

Tartu Welcome Centre

Janika Hango

YEAR 2022 IN NUMBERS

TARTU WELCOME CENTRE

we offered services to people from
countries **83**

TOP 5 COUNTRIES OUR
VISITORS WERE FROM:

- 1 Ukraine
- 2 Germany
- 3 Italy
- 4 Finland
- 5 France



3463 counselling sessions, from which

1695 were regarding the refugee situation
in Ukraine

654 new Estonian ID-codes

499 residency registrations

955 personalised bus cards

TARTU



Start here!



Estonian ID-code
(and residency registration)



Bus card
personalization



Discount groups:

- child (7-19 years old)
 - youth (20-26 years old)
 - discount for resident
- Based on your ID-code!

ARRIVAL ABC



Opening
a bank account



Free of charge for students at LHV bank

REGISTRY SERVICES

EU/EEA CITIZENS

1. 2in1 procedure!
2. Apply ID-code and register your address **during 3 months** after arrival
3. Take with you your ID/Passport and rental contract* (and a bus card if needed)
4. We'll send your Estonian ID-code to University.
5. Book an appointment for applying ID-card **during 1 month** after getting your ID-code <https://broneering.politsei.ee/>

* Signed rental agreement or consent of the owner

NON-EU/EEA CITIZENS

1. Quick Access: Apply **ID-code before TRP!**
2. Take with you your ID/Passport (and a bus card if needed)
3. We'll send your Estonian ID-code to University.
If needed:
 1. Book an appointment for applying TRP <https://broneering.politsei.ee/>
 2. Register your address during 1 months after getting TRP, take your TRP and rental contract* with you

ID-CODE



STUDENT STATUS



BANK ACCOUNT

If you already have an IBAN (International Bank Account Number), you do not need to open a bank account in Estonia.

- Opening an account is free of charge for students (both EU or non-EU citizens) at LHV bank. Apply [here](#).

Take with you the original documents:

- Proof of student status at UT, which can be issued by [dean's office](#) from the **beginning of the semester**, not sooner. Student status must be activated first.
- Passport or ID-card or TRP

ID-CODE

- Apply for an ID-code and register your residency at our Centre
- You can only apply for an ID-code at our center before applying for a residence permit (TRP)



BUS CARD

- Personalize your bus card at our Centre
- Only registered cards can receive discounts.
- Registered card ensures that credit is preserved in case of losing your card.
- Tartu city bus and bike share prices are related to the rider's **age** and **residency**.
- Registered cards are valid only with valid identification.



SMART BIKE SHARE

- 750+ bikes across 100 stations; 2/3 with electric-assist motors
- Register your account;
- Connect your account to your bus card and your credit card;
- Enjoy your free 60-minute ride while your membership is active.
- Redocking a bike will reset the 60-minute ride time.
- Tartu Infoline 1789



Drink tap water



Sort your garbage!
Garbage Game

GREEN TARTU



Old battery collection boxes in stores and dorms



Take old or leftover medicines to pharmacies



Use Smart Bike Share and public transport



Return your bottles (and get your money back)



Take hazardous and electronic waste to a waste plant



Locate the nearest plant

TARTU WELCOME CENTRE

Office hours at Ülikooli 17

- Monday – Friday from 9 to 16
- Thursdays from 9 to 18

Information:

- www.tartuwelcomecentre.ee

Questions:

- info@tartuwelcomecentre.ee

Events and news:

- <https://www.facebook.com/tartuwelcomecentre>

