



Excmo. Ayuntamiento
SANTA CRUZ DE TENERIFE
Área de Gobierno
Atención Social y
Servicios Personales



PROPOSED REGULATION FOR INTERNAL REGIME AT THE MUNICIPAL RECEPTION CENTER IN THE MUNICIPALITY OF SANTA CRUZ DE TENERIFE

EXPLANATORY MEMORANDUM

The **Municipal Reception Center** is a facility of a social nature, designed to provide, with a **temporary character**, accommodation and other services as specified in article 3 of this Regulation for people without a home and without economic resources, thus assisting their personal and social integration/re-integration.

It is located in the town of Santa Cruz de Tenerife, in the Province of Santa Cruz de Tenerife. It does not have its own legal personality, being configured as a service specialized in caring for homeless people.

The Municipal Reception Center is directly managed by the Municipal Institute of Social Care (hereinafter, IMAS), with its administrative regime being subject to the normal general standards for organization and provision of services as established by this Organization. The IMAS reserves the right to decide upon the manner of management, modification or termination.

The objective of the present Internal Regime Regulation is to provide the Municipal Reception Center with a set of standards with the purpose of regulating operation of the same, for the effects of knowledge and application and in order to guarantee adequate provision of services as stated in the articles of the present document.

TITLE I: GENERAL DISPOSITIONS

ARTICLE 1. OBJECT

The Municipal Reception Center is configured as a Social Service that is specialized in caring for the homeless and people without economic resources, which covers the basic provision of an alternative resource for accommodation and other services as specified in article 3 of this Regulation.

It is an instrument to facilitate the development of interventions of social integration and normalization in the community framework, responding to the need of all people to avail of a dignified space for accommodation and to develop the most fundamental aspects of social coexistence.

ARTICLE 2. APPLICABLE LEGISLATION

The Municipal Reception Center will be subject, apart from the present Regulation, to the following standards:

- Law 7/1985, Regulation of Local Regime Bases.
- Law 9/1987, of Social Services.
- Law 30/1992, Legal Regime of Public Administrations and Common Administrative Procedure.
- Royal Decree 1398/1993. Regulation of the Procedure for Exercise of the Power to Impose Sanctions.
- Articles of Association of the Autonomous Organization Municipal Institute for Social Care.

ARTICLE 3. SERVICES

1. The Municipal Reception Center will provide the following services:

SERVICES	TIMETABLES
Temporary accommodation service.	In general, the timetable for the accommodation service will be from 20:30 to 9:00, with the possibility of adapting the timetable to individual characteristics of the temporary accommodation modalities.
Shower and/or public laundry service.	From 9:00 AM to 1:00 PM and from 4:00 PM to 6:00 PM, Monday to Saturday.
Shower and/or laundry service for the users of temporary accommodation.	From 9:00 AM to 1:00 PM and from 4:00 PM to 6:00 PM, Monday to Saturday.
Underwear laundry service.	From 8:00 AM to 3:00 PM, Monday to Friday.
Left-luggage service.	From 9:00 AM to 1:00 PM, Monday to Friday.
Hairdresser service.	From 10:00 AM to 12:00 PM, on Fridays.
Cloakroom service.	From 8:00 AM to 3:00 PM, Monday to Friday.
Reception service and nocturnal care.	From 8:00 PM to 9:00 AM, Monday to Sunday.
Dining room service.	Breakfast: from 7:30 AM to 8:00 AM. Lunch: from 12:30 PM to 2:00 PM. Dinner: from 7:00 PM to 8:15 PM, Monday to Sunday.
Day Center	From 9:30 AM to 12:30 PM and from 3:30 PM to 6:30 PM, Monday to Sunday.
Socio-educational care service.	From 9:00 AM to 1:30 PM, Monday, Wednesday and Friday.

2. The Modalities of Temporary Accommodation are those detailed below:

Minimum Requirement Accommodation: Temporary accommodation with highly flexible access conditions, destined for people from the municipality or passersby that demonstrate difficulties for adapting to the requirements established for hostels and other more conventional accommodation resources, due to the fact that they show a significant level of deterioration and social exclusion.

Short Term Accommodation: Temporary accommodation for Homeless People from the municipality and passersby that serves as an instrumental resource for the evaluation of derivable cases.

Host Accommodation: Medium or long-term accommodation with the fundamental objective of treatment and social rehabilitation for homeless people in the municipality, in order to achieve personal independence and social inclusion.

Supervised Apartment Accommodation: Temporary accommodation space for homeless people in the municipality, with the fundamental object of providing information related to autonomous living, with institutional supervision and auto-control.

TITLE II: USERS

ARTICLE 4. DEFINITION

For the effects of the present document, users will be considered to be people that do not avail of a basic accommodation resource (Homeless), therefore lacking a dignified space to live in and the ability to develop the most basic aspects of coexistence, whether due to economical reasons or other types of social barriers; on the other hand, users will also be considered to be those that, while availing of an accommodation space, do not have economic resources nor assistance to develop the most basic aspects of daily life.

ARTICLE 5. ENTRY REQUIREMENTS

1. The following establishments have been established for entry to the Center:

- a) To meet the conditions established in the previous article.
- b) To be of legal age.
- c) To be under 65 years of age, except for those that are waiting for care from the Specialized Service or are registered as users of the Minimum Requirement Service.
- d) To be a resident of the city or be passing through the same.
- e) Not to require assistance for personal development.

- f) To present or to be able to present the following documentation, except for those benefiting from the minimum requirement accommodation (that will adapt to the requirements established in Annex 1 of the present document):
1. National Identity Document or, where applicable, residency card or any other legal identification document (Foreigner Identity Document (NIE), Passport...)
 2. Health Card from the Social Security or other document accrediting coverage for health care.
 3. In the case of users derived from another official or private resource, the corresponding technical report or referral protocol will be required.
 4. Documentation that accredits that the person does not receive government benefits or assistance or that these are insufficient to cover their basic necessities.
- g) To sign the informed consent of the commitment to make adequate use of the facilities and services, as well as to respect the rules and timetables in operation (Annex 2).
- h) In the case of entrances that take place in an extraordinary manner, the corresponding entry order will be required in writing, signed by the person ordering the same (Annex 3).

2. Competence for entry. Entry to any service of the Municipal Reception Center will be indicated by the Technicians of the Reception Negotiation Service, in conformance with the establishments of the previous paragraph.

3. Duration. In compliance with the entry requirements, the general standard will be seven days of duration every three months, with a possible extension of three more days where there is a justified reason.

Stays of longer duration may be determined as established in the corresponding Individual Intervention Project, without exceeding a period of twelve months, except where so established by the intervention time after a justified technical proposal.

4. Non-compliance with requirements. Any entry that does not comply with the requirements established in the previous articles will not remain for a period exceeding forty eight hours, except in the case of a management resolution through a registered disposition (Annex 3).

5. Protocol to follow for entrances derived from any public or private organization. In the case of users derived from any Public or Private Organization, internal or external from the Public System of Social Services, a technical report or referral protocol will be required (Annex 4) which will include the following information:

- a) Identification data of the user.
- b) Current Social Situation
- c) Procedures performed and/or pending performance, or a copy of the Individual Development Project.
- d) Social professional evaluation of adequacy of the resource to be used.
- e) Duration of stay requested.
- f) Commitment of the deriving entity for the intervention and monitoring of the case, if so established at the competence level.
- g) Any other relevant information.

ARTICLE 6. INDIVIDUAL REPORTS FOR THE USERS

An individual report will be elaborated for each user, which will contain, as a minimum, as well as the documents listed in article 5, the following:

- a) Data of family members, where applicable.
- b) Type of accommodation assigned.
- c) Date and motive for entry.
- d) Personal history and other data of socio-educational, psychological, health interest, etc.
- e) Individual Development Project, with continuous monitoring and evaluation of the same, except for short-term accommodation.

ARTICLE 7. REASONS FOR EXIT

The following will be reasons for exit for all users:

- a) Death of a user.
- b) Express desire to withdraw.
- c) To have achieved the objectives stated in the Individual Development Project.
- d) Non-compliance with the standards that form part of the present Internal Regime Regulation.
- e) To complete the maximum duration of stay in the Center, as stated in article 5.3.

TITLE III. RIGHTS AND RESPONSIBILITIES OF THE USERS

ARTICLE 8. RIGHTS

The rights of the users are as follows:

- a) The right to privacy and non-disclosure of the personal data that appears in their reports or files, in accordance with the Organic Law 15/1999 dated December 13th of Personal Data Protection.
- b) The right to physical and moral integrity and to dignified treatment, both from the personnel at the center and from the other users of the same.
- c) The right to be free from discrimination related to age, birth, race, sex, religion, opinion or any other condition or personal or social circumstance.
- d) The right to be informed of the nature and scope of the services, standards of operation and conditions of use.
- e) The right to personalized care, in accordance with their specific needs.
- f) The right to equal treatment in the conditions established in the framework of this Regulation and in other specific regulations.
- g) The right to access quality services.
- h) The right to abandon or withdraw from the provision of services.
- i) The right to express their suggestions through the pertinent Complaint Forms.
- j) The right to participate in actions that result in improved services.

ARTICLE 9. RESPONSIBILITIES

The responsibilities of the users, except for those that are in minimum requirement accommodation, in accordance with the rights contemplated in Annex 1, are the following:

- a) To correctly provide the personal data that may be requested for the correct provision of service.
- b) To comply with the standards that regulate operation at the center, making correct use of all facilities and services of the same.

- c) To use the left-luggage service or otherwise to assume responsibility in the case of not using the same.
- d) To collaborate when required to do so with everything related to assistance, health care, hygiene, as well as actions designed to favor and promote their integration process.
- e) To respect, at the time of entry and during the period in the center, a behavior adjusted to the standards and inspired by respect, tolerance and collaboration, all with the objective of providing better coexistence between the users, as well as the personnel that provide services at the center.
- f) To respect the rights of the other users.
- g) To comply with the specific requirements established by the competent Public Administrations.
- h) To comply with the commitments assumed in the individual development program, as well as in the supervision and evaluation, and the compensation for services received.
- i) To comply with the standards of the present Internal Regime Regulation.

RESPONSIBILITIES FOR MINIMUM REQUIREMENT TEMPORARY ACCOMMODATION

The people residing in minimum requirement accommodation will have the following responsibilities:

- a) To sign a commitment for use of the accommodation.
- b) To have a behavior based on mutual respect and tolerance.
- c) To respect the premises in conformance with the distribution agreed upon.
- d) To maintain basic standards of coexistence, hygiene and cleanliness, both personal and in relation to the premises.
- e) To assume responsibility for their own objects of value, expressly exonerating the Town Hall from the same.
- f) Any other that, depending on the circumstances of each specific case, is expressly established.

ARTICLE 10. OBLIGATIONS OF THE OWNER

The obligations of the owner of the center are:

- a) To carry out maintenance of the accommodation service and other services.
- b) To guarantee an adequate nutritional regime for all users.
- c) To guarantee personalized care.
- d) To develop Individual Development Projects and protocols of action, directed and supervised by specialized professionals.
- e) To offer services and provisions for all users, adapted to their Individual Development Project, guaranteeing fairness and equality in all rights and responsibilities for all users.
- f) To promote good social relationships.
- g) To guarantee compliance with the standards of the present Internal Regime Regulation.

ARTICLE 11. SUGGESTIONS AND COMPLAINTS

The Center has Complaint Forms available to all users, according to the dispositions of Title II, Chapter VI, article 27 (Complaints), of Law 3/2003, February 12th, as well as Decree 225/1994 of November 11th, which regulates the complaint forms of consumers and users of the Autonomous Community of The Canary Islands.

The user may present their suggestions and complaints to the Special commission for suggestions and complaints [CESR] in accordance with the dispositions of the Organic Regulation of the Special Commission for Suggestions and Complaints (B.O.P. 44/2010, March 5th 2010).

TITLE IV. SANCTION SYSTEM

SECTION 1. GENERAL DISPOSITIONS

ARTICLE 12. INFRINGEMENTS AND SANCTIONS

1. Administrative infringements will be considered to be the actions or omissions classified as such by Law 9/87, dated April 28th, of Social Services, as well as those classified in the present Regulation, established in the development of the same.

2. Administrative infringements will be sanctioned as established in the standard mentioned in the previous section, without prejudice to the specifications of the infringements and the degrees of the sanctions established in the present Internal Regime Regulation.

ARTICLE 13. SANCTION DECISIONS

The imposition of the sanctions considered for the infringements contained in the present Internal Regime Regulation will correspond to the Presidency of the Municipal Institute of Social Care, on instruction from the corresponding report for which the procedure is indicated in Section 4 of the present Title, in accordance with the dispositions of article 9.3 j) of the Articles of Association of the Local Autonomous Organization "Municipal Institute of Social Care" (B.O.P. No. 77 dated June 11th 2012).

SECTION 2. INFRINGEMENTS

ARTICLE 14. DEFINITION AND CLASSIFICATION

1. The infringements are classified as minor, serious and very serious.

2. Minor infringements are:

2.1 Those classified in Law 9/87 of Social Services:

a) Non-compliance of the center users with the rules of mutual respect, solidarity and participation, when said behavior does not imply alteration of the operation or coexistence within the same.

3. Serious infringements are:

3.1 Those classified in Law 9/87 of Social Services:

a) Where the center users do not observe the rules indicated in the Internal Regime Regulation, when this causes considerable alteration to the operation and/or coexistence in the center.

3.2 In development of the determinations of the previous paragraph, the following will be considered as serious infringements:

- a) To commit three minor infringements in the period of one natural year.
- b) To remove goods or any type of object that is the property of the center, the personnel or of any other user.
- c) Causing damages to the facilities and resources of the center or to impede the activities of the same.
- d) To regularly alter the rules of coexistence, creating unpleasant situations in the center.
- e) To promote or participate in arguments, fights or altercations of any type.
- f) To forge or hide data related to the receipt of any type of provision or services belonging to the center.
- g) To forge or hide declarations or to provide inaccurate relevant data related to the condition as a user of the center.
- h) The consumption within the Center of any type of psychoactive substance and/or alcohol as well as sale or purchase of the same.
- i) Infringement of the Law 42/2010, dated December 30th, which modifies Law 28/2005, dated December 26th, for regulation of the sale, supply, consumption and publicity of tobacco products.

4. Very serious infringements are:

4.1 Those classified in Law 9/87 of Social Services:

- a) Non-compliance of the center users with the rules of mutual respect, solidarity and participation, when said behavior implies serious alteration of the operation or coexistence within the center.

4.2 In development of the determinations of the previous paragraph, the following will be considered as very serious infringements:

- a) To commit three serious infringements in the period of one natural year.
- b) To incite, promote or participate in arguments, fights or altercations of any type, with damages being caused to third parties.
- c) Actions that may cause serious damage or injury to the other users or to the personnel of the center.
- d) Actions that seriously infringe upon basic human rights.
- e) To carry or exhibit weapons, sharp or dangerous objects that may cause damage to the other users and/or personnel at the center.
- f) Retaliation or any other form of pressure performed against the other users and/or personnel at the Center.

SECTION 3. SANCTIONS

ARTICLE 15. SANCTIONS

1. Without prejudice to any other responsibilities that may exist, these will be established in conformance with the general principles of the power to impose sanctions and the sanction procedure, which are stated in Title IX of the Law 30/92, dated November 26th, of the Legal Regime of Public Administrations and the Common Administrative Procedure.

2. The sanctions that may be imposed on the users that incur in any of the infringements mentioned above will be as follows:

- a) For minor infringements: Withdrawal of the rights to use the Center for a period not exceeding three months.
- b) For serious infringements: Withdrawal of the rights to use the Center for a period not less than three months and one day and not exceeding one year.
- c) For very serious infringements: Withdrawal of the rights to use the Center for a period exceeding one year or with a definitive nature.

ARTICLE 16. DEGREES OF SANCTIONS

For specification of the sanctions, they should be duly adjusted to the degree of severity of the event constituting the infringement, with the following situations being considered as attenuating or aggravating:

- a) Severity of the infringement.
- b) Severity of the social alteration and damages caused.
- c) Health risk.
- d) Number of people affected.
- e) Benefit obtained.
- f) Degree of intent and reiteration.
- g) The personal circumstances of the person responsible.
- h) The social significance of the events.
- i) The uneasiness produced among the rest of the users or the personnel that work at the Center.
- j) The demonstrations or changes in attitude of the person that committed the act, and the immediate or gradual repair, at their expense, of the damages and losses caused.

ARTICLE 17. EXPIRATION OF INFRINGEMENTS AND SANCTIONS

1. The **infringements** will expire:

6 months after minor infringements.
Two years after serious infringements.
Three years after very serious infringements.

2. The **sanctions** will expire:

One year after minor infringements.
Two years after serious infringements.
Three years after very serious infringements.

3. The beginning and interruption of the expiration periods for the infringements and sanctions will start to be counted from the day that the infringement is committed, and from the day after the time that the resolution for which the sanction is imposed becomes final.

SECTION 4. SANCTION PROCEDURE

ARTICLE 18. PROCEDURE INITIATION

The initiation agreements will include the minimum content required by article 13 of the Regulation of the Procedure for Exercise of the Power to Impose Sanctions, approved by Royal Decree 1398/1993. The initiation of the sanction procedures will be formalized through an agreement of the Presidency of the IMAS, either through own initiative or as a consequence of a higher order, a justified request from other organizations or a report.

The initiation agreement for the sanction procedure will be notified to the person that allegedly committed the infringement. Said agreement will include a clear description of the events in question, the infringements that said events may constitute, the sanctions that may be imposed, the competent authority for imposition of the same and the standard that attributes them with the power to do so.

Furthermore, said agreement will be notified to the Section of Administrative Management of the Social Care Service, instructor in procedures that are the object of this regulation. The instructor will perform as many ex officio actions as necessary for examination of the events, collecting the data and information relevant for determining, where applicable, the existence of responsibilities susceptible to sanction, and may agree to being a trial period once they have received the allegations or the period for making the same has passed.

ARTICLE 19. ALLEGATIONS

The person that allegedly committed the infringement will avail of a period of fifteen (15) days to submit their allegations and to propose, where applicable, the evidence they deem convenient, in conformance with article 16 of the Regulation of the Procedure for Exercise of the Power to Impose Sanctions approved by Royal Decree 1398/1993. In this period, the person that allegedly committed the infringement may voluntarily recognize their responsibility, in this case resolving the procedure with the imposition of the corresponding sanction.

ARTICLE 20. PRELIMINARY PROCEEDINGS

With approval from the Presidency of IMAS and prior to the initiation of the procedure, preliminary proceedings may take place with the objective of determining, with a preliminary nature, whether there are circumstances that justify said actions.

ARTICLE 21. PROVISIONAL MEASURES

In accordance with the provisions of articles 72 and 136 of the Law 30/1992, of Legal Regime of Public Administrations and Common Administrative Procedure, the Presidency of IMAS may adopt at any time, through a justified agreement, the provisional measures necessary in order to ensure the efficiency of the resolution that may be placed, correct completion of the procedure, and to avoid maintenance of the effects of the infringement and the requirements of general interests.

When so required due to urgent reasons that cannot be postponed, an immediate risk for coexistence or the physical integrity of the other users, the personnel at the center or at any other directly or indirectly related to the same, the Section of Administrative Management, as the instructor, may adopt the provisional measures that are necessary.

In these situations, said measures may also be adopted by the person responsible at the Municipal Reception Center, giving an immediate report to the competent organization for initiation of the procedure, with the latter having to confirm, modify or remove the provisional measures adopted in the period of seventy two hours.

In the case of serious or very serious infringements, the person responsible at the Municipal Reception Center may propose that the Presidency of the IMAS adopt a provisional measure, through a resolution, of withdrawal of the rights of the user for one or various services of the Municipal Reception Center.

The provisional measures must be adapted to the intensity, proportionality and necessities of the objective that are to be guaranteed in each specific case.

The report issued by the Section of Administrative Management of the Service of Social Care in this respect must correctly justify the resolution proposal, which must evaluate the imminent serious damage that the infringement committed may have upon the correct provision of the service. All of the above will be based on the report that must be previously issued by the Municipal Reception Center in conformance with the Section of Sectoral Programs of the Service of Social Care.

The resolution with imposition of a provisional measure, which will have immediate effect, will be notified to the person that committed the infringement who may request revision of the same through a justified document, in the period of five (5) days.

During the processing of the sanction procedure, the provisional measure may be terminated in accordance with this article, when circumstances of social or personal character occur in the situation of the person that allegedly committed the infringement that, in the opinion of the technical personnel of the Service of Social Care, justify the recovery of rights for the user of the Municipal Reception Center, provided that the reasons that motivated the adoption of the provisional measure of withdrawal of rights for the same have stopped. The resolution stated

for this effect may establish alternative measures intended to avoid damage to the provision of the service.

In any case, the provisional withdrawal of rights from the user will end with the resolution of the sanction procedure initiated by committing serious or very serious infringements.

The imposition of sanctions will be compatible with the requirement for the infringing party to return the altered object to its original state and compensation for the damages and loss caused in conformance with art. 130 of Law 30/92 of the Legal Regime for Public Administrations and the Common Administrative Procedure.

ARTICLE 22. RESOLUTION PROPOSAL

After the period of allegations, the instruction organization will elaborate a resolution proposal. Said proposal will state a description of the events, specifying those that are considered to be proven and their exact legal qualification, where applicable, the corresponding infringement will be decided upon, specifying the proposed sanction, otherwise the declaration of non-existence of the infringement or responsibility will be proposed in the terms established by article 18 of the Regulation of the Procedure for exercise of the power to impose sanctions as approved by Royal Decree 1398/1993.

ARTICLE 23. COMMENT PERIOD

The resolution proposal will be notified to the interested persons and it will be notified that the report will be made available so that the interested persons can obtain copies of the documents that they deem convenient, being granted a period of fifteen days to formulate allegations and to present the documents and information they deem pertinent to the instruction organization of the procedure.

Except in the case contemplated in art. 13.2 of the Regulation of Procedure for the Exercise of the Power to Impose Sanctions, approved by Royal Decree 1398/1993, dated August 4th, the comment period may be eliminated when the procedure does not contain not take into account any other events or other allegations and evidence than those put forward, where applicable, by the person interested, in conformance with the stipulations of article 16.1 of the same standard.

After the comment period and the five following days, the Section of Administrative Management of the Service of Social Care, as the instruction organization, having examined the documents or information that has been provided, will put the definitive resolution to the Presidency of IMAS, the competent organization for resolution.

ARTICLE 24. RESOLUTION

Resolution of the file corresponds to the Presidency of IMAS, and will become immediately effective once notified, in conformance with law. Said resolution must be justified and will decide upon all issues raised by the persons interested and others derived from the procedure. Furthermore, it must respect the minimum requirements established by article 20 of the Regulation of Procedure for the Exercise of the Power to Impose Sanctions.

ARTICLE 25. ENFORCEMENT

The Municipal Administration may proceed, in the terms stated in articles 93 and following of the [Law 30/1992, of November 26th](#), of the Legal Regime of Public Administrations and Common Administrative Procedure, with enforcement of the administrative acts stated in the sanction procedures, even on declaration of the withdrawal of rights from users of the Municipal Reception Center, temporarily or definitively.

ARTICLE 26. SIMPLIFIED PROCEDURE

For the exercise of the power to impose sanctions in the case that the organization competent to initiate the procedure considers that there are sufficient elements of judgment in order to qualify the infringement as minor, the simplified procedure will be followed, in conformance with articles 23 and 24 of the Regulation of Procedure for Exercise of the Power to Impose Sanctions, approved by Royal Decree 1398/1993.

ADDITIONAL DISPOSITION. LEGAL REGIME

When not specified in the previous articles, the dispositions contained in Title 9 of Law 30/1992 will be applicable, Legal Regime of Public Administrations and Common Administrative Procedure, as well as Royal Decree 1398/1993 which approves the Regulation for Procedure for the Exercise of the Power to Impose Sanctions.

REPEAL CLAUSE. All standards of equal or inferior range are repealed when they contradict or oppose the dispositions of this Regulation.

FINAL CLAUSE. The present Regulation will become valid once the text of the same has been entirely published in the Official Gazette of the Province (B.O.P.).

ANNEX 1

COMMITMENTS FOR USE OF THE PLACES IN MINIMUM REQUIREMENT ACCOMMODATION

1. USER IDENTIFICATION DATA

Last Name	First Name	<i>National Identity Document No.</i>

2. DATA OF ACCOMMODATION ASSIGNED

BED No.

3. CONCEPT AND OBJECTIVE

The Minimum Requirement Accommodation is a public temporary accommodation resource, with an assistance nature.

4. DURATION

The duration of the stay will be one day.

The accommodation request has a daily character and granting of the same is subject to availability of beds and the technical evaluation of the cases.

Use of the resource may be suspended at any time due to non-compliance with the internal standards or with the conditions required in order to obtain the service, after completion of a technical report from the person responsible.

The beneficiary of this modality of temporary accommodation states that they have been informed and understand the characteristics and scope of the services that are provided, the rights and responsibilities, the conditions of use, timetables and standards that regulate operation; and by signing the present document, commit to comply with the same.

In Santa Cruz de Tenerife on, of of 201

Annex 2

COMMITMENTS FOR ACCESS TO THE SERVICES PROVIDED BY THE MUNICIPAL RECEPTION CENTER

The user, by signing the present document, states that they have been informed and understand the characteristics and scope of the various services that are provided at this Center, the conditions of use, timetables and standards that regulate operation, and commit to compliance with the same, at the same time being informed of the motives that may suspend the stay or limit access to the services requested. Also, they are informed that they must notify any modification of their circumstances (economic, social, family...) that have been taken into consideration for the grating of the provision(s).

Also, in accordance with the Organic Law 15/1999, dated December 13th, of Personal Data Protection, it is informed that the personal data will be incorporated to and treated by a database that is the property of the Town Hall of Santa Cruz de Tenerife. The data may be used by the titleholder of the database for the exercise of functions related to their area of competence. It is also informed that they may be transferred in conformance with current legislation. You may exercise your rights to access, rectify, cancel and, where applicable, oppose the data by writing to: Ayuntamiento de Santa Cruz de Tenerife, C/ General Antequera, nº 14 (C.P. 38004).

Accommodation	ENTRY	EXIT	DAYS	OBSERVATIONS
				Room:
Dining Room				
Auxiliary Services				
				Specify:
Promotional Center				

Approved,

Signed: Mr./Ms.

NATIONAL IDENTITY DOCUMENT / PASSPORT / FOREIGNER IDENTITY DOCUMENT

ANNEX 3

Entry Order

Performed by: Mr./Ms.

For entry to the Municipal Reception Center of:

- Mr./Ms.
- With National Identity Document number:

As established in the Regulation of the Municipal Reception Center, in article 5, sections:

- 1.h) "In the case of entrances that take place in an extraordinary manner, the corresponding entrance order will be required in writing, signed by the person ordering the same."
- 4. Non-compliance with requirements. "Any entry that does not comply with the requirements established in the previous articles will not remain for a period exceeding forty eight hours, except in the case of a management resolution through a recorded disposition."

In Santa Cruz de Tenerife on, of of 20

Annex 4

REQUEST FOR THE PROVISION OF TEMPORARY ACCOMMODATION AT THE MUNICIPAL RECEPTION CENTER OF THE TOWN HALL OF SANTA CRUZ DE TENERIFE

1. USER IDENTIFICATION DATA

DATE:

DERIVING SERVICE/CENTER/INSTITUTION:

PERFORMED BY:

COLLEGIATE NUMBER:

1) USER IDENTIFICATION DATA

1.1 FULL NAME

1.2 NATIONAL IDENTITY DOCUMENT/PASSPORT

1.3 NATIONALITY

1.4 PLACE AND DATE OF BIRTH

1.5 MARITAL STATUS

1.6 PROFESSION

1.7 CONTACT TELEPHONE NUMBER

1.8 SOCIAL SECURITY NUMBER

1.9 NORMAL ADDRESS/LAST ADDRESS

1.1.1 USEFUL ADDRESSES

1.1.2 NO ADDRESS ()

1.1.2.1. PERMANENT ()

1.1.2.2. CIRCUMSTANTIAL ()

1.1.2.3 REGISTERED IN:

2) CURRENT SOCIAL SITUATION

3) SOCIO-FAMILIAR DATA

4) SOCIO-PROFESSIONAL AND HEALTH DATA

5) SOCIO-ECONOMIC DATA

OBSERVATIONS

6. OTHER RELEVANT DATA:

6.1. DURATION OF STAY REQUESTED:

6.2. CONTACT TELEPHONE NUMBER

6.3. ATTACHED:

6.3.1 SOCIAL REPORT DATED ()

6.3.2 CONTINGENCY PLAN ()

6.3.3 FLOW CHART ()

6.3.4 HISTORY/BACKGROUND ()

**6.3.5. IMPORTANT CHRONOLOGICAL SEQUENCES IN
THE INDIVIDUAL AND/OR FAMILY EVOLUTION ()**

6.3.6 OTHERS () Specify:

6.4. MEASURES COMPLETED

•

6.5. MEASURES PENDING COMPLETION

•

6.6. OBSERVATIONS: (Indicate whether there are exceptional circumstances to take into account during reception)

7. PROFESSIONAL EVALUATION

Signed. Collegiate No.:

* POINTS 2, 3, 4 AND 5 MUST OBLIGATORILY BE COMPLETED IF THE SOCIAL REPORT IS NOT ATTACHED