

Associazione "Zusammenleben Auer – Vivere insieme Ora"

WELCOME TO ORA

Citizen orientation guide





Association "Zusammenleben Auer – Vivere insieme Ora"
www.auerora.it/vereine/zusammenleben-auer/

With the support of



Municipality of Ora

AUTONOME PROVINZ BOZEN - SÜDTIROL



PROVINCIA AUTONOMA DI BOLZANO - ALTO ADIGE

PROVINZIA AUTONOMA DE BULSAN - SÜDTIROL



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Images: shutterstock.de

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Photo: Erich Debiasi

WELCOME TO ORA

There are many reasons why to settle in Ora: its particular climate and location at the foot of a sunny valley in the southern part of the province, its proximity to the city of Bolzano but also its transport links as well as the employment opportunities that it offers.

To this day, Ora has largely preserved its rural character with its lively community and a variety of local associations.

The purpose of this brochure is to welcome and help residents find their way around.

When arriving in a new place, it is not always easy to know who to turn to and for what. This guide aims at promoting a peaceful coexistence and provides useful information that can help all newcomers integrate faster into the local community.



LIVING TOGETHER

As in any form of coexistence, clear rules are indispensable to achieve the appropriate balance between rights and duties. Respect for individual and social rights is necessary, as is the fulfilment of duties towards the community.

The basic human rights and fundamental freedoms recognised internationally, the legislations set out by the European Union, the Italian State and the Province, the principles of equal rights and equal opportunities, the freedom of thought, conscience and religion, the concept of non-violence as well as the respect for the personality of the individual apply to all people living in South Tyrol.



Further information:
www.comune.ora.bz.it



Photo: Helmut Zelger

Ora is located in Bassa Atesina, the southern part of the province of Bolzano, which has always been characterised by a mild and sunny climate. It is a village worth living in, characterised by a high quality of life, a traffic-free centre, various job opportunities, a wide range of services and a lively social life.

Ora has about 3,900 inhabitants; approximately 70% are native German speakers while 30% are native Italian speakers.

It is not known when exactly people first settled here, when they built the first houses, or when they started cultivating the land. It is assumed that the first inhabitants crossed the swampy valley via the rocky outcrops of Castelfeder and Mitterberg in ancient times. The Romans also made use of this route and crossed the valley through Ora. What is certain is that the Schwarzenbach river with its high streamflow, repeatedly flooded everything. That's why, for Ora's inhabitants, landslides used to be the main concern.

The oldest buildings, dating back to the 13th century and still inhabited today, are mainly located in Ora's historical centre, in the upper part of the village. Most probably, the oldest one is St. Peter's Church (11th century) while Baumgarten Castle and Auer/Ora Castle, which were fortified

castles at the time, also date back to the same period. A typical characteristic of Ora's historical centre is its narrow winding streets built between the high stone walls.

Until the end of World War I, Ora belonged to the County of Tyrol and thus to the Austro-Hungarian Empire. In 1920, with the Treaty of Saint-Germain, Ora, along with a large part of the Tyrolean territory located south of the Alps, became part of Italy. To this day, the origin of the name "Auer/Ora" is unclear. Some say that the name may derive from Aurelius, the famous Roman emperor, while others think that due to the discovery of Roman bricks with the inscription "AURESIS", the name derives from a Roman kilt that was located in the area. In any case, the name "AWR" as the name of our town, first appears in the 14th century to then become "AUR" and AUER/ORO which is the current name of the village.

(Source: Zelger Helmut, „Auer im Südtiroler Unterland, Vergangenheit und Gegenwart“ and Wikipedia)

For further information regarding historic buildings please visit:
www.castelfeder.info/media/d60ca024-3b8f-4535-a68d-84db4f3e93f3/historische-gebaeude-in-auer.pdf



[www.agenziaentrate.gov.it/
portale/web/guest/schede/
istanze/richiesta-ts_cf/come-si-
chiede-la-tessera-sanitaria](http://www.agenziaentrate.gov.it/portale/web/guest/schede/istanze/richiesta-ts_cf/come-si-chiede-la-tessera-sanitaria)

ARRIVING IN ORA

In Italy, the tax code (Codice Fiscale), in addition to the identity card, is essential for identifying citizens. It is used for many administrative procedures, bank transactions, contracts, etc. The code can be issued by the 'Agenzia delle Entrate' (Italian Revenue Agency) that is based in Bolzano.



Change of residence (immigration from an Italian municipality or immigration from abroad) and change of address should be communicated within 20 days of the moving date by submitting the declaration of residence to the Civil Registry Office (on the ground floor of the Ora's townhall). A property deed or a lease contract must be presented. Any vehicles associated with the new residence must also be registered, as must all family members. If the new residence does not already have a waste disposal container, this must be purchased from the municipality.

Identity card: it can be requested or renewed at the Civil Registry Office. If lost or stolen, it must be reported to the Police (Carabinieri). The document is valid for ten years.



Voting ID card: it is also issued by the Civil Registry Office and it is a personal document that must be carefully kept and brought along to the polling station in case of elections.



Photo: Stefano Sgarbosa

Other documents such as family status certificates or birth certificates can also be issued by the Civil Registry Office.

Civil Registry Office:

Tel.: +39 **0471 089010**

demographische.aemter@gemeinde.auer.bz.it

demo.auer.ora@legalmail.it

Foreign citizens who have been living in Italy for more than 5 years and wish to apply for an EU permanent residence permit (art. 9 Consolidated Immigration Act) should pass a language test to assess their level of Italian. Candidates for the language test can register at the prefecture of the province in which they reside or online through the following website:

www.nullaostalavoro.dlci.interno.it

LIVING IN ORA

NEIGHBOURHOOD ETIQUETTE



Everyone needs sufficient rest and sleep. Therefore, night-time quiet times (usually after 10 p.m.) and midday quiet times should be respected.

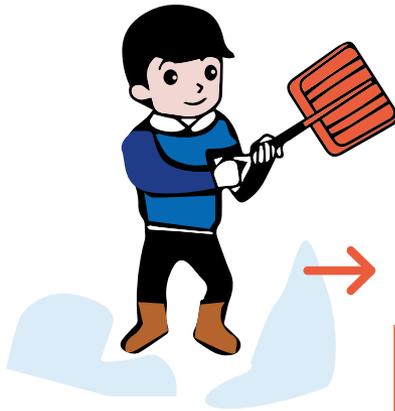
Any noise violation, if reported, will be investigated by the police (Police, Carabinieri) and, if necessary, it will be punished.



PETS

Residents living with animals must ensure that all legal requirements are met. For example, a dog must be registered, microchipped, and should receive the required vaccinations. Throughout the country, dogs' excrement must be removed immediately by the dog owner and disposed appropriately in the waste bins provided for this specific purpose. In addition, pet owners should respect the fear of some people towards animals.

Therefore, they need to be careful and behave in a responsible manner throughout the municipality.



SNOW

In case of snowfall, residents, whether house owners or tenants, are responsible for clearing the snow from the pavement outside their home. When doing so, particular care must be taken in order to:

- a) avoid shovelling snow into the street.
- b) reduce the risk of slipping by spreading sand (road salt should be avoided for environmental reasons)
- c) create a snow-free walking area of at least 80 cm so that two people can walk side by side

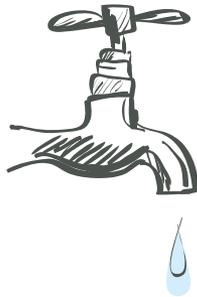


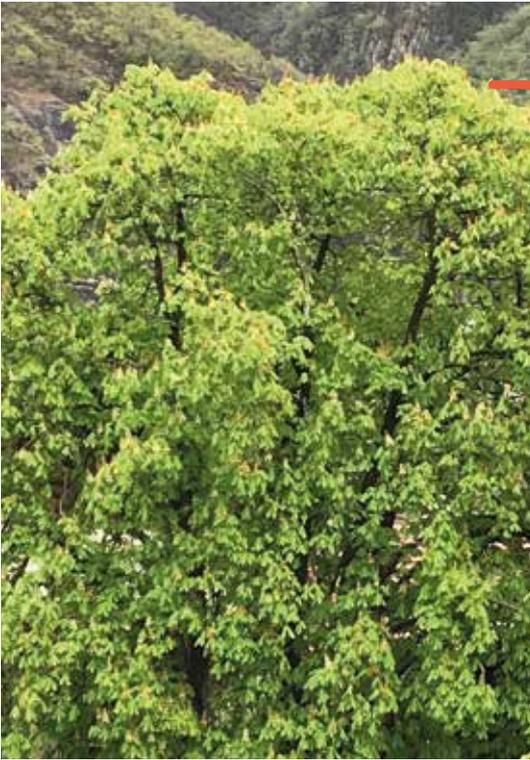
ENVIRONMENT

Respecting the environment is vital each and every day. It is, therefore, extremely important not to unnecessarily pollute the air, water, and soil. For example, littering the streets with cigarette butts, chewing gums, paper tissues, plastic bottles, etc. should be avoided.

Using energy responsibly helps the environment and contributes to saving money: i.e. purposeful heating and brief cross ventilation help avoiding unnecessary energy loss (5-10 minutes of intermittent ventilation are sufficient while windows should be opened fully and not just tilted).

Drinking tap water is absolutely safe: it is constantly monitored and of excellent quality. To protect the environment, avoid wasting water.





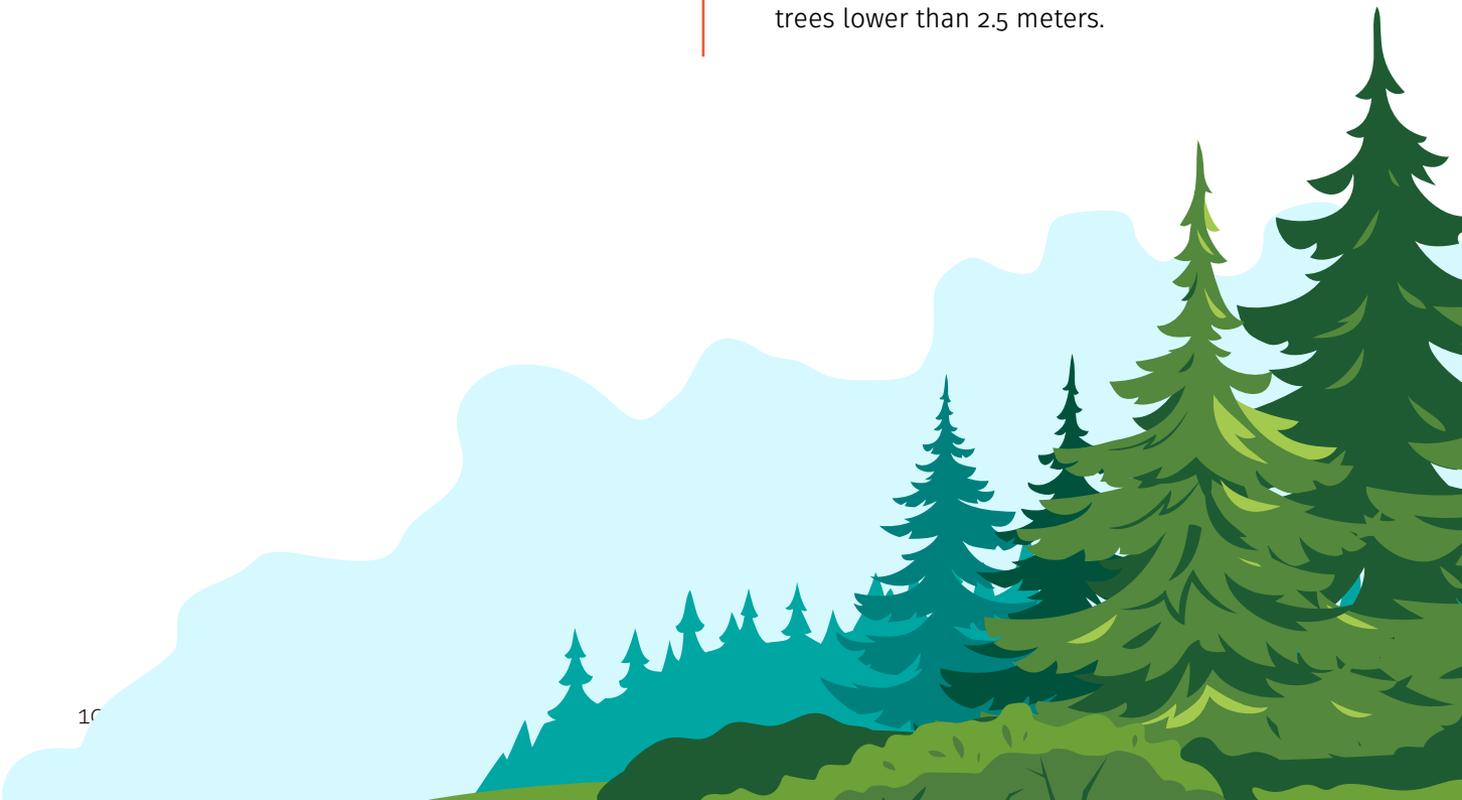
TREES

The trees of the village contribute to combating global warming and the greenhouse effect, which is why each and every one of them is so valuable when it comes to air quality as well as the quality of life. Trees provide excellent shade and thanks to their ability to purify the air they are considered to be the “green lungs” of cities and villages.

However, when planting trees - ideally native ones - within your land, it is advised to maintain a certain distance from your property’s boundary. After some years tree branches might grow and be disturbing due to shading or overhanging into neighbouring land. Therefore, maintaining a certain distance from the land boundary is necessary when planting trees!

The following minimum distances to the property border are specified:

- 3 meters for tall trees (e.g., walnut, chestnut, linden),
- 1.5 meters for shorter trees (with a trunk not higher than 3 meters) and
- 0.5 meters for vines, shrubs, living fences and trees lower than 2.5 meters.





Our beloved '**Schwarzenbach / Rio Nero**', which means 'Black River', is a recreation area that is worth protecting. The entire zone around the stream is extremely valuable as it is home to particularly delicate flora and fauna, often invisible to the naked eye. In this dense alluvial forest, trees, shrubs, mosses, and stones have created a very special microclimate. Thanks to its environmental importance, this inconspicuous "Forchwaldele" should be preserved as a natural biotope. In this way, future generations will also have the chance to experience this gem.



Separate your waste, protect the environment



GARDEN

Trees and bushes, fields, natural meadows and bee friendly flowers and gardens, are all crucial for the preservation of a pristine environment, the conservation of biodiversity as well as our health and well-being. Every green space, no matter how big or small, is valuable for biodiversity and is worth protecting! Therefore, if possible, natural organic substances should not end up in the trash. If you have a sufficiently large garden, try transforming organic waste into compost. This allows you to reduce your household waste and help the environment. Please visit the following website for more information:

www.ortodacoltivare.it/terra-orto/come-fare-compost.html



WASTE

Each of us can contribute to keeping the environment clean and safe by reducing and separating waste that can be recycled: paper and cardboard, glass, metal, and plastic.

Reduce the volume of your garbage, sort them and take them to the recycling centre.

Items that can be disposed at the recycling centre: paper and cardboard, glass, metal, and plastic, which must be separated and cleaned; electronics and electronic equipment that are no longer repairable; small quantities of bulky waste; compostable garden waste; oil and grease as well as products harmful to the environment (do not pour them down drains or toilets).



→ RECYCLING

The recycling centre is open on Wednesdays and Saturdays. For the time being, on Saturdays the centre is used by the upper and lower part of the village in alternating turns.

The exact opening times and more information on the shift schedule can be found on Ora's municipality homepage, at the town hall or at the recycling centre itself.

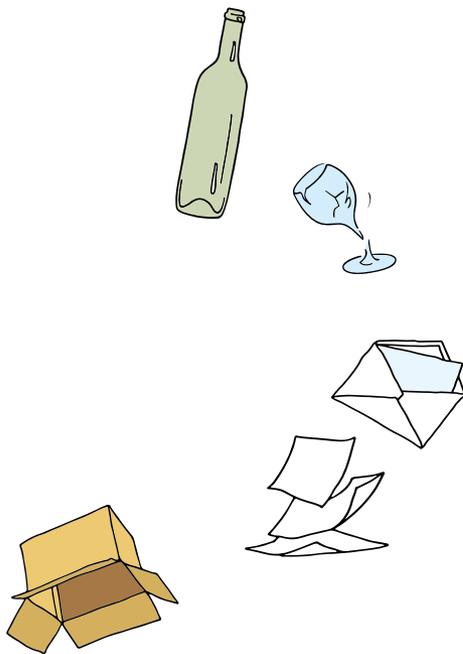
Further details regarding Ora's waste management policies and regulations can be found on

www.comune.ora.bz.it/system/web/verordnung.aspx?menuonr=219367927&sprache=3

In case of relocation, renovation and house or basement clearance, waste disposal should be done by a private company.

Large quantities of organic waste (timbers, pruning residues and similar items) should be taken directly to the composting centre in San Floriano. This facility allows for up to 2,500 kg of disposed organic waste per person per year without charge.

Any remaining **household waste** must be disposed in the appropriate rubbish bin or by using the official bags bearing Ora municipality's logo. The bags must be securely tied using a string and not an adhesive tape.



Sammelstelle für Wert- und Schadstoffe

Halten Sie sich bitte an die Öffnungszeiten, ausserhalb dieser Zeiten werden keine Materialien angenommen!



Marktgemeinde Auer
Comune di Ora

Attenetevi prego all'orario d'apertura. Fuori orario non si accetta nessun materiale!

Wertstoffe und andere Abfälle - Materiali recuperabili ed altri

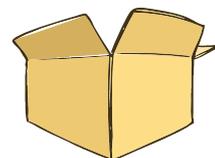


Schadstoffe - Rifiuti pericolosi



Öffnungszeiten - Orari d'apertura:

Mittwoch - mercoledì: 07.30 - 12.00 14.30 - 18.30
Samstag - sabato: 07.30 - 12.00



MOBILITY

In terms of transportation, Ora is well-connected by train and bus with neighbouring towns and villages as well as with Bolzano, the capital of the province. Most of the trains that pass through 'Bassa Atesina' stop in Ora.

'Citybus' as well as regional buses stop in the south of the village ('Heide' area), in the centre (via degli olmi/Hilbweg), at the train station and in the north of the village.

In South Tyrol, local public transport services (trains, buses, cable cars) are part of one single transport association. Timetables are available online at:

www.suedtirolmobil.info/it

The "Südtirol Pass" plays a key role for commuters who travel within and beyond the province (to Trento, Innsbruck and Lienz): it is an electronic ticket that can be used on all means of public transport in South Tyrol. It is available in different versions and for different types of travellers. It is available online at:

www.suedtirolmobil.info/it

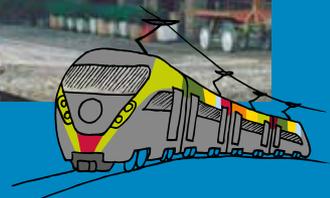


Photo: Erich Debiast

Photo: Helmut Zelger



→ EVERYDAY LIFE

The village offers a variety of **shopping facilities** for everyday use:

Pharmacy, bakery, butcher's shop, grocery shop, electrical goods store, tobacco shop, clothing store, home goods store, office supplies shop, bookshop, craft supplies shop, hardware shop, sporting goods shop, and much more.

Insurance and business services etc.

Hospitality facilities such as bars, restaurants, pizzerias, hotels, holiday, private accommodation, and holiday flats

BICYCLE ←

From Ora you can easily reach the nearby lake of Caldaro, Bolzano or Trento thanks to the cycling paths along the Adige river.

Experienced cyclists can follow the old railway line of Val di Fiemme and arrive to Cavalese through Castelfeder.

ENVIRONMENTAL TIP ←

Get around the village on foot or by bike! Use public transport and drive your car as little as possible. Please note that washing your car at home is not allowed. This is only permitted at car wash facilities equipped with oil separators.

→ ALCOHOL

Alcoholic beverages are available in shops and bars to customers above the age of 18. Drinking and driving is strictly forbidden; exceeding the permitted blood alcohol concentration level of 0,05% (0,5 per mille) can result in fines, driving licence disqualification or imprisonment.



→ SMOKING



Cigarettes are available to consumers above the age of 18. In many public spaces such as hospitals, shops, restaurants, or offices, smoking is prohibited (except in designated smoking areas). Smoking is also prohibited in playgrounds, schoolyards or around children and pregnant women. When in a car with pregnant women or children under the age of 18, smoking is also prohibited. Cigarette butts must not be thrown on the ground.

HEALTH

PUBLIC HEALTH INSURANCE

In South Tyrol, the public health insurance guarantees medical support in case of illness, accident or during pregnancy. In order to get a public health insurance, you must register with **South Tyrol's Health Service**. The public health insurance usually covers medical treatment costs, hospital stays and certain medications. Children are covered by their parents' insurance. Registering with the Health Service in Egna/Neumarkt guarantees citizens the right to health care within Italy and is mandatory for every family member.

Up to age 14
Pediatrician

Above the age of 18
General Practitioner

The pediatrician or the general practitioner is the first point of contact.

People registered with the National Health Service are entitled to basic health care provided by a pediatrician (up to 14 years old) and a general practitioner. You can choose your general practitioner at the health centre of Egna/Neumarkt.

E-mail: sprengel-distretto106.bz@sabes.it

The general practitioner is responsible for general outpatient care, medical prescriptions, medicines, sickness certificates and referrals for medical specialist consultation.





THESE ARE THE DOCTORS CURRENTLY AVAILABLE IN ORA:

Pediatrician **Dr. Dora Bertagnolli**,
Hauptplatz 5 at the town hall,
Tel. +39 **0471 802 323**
Opening hours: Mon 15:00-19:00,
Tue 09:00-11:00, Wed 08:30-12:00,
Thu by appointment only, Fri 08:30-12:00

General Practitioner **Dr. Klaus Michael Meindl**,
Heinrich-Lona-Platz 1 at the town hall,
Tel. +39 **333 67 47 318**
Opening hours: Mon 09:30-12:30, Tue 16:00-18:00,
Wed 09:30-12:30, Thu 16:00-18:00, Fri 09:30-12:30

General Practitioner **Dr. Marlene Albarello**,
Troidn 11, at the retirement home
Tel. +39 **0471 811 324**
Opening hours: Mon 10:00-14:00, Tue 15:00-18:30,
Wed 08:30-12:00, Thu 08:30-12:00, Fri 08:30-12:00
Visits by appointment only

General practitioner **Dr. Gerd Holzknecht**,
Troidn 11, at the retirement home
Tel. +39 **0471 802 053**
Opening hours: Tue 08:30-12:00, Wed 15:30-19:00

Dentist **Dr. Matthias Wolf**,
Mühlbachweg 1
Tel. +39 **0471 810 907**

Dentist **Dr. Werner Degasperi**,
Marktweg 1
Tel. +39 **0471 188 24 57**



BOOKING A MEDICAL EXAMINATION AT THE HOSPITAL

Tel. +39 0471 457 457
E-Mail: prenotazione.bz@sabes.it

When booking a medical examination at the hospital, the following information must be provided: surname, first name, telephone number and description of the service required.

At the counter 'Cassa e centro prenotazioni' (cash desk and reservation centre):
Monday-Friday: 8:00-16:00

For reservations in other hospitals, please see:
www.sabes.it/it/contatti-sabes

OTHER HEALTH SERVICES

At the moment the following services are not available in Ora:

blood test, pregnancy counselling, midwife services, gynaecologist, and nursing services.

For more information, please see www.asdaa.it/it/servizi-territoriali.asp#accept-cookies



Pharmacy



Fortichiari Orsola & Co.
Hauptplatz 29
39040 Ora

Tel. +39 0471 810 020
Monday to Saturday 8:00-12:00,
Monday - Wednesday - Friday 15:00-19:00

Counselling services



In case of drug or alcohol addiction, please see: www.sabes.it/it/compressori-sanitari/merano/3027.asp

Addiction counselling services (substance abuse or alcohol)
Tel. +39 0473 443 299

Association "La Strada - Der Weg"
www.lastrada-derweg.org
Tel. +39 0471 203 111 or
toll-free helpline 800 621 606

WHAT TO DO IN CASE OF EMERGENCY

AMBULANCE:  **112** call 
in the event of an accident or
a medical emergency

FIRE BRIGADE:  **112** call 
in the event of a fire

CARABINIERI:  **112** call the police



→ **Please answer the following questions on the phone:**

WHO is calling? Name & telephone number

WHERE did it happen? Address, place

WHAT happened?

HOW MANY people are affected? WAIT! Do not hung up and be ready to answer additional questions if needed



ACCIDENT AND EMERGENCY HOSPITAL SERVICES

First aid and emergency treatment should only be sought in urgent cases.



The app "**112 Where ARE U**", which is available free of charge for Android and IOS smartphones, indicates the exact location of an accident to the relevant authorities when an emergency is reported (in northern Italy). www.play.google.com/store/apps/details?id=it.Beta8oGroup.whereareu&hl=it&gl=US



The app "**SOS EU ALP**", which is a cross-border app, reads your position from your smartphone. In case of a mountain accident or an emergency, this position will be used to inform the appropriate rescue coordination centre (Tyrol, South Tyrol, or Bavaria).



PHARMACIES AND DOCTORS

Addresses of doctors and pharmacies on duty can be found on the following websites:

www.provincia.bz.it/salute-benessere/salute

www.turnoaltoadige.it



APP "**TURNO ALTO ADIGE**" This app provides information about:

- pharmacies and doctors on duty
- addresses of hospitals in South Tyrol

COMMUNITY

SOCIAL SERVICES

The district of 'Bassa Atesina' / 'Unterland' www.bzgcc.bz.it/it offers social services that support children, young people, adults, and families with financial, family, or personal difficulties. In addition, there are assistance and support services for the elderly www.bzgcc.bz.it/it.

Also, the municipality offers accommodation for the elderly and can host older people, born or living alone in Ora. For further information regarding the guidelines and eligibility criteria for securing a flat at 'Marienheim' nursing home please visit:

www.comune.ora.bz.it/system/web/verordnung.asp?menuonr=219367927&sprache=3



Association of Retirement Homes in South Tyrol
www.vds-suedtirol.it



ELDERLY PEOPLE

Citizens who, due to health problems or disabilities, are no longer able to prepare their own meals, can

take advantage of the 'Meals on Wheels' service; hot meals are delivered at home by care workers and volunteers. This service is available for an additional charge and the exact fee to be paid is calculated based on the individual's personal income and assets. For further information visit:

www.bzgcc.bz.it/it/Assistenza_domiciliare_1.

Senior citizens who need help and are no longer able to live independently can get support at the retirement home "Robert Prossliner"

www.prosslinerstiftung.it



Alten- und Pflegeheim • Auer



CHILDCARE

There are various facilities that offer childcare services:

for children aged 3 months to 3 years:

“KITA” day care centre

E-mail: kitasauer@tagesmutter-bz.it

for children aged 3 to 6 years:

German/ Italian nursery (please see chapter “Education”)

for children aged 6 years or more:

Homework help services, summer activities, afterschool programs

ELKI:

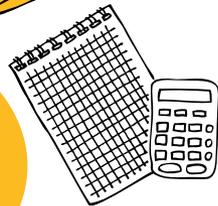
“ELKI”, a parent-child centre for children aged 0 to 5 years, is a meeting point for parents, grandparents, babysitters, etc. For further information please visit: www.elki-auer.it/index.php/it/



Parent Helpline
www.elterntelefon.it
Tel. 800 892 829



Having a good education is important in order to find a job and live independently.

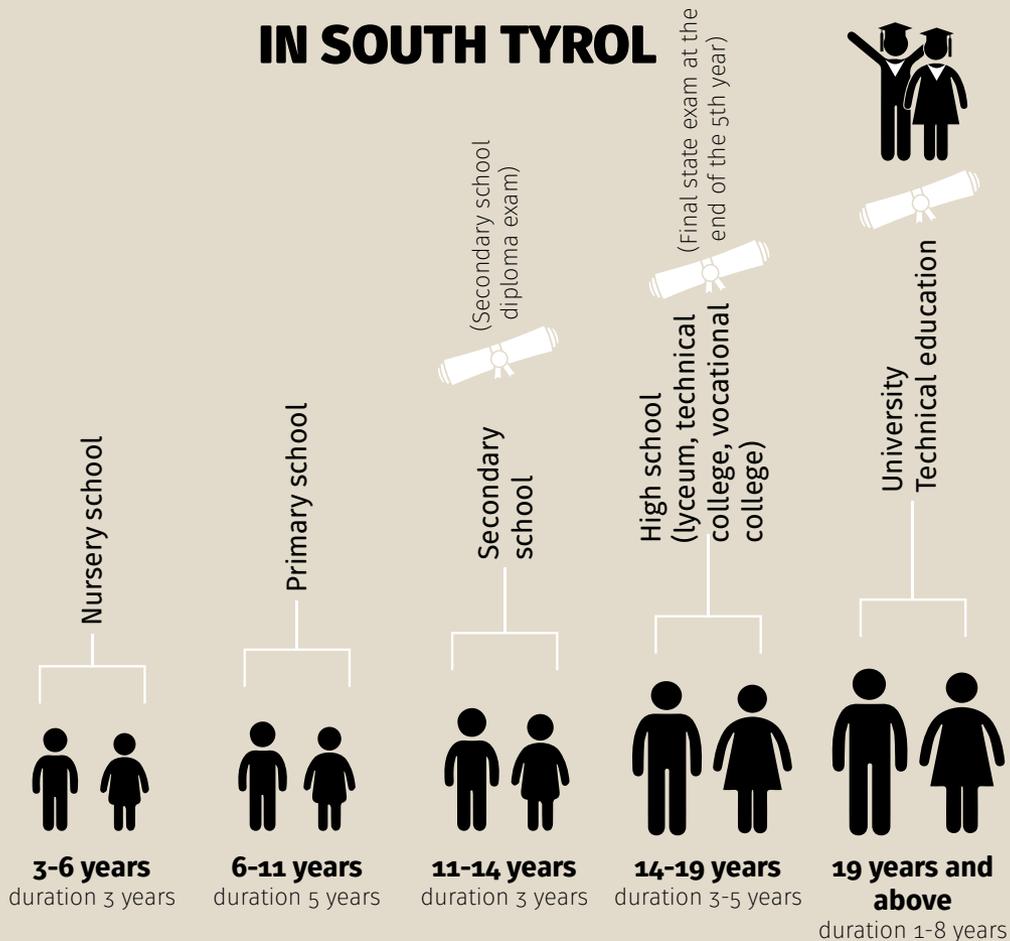


EDUCATION

According to Italian law, school attendance is compulsory and applies to all children aged between 6 and 16 years. After that age, those who do not wish to continue their education must complete vocational training until the age of 18.

Parents are responsible for ensuring that children and young people attend school regularly and on time.

THE EDUCATION SYSTEM IN SOUTH TYROL



Nursery schools



German language nursery school:

Hohlweg 6

Tel. +39 0471 810 200

www.comune.ora.bz.it/system/web/gemeindebetrieb.aspx?sprache=3&detailonr=163037025&menuonr=219367858

kg_auer@schule.suedtirol.it

Italian language nursery school "Millepiedi":

Sepp-Thaler-Weg 1

Tel. +39 0471 810 645

www.comune.ora.bz.it/system/web/gemeindebetrieb.aspx?menuonr=219367942&detailonr=206175082&sprache=3

Primary schools



German language primary school:

Truidn 2, Tel. +39 0471 810073

www.gsp-auer.it/de/schulstellen/grundschule-auer.html

gs_auer@schule.suedtirol.it

Italian language primary school " Carlo

Collodi": Truidn 2, Tel. +39 0471 810 411

www.ic-bassa-atesina.it/primaria-di-ora

ic.bassaatesina@scuola.alto-adige.it

Students from Ora need to commute to the **secondary schools** located in the neighbouring municipality of

Egna/ Neumarkt. **German language secondary school:**

Tel. +39 0471 812 170 www.ms-neumarkt.it

ms.neumarkt@schule.suedtirol.it

Italian language secondary school:

Tel. +39 0471 812 215

www.ic-bassa-atesina.it/secondaria-di-egna

ic.bassaatesina@scuola.alto-adige.it

In Ora, there are two German language **high**

school institutions: Technical High School of Agriculture,

Schlossweg 10, Tel. +39 0471 810 538

www.ofl-auer.it, os-ofl.auer@schule.suedtirol.it

Technical High School of Economics

Bildstöcklweg 12

Tel. +39 0471 810 534

www.wfo-auer.it, wfo.auer@schule.suedtirol.it

German language music school

"Sepp Thaler" Mitterdorfweg 13,

Tel.: +39 0471/810256,

www.musikschulen.provinz.bz.it/deutsch-ladinischsprachige/musikschuldirektion-unterland.asp

musikschule.auer@schule.suedtirol.it

Italian language music school

"A. Vivaldi" Mitterdorfweg 13 (Tscharfhaus)

Tel.: +39 0471 97 36 95

www.scuole-musica.provincia.bz.it/lingua-italiana/ora.asp,

vivaldi@provinz.it

Library



In the library you can immerse yourself in the world of books and media. The library offers a rich selection of books -more than 12,000 in German and more than 6,500 in Italian- magazines, games, DVDs and much more. Adults, young people, and children can borrow these items free of charge and return them using the 'return box' located outside the building. In addition to being a meeting point, the library is a place that often hosts cultural and educational events.

Public library services for German speakers

Nationalstraße 23, Tel. +39 0471 089 040
www.biblio.bz.it/auer
deutsche.bibliothek@gemeinde.auer.bz.it

"Dante Alighieri" public library services for Italian speakers

Nationalstraße 23, Tel. +39 0471 089 041
www.bibliotecadantealighieri.it
biblioteca.italiana@comune.ora.bz.it



Photo: Erich Debiasi

The contact details of the various cultural associations are available on the following websites:

www.auerora.it/vereine/lang=en

www.comune.ora.bz.it/system/web/gelbeseite.aspx?typ=8&cmd=az&menuonr=219367879&sprache=3

SPORTS AND LEISURE

ASSOCIATIONS AND SPORTS

CLUBS

In Ora there are numerous associations where people can socialize, meet others, and share their love for a sport or hobby. Sports, culture, social activities, nature: there are various types of associations for all ages; children, young people, and adults.

For more information visit:

www.auerora.it/vereine/?lang=it

or

www.comune.ora.bz.it/system/web/gelbeseite.aspx?typ=8&cmd=az&menuonr=219367879&-sprache=3

“Joy” Youth Centre is a meeting point for all young people regardless of language, cultural background, and ideological views.

“The Meeting Garden” (“Giardino dell’Incontro” / “Garten der Begegnung”) is a place where people from Ora can meet, grow their own vegetables, and exchange ideas and opinions.



ORA'S SPORTS FIELDS AND PLAYGROUNDS

There are plenty of public sports fields and recreation facilities in Ora.

Playgrounds: at "Schwarzenbach" recreational area, at the old **football field** (including a skate park), at "Heide", at the former **tennis courts** in via Val di Fiemme, at "Feldhütten"(2 playgrounds), at "Palain", at Heinrich-Lona-Platz and at the primary school.

In addition to the various playgrounds, there are **football pitches**, an **artificial ice rink**, **indoor and outdoor tennis courts**, a **table tennis hall**, a **shooting range** and a family-friendly outdoor **swimming pool**.



Photo: Erich Debiasi





Photo: Unkrown



Photo: Stefano Sgarbossa

USEFUL CONTACTS AND SERVICES

The municipality of Ora includes the following offices:

General Secretariat:

Tel.: +39 0471 089 000
info@gemeinde.auer.bz.it

Secretariat:

Tel.: +39 0471 089 000
info@gemeinde.auer.bz.it

Civil Registry Office:

Tel.: +39 0471 089 010
demographische.aemter@gemeinde.auer.bz.it
demo.auer.ora@legalmail.it

Building Office:

Tel.: +39 0471 089 030
bauamt@gemeinde.auer.bz.it
bauauer-tecnicora@legalmail.it

Accounting Office:

Tel.: +39 0471 089 014, +39 0471 089 015
buchhaltung@gemeinde.auer.bz.it

Licencing Office:

Tel.: +39 0471 089 007
wilma.lazzeri@gemeinde.auer.bz.it

Tax Office:

Tel.: +39 0471 089 016, +39 0471 089 017,
steueramt@gemeinde.auer.bz.it

Municipal Police:

Tel.: +39 0471 089 020
gemeindepolizei@gemeinde.auer.bz.it

Human Resources:

Tel.: +39 0471 089 02
personal-auerora@legalmail.it

Recycling Centre:

Tel.: +39 328 448 5773
recycling@gemeinde.auer.bz.it

Further information regarding the specific roles and responsibilities of municipal representatives as well as their contact details can be found on the municipality's website:
www.gemeinde.auer.bz.it/system/web/default.aspx?sprache=3

Photo: Erich Debiasi





The “Comunità comprensoriale Oltradige/Bassa Atesina” (Community of Oltradige/Bassa Atesina District) contributes to supporting and improving the quality of life of citizens within the district. It provides professional assistance in a respectful and efficient manner in order to enhance the dignity, autonomy and personal resources of individuals. Further details regarding the services provided can be found at:

www.bzgcc.bz.it/it

South Tyrol has extensive legislative and executive powers that have been delegated to the Province by the Italian State. More details regarding services and benefits provided at local level can be found at:

www.provinz.bz.it/it

Apart from mail and parcel services, Ora’s **Post Office** also offers banking services. Citizens can apply for the SPID (Public Digital Identity System) at the local Post Office in order to get their identity confirmed.

SPID (Public Digital Identity System) through a unique personal digital identity (username and password) gives access to all online public administration services and can be used on computers, tablets, and smartphones.



St. Peter the Apostle Parish,

Tel. 39 0471 810 188, pfarrei.auer@rolmail.net

Photo: Castelfeder Tourism Association/Luca Dal Gesso



Photo: Hubert Bertoluzza

Castelfeder Tourism Association on the South Tyrolean Wine Road;

Hauptplatz 5, Tel. +39 0471 810 231

www.castelfeder.info/de/castelfeder.html

info@castelfeder.info

In the monthly community newsletter, you will find interesting news and updates regarding Ora's local political and social scene.

Contact details: Wein&Kultur Auer, Hohlweg 6,

www.gemeinde.auer.bz.it/system/web/zeitung.aspx?sprache=3&menuonr=219367922

gemeindeblatt@gemeinde.auer.bz.it



**“To promote
a truly multi-ethnic,
multicultural,
multilingual coexistence
that can be perceived
and experienced
as an opportunity
and enrichment,
it is important to get
to know each other,
listen to each other
and talk to each other.”**

(Alexander Langer 1946 – 1995)

