



# International

support guide for

administrative  
formalities



**Aimer Vivre à Toulouse**

**MAIRIE DE**



**TOULOUSE**

This guide is available  
in French and Spanish.

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This guide would not have come to fruition without the involvement, trust, and support of many people.

I would like to thank all the contributors who took part in its development: the various departments of the community for their valuable expertise and constant commitment, the members of civil society, particularly the associations, who shared their knowledge of the field and their experiences, as well as the members of the Diversity Council, whose contributions helped anchor this guide in the reality of diverse and unique experiences.

A special thank you to those who accompany me daily in this ambition for a fairer, more welcoming, and more understandable public service for all, regardless of their background.

This guide is a practical and evolving tool designed to complement the work of our municipalities and Toulouse Services Houses, and to make our services more accessible to everyone.

**Gnadang OUSMANE**

Municipal Councilor

Delegate for Civil Status - Administrative Formalities

Neighborhood Town Halls - Maisons Toulouse Services

Funeral Homes and Cemeteries



# GUIDE FOR NEW FOREIGN ARRIVALS



**Helping you settle in is a priority for Toulouse.**

Toulouse, regional capital and European metropolis, attracts more than 15,000 new arrivals every year, all attracted by the city's dynamism, exceptional living environment and open-mindedness. With a population of over 500,000 living in the heart of a greater conurbation of over 1.4 million, the Pink City has established itself as a crossroads for innovation, culture and encounters.

This wealth of people makes the heart of Toulouse beat, but also represents a challenge: that of helping everyone, new arrivals and residents alike, with their procedures and their integration. The municipality is committed to simplifying and modernising administrative formalities to make every experience more accessible and smoother.

To meet your needs, we have designed the guide to administrative formalities, a clear and practical tool that provides all the essential information to help you find your way around. Whether you're trying to register to vote, requesting civil status documents or accessing the 8 Maisons Toulouse services and the District city halls for your formalities, this guide is here to help you every step of the way.

Available in three languages - French, English and Spanish - it is aimed at everyone: students, families, professionals and visitors. It demonstrates our determination to welcome you in the best possible conditions and to extend the spirit of Convivencia, the art of living together that characterises our pink city.

We believe that accessible and caring administration services are a key aspect of a welcoming city. By simplifying procedures, we want you to be able to take full advantage of all that Toulouse has to offer: its economic dynamism, its cultural wealth and its unique living environment.

## ***Welcome to Toulouse!***

*Your home from home. Together, let's build a more open,  
inclusive and accessible city.*

**Jean-Luc MOUDENC**

Mayor of Toulouse

Chairman of Toulouse Métropole



## INTRODUCTION

This guide lists the services provided by Toulouse City Council to help both residents and new arrivals with their administrative formalities, as well as the organisations and associations that offer services to people from overseas who are legally entitled to come and live in Toulouse. It does not claim to be exhaustive and will be expanded on the basis of new publications.

With a view to improving the day-to-day lives of its residents, Toulouse City Council has set up eight Maisons Toulouse Services and ten district city halls. Attentive officials and competent advisers are on hand to help you with a range of procedures or to guide you through the process for completing them online.

In addition, the <https://metropole.toulouse.fr/> website is a valuable resource with lots of practical information to help you enjoy living in Toulouse. You can carry out all your formalities online at any time via the e-services platform.



The contact details provided in this guide were supplied by the associations and clubs themselves, along with permission to publish them, at the time of going to press.

The companies and associations listed in the guide are for information purposes only. It does not imply that Toulouse City Council has approved the quality of the services provided by these associations. Similarly, listing does not mean that these companies and associations support this guide.

If you have any information that could be included in a future edition of the guide, please send it by post to the Administrative formalities department.

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# DAILY LIFE IN TOULOUSE

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### > LOCAL SERVICES FOR ALL YOUR NEEDS

To make day-to-day life as easy and as close to home as possible for residents, the eight Maisons Toulouse Services and the ten district city halls offer an accessible, friendly public service that reflects the changing needs of society.

#### • MAISONS TOULOUSE SERVICES

These centres offer a range of services tailored to your needs and are conveniently located throughout the city. On site, you will be directed by a receptionist depending on the nature of your request.

##### **Walk-in services**

- Information on the city hall, Toulouse Métropole and life in the city district;
- A computer with free access for online procedures;
- Finding out about the communal rooms available for use

##### **Your procedures**

##### **Citizenship**

- Electoral roll registration and change of address
- Legalisation of signature
- Citizen census

##### **Family**

- Certificate of heredity
- Life certificate - power of attorney
- Ordering a birth, marriage or death certificate
- Declaration of living together
- Request for a Livret de famille (family record book) and delivery of the document
- Certificate of declaration of change of address
- Certificate of residency

##### **Leisure/Culture/Sports**

- Sports activities for the holidays
- Information on reserving a municipal hall
- Children / Education
- Support for first-time registrations at nursery and primary schools
- Canteen and CLAE registration assistance
- Payment of services: canteen, CLAE, leisure centres





## Civic participation

- Consultation or public enquiry files made available and notification of outcome given

## Waste, cleanliness, environment

Maison Toulouse Services helps local residents to:

- Order composters
- Apply for the cleaner vehicle bonus ; the eco-renovation bonus

## Services by appointment

### Citizenship

- District city halls.

### Identity

- Maison Toulouse Services is equipped with the system for biometric identity cards and passports. To apply for your national identity card and biometric passport, you need to make an appointment.



[Make an appointment](#)

## Rights, welfare, housing, health, employment

- Meeting with partners from the Toulouse Services Centre, social services, employment agencies, etc.
- Justice conciliator: to encourage the amicable settlement of disputes between private individuals (neighbourhood problems, disputes between landlord and tenant, unpaid debts, poor workmanship, etc.)
- General lawyers from the Haute-Garonne Departmental Council for Access to the Law (CDAD).
- Toulouse Métropole Rénov': free, independent advice on insulation, heating, domestic hot water, renewable energies, environmentally-friendly methods and transport, financial aid and procedures.



[More information on the Energy Centre.](#)

- "Passerelle": tailor-made services for companies and local authorities. Personal services, socio-professional support, training...
- Public letter-writing: help with administrative formalities (compiling files, writing letters, making internet appointments, etc.)
- PLIE: local employment and integration plan



[Find out more](#)



## DAILY LIFE IN TOULOUSE

### • TOULOUSE SERVICES CENTRE DIRECTORY :

#### TOULOUSE SERVICES CENTRE ROSERAIE

8 bis avenue du Parc,  
31500 Toulouse  
+33 (0)5 31 22 93 10

#### TOULOUSE SERVICES CENTRE BORDEROUGE

32 boulevard André Netwiller,  
31200 Toulouse  
+33 (0)5 31 22 98 92

#### TOULOUSE SERVICES CENTRE REYNERIE

1 place Conchita Grange Ramos,  
31100 Toulouse  
+33 (0)5 36 25 29 79

#### TOULOUSE SERVICES CENTRE SAINT-CYPRIEN

20 place Jean Diebold,  
31300 Toulouse  
+33 (0)5 61 22 22 36

#### TOULOUSE SERVICES CENTRE CAPITOLE

Hôtel de Ville, place du Capitole,  
31000 Toulouse  
+33 (0)5 31 22 95 00

#### TOULOUSE SERVICES CENTRE CARTOUCHERIE

9 bis avenue Raymond Badiou,  
31300 Toulouse  
+33 (0)5 34 24 54 00

#### TOULOUSE SERVICES CENTRE SAUZELONG

80 bis avenue Albert Bedouce,  
31400 Toulouse  
+33 (0)5 31 22 98 80

#### TOULOUSE SERVICES CENTRE MINIMES

4 place du Marché aux cochons  
31200 Toulouse  
+33 (0)5 31 22 97 05

### • DISTRICT CITY HALLS :

The Mairie de quartier, or district city hall, is a local facility for receiving the public. Just like at the Toulouse Services Centres, you can obtain information and carry out procedures at the district city halls. However, you cannot make payments at the district city halls, and most of them do not have professionals in attendance.



## • DISTRICT CITY HALLS DIRECTORY

### SAINT-MARTIN DU TOUCH

#### DISTRICT CITY HALL

2 rue René Sentenac,  
31300 Toulouse  
+33 (0)5 31 22 92 30

### NIEL DISTRICT CITY HALL

81 rue Saint-Roch,  
31400 Toulouse  
+33 (0)5 67 73 87 67

### CROIX-DAURADE DISTRICT CITY HALL

147 route d'Albi,  
31500 Toulouse  
+33 (0)5 36 25 28 05

### LALANDE DISTRICT CITY HALL

3 place Paul Riché,  
31300 Toulouse  
+33 (0)5 34 24 54 10

### BONNEFOY DISTRICT CITY HALL

4 rue du Faubourg Bonnefoy,  
31500 Toulouse  
+33 (0)5 61 22 22 32

### ORMEAU DISTRICT CITY HALL

345 avenue Jean-Rieux,  
31500 Toulouse  
+33 (0)5 67 73 80 92

### SAINT-SIMON DISTRICT CITY HALL

1 place de l'église Saint-Simon,  
31100 Toulouse  
+33 (0)5 31 22 96 44

### LARDENNE DISTRICT CITY HALL

2 place Jacques Sauvegrain,  
31100 Toulouse  
+33 (0)5 34 24 57 23

### PONT DES DEMOISELLES

#### DISTRICT CITY HALL

63 bis, avenue Antoine de  
Saint-Exupéry, 31400 Toulouse  
+33 (0)5 31 22 95 61

### DESBALS DISTRICT CITY HALL

128 rue Henri Desbals,  
31100 Toulouse  
+33 (0)5 36 25 25 94



### > CIVIL STATUS FORMALITIES

#### • REGISTERING A BIRTH

Births must be registered with the registry office of the city hall in the place of birth within five days of the birth of a child. In Toulouse, registering a birth is by appointment only, at the maternity unit where the baby was born:

- **Maternity unit, Clinique Ambroise-Paré**  
387, route de Saint-Simon - 31100 Toulouse
- **Maternity unit, Clinique Rive Gauche**  
49, allées Charles de Fitte - 31300 Toulouse
- **Maternity unit, Hôpital Joseph Ducuing**  
15, rue de Varsovie - 31300 Toulouse
- **Maternity unit Paule de Viguier**  
330, avenue de Grande-Bretagne - 31300 Toulouse

#### • MAKING A DECLARATION OF RECOGNITION



If the parents are not married, filiation in respect of the child must be established by a deed of recognition.

[More info](#)

#### • ENTERING INTO, AMENDING OR DISSOLVING A PACS (CIVIL SOLIDARITY PACT)

The civil solidarity pact (PACS) is registered at the City Hall by appointment only after validation of the previously-submitted file. It can also be registered with a notary.

For any information about PACS, you can contact the registry office at the following address:

[pacs@mairie-toulouse.fr](mailto:pacs@mairie-toulouse.fr)

To register with the Toulouse registry office, the partners must establish their joint residence in Toulouse.



### • GETTING MARRIED IN TOULOUSE

#### Conditions for getting married in Toulouse:

- one of the future spouses is domiciled there
- one of the future spouses has been continuously resident there for more than one month
- one of the parents of the future spouses has a domicile or residence there.

In all cases, proof of domicile or residence must be provided.

For further information, please contact the department at the following address:  
mariage@mairie-toulouse.fr

### • REGISTERING A DEATH

A death must be reported within 24 hours directly to the registry office of the city hall where the death occurred.

#### Service Etat-civil

6 rue du Lieutenant-Colonel-Pélissier

Tel: +33 (0)5 61 22 30 26



*Timetables can be  
consulted on the website  
[metropole.toulouse.fr](https://www.metropole.toulouse.fr) in  
the procedure section*

### • CHANGING YOUR NAME

Since the Act of 2 March 2022, it has been possible in certain cases to apply for a change of name to take the name of the parent who did not pass on their surname at the time of birth, or to take both names together. For further information, you can go to the registry office or consult the [online procedures](#)



### • ORGANISING A FUNERAL

The organisation of the funeral must be entrusted to a funeral operator (undertaker) authorised by the prefecture.

For more information about confessional plots, please contact the Toulouse Métropole funeral centre.

#### Pôle funéraire de Toulouse Métropole

Centre can be contacted  
24/7 on

+33 (0)5 61 16 12 12

2, rue de l'Abbé Jules Lemire  
31300 Toulouse

[more info](#)





### • ACCOMMODATION CERTIFICATE

The attestation d'accueil or accommodation certificate is for any foreign national (except European, Andorran or Monegasque nationals) wishing to stay in France for a period not exceeding 3 months (90 days) for a private or family visit. If the foreign national needs a visa to come to France, they must enclose the accommodation certificate with their application for a short-stay visa. The following people are exempt from the requirement to have an accommodation certificate:

- holder of a Schengen circulation visa, valid for a minimum of 1 year for several entries,
- holder of a residence permit, to be applied for within 2 months of arrival,
- people on humanitarian or cultural exchange trips, subject to certain conditions,
- persons coming to France for urgent medical reasons or because of the serious illness or funeral of a close relative, subject to conditions.

Accommodation certificates will be issued by appointment only,

**at Service Formalités administratives**

Ilôt Valade - 34 rue Pargaminières  
Tel +33 (0)5 31 22 90 00

### • ELECTORAL LISTS

If you are in one of the following situations, you can register on the Toulouse electoral roll:

- **If you are a European Union national** eligible to vote in municipal and European elections
- **You are a newcomer** and have just moved to Toulouse
- **You have moved within the city of Toulouse** (a change of district may result in your being assigned to a different polling station)

**The following are automatically entered on the electoral roll:**

- **People who have acquired French nationality** (automatic registration has been provided for since 2019)
- **Young people who have completed census procedures at the age of 16 are automatically registered when they turn 18.**

*Please note: if a young person's address changes since they completed their census, they must complete the voluntary registration procedure detailed opposite.*



### ELECTORAL ROLL REGISTRATION:

#### • Apply online

A free, easy, secure and continuously accessible online service enables you to register on the electoral roll :



[Register online on the electoral roll](https://franceconnect.gouv.fr/)

To register, you will need a [France Connect](https://franceconnect.gouv.fr/) (<https://franceconnect.gouv.fr/>) username and password and your supporting documents will need to be scanned beforehand.

You can register to vote all year round.

However, except in exceptional circumstances, only registrations made within the statutory deadlines laid down in the Electoral Code will be taken into account for the current election, i.e. by the sixth Friday before the election for registrations made by post or at the City Hall, and by the sixth Wednesday before the election for online registrations.

#### Supplementary electoral lists

European Union citizens residing in France can choose to register on supplementary electoral lists to vote in municipal and/or European elections.

You can register online, by post or at the Toulouse Services Centre or the local branch of the City Hall.

#### • Apply by post



[Download the CERFA form](#), complete it and return it with the supporting documents to:

**Mairie de Toulouse  
Service Élections Îlot Valade,**

Bâtiment Bastide 34 rue Pargaminières  
31040 Toulouse Cedex 06

**PLEASE NOTE** *for applications received by post, the date on which the post is received by the administration will be taken into account.*

#### • Register at the Toulouse Services Centre or the District City Hall

You can do this yourself or through a duly authorised third party (attestation on plain paper) at one of the Toulouse Services Centres or at your local district city hall.

#### FOR INFORMATION

At the request of the consular authorities and subject to availability, Toulouse City Council provides rooms and electoral equipment for the organisation of elections. If elections are due to be held in your country of origin, please contact your embassy or consulate to check whether a polling station has been set up in Toulouse.



## > CHILDREN AND YOUNG PEOPLE

### • BEFORE YOU START THE PROCESS

To carry out any of these procedures, you must have a DUI (Unique Interactive File) in order to:

- > Register your child in a nursery
- > Enrol your child at school, at the out-of-school hours leisure centre linked to your school, at the school canteen, at the Wednesday after-school care service (for nursery children)
- > Register your child for a leisure activity at the Cultural Centres
- > Register for a sports activity (children and adults)
- > Register your child for a holiday break
- > Pay your DUI-related bills

**Your DUI number can be found on each of your bills in the top left-hand corner** (canteen, nursery, sports activities, leisure activities, etc.).

**REMEMBER:** If you already have an account on the online procedures portal, **you must link it to your DUI**. In your dashboard, you'll find all the information relating to your Interactive Unique File, which is linked to all your procedures.

### EARLY YEARS CHILDCARE

#### Childcare tailored to your needs

Children aged 0-3 are cared for in a variety of establishments or at home. Regular or occasional childcare is offered to best meet families' varying needs.



[> find out more](#)





### - Nursery registration and admission

#### Registering your child, step by step

When should I register my child?

- From the last trimester of pregnancy;
- or at least six months before the desired entry date.
- First step: submit your application online
- Since December 2023, applications for nursery places have been made online. Prepare and send your application from home and choose a time to make an appointment with an Espace Petite Enfance to finalise your application.



[> find out more](#)

Seek advice from early  
years professionals

## > EDUCATION

### • ENROLLING YOUR CHILD AT SCHOOL

The steps to follow to enrol your child(ren) in a state nursery or primary school in Toulouse.

There are 2 stages to registering your child at the school:



- Request [online registration](#) with Toulouse City Hall or with assistance from the Toulouse Services Centres or your local branch of the City Hall.
- Make an appointment with the school management once you have received the letter confirming that your child has been assigned to the school.

### • CLAÉ AND EXTRA-CURRICULAR ACTIVITIES



The [Clae](#) (school-associated leisure centres) offer a range of high-quality activities led by qualified staff. The aim is to offer children the best possible conditions for success at school and in education



### • EQUAL OPPORTUNITIES AND INCLUSION



Help with homework, support with schooling, educational success, support for inclusion: there are many schemes in place to strengthen [equal opportunities](#), and support parents and children.

### • Welcoming children with disabilities to school

Toulouse City Council is actively involved in the implementation of an inclusive school system that enables every child to enjoy a high-quality education.

### • Educational success

The Réussite éducative / Educational success scheme is aimed at children and teenagers aged 2 to 16. Its aim is to give children who do not benefit from a social, family or cultural environment conducive to their success new opportunities. It is set up on the basis of a proposal from the school to the family.

### • Workshops and support for schooling

Toulouse City Council offers three after-school support and guidance schemes: study workshops, free workshops and educational support.

### • SCHOOL MEALS AND CANTEEN MENUS

School meals are available to children enrolled in Toulouse City Council state schools.



[Reserving meals](#)  
[Paying for the canteen](#)

## > MIDDLE AND HIGH SCHOOL ENROLMENT

Your child is about to start middle or high school (collège or lycée): they will be assigned to the public middle or high school in your area, usually the one closest to your home.



[> middle school](#)



[> high school](#)

## > LEISURE AND HOLIDAYS

### • LEISURE CENTRES AND YOUTH CLUBS

The leisure centres welcome **children and young people aged 3 to 17 on Wednesday afternoons and during school holidays.**



[> Register your child](#)



### • HOLIDAY BREAKS

Each holiday break includes a wide range of activities: sports, discovery, culture and self-expression.



[> Find out more](#)

### • TOY LIBRARIES

These are resource centres for parents and professionals. By encouraging play, toy libraries help children to grow up and parents to spend special time with them.



[> Find out more](#)

## > LEISURE ACTIVITIES

Toulouse City Council's cultural centres offer shows, workshops, exhibitions and other cultural and leisure activities all year round.

They also offer a wide range of weekly lessons and leisure activities for children, teenagers and adults. Music, dance, theatre, drawing, photography, yoga... you can register online.



[> Register](#)

### REGISTER FOR A SPORTS ACTIVITY (CHILDREN AND ADULTS)

#### • Sports activities during the school holidays

Toulouse City Council offers sports activities for children and teenagers during the winter, spring (Easter), summer, autumn (All Saints) and Christmas school holidays.

#### • Year-round sports activities

Toulouse City Council organises lessons and a wide range of sporting activities throughout the year for children, young people up to the age of 16 and adults. These lessons and activities are taught by sports instructors.

**You can register online or by visiting the Toulouse Services Centre or your local district city hall.**



[> Find out more](#)



### > YOUTH CENTRES

#### • YOUTH CENTRES

The Youth Centres are for 11-25 year olds, with no prior membership required. They are open all year round.



[> Find a youth centre](#)

#### • SPECIALIST PREVENTION CLUBS

The club is aimed at young people aged between 11 and 25 who are isolated, have dropped out of school and are struggling to develop a life plan.



[> Find out more](#)

### > SPORTS AND CULTURE

#### • PUBLIC AND PRIVATE SPORTS FACILITIES



Toulouse City Council offers a wide range of supervised sporting activities, [find out more here](#)

There are also a number of voluntary clubs in the area, offering a range of sporting disciplines that are not provided by Toulouse City Council

#### • Swimming pools

##### Annual subscription

Annual subscription is sold directly at the swimming pool reception desk on presentation of proof of identity and proof of address.

##### 10-ticket card

10-entry cards are accepted at all Toulouse municipal swimming pools.



[> Find out more](#)

##### Preferential access card

The "carte d'accès libre piscines et patinoires" gives unlimited access to swimming pools and skating rinks for €25, plus a €4 charge for issuing the card (if you don't already have one).

##### Free

On presentation of supporting documents, admission is free for

- > Children under the age of 7
- > Seniors over 60
- > Disabled residents of Toulouse on presentation of proof of disability



- **Alban Minville swimming pool:**

1 place Martin Luther King, 31100 Toulouse.

- **Alex Jany swimming pool:**

chemin du verdon, 31500 Toulouse

- **Alfred Nakache swimming pool:**

7 allée Gabriel Biénès, 31400 Toulouse.

- **Bellevue swimming pool:**

69 ter route de Narbonne, 31400 Toulouse.

- **Castex swimming pool:**

7 allée Gabriel Biénès, 31400 Toulouse.

- **Chapou swimming pool:**

1 rue Saunière, 31000 Toulouse.

- **Jean Boiteux swimming pool:**

105 route de Blagnac, 31200 Toulouse.

- **Léo Lagrange swimming pool:**

1 place Riquet, 31000 Toulouse.

- **Papus swimming pool:**

64 allée de Guyenne, 31100 Toulouse.

- **Pech David swimming pool:**

chemin des côtes de Pech David, 31400 Toulouse.

- **Toulouse Lautrec swimming pool:**

26 impasse Barthe, 31200 Toulouse.

- **Ice-skating rinks**

- **Alex Jany ice rink:**

chemin du verdon, 31500 Toulouse

- **Bellevue ice rink:**

69 ter route de Narbonne, 31400 Toulouse



[> Find out more](#)

- **Leisure centres**



[> Find out more](#)

- **Tennis courts**



[> Find out more](#)



### GOOD TO KNOW

View the [interactive map](#) of Toulouse City Council's sports facilities



### • TOULOUSE, A CITY RICH IN HISTORY AND OPEN TO THE ARTS

#### • Museums



[> Find out more](#)

#### • Monuments



[> Find out more](#)

#### • Libraries



[> Find out more](#)

#### • Concert halls and performance venues



[> Find out more](#)

#### • Cinemas



[> Find out more](#)

#### • Theatres



[> Find out more](#)

### • YOUTH CLUBS AND CULTURAL CENTRES AND POPULAR EDUCATION ASSOCIATIONS

A network of popular education associations extends the artistic, sports and well-being activities available to young people. They also organize performances and exhibitions throughout the year.



[> Find out more](#)

### Toulouse TOURIST OFFICE

Would you like to explore your city in an original way? Visit the tourist office in person or visit the [website](#) (information, guided tours...)

Find them at: **Donjon du Capitole**,  
Square Charles de Gaulle, 31000 Toulouse  
Telephone: +33 (0)5 17 42 31 31





## > TRAVEL, PARKING, PUBLIC TRANSPORT

### GETTING AROUND

#### • On foot



[> Find out more](#)

#### • By bike



[> Find out more](#)

#### • By public transport



[> Find out more](#)

#### • By car



[> Find out more](#)

#### • By two-wheeled motor vehicle



[> Find out more](#)

### • GETTING AROUND IN TOULOUSE

#### > PUBLIC TRANSPORT

##### • Tisséo

Get around Toulouse using the Tisséo metro, tram and bus network.

To buy your tickets or create your Pastel card, visit Tisséo's online shop at <https://eboutique.tisseo.fr/fr/> or visit the Tisséo branches in Arènes, Basso Cambo, Jean-Jaurès and Marengo-SNCF (for the Arènes and Jean-Jaurès branches, please make an appointment in advance).

Find out all about reduced fares at Jeunes-Tisséo, or visit [tisseo.fr](https://tisseo.fr)



Residents of Toulouse aged 62 and over can benefit from reduced TISSEO fares.

[> Find out more](#)

#### > GETTING AROUND BY BIKE

##### • La maison du vélo

Offers rentals by the day, month or year



[> Find out more](#)

##### • vélôtoulouse

To get around Toulouse by bike, visit :



[> Find out more](#)



### • PARKING

#### • Parking in Toulouse



[> Find out more](#)

#### • Parking for residents



[> Find out more](#)

#### • Parking for professionals



[> Find out more](#)

#### • Parking for people with disabilities



[> Find out more](#)

#### • Parking for rent



[> Find out more](#)

#### • Impoundment, fines, checks and appeals



[> Find out more](#)

### • MY ENVIRONMENT

#### • Waste and cleanliness



[> Find out more](#)

#### • Waste in my local authority



[> Find out more](#)

#### • Waste collection centres



[> Find out more](#)

#### • Food waste collection



[> Find out more](#)

#### • Composting



[> Find out more](#)

#### • Cleanliness



[> Find out more](#)





## > ONLINE ADMINISTRATIVE PROCEDURES

For online administrative procedures, you need to create an account on the MonToulouse application or on the [metropole.toulouse.fr](https://metropole.toulouse.fr) website:



[> Create an account](#)

### CATEGORIES OF PROCEDURES ACCESSIBLE ON THE SITE METROPOLE.TOULOUSE.FR

- > [Associations](#)
- > [Citizenship, elections](#)
- > [Trade](#)
- > [Culture, sports, leisure](#)
- > [Travel and parking](#)
- > [Children, Family, Seniors](#)
- > [Environment](#)
- > [Civil status](#)
- > [Administrative formalities](#)
- > [Interventions and reports](#)
- > [Sponsorship](#)
- > [Local mediation](#)
- > [Organising an event](#)
- > [Professionals](#)
- > [Cleanliness, waste](#)
- > [Booking and hiring rooms](#)
- > [Solidarity, health](#)
- > [Tourism](#)
- > [Town planning, Housing](#)

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PARTNER PUBLIC SERVICES :

# SOLIDARITY HEALTH & SOCIAL

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## PARTNER PUBLIC SERVICES

(non-exhaustive list)



### • SOLIDARITY, HEALTH, SOCIAL

#### CCAS IN TOULOUSE



The Centre Communal d'Action Sociale (CCAS) manages facilities for people who are elderly, disabled, in difficulty or in an emergency social situation.

2 bis rue de Belfort 31000 Toulouse - +33 (0)5 67 72 85 85

Monday, Tuesday, Wednesday, Friday: 9am-12.30pm / 1.30pm-4pm

Thursday: 10am-12.30pm / 1.30pm-4pm - Saturday, Sunday: closed

Bus: lines 14, 23, L8 - Bachelier or Riquet stops Metro: L1 - Jean Jaurès stop



[> Find out more](#)

#### SOLIGUIDE



Soliguide brings together all the services, initiatives and resources for people in difficulty [online solidarity guide](#)



[> Find out more](#)

#### CRÉDIT MUNICIPAL DE TOULOUSE



Crédit Municipal de Toulouse offers pawnbroking, accompanied personal microcredit, a budget advice point and personal loans.

29 rue des lois – 31000 Toulouse - +33 (0)5.61.21.69.12

Monday to Friday, 8.15am to 4.30pm.



[> Find out more](#)

#### MUNICIPAL VACCINATION CENTRE

The municipal vaccination centre offers vaccinations (or boosters) for vaccination protection in France, as well as consultations and travel vaccinations. The municipal vaccination centre is open by appointment only and it is compulsory to wear a mask.



[> Find out more](#)



## PARTNER PUBLIC SERVICES

### CAF CAISSE D'ALLOCATIONS FAMILIALES

24 rue Pierre Paul Riquet 31046 Toulouse  
Tel: 3230 Free call service Caf de la Haute-Garonne



[> Find out more](#)

### CPAM DE LA HAUTE-GARONNE - SOCIAL SECURITY



A primary health insurance fund is a health-related body with a public service remit in France. It is responsible for local relations with the beneficiaries of the Caisse nationale d'assurance maladie.



[> Find out more](#)

### MSA MIDI-PYRÉNÉES SUD (TOULOUSE)

The Mutualité Sociale Agricole (MSA) is the body that manages social protection for the farming community.

78 voie du TOEC – 31300 Toulouse  
Tel: +33 (0)5.61.10.40.40

### MDPH: DEPARTMENTAL CENTRE FOR DISABLED PEOPLE

Support and services for people with disabilities in Toulouse

10 place Alphonse Jourdain 31000 Toulouse  
Tel: 0800310131



[> Find out more](#)

### ADIL: DEPARTMENTAL ASSOCIATION FOR ACCOMMODATION INFORMATION



Association in Toulouse

4 rue Furgole 31000 Toulouse  
Tel: +33 (0)5 61 22 46 22



[> Find out more](#)



### FRANCE SERVICES

France Services is an organisation that combines in-person assistance with digital support and brings together several public services in one place

Information, advice and guidance for the following operators:

- National Agency for Secure Documents (ANTS)
- Family allowances
- Health insurance
- Pension insurance
- Energy cheque
- Public finance
- France Rénov'
- France Travail
- La Poste
- Mutualité sociale agricole (MSA)
- Legal helpdesk

### FRANCE SERVICES DE TOULOUSE-LES MINIMES

MAIRIE DE  TOULOUSE

4 place du Marché aux Cochons 31200 Toulouse

+33 (0)5 31 22 99 99 [franceservices.minimes@Mairie-toulouse.fr](mailto:franceservices.minimes@Mairie-toulouse.fr)

### FRANCE SERVICES DE TOULOUSE-NIEL-EMPALOT

MAIRIE DE  TOULOUSE

81 rue Saint Roch 31400 Toulouse

+33 (0)5 67 73 80 55 [franceservices.nielempalot@Mairie-toulouse.fr](mailto:franceservices.nielempalot@Mairie-toulouse.fr)

### FRANCE SERVICES DE TOULOUSE LE MIRAIL

3 rue de l'Université du Mirail 31100 Toulouse

+33 (0)6 48 19 93 59 [le-mirail@france-services.gouv.fr](mailto:le-mirail@france-services.gouv.fr)

### FRANCE SERVICES DE TOULOUSE-PRADETTES

2 passage Julien Forgues 31100 Toulouse

+33 (0)9 71 40 35 44 [servicespradettes@alliancesetcultures.org](mailto:servicespradettes@alliancesetcultures.org)



### ESPACE DIVERSITÉS LAÏCITÉ

MAIRIE DE  TOULOUSE

Espace Diversités Laïcité is a place dedicated to the fight against discrimination. It is an information and listening centre, which hosts help desks and awareness-raising events.

It also aims to welcome all victims of discrimination. You can find out more about the associations present here to discuss issues relating to diversity and secularism.



[> Find out more](#)

## > NATIONAL EDUCATION AND UNIVERSITY STUDIES

### LOCAL EDUCATION AUTHORITY

The Local Education Authority is the directorate of national education services at a regional level. It implements the education policy defined at national level. It has authority over primary schools (écoles maternelles et élémentaire) and secondary schools (collèges et lycées).



*Location: Jardin Niel*  
75 rue Saint-Roch, 31400 Toulouse  
+33 (0)5 36 25 70 00  
[www.ac-toulouse.fr](http://www.ac-toulouse.fr)

### UNIVERSITÉ DE TOULOUSE

The Université de Toulouse is a community of universities and higher education and research establishments in the Occitanie region. It includes the Toulouse education authority and the former Midi-Pyrénées region.

41 allées Jules Guesde, 31000 Toulouse  
+33 (0)5 61 14 80 10  
[www.univ-toulouse.fr](http://www.univ-toulouse.fr)



## PARTNER PUBLIC SERVICES



CROUS



The CROUS or Centre Régional des Œuvres Universitaires et Scolaires is a public organisation linked to the Ministry of Higher Education and Research. The main role of the CROUS is to help students in their daily lives to ensure that they succeed in their studies.

The main activities of the CROUS are:

Helping and supporting all students (French and international) on a day-to-day basis and throughout their studies.

- Catering outlets (restaurants, brasseries and cafeterias, Crous Truck, etc.)
- Accommodation (in student halls of residence)
- Financial aid (grants based on social criteria, specific aid, etc.)
- Health and social support services (psychologists, social workers, etc.)
- Cultural, artistic and sports activities for a lively campus (student creative competition).



58 rue du Taur, 31000 Toulouse  
+33 (0)5 61 12 54 70  
[www.crous-toulouse.fr](http://www.crous-toulouse.fr)

### L'ACCUEIL WELCOME DESK



French and international students, the Welcome Desk team and its partners can help you with accommodation, health, residence formalities and mobility.



Université de Toulouse Midi-Pyrénées  
41 allées Jules-Guesdes 31000 Toulouse  
Opening hours Monday to Friday  
9am-12.30pm / 1.30pm-5pm (until 6pm in  
September)  
<https://welcomedesk.univ-toulouse.fr/>

### Good to know

At the welcome desk, you'll find advice, information and contacts with a wide range of organisations such as the Caf, Crous, the prefecture, Crij, student associations, etc... Everything you need to succeed in the pink city...



## > ADMINISTRATIVE ORGANISATIONS

### PRÉFECTURE DE HAUTE-GARONNE (COUNTY HALL)

1 rue Saint Anne – 31000 Toulouse  
+33(0)5.4.45.34.45

[www.haute-garonne.gouv.fr/](http://www.haute-garonne.gouv.fr/)

*Government departments are responsible for all procedures relating to foreign nationals, such as applying for or renewing residence permits, naturalisation and family reunification.*

[More info](#)



### OFII TOULOUSE - OFFICE FRANÇAIS DE L'IMMIGRATION ET DE L'INTÉGRATION

7 rue Arthur Rimbaud – 31200 Toulouse  
+33 (0)5.34.41.72.20 [www.ofii.fr](http://www.ofii.fr)

### BANQUE DE FRANCE

4, rue Antoine Deville 31000 Toulouse

### CENTRE DES IMPÔTS (TAX OFFICE)

Centre des Finances Publiques  
1, place Emile Blouin 31500 Toulouse  
+33 (0)5 34 44 80 00

## • INTERNATIONAL

### Consular offices in Toulouse:

#### ALGERIA - CONSULATE GENERAL

67 bd de Strasbourg, 31000 Toulouse  
+33 (0)5 61 62 02 85  
[info@consulat-toulouse-algerie.fr](mailto:info@consulat-toulouse-algerie.fr)

#### SPAIN - CONSULATE GENERAL

16, rue Sainte-Anne, 31000 Toulouse  
+33 (0)5 34 31 96 67  
[cog.toulouse@maec.es](mailto:cog.toulouse@maec.es)

#### MOROCCO - CONSULATE GENERAL

5, avenue Camille Pujol, 31500 Toulouse  
+33 (0)5 62 47 10 47  
[cgtoulouse@maec.gov.ma](mailto:cgtoulouse@maec.gov.ma)

#### PORTUGAL - VICE-CONSULATE

33, avenue Camille Pujol,  
31500 Toulouse  
05 61 80 43 4  
[toulouse@mne.pt](mailto:toulouse@mne.pt)

#### TUNISIA - CONSULATE GENERAL

19, allées Jean-Jaurès, 31000 Toulouse  
+33 (0)5 61 63 61 61  
[consulat.tunisie-toulouse@wanadoo.fr](mailto:consulat.tunisie-toulouse@wanadoo.fr)

#### GERMANY - HONORARY CONSULATE

[morvilliers@msgw.com](mailto:morvilliers@msgw.com)

#### AUSTRIA - HONORARY CONSULATE

[consulat.autriche.toulouse@gmail.com](mailto:consulat.autriche.toulouse@gmail.com)

#### BELGIUM - HONORARY CONSULATE

[consulbel@courtois.fr](mailto:consulbel@courtois.fr)

#### BULGARIA - HONORARY CONSULATE

[toulouse@consulat-bulgarie.fr](mailto:toulouse@consulat-bulgarie.fr)

#### BURKINA FASO

[michel.planes@yahoo.fr](mailto:michel.planes@yahoo.fr)

#### CAMBODIA - HONORARY CONSULATE

[ccambodge31@orange.fr](mailto:ccambodge31@orange.fr)

#### CANADA - HONORARY CONSULATE

[toulouse@international.gc.ca](mailto:toulouse@international.gc.ca)

#### CÔTE D'IVOIRE - HONORARY CONSULATE

[gerardcazaux@yahoo.fr](mailto:gerardcazaux@yahoo.fr)

#### CROATIA - HONORARY CONSULATE



## PARTNER PUBLIC SERVICES



farrefr@gmail.com

### DENMARK - HONORARY CONSULATE

frabar@umgate.dk

### ESTONIA - HONORARY CONSULATE

consulatestonietoulouse@gmail.com

### FINLAND - HONORARY CONSULATE

consulathonorairefinlande.toulouse@orange.fr

### IRELAND - HONORARY CONSULATE

kevin.mcgreevy@honoraryconsul.ie

### ISRAEL - HONORARY CONSULATE

jpplancade@icloud.com

### ITALY - CONSULAR SECTION

19, bis Rue Riquet – 31000 TOULOUSE  
+33 (0)5 34 66 89 90  
tolosa.marsiglia@esteri.it

### JAPAN - HONORARY CONSULATE

freynes@kpmgavocats.fr

### LATVIA - HONORARY CONSULATE

latvija.occitanie@gmail.com

### LUXEMBOURG - HONORARY

### CONSULATE

toulouse@consul-hon.lu

### MALI - HONORARY CONSULATE

consulatmali-toulouse.mp@sfr.fr

### MEXICO - HONORARY CONSULATE

saint-martin@clinic-de-la-vision.com

### MOLDAVIA - HONORARY CONSULATE

consulatmoldavietoulouse@orange.fr

### MONACO - HONORARY CONSULATE

consulat.monaco.toulouse@grainedepastel.com

### NORWAY - HONORARY CONSULATE

frederic.honnorat@consulatnorvege.fr

### PAKISTAN - HONORARY CONSULATE

toulouse@consulat-pakistan.com

### NETHERLANDS - HONORARY CONSULATE

Pending appointment

### PERU - HONORARY CONSULATE

josselynzeballos@icam.es

### PHILIPPINES - HONORARY CONSULATE

consulat.philippines.toulouse@gmail.com

### ROMANIA - HONORARY CONSULATE

pppoulet@wanadoo.fr

### SWEDEN - HONORARY CONSULATE

consulat.suede.toulouse@gmail.com

### SWITZERLAND - HONORARY CONSULATE

toulouse@honrep.ch

### CHAD - HONORARY CONSULATE

consulathonorairedutchad@soicex.com

### URUGUAY - HONORARY CONSULATE

cdtoulouse@mrree.gub.uy



### • SECURITY

#### Court of First Instance

##### PALAIS DE JUSTICE

2 allées Jules Guesde  
31000 Toulouse  
+33 (0)5.61.33.70.70  
40 avenue Camille Pujol  
31000 Toulouse  
+33 (0)5.34.31.79.79

13 rue des Fleurs, 31000 Toulouse  
+33 (0)5 61 14 91 50

<https://www.avocats-toulouse.com/accueil>

##### MAISON DE LA JUSTICE ET DU DROIT

2, impasse Abbé Salvat,  
31100 Toulouse  
+33 (0)5 61 43 06 94 by appointment

#### Central Police Station

##### HÔTEL DE POLICE NATIONALE -

##### COMMISSARIAT CENTRAL

Poste de police  
23 bd de l'Embouchure  
31000 Toulouse  
+33 (0)5.61.12.77.77  
Open 24 hours a day

#### Legal aid and assistance

##### MAISON DE L'AVOCAT

#### "Ici, demandez Angela" scheme



"Ici, demandez Angela": a network of safe places where anyone can take refuge if they are being followed or harassed in the street. These places can be identified by a sticker affixed to their window.

[Map of safe places](#)



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# FURTHER INFORMATION AND DOCUMENTATION

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## FURTHER INFORMATION AND DOCUMENTATION

### • EMERGENCY CONTACTS: NUMBERS YOU NEED TO KNOW

#### ALLO TOULOUSE

Allô Toulouse is a City Hall service **available 24 hours a day, 7 days a week.**

Requests made by telephone on **+33 (0)5 61 222 222** are directed to the appropriate department of the City Hall or the Metropolis (technical department, municipal police, social services) or to a partner organisation: social services, France Victimes 31 (victim support association), national police, prefecture, etc



[> Find out more](#)

#### MAIRIE DE TOULOUSE

Hôtel de ville - Place du Capitole  
31040 Toulouse cedex 6  
Switchboard for all departments,  
Monday to Friday, 8.30am to 5pm:  
+33 (0)5 61 22 29 22

#### TOULOUSE MÉTROPOLÉ

6, rue René Leduc BP 35821  
31505 Toulouse cedex 5  
Switchboard for all departments,  
Monday to Friday, 8am to 6pm: +33  
(0)5 81 91 72 00

#### TELEPHONE PLATFORM FOR

#### ADMINISTRATIVE FORMALITIES:

+33 (0)5 31 22 90 00

#### SENIORS INFO DESK

A place dedicated to Toulouse residents aged 60 and over.

This Toulouse City Council service is intended for people aged 60 and over. It aims to welcome seniors to a friendly space where they can find advice and information on activities, home services, transport, health prevention, etc.

Specific services are also offered, such as the "Mon Toulouse Senior" card, which gives holders access to urban transport and leisure activities, and special measures in the event of a heatwave or extreme cold.

An appointment can also be made with a social worker to help with any formalities. A senior's guide is available and contains all the relevant information.

17 rue de Rémusat – 31000 Toulouse  
0800 042 444 (*free call*)  
[infos.seniors@mairie-toulouse.fr](mailto:infos.seniors@mairie-toulouse.fr)

## FURTHER INFORMATION AND DOCUMENTATION



### • LOST PROPERTY

The purpose of the lost property department is to centralise, identify, trace, record and track all items lost on public spaces in the city: streets, green spaces, parks and gardens, etc.

**It takes at least 48 hours for lost property to be transferred to the Lost Property Department.**

1, allée Jacques Chaban-Delmas 31500  
Toulouse - +33 (0)5 62 27 65 16  
+33 (0)5 62 27 64 97 - +33 (0)5 62 27  
63 00

### • ANIMALS IN THE CITY

Spending time with your pet:



[> Find out more](#)

### • LA MAISON DES ASSOCIATIONS

The Maison des associations provides meeting rooms, a photocopying and IT area and a multi-purpose room. It receives grant applications and passes on information about clubs and associations.



[> Find out more](#)

### • MAJOR RISKS - MASS ALERT SYSTEM

Sign up for major risk notifications. This online procedure enables you to register for the Civil Protection and Major Risks Department's mass alert system.

After registering, this Toulouse City Council service allows you to be alerted by telephone, text message or e-mail when a serious event occurs or is forecast.



[> Go to the online procedure:](#)



## FURTHER INFORMATION AND DOCUMENTATION

### • GUIDE TO SOCIAL EMERGENCIES IN TOULOUSE

Toulouse City Council has published a guide, translated into English, Arabic, Albanian and Russian, listing a range of community and municipal facilities for people with no fixed abode.

The addresses are classified by subject: **accommodation, meals, care, hygiene, luggage storage, etc.** and are shown on a map to help you find them. Each location is listed with opening times and the nearest metro station or bus stop.



### • TOULOUSE FOR SENIORS; PRACTICAL GUIDE



### • TOULOUSE FOR PEOPLE WITH DISABILITIES



## FURTHER INFORMATION AND DOCUMENTATION



- YOUNG PEOPLE: PRACTICAL GUIDE



- TOULOUSE POUR LES JEUNES INTERNATIONAUX  
TOULOUSE FOR YOUNG INTERNATIONALS



- REDUCING AND SORTING WASTE





## FURTHER INFORMATION AND DOCUMENTATION

- GUIDE : COMBATING VIOLENCE AGAINST PERSONS LGBT+ PEOPLE



- GUIDE TO VISITING THE ESPACE DIVERSITÉS LAÏCITÉ





## FURTHER INFORMATION AND DOCUMENTATION



### **Glossary of administrative and practical terms**

Clear language makes life easier! Rediscover the Administrative Lexicon published by Le Robert dictionary with the Ministry of the Civil Service and State Reform. Administrative glossary, latest edition - French Republic



[> Find out](#)

### **Mairie de Toulouse**

May 2025

When reading this guide, if you notice any errors or changes to be made, please let us know:

***communication@mairie-toulouse.fr***

### **Printing**

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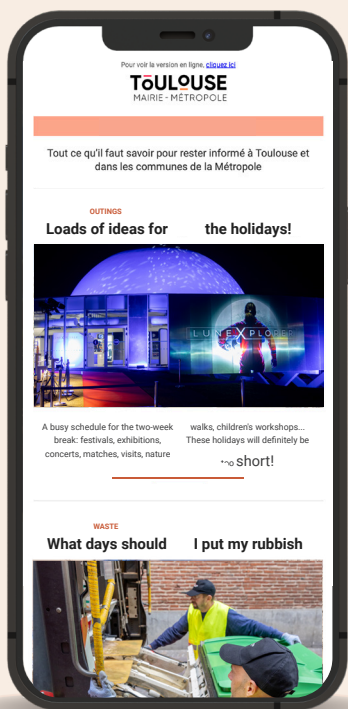


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## NOTES

## NOTES

# “Que faire pendant les vacances ?”



Pour ne rien manquer,  
**inscrivez-vous à  
la newsletter de  
[metropole.toulouse.fr](https://metropole.toulouse.fr)**



toulouse  
métropole



**Aimer Vivre à Toulouse**  
MAIRIE DE  **TOULOUSE**