Citizens Advice Service
Service · Advice · Information · Complaints

Monday to Thursday
07.00 a.m. to 05.30 p.m.
Friday, 07.00 a.m. to 12 noon
Tel. +43 512 5360 1001 / -1002 / -1003 / -1004 / -1005
Maria-Theresien-Straße 18, 6020 Innsbruck
www.innsbruck.gv.at
Welcome to City Hall: The Innsbruck Citizens Service is the gateway to the municipal administration.

The staff of the Citizens Service Department on the ground floor of Innsbruck City Hall are there to serve our citizens by answering questions, dealing with concerns and helping in many different ways – and they have been doing this job successfully for over 30 years. They are your competent point of contact for targeted information and will advise you on any official procedures. Direct exchange and intensive contact with all Innsbruck citizens are important to us, and this importance is reflected in the 30,000 phone calls the office receives every year and the 43,000 personal encounters on site. In addition to the Service Centre in City Hall, local citizens and neighbourhood offices are also provided for the people of the Arzl and Igls-Vill districts.

Outside opening hours, the various offices can also be reached from home via www.buergermeldungen.com. City Hall also offers an online directory of all its services: the guide and orientation is available at www.rathauswegweiser.at.

We attach great importance to a modern, citizen-friendly presence and we make every effort to provide the best service for all the people of Innsbruck. We look forward to seeing you at City Hall!

Georg Willi
Mayor of Innsbruck, Capital of Tyrol
Head of Department
Sabine Kröß-Tunner
Tel. +43 512 5360 1001

“My priorities are to ensure we are responsive to our citizens’ needs and that all the departments work well together.”

Elfriede Grangl
Tel. +43 512 5360 1004

“For me, it goes without saying that our clients seeking advice can expect to be treated with courtesy and friendliness.”

Edith Lardschneider
Tel. +43 512 5360 1003

“Be a professional and knowledgeable point of contact and lend a sympathetic ear to all advice seekers - that is my motto”

Eva Stadlmair
Tel. +43 512 5360 1005

“Handling citizens’ requests in a friendly manner is of absolute priority for me.”

Daniela Zonta
Tel. +43 512 5360 1002

“All my actions and efforts revolve around services for our citizens.”
OUR MISSION

We are a dedicated, motivated, dynamic, open-minded and forward-looking team, with a positive attitude to life. Within the scope of our duties and in an obliging, polite and courteous manner, we want to help our citizens, to ensure that they, as responsible and independent people, get the assistance they need. Our activities help to bring us nearer to the citizens, to reduce bureaucracy and to improve not only our own image but also that of the city council, the administrative authority and politics. That is who we are, that is what we would like to achieve, this is what we are committed to delivering, that is our promise, that is our corporate code of conduct, that is how we would like to be seen.

LOST PROPERTY

Maria Newerkla  
Tel. +43 512 5360 1011  
Herwig Kaltenhauser  
Tel. +43 512 5360 1010

Ingrid Morianz  
Tel. +43 512 5360 1012

Fallmerayerstraße 2  
Monday to Friday,  
08.00 a.m. to 01.00 p.m.  
post.fundwesen@innsbruck.gv.at  
www.fundamt.gv.at

“We want to help citizens in their search for their lost property.”
<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Residents Parking Permits</td>
<td>+43 512 5360 1123</td>
</tr>
<tr>
<td>Registration &amp; Housing Department</td>
<td>+43 512 5360 1219</td>
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<tr>
<td>Housing Benefits</td>
<td>+43 512 5360 2152</td>
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<tr>
<td>Passport Section</td>
<td>+43 512 5360 1219</td>
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<tr>
<td>Schools</td>
<td>+43 512 5360 4205</td>
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<tr>
<td>Kindergartens</td>
<td>+43 512 5360 4218</td>
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<tr>
<td>Social Affairs</td>
<td>+43 512 5360 9128</td>
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<tr>
<td>Registry Office</td>
<td>+43 512 5360 1201</td>
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<tr>
<td>Housing Service</td>
<td>+43 512 5360 2180</td>
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<tr>
<td>Innsbrucker Kommunalbetriebe AG, Electricity, Water</td>
<td>+43 512 502 0</td>
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<tr>
<td>(Innsbruck Municipal Service Enterprises)</td>
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<tr>
<td>Innsbrucker Soziale Dienste</td>
<td>+43 512 5331</td>
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<tr>
<td>(Innsbruck Social Services)</td>
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<tr>
<td>Innsbrucker Verkehrsbetriebe AG</td>
<td>+43 512 5307 0</td>
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<tr>
<td>(Innsbruck Municipal Transport Services)</td>
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<td>Innsbrucker Immobilien GmbH</td>
<td>+43 512 4004</td>
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<tr>
<td>(Innsbruck Property Ltd.)</td>
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