

CIVIC AWARENESS GUIDE

SON SERVERA





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2013

Son Servera Town Council

Coordinator

Environment Department

Creative production, layout and design

Gest Ambiental www.gestambiental.es



As mayor of Son Servera, I am pleased to present this guide to civic awareness, whose aim is to start up a campaign to enhance pride in our town and raise awareness of its environment. We also have the chance to do things right and that's why I ask you to take your time and read the recommendations you'll find in this guide, because we need your help to create a sustainable community we can all be proud of.

I'm sure this guide will be of great use to everyone and that, with a little effort, we can improve many aspects of our town, both for those living here and also for those who visit us year after year.

Together we can do it!

Antoni Servera Servera

Major of Son Servera

Why a civic awareness guide?

Civic awareness is brought about by citizens who are committed to society and public property coming together in a joint undertaking.

Normally civic awareness is associated with good behaviour and respect for the rules. Not damaging public areas or property would be a typical example.

Civic awareness is that but also much more:

- **Civic awareness means knowing your neighbour**
- **Civic awareness means respecting your fellow citizens**
- **Civic awareness means getting involved**
- **Civic awareness means respecting the environment**

With this guide, Son Servera Town Council aims to promote not only good citizenship by providing advice and good practices but also to encourage citizens to get involved in the decisions taken every day in managing the municipality.

Getting involved

As already mentioned, one of the key elements to civic behaviour is engaging citizens in decision-making.

For some time now, Son Servera Town Council has had a range of mechanisms to enable such involvement:

The Local Agenda 21

The Local Agenda 21 is an overall management system at a municipal level for the short, medium and long term that is based on citizen involvement.

The main aim is respect for environmental, economic and social goals in order to achieve, with the active participation of a citizen forum, the sustainability of the municipality and to improve our quality of life.

You can find out more information in the environment section of the municipal website www.ajsonservera.net or via the following email mediambient@sonservera.es

Other ways to get involved

- **Online incident platform:** Online incident platform: an online tool that allows citizens to interact with the Council, passing on information about incidents related to public areas
- **Public festival and events committee:** an open committee that discusses and plans heritage-related festivals and public events in the municipality.
- **Citizen assembly:** regular meetings between citizens and the Council team to discuss grievances and concerns

More information and contact: ajuntament@sonservera.es

The Local Agenda 21 at Son Servera

The Local Agenda 21 (LA21) process is made up of three stages: **Diagnosis, Action Plan and Follow-Up**. Son Servera started this process by joining the Aalborg Charter on 31 October 2001 and carrying out the first specific technical documents, such as the descriptive report and diagnosis, corresponding to the first stage of the process. The aim of this stage is to determine the situation of the municipality in sustainability terms and to detect the key strong and weak points.

In 2005 the Local Action Plan was approved, defining the main projects aimed at rectifying the weak points detected in the previous stage and which were largely proposed by the Citizen Forum. This is the highest body for citizen representation; it contributes to decision-making and is open to everyone. Just after the Action Plan was implemented, the Follow-Up stage started in which the projects carried out are monitored, as well as monitoring the whole LA21 process, always with the direct involvement of citizens.

On reaching the end of this third Follow-Up stage, Son Servera became one of the pioneering municipalities in the area of LA21 as, in 2009, it updated its environmental analysis, thereby embarking on a second phase of the process. The corresponding Action Plan was drawn up, incorporating new projects to contin-

ue improving local sustainability and the quality of life of the town's inhabitants, leading to the Follow-Up stage which the LA21 is currently carrying out. In this stage, the Citizen Forum meets at least twice a year to monitor the projects and evaluate the status of all aspects related to the LA21 and to the municipality of Son Servera itself.

Stage 1. Gathering information and producing the descriptive report

Stage 2. Producing the environmental diagnosis

Stage 3. Producing the Local Action Plan

Stage 4. Implementing and monitoring the Local Action Plan

Stage 5. Updating the environmental diagnosis

Stage 6. Implementing and monitoring the Local Action Plan

SON SERVERA
GET INVOLVED

.....
WITH YOUR ENVIRONMENT,
SUSTAINABILITY
AND CIVIC AWARENESS
.....

**Urban landscape
and quality of life**

The urban landscape can be defined as the setting in which those living in a municipality carry out their daily lives.

Son Servera Council therefore strives, on a daily basis, to keep our town's streets, squares, natural areas, etc. clean and tidy.

It's extremely important to keep the urban landscape in good condition as this affects the quality of life of residents and the satisfaction of tourists.

Moreover, the aim of this guide is to get you involved in defending our environment by providing advice and good practices.

Avoid

01 GRAFFITI

Leaving graffiti, paintings, stains, writing, etc. on any element of public space.

02 POSTERS

Placing posters, bills, signs or any kind of advertising anywhere except in those places provided by the Council for such purposes.

03 BUTTS

Discarding cigarette butts in the street.

04 DIRTYING

Dirtying shared areas.

05 DIRTY WATER

Emptying buckets of dirty water onto the street.

06 VEHICLES

Placing advertising on car windows.

07 CLOTHES

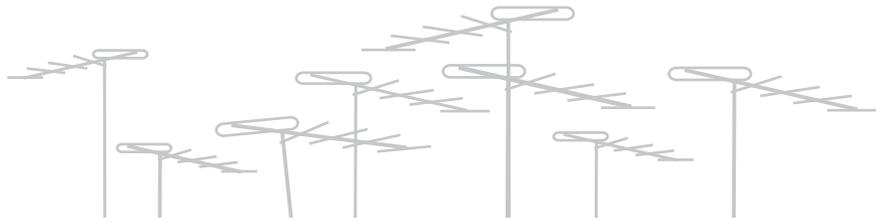
Hanging out clothes on balconies or facades.

08 OIL

Disposing of oil into the sewage system.

09 BICYCLES

Tying bicycles to street furniture.



Aerials and air conditioning units

Aerials and air conditioning units have some of the greatest impact on the urban landscape. We therefore have the following recommendations:

- 01 Both aerials and air conditioning units must be placed at a site on the building with the least visual impact.
- 02 They must always be located in the place least visible from public areas.
- 03 The best site for such technological elements is the roof of the building, unless this proves to be technically impossible.
- 04 Air conditioning outlets must be duly connected to the interior of the building.
- 05 Air conditioning units must not release air at a height lower than 270 cm above pavement level.
- 06 It is expressly forbidden to individually install equipment on building facades.

Penalties 300 to 1.500 €

Civic awareness in leisure activities

Leisure is when we devote our free time to our own interests and hobbies. In sociology, leisure has three basic functions: **enjoyment, relaxation and personal development.**

This brochure contains guidelines to help you enjoy your free time whilst also respecting the municipality.

Play in the street but play properly

- 01 Ball games, skateboarding or any other street activity should always respect those living there.
- 02 Do not endanger other people, especially children and the elderly.
- 03 Respect the street furniture.
- 04 Do not play in gardens or landscaped areas.

**Penalties Light 300 to 750 €
Serious up to 1.500 €**

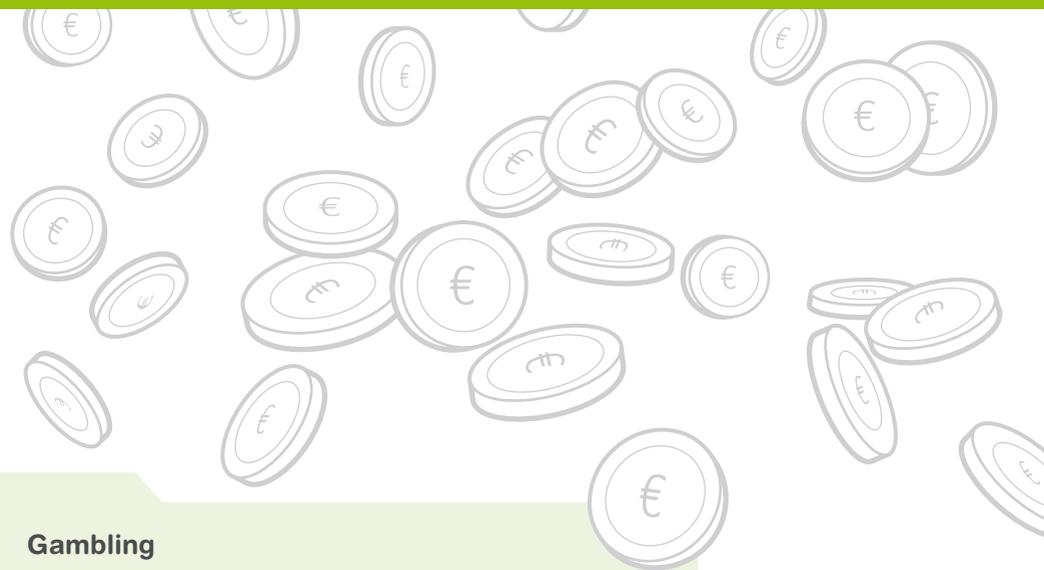
Alcohol consumption

Alcohol can be consumed in the street. However, there are certain circumstances when such behaviour might be penalised.

Alcohol cannot be consumed in public areas when:

- 01 This disturbs other users of the public area.
- 02 When consumed en masse.
- 03 When the public area is used primarily by children or teenagers.

**Penalties Light 30 to 100 €
Serious fins to 1.500 €**



Street trading

The street has always been a meeting place for those living in Son Servera. On many occasions, services and activities may occur that can disturb other users of the public area. This section therefore lists those activities not permitted in the town's public areas.

Street trading

01 Street trading of any kind of food, drink or other products is forbidden in public areas.

02 The purchase of any product from street traders is also forbidden.

Penalties **100 to 500 €**

Services requiring authorisation

Unauthorised activities or services cannot be carried out in public areas.

01 Activities such as massages or musical performances must obtain the necessary authorisation from the Council offices.

02 Other services such as tarot cards, fortune telling, acrobatics and similar activities are not permitted.

Penalties **100 to 500 €**

Gambling

Any games involving betting, for money or goods, are forbidden in public areas unless they have authorisation.

Penalties **750 to 3000 €**

Begging

Begging is forbidden **throughout the municipality** if coercive behaviour is used or people are harassed and if this intentionally hinders or impedes the free movement of citizens in public areas. The forces of law and order will ask for the identification of those begging and, whenever possible, will refer them to the Council's **Social Services department**.

The Council will encourage such situations to be resolved through its social services.

Unauthorised use

Unauthorised use refers to activities that represent a threat to the rational use of public areas or community life.

The following improper uses are not permitted:

01 CAMPING

Camping on public highways or in public areas.

02 PUBLIC BENCHES

Using public benches and seats for purposes other than those they were designed for.

03 DRINKS

Taking glasses and drinks out of establishments.

04 BONFIRES

Lighting bonfires or barbeques in public areas.

05 WASHING

Washing or bathing at springs, fountains or similar.

06 WASHING CLOTHES

Washing clothes at public showers, springs or fountains, etc.

07 OCCUPYING HIGHWAYS

Occupying public highways without authorisation.

08 ROCKETS

Lighting, throwing or firing rockets or bangers in public areas.

09 VANDALISM

Vandalism and any aggressive or negligent behaviour in the use of street furniture that may endanger people or property.

10 URINATING

Carrying out physiological requirements, such as defecating, urinating or spitting, in public areas.

11 DISCRIMINATION

Showing a lack of respect towards people and any discriminatory behaviour. portamiento discriminatorio.

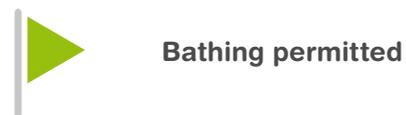
Penalties 200 to 1500 €

Improper uses

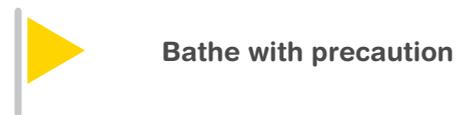


Civic awareness on the beach

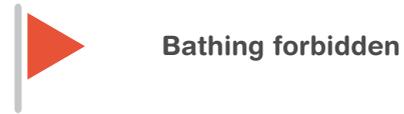
Beach safety entails respect for any instructions given and for signage related to the conditions and places for bathing.



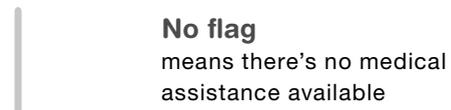
Bathing permitted



Bathe with precaution



Bathing forbidden



No flag
means there's no medical assistance available

Unauthorised use

01 SOAP

It's forbidden to use soap or other means of cleaning in the public showers on the beach.

02 ANIMALS

All horses and pets are forbidden during the bathing season **1 April to 31 October**.
except guide dogs.

03 VEHICLES

Vehicles cannot drive or park on the beach.

04 FLORA

It's forbidden to walk or step on protected areas of flora.

05 FISHING

Fishing is not permitted in bathing zones.

Penalties 150 to 1500 €

Waste Management

Handling solid urban waste has become one of the biggest headaches for councils. Son Servera Council is strongly committed to recycling and the aim is to involve citizens to achieve better results in waste disposal.

Environmental improvement

Recycling leads to a reduction in the consumption of raw materials and provides a new life for the materials that comprise the recycled elements, thereby reducing the impact on the environment.

Economic improvements

Recycling reduces costs. The cost of treating recycled materials is free while the cost of handling waste is around €140/tonne. Reducing the amount of waste and increasing the proportion of recycled elements cuts municipal spending.

Conditions for waste disposal

- Dispose of waste between 7 pm and 9 pm
- Dispose of waste in firmly tied bags
- Do not leave any bags outside the containers. We're all responsible for ensuring our town looks and is healthy

Collection schedules

● Paper & cardboard ● Waste ● Organic Mat. ● Glass ● Plastic & tins

Mon Tue Wed Thu Fri Sat Sun

● ● ● ● ● ● ●

Son Servera

Mon Tue Wed Thu Fri Sat Sun

● ● ● ● ● ● ●

Costa dels Pins, Port vell, Port Verd i Port Nou

* The glass is collected in the morning

More information about collection on www.ajsonservera.net

Son Servera's Green Point

Son Servera's Green Park is located in the industrial estate of Ca s'Hereu and has been designed as a Council-owned centre for the selective handling of waste. This facility is therefore a place where citizens take an active role in managing and recycling municipal waste.

Pursuant to current legislation, **the Green Park can only be used for domestic waste** and for waste from unclassified individual generators. Classified individual generators and producers of commercial and/or corporate waste must manage their waste collection via authorised handlers.

Accepted waste

01 Recyclable or reusable urban waste paper, cardboard, glass, light containers, iron, remains of wood, clothes, white cork (expanded polystyrene), domestic appliances, etc.

02 Special waste of domestic origin alkaline and button batteries, mineral and vegetable oil, tyres, aerosols, paints and varnishes for domestic use, other batteries, etc.

03 Bulky waste like mattresses and beds, furniture and similar, remains from pruning and gardening, building and demolition waste from small domestic repairs.

Location

C/ Miquel Costa i Llobera, 4
Polígon Ca s'Hereu.
Son Servera

Timetable

Monday to Friday
8:00am to 8:00pm
Saturday
9:00am to 2:00pm
and 3:00pm to 8:00pm

Everything in its place

The correct separation of waste into recyclable categories



- | | |
|---|-----|
| 01 Newspapers and magazines
02 Newspapers and magazines
03 Packaging and wrapping paper
04 Cereal and biscuit boxes, ... | Yes |
| 01 Plastic-coated paper
02 Paper soiled with oil or remains of paint | No |



- | | |
|--|-----|
| 01 Glass bottles and jars, without tops | Yes |
| 01 Tops/lids of bottles or jars
02 Light bulbs
03 Window panes, mirrors, ...
04 Broken glasses, ...
05 Pottery, porcelain, ... | No |



- | | |
|--|-----|
| 01 Plastic bottles
02 Metal soft drink and food tins
03 Aluminium foil
04 Tetra Pak
05 Expanded polystyrene trays (white cork)
06 Metal lids
07 Plastic bags
08 Non-toxic aerosols
09 Plastic-coated paper | Yes |
| 01 Large-scale expanded polystyrene
02 Large-scale packaging plastic | No |



- | | |
|---|-----|
| 01 Fruit and vegetables, meat, fish and shellfish
02 Remains from bread and cakes, eggshell and nuts
03 Remains from coffee and infusions
04 Remains from hair, used kitchen towel and serviettes
05 Small amounts of leaves and garden waste | Yes |
| 01 Remains from liquid food
02 Large amounts of plant waste
03 Animal excrement
04 Dust, cigarette ash, dead animals
05 Nappies, sanitary towels, ...
06 Plastic containers, tins, paper or glass | No |



- | | |
|---|-----|
| 01 Cigarette ash and butts
02 Dust
03 Broken glasses and dishes, ceramic remains
04 Vacuum cleaner bags
05 Animal excrement
06 Oil-soiled paper
07 Razor blades
08 All non-recyclable material | Yes |
| 01 Plastic containers, tins
02 Glass bottles or jars
03 Unsoiled paper and cardboard
04 Food remains | No |

A.3

The importance of responsibility

A pet is a living creature that needs constant attention, as well as its owner having a responsibility towards the community.

That's why the decision to get a pet must be taken seriously. We should seek advice on which species is best adapted to our family and way of life.

Obligations for owners

- **Dogs must be entered in the municipal register within a maximum of 3 months from birth or purchase. They must also have an ID microchip.**
- **Dogs must be kept on a lead in public areas.**
- **Animal excrement on public highways must be immediately picked up and deposited in the appropriate containers. The owner must also carry a bag or another tool to remove any excrement.**
- **Owners of dogs, cats and other pets must ensure they are vaccinated and receive the mandatory treatments.**
- **All cats with access to public highways must be sterilised.**

The following is forbidden

01 ANIMAL ABUSE

Animal abuse or harm of any kind

02 EUTHANASIA

Unauthorised euthanasia of pets

03 ABANDONING

Abandoning any animal

04 BAD CONDITIONS

Keeping an animal in unsuitable conditions

05 TIED UP

Keeping pets permanently tied up.

06 MUTILATING

Mutilating ears, tails, teeth, etc. without veterinary supervision

07 MALNUTRITION

Keeping animals in a state of malnutrition or dehydration.

08 ATTENTION

Keeping animals in an inadequate state of medical attention.

09 TRAINING

Training animals to augment their aggression.

10 ANIMAL PROT.

Keeping animals from a protected or endangered species in captivity.

11 EXOTIC ANIMALS

It's forbidden to own non-indigenous or exotic animals that, if released into the wild, would endanger the ecosystem and/or local species.

You can consult the complete set of rules for the municipality at www.ajsonservera.net

Dangerous dogs

Any owner of a potentially dangerous dog must apply for a municipal Dangerous Animal Licence.

Potentially dangerous dogs

01 ROTTWEILER	04 STAFFORSHIRE B.T.	07 TOSA INU
02 PIT BULL	05 AMERICAN STAFF	08 AKITA INU
03 DOGO ARGENTÍ	06 FILA BRASILEIRO	

Requirements

- **Be at least 18 years old**
- **Not have been penalised for any serious or very serious offences**
- **Hold a physical and psychological certificate of capacity to own potentially dangerous animals. This can be obtained from any officially recognised medical centre**
- **Show proof of having taken out a civil liability insurance policy for injury to third parties with minimum cover of €120,000.**
- **The dog must have an animal health certificate, issued by a certified veterinary surgeon**
- **Once the licence has been issued, the owner must apply to enter the animal on the Municipal Registry of potentially dangerous animals. This can be done at any of the Council's integrated units for attention to the public**

Lost a dog?

The Council website has a list of animals found within the municipality of Son Servera.

If you own any of these animals, you must contact Son Servera Council's Environment Department.

Pursuant to Act 1/1992, of 8 April on the protection of animals living within a human environment:

01 PERIOD

The period for reclaiming a stray is fifteen days as from the date it's picked up.

02 NOTIFY

The owner of an abandoned animal must be notified by the Council, who will have a period of 8 days to reclaim it.

03 COSTS

Owners of strays and abandoned animals must meet the costs of their upkeep, in accordance

with the corresponding bylaws.

04 NO RECLAIMING

Once the legal periods for reclaiming animals have elapsed, these may be given to third parties or put down.

Found a dog?

If you find a dog or any other pet that seems to be abandoned or lost, contact Son Servera Council.

Telephone

971 567 002 Ext. 1040

Email

mediambient@sonservera.es