at the Department of Population Facts (Tiigi 12). Both spouses need to be there in person to submit the application for divorce.

If the spouses are in the middle of disputes over the divorce or anything concerning it, the marriage will be ended in court.

Additional information is available on the websites
tartu.ee/abielu;
tartu.ee/et/abielu-lahutamine



Loss of a Loved One

If a person dies at home, the **family doctor or ambulance** must be called to state the death. In case of a violent death or a death without a clear reason, the ambulance and police are called and an autopsy is later performed on the deceased.

It is usually not necessary to register deaths at the Department of Population Facts as the obligation and right to register deaths and issue an initial death certificate lies with health care service providers (family doctors, hospitals, the ambulance etc). The burial site, if known, is also entered into the population registry.

Transport of the deceased can be ordered 24/7 by calling 748 7108 and 5860 6000 (Tartu crematorium, Jaama 122a, **krematoorium.ee/tartu**).

Matters regarding **burial sites and burial services** can be discussed with Tartu city establishment Kalmistu (Kalmistu 22, phone number 736 1525).

The person organizing the funeral of the deceased person can apply for a **funeral aid** of 250 euros from the city. A funeral aid can be applied for by the person organizing the funeral of a deceased person who, according to the Population Register, was a resident of the City of Tartu at the time of their death. Refer to **tartu.ee/et/matusetoetus**.

Education and Children

There are 31 municipal and 13 private kindergartens in Tartu. Information about kindergartens and options for applying for a kindergarten spot can be found from Tartu city webpage. There is a subsection called “Lapsehoiud” where contacts of providers of **babysitting services** are also provided.

The system for administering educational services called ARNO is used in Tartu for applying for a **kindergarten spot** and processing these applications. Parents can apply for a spot

a) electronically through **ARNO**
b) on paper at the Department of Education (Raekoja plats 12) or
c) on paper at a childcare facility.

Kindergarten spots are processed only through ARNO.

There are 31 general education schools in Tartu, out of which there are 21 schools that provide basic education, six that provide basic and high school level education and four that provide high school level education. The list of schools can be found on Tartu city website. It is also



explained there what to take into consideration when starting first grade or high school, information is provided about preparatory classes, exams, school breaks, snow days etc. Questions concerning school are answered when calling the **Department of Education**, phone number 736 1445.

Four educational institutions in Tartu provide **vocational education**. The largest of them is Tartu Vocational College (Kopli 1, phone number 736 1810, **voco.ee**).

The Centre for Educational Support Services (Tähe 56, phone number 746 1000, **htk.tartu.ee**) provides advice and support to children, their parents, teachers as well as other specialists working with children. There are psychologists, special education teachers, a speech therapist, a career counselor and a social worker working in the center. They are there to help with kindergarten-age children and school-age children who have trouble with development, studying, behavior or communication.

Information regarding **hobby schools, youth centers, playgrounds** etc can be found in the Tartu city website's subsection on culture and free time.

The **national Child Helpline** is **116 111**. Children can call this helpline 24/7 free of charge. It is also possible to notify about a child in need of help and contact them in writing through **lasteabi.ee**.

The pan-European **helpline for missing children** is **116 000** (free of charge).
It is possible to notify about a child who has run away or a child who has gone missing on a trip.

Public Transport and Tartu Smart Bikes

The establishment Tartu Linnatransport (Raekoja plats 3, 2nd floor) working under the Department of Communal Services takes care of **public transpor**t in Tartu. The establishment deals with bus traffic, Tartu Smart Bikes and also issues taxi permits.

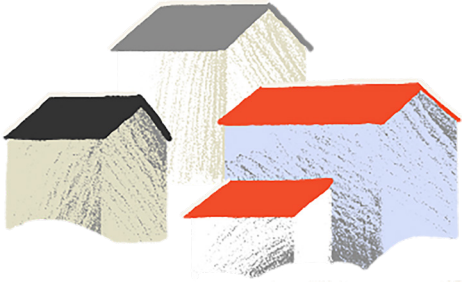
Specific information can be received by calling the city **information helpline 1789**. Information about bus traffic and bus maps can be found on the website **tartu.ee** under the subsection on transport and traffic.

Tartu **bus schedules** are available on the web page **web.peatus.ee** and in the mobile application Tartu bussiajad.

Electronic bus cards are used in Tartu city buses. These are contactless plastic cards with a chip. When entering a bus, the card needs to be waved in front of the device located near the bus door until you hear a signal. This is how you register each trip.

Registering each trip is compulsory for everyone except preschoolers, children with disabilities, people with profound disabilities etc. Pensioners above the age of 65 and other people eligible for free public transport must also register their trip by waving their card in front of the device.

You **can pay** for your trip as follows:



→ in cash to the bus driver
→ by using a contactless bank card at the device,
→ by charging money on the bus card or by buying a period ticket,
→ by using a QR-code,
→ by using a smart device (smartphone or smartwatch).

More specific information about buying **tickets** can be found on the website **tartu.pilet.ee**.

In case you have a **problem with your bus card**, it is possible to call Tartu information helpline 1789 or contact AS Ridango directly by calling 611 8000. You may also send an email to **info@pilet.ee**.

In case of bus line disruptions and things left on a bus, you can call AS GoBus phone number 6310282 or send an email to **tartu.linnaliin@go.ee**.

The city government accepts suggestions concerning bus traffic at **buss@tartu.ee**.

A **free direct bus drives** between Kaubamaja and **Lõunakeskus**.

Traffic violators can be reported to state information phone number **1247**.

Information about **taxi companie**s operating in Tartu can be found on Tartu city website and taxi company websites.

As part of public transport, **Tartu Smart Bike** system was started in 2019.

There are **750 city bikes** out of which 500 are electric-assist bikes and 250 are classic bikes. In winter only the non-electric ones are used and they are equipped with winter tires.

Tartu Smart Bike system enables the residents and guests of Tartu to

→ borrow the bicycle for **up to five hours** and return it to any bicycle station (there are a hundred of them in Tartu and its neighboring municipalities).

In order to borrow the Smart Bike you first need to open a **Smart Bike account** at **ratas.tartu.ee**.

The first hour of use is free of charge, each following hour costs 2 euros. A 1 day membership costs 5 euros, 30 day membership costs 12 euros and 1 year membership costs 60 euros. To use both Tatu Smart Bike share services and that of public transport, it is possible to buy a **joint membership ticket**.

The joint membership ticket gives the right to ride on the Tartu public bus transport system and access to the Tartu Smart Bike Share.

More information about prices can be found at **tartu.ee/bussiliiklus**.

In addition, all Tartu Smart Bike Share account owners can borrow ten different types of cargo bikes. Bikes provided by Velorent can be used to carry packages or for transporting people. Most bicycles have an electric engine. The bikes can be picked up from and returned to Ülejõe parking house.

More information about the account, Smart Bike Share and its stations can be found at ratas.tartu.ee, Tartu information phone number 1789 or by sending an email to **info@ratas.tartu.ee** and **velorent@tartu.ee**.



Parking

You **need to pay** for parking nearby and in Tartu city center **on work days from 8–19** and in parking zone A **on Saturdays from 11–17**. Parking is free of charge on Sundays and national holidays. Additional information: **tartu.ee/en/parkimine-tartus**.

How to pay for parking:

- → by using a parking machine (you can pay by using coins or a bank card);
- → using your mobile phone to send a text message to 1902 in the following format: car registration number, space, parking zone identifier (e.g. 123ABC A15 / B90). To end parking, call the number 1903. Note that mobile parking is terminated after four hours have been charged. At that point, a notification is sent about ending the parking. Continuing mobile parking needs to be confirmed.
- → by applying for a disabled person's vehicle parking permit that is issued by the city government based on according certifications;
- → by purchasing a parking permit – a 30-day parking permit can be purchased from the parking machine by paying the according sum. A monthly, quarterly and yearly parking permit can be purchased from the town hall information center (phone number 1789, **infokeskus@tartu.ee**;

→ via website **parkimine.ee**;
→ via smartphone parking apps. Using apps powered by well-known companies, e.g. PARGI.EE (Telia Eesti AS), Flowbird, Autlo (Autlo OÜ) or Snabb (Snabb OÜ), is recommended.

Paid parking lots with surveillance are located at Anne 48 and Tähe 106a.

Free parking lots near the city center are located at:
Uus 63d
Taara pst 1d
Tartu Courthouse parking lot Mon–Fri 17-1 and Sat–Sun 24h

Parking lots with a time limit around the city center:
Behind Atlantis (Narva mnt 2e) – 2 hrs
Baer parking lot – 1,5 hrs
At Baeri street (near the tennis courts) – 1,5 hrs
Behind the Fortuuna 1 building and on the street in front of it – 2 hrs
Lille hill – 2 hrs
At Lutsu street in front of Antonius courtyard – 1 hr
At Soola 1b opposite the bus station – 30 min
Turuhoone parklas Vabaduse pst poolne ala – 1 h
Tartu market's parking lot area on Vabaduse pst side – 1 hr
Vaksali 2d – 2 hr



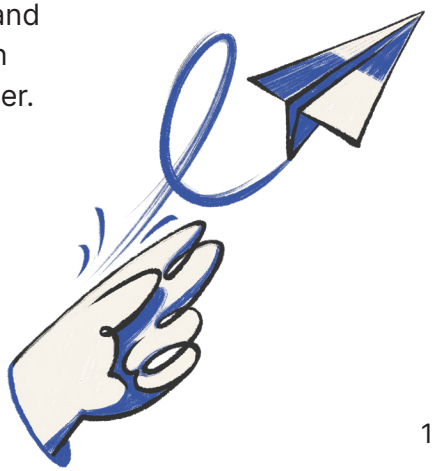
Vaksali 2a and Vaksali 12b - 24 hrs (You need to insert your car registration number to the parking machine (e.g. 123ABC) and place the receipt issued from the parking machine on your dashboard visible from the windshield. You can't park using a parking clock).

Locations of loading stations for electric cars can be found at **elektriautod.ee** website.

Air Traffic

From **Ülenurme airport**, situated 10 km from Tartu, it is possible to fly on the Helsinki-Tartu-Helsinki line 12 times a week with Finnair. The flying schedule and further information can be found from the website **tartu-airport.ee** (phone number 605 8888).

An express bus number E1 drives between Tartu and the airport taking passengers to the airport early in the morning and those arriving late to the city center. The bus route for late night and early morning flights is Annelinna keskus – city center - airport and vice versa. In case of daytime departures, the bus drives between the airport and city center. The exact schedule is available at **peatus.ee** website.



Healthcare

The list of family doctors and dentists can be found on Tartu city website's sub-section "Social help and healthcare". Other information about healthcare can be found there as well.

24/7 help is available in Estonian and Russian when calling the **family doctor's** helpline **1220** and **634 6630** for simpler health problems. Personalized help can be requested Mon–Fri 8–22 and 24/7 at weekends. Help is provided in English every day at 15–17 (**1220.ee**).

The phone number for the **Health Insurance Fund** is **669 6630** (**tervisekassa.ee**) and its Tartu department is located at Riia 142. You can check the validity of your national health insurance, residence information, name of your family doctor, payout of sickness benefit and submit an application for additional benefit for pharmaceuticals there.

In the **Health Portal** you can find topics concerning maintaining health, view your health data and use different services - **terviseportaal.ee**.

The Intoxication information center's helpline **16 662** (to call from abroad, please dial +372 794 3794) answers calls regarding strong states of intoxication around the clock (**16662.ee**).



For people who have **lost their job** and are registered at Eesti Töötukassa (**Estonian unemployment office**) national healthcare applies.

For people **under the age of 19** and with national healthcare insurance, **dental care is provided for free** at Health Insurance Fund's contractual partners (see **tervisekassa.ee** for more information).

All adults with national healthcare insurance receive an annual **60 euro dental care benefit** if they pay 50% of the bill themselves.

63-year-old and older people with national healthcare insurance, pensioners and people with **partial or no work incapacity** are compensated 260 euros of the cost of dentures once every three years and 105 euros for dental care a year.

A 105-euro dental care benefit is paid to pregnant people, mothers of children under the age of one, and those who have an **increased need for dental care services** as a consequence of a healthcare service, in case the patient pays for 12,5% of the bill themself.

Additional information can be found on the **Health Insurance Fund's** website.

Resuscitation kits have been installed in many crowded places in Tartu. The kit gives specific instructions for resuscitation while taking into account the person's condition. The kit can be found in the city library, bus station, train station and Tartu university main building among other places.

Pensions and Allowances

Information about state pensions, family allowances, compensation for repressed persons, maintenance allowance, parental allowance, compensations for victims of crime, social support for people with disabilities, expert examination of disability and rehabilitation can be asked for by calling the Social Insurance Board's (**sotsiaalkindlustusamet.ee**) helpline **612 1360**.

An overview of the Estonian **pension system** can be found on the website **pensionikeskus.ee**.

Social aid

Social welfare in Tartu city is organized by Tartu city **Department of Social Welfare and Health Care** (Raekoja plats 3, phone number 736 1300). Additional information is available on Tartu city website's subsection on social aid and healthcare ("Sotsiaalabi ja tervishoid").

Most problems are resolved in the regional centers closest to your residence.

REGIONAL CENTERS OF THE DEPARTMENT OF SOCIAL WELFARE AND HEALTH CARE

Reception hours:

→ social welfare service: Mon 15–18, Tue 13–16, Wed 8–12, Fri 9–12;
→ child protection service: Mon 15–18, Tue 13–16, Wed 8–12, Fri 9–12;
→ social care service Mon: 15–18, Wed 8–12, Fri 9–12;
→ guardianship specialists: Mon 15–18, Wed 8–12, Thu 9–12;
→ Daycare Center Kalda, home care: Mon 15–17, Wed and Fri 9–12.

Annelinn-Ülejõe regional center (Anne 44)
(Annelinn, Jaamamõisa, Ihaste and Raadi-Kruusamäe, Ülejõe)

Child protection	phone number 746 1704, 746 1707, 736 1271, 736 1880, 736 1697, 736 1430, 5787 3998, 5787 3719
Social care	phone number 746 1467, 736 1335, 736 1034, 736 1696, 736 1225, 5302 2606
Guardianship	phone number 736 1314, 736 1310, 736 1313, 736 1197, 736 1033, 5787 0104
Daycare center Kalda social worker	phone number 746 1016

Annelinna-Ülejõe regional center (Kaunase pst 22, 2nd floor)
Annelinn, Jaamamõisa, Ihaste and Raadi-Kruusamäe, Ülejõe)

Social work	phone number 746 1706, 736 1128, 746 1705, 736 1117, 746 1701, 736 1683, 736 1677, 746 1466
Debt counselor	phone number 736 1684

Karlova-Tamme regional center (Rahu 15)
(Karlova, Ropka, Tammelinn, Variku, Ränilinn; borders with Riia street even numbered houses and river Emajõgi)

Social work	phone number 736 1298, 736 1882, 736 1884, 736 1886
Child protection	phone number 736 1887, 736 1888, 736 1032, 736 1291, 522 9784
Social care	phone number 736 1885, 736 1881, 5749 3154

Daycare Center Kalda social worker phone number 736 1889

Tähtvere-Veeriku regional center (Vaksali 14)
(Kesklinn, Tähtvere, Supilinn, Veeriku; borders with Riia street odd numbered houses and river Emajõgi; former Tähtvere parish)

Social work	phone number 746 1702, 746 1710, 736 1443
Child protection	phone number 746 1713, 736 1054, 746 1700
Social care	phone number 746 1764, 736 1026

Daycare Center Kalda social worker phone number 746 1703

CITYWIDE SERVICES OF THE DEPARTMENT OF SOCIAL WELFARE AND HEALTH CARE

1. Counseling to support the wellbeing of children and families
Pre-registration for meeting with the regional child protection specialist, reception hours Mon 15–18, Tue 13–16, Wed 8–12, Fri 9–12

2. Counseling for setting up guardianship
Anne 44 rooms 1502, 1503 and 1504, reception hours
Mon 15–18, Wed 8–12, Thu 9–12
Pre-registration and information is provided when calling
5885 9108; 5813 6385; 5860 7794; 5135 466; 5886 1277; 5787 0104

3. Debt counseling
Kaunase pst 22, 2nd floor, room 228B, reception Mon 15–18, Wed 8–12, Fri 9–12
Pre-registration and information phone number 736 1684, 512 8620

4. Legal advice in the matters of social care
Raekoja plats 3, room 109
Reception Mon 15–18, Wed 8–10
Pre-registration and information phone number 736 1315, 5333 3797

6. Counseling on the matters of healthcare, first level healthcare services and coordination of activities to improve health.
Küüni 3, 4th floor, rooms 423, 425 and 421
Pre-registration and information phone numbers
5358 6559; 5309 9138; 5346 1143

7. Welfare craftsmen help the elderly notice and reduce the dangers that may cause injuries at home and install resources simplifying coping at home.
Küüni 3, 4th floor, phone numbers 5385 8161 and 5194 2648,
heaolumeister@tartu.ee

8. Organizing services supporting people with a psychological special need
Project manager's phone number 507 3664, Küüni 3, 4th floor, room 418

9. Tendance coordinator helps with finding solutions for complex health issues in cooperation with family doctors from the healthcare and social welfare system (**hoolduskoordinaator@tartu.ee**)

Raatuse Health Center/Raatuse Tervisekeskus (Raatuse 21), room 537;
reception Mon 15–18, Wed 8–12, Fri 9–12
Pre-registration and information phone numbers 736 1331; 5919 6630

Maarjamõisa clinic (Puusepa 1a) room 2030;
reception Mon 15–18, Wed 8–12, Fri 9–12.
Pre-registration and information phone number 5886 0369.

Tartu Health Center (Tartu Tervisekeskus) Mõisavahe 34b, room 138,
reception Mon 15–18, Tue 8–12, Thu 13–16, phone number 5336 5882.

10. Coordinating the activities of Recipients of international protection
Coordinator's phone number 5855 6138, Raekoja plats 3, 1st floor, room 109,
reception Mon 15–18, Wed 8–12.

HELP PROVIDED

Services for the elderly and for people with disabilities: counseling, home service, daycare center service, social transport service, sign language translation service, personal assistant service, home delivery of warm food, security button service, general help service etc.

People with mobility impairment may apply for an aid for adjusting one's place of residence for both improving washing facilities, the entrance to the residence and moving around the residence.



Services for families with children: social counseling, psychological counseling, addiction counseling, crisis counseling, support person service for a parent with a special need, family worker service, family accommodation service, shelter service, foster care and aftercare service, support person, childcare and social transport service for a child with a special need. In addition, the community center Perepesa offers courses and hosts discussion groups that support parenting.

SOCIAL SERVICES FOR PEOPLE WHO HAVE DIFFICULTIES COPING

- → Shelter service and day care center for the homeless: Peetri 16c, phone number 736 1523. Food and clothing are available as urgent help in Pauluse church (Riia 27, phone number 742 0258) and foodstuff is available at Tartu Food Bank (phone number 5665 1548).
- → Women's support center provides services for women and their children who have been subject to violence (phone number 5594 9496). Men can join the family violence hindering program by calling 505 6386.
- → Psychological counseling and psychotherapy: Vaksali 14, 2nd floor, phone number 742 7555; 5551 7427. Treatment service for alcohol consumption disorder, phone number 5749 3960. Mobile service for decreasing damage of drug users and their loved ones, phone number 5988 6886.

Social housing, social accommodation and support person,
phone number 736 1309.

FINANCIAL AID

Subsistence allowance can be received by a family or a person living alone, whose monthly net income after the deduction of housing costs is below the set subsistence limit. The subsistence limit for a person living alone or the first member of a family is 200 euros, the subsistence level for a family's second and every following adult member is 160 euros and that of every child is 240 euros. The application needs to be submitted to the social work specialist of the residence-based regional center by the last working day of every month.

- → **Additional social aid** can be applied for in order to alleviate a situation of crisis and buying the necessities.
- → **Funeral aid** to cover the funeral costs of a person who lived in Tartu city.
- → **Families with children** receive spelling book support, help with paying for kindergarten or childcare and catering onsite. In addition, child support is paid when a child is born and periodic caretaker support is paid for the parent of a child with special needs, who can't participate in the job market.

Unemployment and job search

Estonian Unemployment Insurance Fund (information phone number **777 3000**) offers job market services, unemployment insurance benefits and unemployment allowance.

Job offers forwarded to the Unemployment Insurance Fund are visible on their website. This is a good place to start looking for vacant jobs, check different job portals and the European EURES portal which provides useful information about other countries' work and living conditions, social insurance etc. You may enter and publish your own resume in order for it to be possible for employers to contact you.

The Unemployment Insurance Fund's Tartumaa department is located at Vaksali 17a, phone number 737 7200. It is possible to use the self service portal to communicate with the Unemployment Insurance Fund through **tootukassa.ee**.

Waste

Information about waste can be found under the Tartu city website's subsection about public order and the environment (**"Heakord ja keskkond"**).

Waste is to be sorted in Tartu.

1. Packaging
Glass, plastic and metal packages, carton milk and juice packages and paper packaging that are clean from product residue are to be taken to public mixed, glass or paper waste containers or a waste facility. Owners of private houses in densely populated areas may order free package bag service and apartment buildings may order the service of free transportation of packages on the website **tvo.ee/teenused/pakendite-kogumine** (phone number 5300 0011).

2. Paper and Cardboard

A container for collecting paper and cardboard must be present at every house with five or more apartments. OÜ Eesti Vanapaber (Jalaka 60b, phone numbers 740 0510, 513 8771) buys waste paper. It can also be taken to waste facilities and public paper containers (information on the locations is available on **Tartu city website**).

3. Hazardous waste

Batteries, paint waste, medicine, fluorescent lamps etc can be given away for free at waste stations. All pharmacies are obligated to accept old medicines as well. Waste oil, oil filters and batteries can be taken to containers located in some gas stations in Tartu (the list of locations can be found on Tartu city website). In case of a larger amount of waste, please contact the Department of Communal Services (**lmo@tartu.ee**, phone number 736 1273) before taking them to the waste station. AS Epler & Lorenz (Ravila 75a, phone number 523 8615, **epler-lorenz.ee**) charge for accepting hazardous waste.

4. Biowaste

Biowaste is gardening, landscaping, food and canteen waste. Gardening and landscaping waste include cut grass, tree leaves, weeds, cut flowers, residue from hedge trimming. Food waste includes spoiled food, peels of fruits and vegetables, fish bones, bones, eggshells, nut shells, coffee and tea grounds with filters, pot plants without the pot.



According to the Tartu city waste management regulation, starting from 1st January 2024 it is compulsory to have a separate container for collecting biowaste and the waste has to be handed over to a waste hauler. Gardening and landscaping waste may be composted on the same property, taken to a waste station or handed over to someone with a relevant permit.

Exemption from handing over biowaste (i.e. be listed as a composter) can be applied for by owners of private houses and properties with up to ten apartments. The condition for granting exemption is that kitchen and canteen waste is composted on the same property.

5. Electronic waste can be handed over for free at waste stations. If you are unable to take the old devices to a waste station yourself, you may order hauling them for an extra charge by calling 5623 6002 (**kolatakso.eu**).

6. Construction and demolition waste (including window frames, sinks, toilets, glass, plaster crumbs etc) can be handed over for an extra charge at a waste station or at Tehnika 14 (Karimek). You can also take large-sized pieces of concrete and asphalt to the latter.

7. Old tires (up to eight tires a year) can be taken to waste stations at Jaama 72c or Selli 19 free of charge.

The waste stations in Tartu are located at Selli 19 (phone number 738 6700, 524 1544), 1 October–31 March Mon–Fri 10–18 and Sat–Sun 10–16; 1 April–30

September Mon–Fri 10–19 and Sat 10–18, Sun 10–16, and Jaama 72c (phone number 738 6700, Mon–Fri 10–18 and Sat–Sun 10–16 (closed on public holidays).

Waste management is organized by the environment service department of the Tartu city Department of Communal Services (Raekoja plats 3, phone number 736 1328, 736 1273). This is also where to submit the application of **exemption from organized waste hauling**, in case you are temporarily not living on the property or don't use it.

Recycling

Leftover items in your home that are **in good enough condition for others to use** (furniture, technology that works, dishes, hobby equipment, books, toys etc) can be given away:

- → at the Tartu Homeowners Association's recycling centre (except for clothes), Jaamamõisa 30, phone numbers 553 6111 and 5647 0492, Tue–Fri 11–18, Sat 10–15;
- → Tartu recycling center Taaskasutuskeskus, Lehola 7, phone numbers 501 8015 and 5344 7403, Mon–Fri 10–18, Sat 10–16, **facebook.com/Taaskasutuskeskus**;
- → Tartu recycling center Uuskasutuskeskus (incl. clothes), Riia 11 (phone number 5553 0288) and Kalda tee 24 (phone number 5553 4979), **uuskasutus.ee**, Mon–Fri 10–18, Sat 10–16;

→ Sõbralt Sõbrale shops (incl. clothes), sobraltsobrale.ee, Annelinna keskus (Kalda tee 41/43, phone number 684 3962, Mon–Fri 10–19, Sat 10–16) and Jõe keskus (Sõbra 58, phone number 5684 3997, Mon–Fri 10–19, Sat 10–16).

There are **containers** located near shops meant for dropping off used and clean **textiles** (clothes, curtains, bed linen etc), shoes, bags, belts and toys. The items are kindly asked to be put in closed bags so they don't get dirty during the emptying of the container. The locations for the containers can be found on Tartu city website under the subsection on public order and the environment („Heakord ja keskkond".)

Scrap metal is bought by AS Kuusakoski (Teguri 53, phone number 736 7772, **kuusakoski.ee**; written off vehicles: phone number 13 660) and CRONIMET Nordic OÜ (Jalaka 60B, phone number 510 5780, **cronimet.ee**).

Repair shop Paranduskelder is an open workshop that is aimed towards recycling, fixing and adding value. You can take your broken utility item to the workshop and craftsmen onsite will help you fix it. Different supervised areas include textile, electronics, bicycles and general repairs. The workshop is located in Aparaaditehas at Kastani 42. Opening hours can be found on their website **paranda.ee**.

Public Order

The **public order requirements** and **obligations** of house and property **owners** can be found on Tartu city website's subsection about public order and the environment („**Heakord ja keskkond**").

The performance of public order is supervised by the city government's Department of Supervision (Küütri 3, 2nd floor, phone number 736 1109).

Harvesting licenses for cutting down trees are issued by the city arborists (Raekoja plats 3, phone numbers 736 1154, 7736 1339).

You can notify about potholes, broken traffic lights, dead street lights, hazardous icicles, broken traffic signs, environmental pollution, loose sewer covers, floods, trees that have fallen on roads, broken park benches etc by calling the **city information phone number 1789**, by sending an email to **1789@tartu.ee** or on the website **tartu.ee/1789** (possible to pin location on map) or website **annateada.ee**.

Tartu **night-time hours of quiet** are Sun–Thu 22–6 and Fri and Sat 24–7. The hours of quiet don't apply on the nights before 1 January, 25 February or 24 June.

Pets

According to the Keeping of Dogs and Cats regulation, dogs and cats kept in Tartu have to be **microchipped** and their information entered to the **Estonian pet registry** (lemmikloomaregister.ee) administered by Estonian Small Animal Association within three months of the birth of a cat or dog. The animal can be microchipped and registered at the vet.

Dogs must be kept on a leash when taking them out in public.

It is the obligation of the pet owner to pick up their pet's **stool**.

Plastic bags for the stool can be taken from **yellow and gray boxes** that are located all around town. The list can be found on Tartu city website **tartu.ee/et/loomad-ja-linnud**.

There are four **dog parks** in Tartu:

- → The area of **Sõpruse** dog park is 1493 m², out of which 464 m² is separated for small dogs and 1029 m² for big dogs. There are two agility training elements on both grounds.
- → There are separate running spaces for small dogs (575 m²) and big dogs (973 m²) in the dog park in **Tähtvere** park. There are agility training elements in both spaces.



→ There are separate spaces for small dogs (615 m²) and big dogs (1000 m²) in **Mõisavahe** dog park. There is also a training track with different elements.
→ There are digging boxes, climbing elements made out of hay blocks, balance logs and jumping stones in the dog park located at **Ujula** 120. There is a 1000 m² space for big dogs and 600 m² for small ones.

Tartu **homeless animal shelter** is located in Raadi (Roosi 91k, see directions on the website loomadevarjupaik.eu). Current information is shared on their Facebook page **facebook.com/Loomadevarjupaik**.

It is possible to notify about **stray or injured** animals as well as animals found dead in public spaces in Tartu by calling phone numbers 5333 9272 or 15 400. The shelter responds to calls Mon–Sat 8–20. In case of an emergency outside these hours, it is possible to call for help by dialing the emergency number 112 (if there is a threat to the life and health of a person or animal). The shelter charges a fee for accepting animals from residents of Tartu (Mon–Fri 9–18). Animals can be visited Tue-Fri 14–18 and Sat 12–16.

Emergency cases including **wild animals and birds** must be notified about by calling the state information line 1247.

A **deceased pet** may be buried on your own property or with consent, on someone else's property. If the carcass is brought to the shelter, the owner must pay for its cremation. Information about the cremation service can be found on the website **lemmikloomadekrematoorium.ee**.

Construction and Reconstruction

It is possible to search for registered buildings, see information about them and look at documents submitted to the building register in the **State Building Register ehr.ee**. Certified extracts are issued by Tartu city government's Department of Architecture and Building (Küüni 5, phone number 736 1275, 736 1282).

When planning to construct, expand, reconstruct or demolish a building or install an air source heat pump, the city government's Department of Architecture and Building must be contacted first (phone number 736 1238, **aeo@tartu.ee**). Information about conduct can also be found on Tartu city website's subsection on land, construction and planning (**„Maad, ehitus ja planeeringud"**).

It is possible to apply for **restoration aid** through the same department for restoring and recovering the original details of buildings established before the year 1944 and located in an area of scenic buildings or single objects under scenic value protection.



Consumer Protection

The legal rights of consumers are protected by the **Consumer Protection and Technical Regulatory Authority (CPTRA)**. For consumer counseling call 620 1707 Mon–Fri 10–15, **ttja.ee**.

In Estonia, consumer rights connected with cross-border purchases are protected by the **Consumer Counseling Center** (Endla 10a, Tallinn, phone number 620 1707, consumer.ee) created alongside the CPTRA.Eestis kaitseb tarbijate õigusi piiriüleste ostudega seotud küsimustes Tarbijakaitse ja Tehnilise Järelevalve Ameti juurde loodud Euroopa Liidu **tarbija nõustamiskeskus** (Endla 10a, Tallinn, tel 620 1707, **consumer.ee**).

Assets and registers

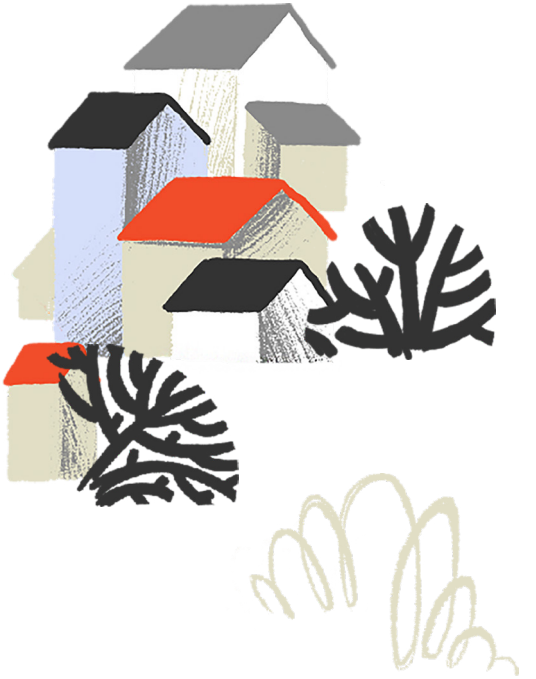
Cars, buses, motorcycles, snowmobiles, trailers, small boats, jet skis etc can be registered at the Transport Administration traffic register service bureau at Sepa 23 (**transpordiamet.ee**, information phone number 620 1200). Documents proving the right to operate motorcycles, small boats and jet skis are also issued there. There is a photobox to take a photo for your license free of charge. It is possible to book a suitable time for visiting the bureau on the Transport Administration website. Paperless Transport Administration offers many processes as an e-service.

The Business register, Non-Profit Organization register and Commercial pledge register are kept by the Register Department of the Tartu County Court (phone number 5881 1188, **registriosakond@kohus.ee**, **kohus.ee**).

The State Real Estate register or **Land register**, as well as **Marital Property Register** and **Ship Register** are kept by the Registration Department of Tartu County Court (phone number 5881 1177, **kinnistusosakond@kohus.ee**, **kohus.ee**).

The Succession Register is kept by the Chamber of Notaries (phone number 617 7900, **koda@notar.ee**, **notar.ee**).

Cadastral Units are registered in the Tartu Cadastral Office of the Land Board (Taara pst 2, phone number 665 0600, **info@maaamet.ee**, **maaamet.ee**).



Archives

The National Archives is located at Nooruse 3, phone number 738 7500, **ra.ee**.

Tartu City Government acts starting from year 1990 are located in the Archive at Ülikooli 11, phone number 5411 0257.

The Tartu City Government planning and construction projects' archive is at Raekoja plats 3–317, phone number 736 1244.

Old acts of births, deaths, marriages, divorces, name changes, adoptions and establishment of paternity are available at every county local government. In Tartu that is the **Department of Population Facts** (Tiigi 12, phone number 742 0960).

The Bureau of Lost and Found

Found items must be handed over to the **police** (Riia 132). Items valued over 50 euros must definitely be taken there.

Information about found items present at the police station is provided by calling **730 8708** or by visiting the website **politsei.ee**.

Announcements about lost and found items can be made on Tartu website's **online lost-and-found office** at **tartu.ee/leiubüroo**.

City Libraries

→ **Tartu Oskar Luts City Library** (Kompanii 5)
Mon–Fri 10–20, Sat 10–16, phone number 736 1380
→ **Annelinna Library** (Kaunase pst 23)
Mon–Fri 10–19, Sat 10–16, phone number 746 1040
→ **Karlova-Ropka Library** (Tehase 16, located in the mall of interior design E Kaubamaja) Mon–Fri 10–19, Sat 10–16, phone number 730 8473
→ **Tammelinna Library** (Suur kaar 56)
Mon–Fri 10–19, Sat 10–16, phone number 746 1035
→ **Ilmatsalu branch** (Kooli tee 5, Ilmatsalu)
Mon–Fri 10–18, phone number 736 1372



Readiness for crises

The occurrence of crisis situations is mostly connected with many different vital services ceasing to work at once. A widespread and long-term power outage may result in district heating not reaching houses/apartment buildings, disruptions or interruptions in communication services, which may, in turn, cause disruptions in calling, card payments or receiving information.

Thus, independent coping and each individual's role in preparing for crises is very important. In times of crisis help may arrive later than expected. It is necessary for everyone to think how they and their family can cope when vital services (electricity, heat supply, water supply and sewage, communication service etc) cease to work.

For that see to that

- → you have extra drinking water, food and medicine on hand,
- → you have a radio and/or car radio and a flashlight that operate on batteries,
- → your car has at least half a tank of gas,
- → you know where to get information from and what to do in case of a possible power outage and where you can go if you can't manage at home anymore, because you don't have heating, electricity or water,

You have cash on hand which you can use for buying the necessities for a few days up to a week in a situation where card payments don't work due to a power outage or communications disruption.

In case of a **widespread crisis situation**, Tartu city is ready to open information points or resilience centers in two sports halls: A. Le coq sports building and Variku sports building, where important information about the occurred situation is provided, mobile phones and other small devices can be charged and people may get drinking water, a chance to wash themselves and stay the night.

During times of crisis the **most current information is provided when calling the crisis information telephone number 1247**, the Tartu city information number 1789, from the information center on the 1st floor of Town Hall, from the Facebook page **facebook.com/tartulinn**, Tartu city website, from the website of newspaper Tartu Postimees **tartu.postimees.ee** and radio **Vikerraadio** full hour news on frequency 106,7 MHz. In case of an emergency situation due to which the lives and health of many people is in danger, a text message is sent to residents by the government and danger sirens are turned on.

More information on what to do in the event of a crisis can be found on websites **kriis.ee** and **olevalmis.ee**.



Important Phone Numbers

Estonian Rescue Board, Ambulance and Police 112
Tartu City Information phone number 1789
State Information line 1247
Water supply emergency line (24/7) 736 2600
Eesti Energia client helpline, failure line 777 1545, 1343
Ridango bus ticket information 611 8000
Public Transport Buses information 631 0282
Long-distance Buses information 12 550
Train information (24/7) 616 0245
Tartu Airport information 605 8888
Tourist Information 744 2111
Environmental Board 1247
Animal Shelter 15 400, 5333 9272
Omniva (Estonian Post) customer service 661 6616
Road information 1247
Labour Inspectorate counseling phone number 640 4000
Family Doctor's Advice Line (24/7) 1220, 634 6630
Child Help Advice phone number 116 111
Emotional Support and Pastoral care phone number (10–24) 655 8088
Victim Support Crisis Helpline 116 006
Women's Support and Information Center (24/7) 5594 9496
University of Tartu Clinic general information 731 8111
Intoxication Information Helpline (24/7) 16662
Information Helpline 1182

