

# Welcome to your Municipality

–  
An A to Z  
of your Municipality  
2022-2023



**Ixelles  
Elsene**



## **Christos DOULKERIDIS (ECOLO)**

**Mayor**

General Affairs, Ecological Transition and Civic Innovation, Civil Status, Population, Solidarity, Equality and Human Rights, Universities, Secularism and Religious Affairs, Communication, Printing, ISPP, GE/SC

**02 515 61 55**

[christos.doulkeridis@ixelles.brussels](mailto:christos.doulkeridis@ixelles.brussels)



## **Yves ROUYET (ECOLO)**

**Second Alderman**

Urban Planning, Heritage, Mobility, Animal Welfare, Quality of Life

**02 515 64 69**

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## **Kélountang NDIAYE (ECOLO)**

**Fourth Alderman**

Culture & Museum of Ixelles

**02 515 64 67**

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## **Anaïs CAMUS (ECOLO)**

**Sixth Alderwoman**

Early Childhood, Housing-Municipal Properties, Transport

**02 515 61 12**

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## **Nevruz UNAL (PS)**

**Eighth Alderman**

Urban Renewal - District Contracts, Prevention, Employment and Social Integration Legal Affairs, Hospital Guardianship

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## **Patricia VAN DER LIJN**

**Municipal Secretary**

**02 515 61 29**

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## **AUDREY LHOEST (ECOLO)**

**First Alderwoman**

Climate, Energy and Environment, Green spaces and Plantations, Health, Social Affairs, Senior Citizens, Guardianship of the PCSW, Intergenerational Relations, Trade and Economic Development, Fairs and Markets, Events, Tourism

**02 515 61 33**

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## **Romain DE REUSME (PS)**

**Third Alderman**

Education, Finance, Human Resources - Pensions, Sports

**02 515 61 20**

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## **Nabil MESSAOUDI (PS)**

**Fifth Alderman**

Public Hygiene, Social Cohesion, Families, Youth, Twinning and International Cooperation

**02 515 61 49**

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## **Els GOSSÉ (ECOLO)**

**Seventh Alderwoman**

Dutch-speaking culture & education, District Life, Europe, Purchasing policy, IT & Smart City

**02 515 64 89**

[els.gosse@ixelles.brussels](mailto:els.gosse@ixelles.brussels)



## **Yannick PIQUET (PS)**

**Ninth Alderman**

Public works, Building cleanliness

**02 515 64 68**

[yannick.piquet@ixelles.brussels](mailto:yannick.piquet@ixelles.brussels)



## **Hassan CHEGDANI**

**President of the CPAS**

**02 641 54 01 - 02 641 55 02**

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# Introduction

On behalf of the Board and every member of our administration, it is my pleasure to welcome you to your Municipality.

Our wish is that you feel at ease and benefit, in the simplest way, from all available services in Ixelles.

Those ones are listed in alphabetical order, each with a postal or digital address and telephone number.

Some sections have a QR code readable by mobile phones and tablets. This code links to a web page where you will find related information. Detailed index are accessible at the end of the brochure.

Please let us know if you have any additional questions or comments. We will use them to improve the available tools to our Citizens.

With this brochure, I hope to accomplish at best the Mayor's first task, which is to welcome you to Ixelles !

Your Mayor,  
Christos Doulkeridis







**Ixelles is ...** parks, ponds, an abbey, a cemetery, two universities, museums galore, streets with a wonderful commercial mix, others bubbling with cultural diversity, cinemas, theatres, artists' studios, student housing, family districts with a village spirit, and a hundred or so nationalities present on the territory.

It is a cosmopolitan, creative and dynamic municipality.



**Ixelles is...**





## Animal welfare

Chaussée d'Ixelles, 172

02 515 67 36

bienetreanimal@ixelles.brussels

**Monday to Friday from 8.30 am to 12 pm and from 2 pm to 4 pm**

The Animal Welfare Unit ensures that domestic and wild animals live in balance in our urban environment for the benefit of themselves, their owners and society. The unit grants premiums for the sterilisation of domestic cats (males and females) as well as for the adoption of domestic animals from approved shelters in the Brussels-Capital Region, captures and houses stray, lost or abandoned animals (as well as euthanasia only where the health status of the animals justifies it), removes dead animals and ensures the sterilisation of stray cats.

The unit also coordinates the Consultative Council for Animal Welfare (CCBEA), which answers questions and reports on the misplacement, abandonment, loss or mistreatment of animals, and works closely with various associations, including the Royal Belgian League for the Protection of Birds.

## Archives

Chaussée d'Ixelles, 172

02 515 61 34

archives@ixelles.brussels

**Monday to Friday by appointment**

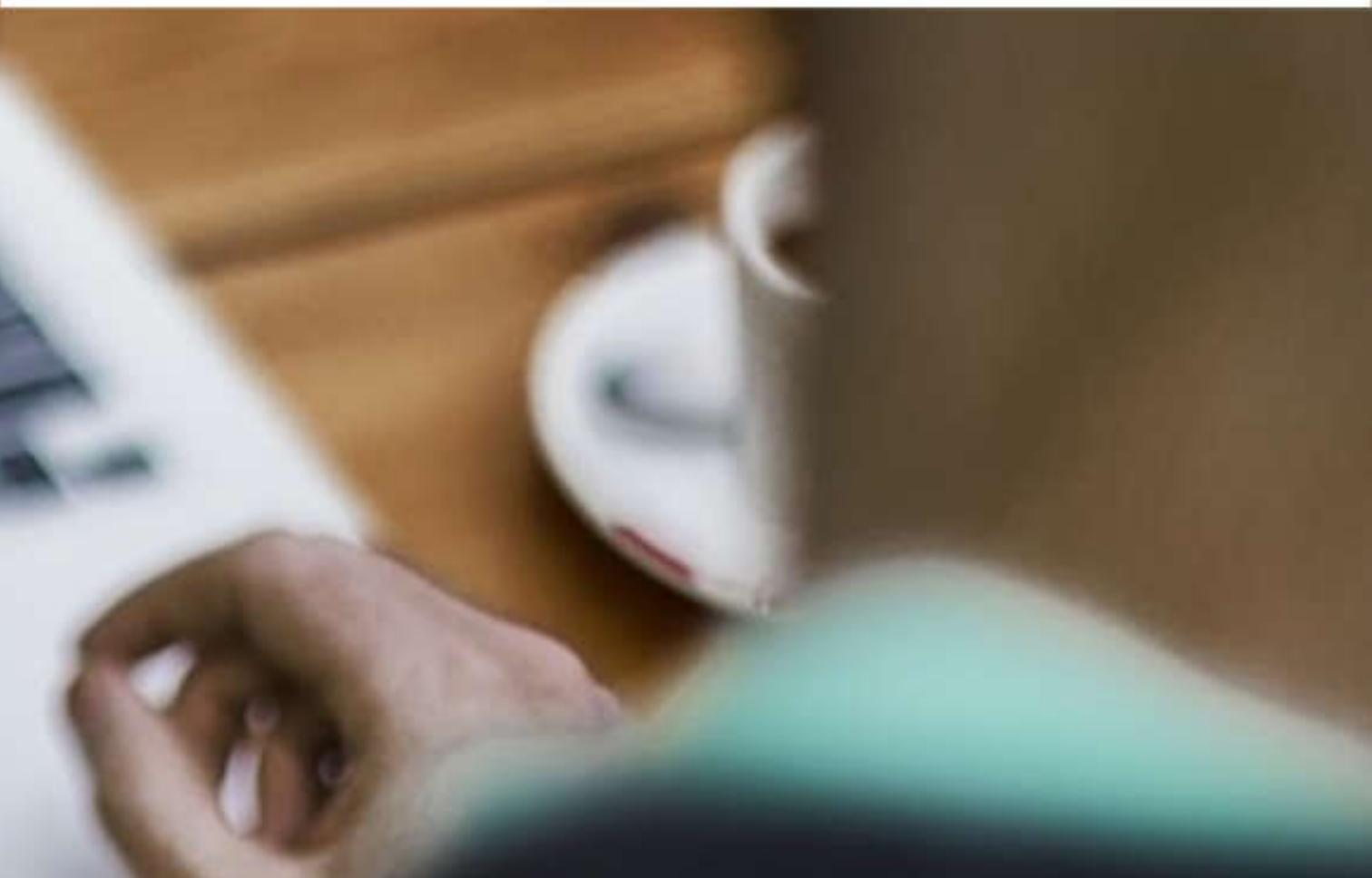
The mission of the Archives Service includes collecting, preserving, inventorying and promoting the archives of the municipal administration of Ixelles, including the archives of the Municipal Secretariat (registers of deliberations of the Council and the Board, municipal bulletins, annual reports). This service also acquires and preserves private archives.

All **consultations** are free of charge. They take place **by appointment**.



**WHAT IS**

**BE-ALERT?**





## Be-Alert

Register here : [www.be-alert.be](http://www.be-alert.be)

Be-Alert is a system that allows municipalities to send SMS messages and emails to people on their territory during an emergency.

You can indicate several addresses: your home, your children's school, your parents' care home, etc.

Is there a fire, a flood, or another incident near one of these addresses? You will quickly be informed and given safety instructions to follow.

Your data will only be used for this purpose.



**be alert**

Accès étage  
← 1+   
Toegang verdieping







## Cemetery

Chaussée de Boondael, 478

02 515 66 91

cimetiere@ixelles.brussels

**Monday to Sunday from 8 am to 4:30 pm**

The 12-hectare site can be explored like a miniature city, with its tree-lined alleys, roundabouts, islands and views. A large number of famous people are buried there, such as violinist Eugène Ysaye, industrialist Ernest Solvay, choreographer Akarova and sculptor Constantin Meunier. This «little Père Lachaise» was listed in 2016.



## Civil Registry

Chaussée d'Ixelles, 172 (1st floor)

etat.civil@ixelles.brussels

**Monday to Friday from 8.30 am to 12.30 pm, Thursday from 5 pm to 6.45 pm,**

**Thursday and Saturday afternoon by appointment for extracts/acts,**

**Saturday from 8.30 am to 10.30 am**

The Civil Registry Department issues a large number of official acts and documents:

- ▶ **Extracts and copies of acts:** 02 515 66 83
- ▶ **Birth and recognition:** 02 515 66 79
- ▶ **Belgian nationality:** 02 515 66 82
- ▶ **Wedding, anniversary (golden, etc.) centenaries, declaration of legal cohabitation:** 02 515 66 89 or 93
- ▶ **Divorce, adoption, change of surname or first name, transcription of acts from abroad:** 02 515 66 83 or 94
- ▶ **Death, burial:** 02 515 66 90





## (Public) cleanliness

0800 85 150

proprete@ixelles.brussels

**Monday to Friday from 8.30 am to 12 pm and from 1 pm to 4 pm,  
Friday until 3.30 pm**



The Public Cleanliness Department is responsible for sweeping and for emptying public litter bins on municipal roads. It also intervenes in the event of clogged drains, illegal dumping, tag removal and bulky items collection by appointment.

- **Graffiti removal**

graffiti@ixelles.brussels

Any Ixelles resident who is a victim of a tag or graffiti can contact the service for the free cleaning of the tagged surface.

- **Home collection of bulky waste and appliances.**

Every Ixelles household is entitled to three free home collections of bulky waste or household appliances per year (max. 3 m<sup>3</sup>). Make an appointment by phone or email.

- **Mobile waste collection centres**

Each year, the municipality organises several mobile waste collection days in the different districts of Ixelles, in collaboration with the regional agency Bruxelles-Propreté. To find out the next dates, consult the municipality's website or contact the service by phone or email.



You can read the general police regulations on [www.ixelles.be](http://www.ixelles.be)

- **Household Waste Collection**

In the Brussels Region, domestic waste must be placed in front of your home during the authorised hours and using the bags provided by the Bruxelles-Propreté regional agency. Visit the Bruxelles-Propreté website for more information: [www.arp-gan.be](http://www.arp-gan.be)







- **Illegal dumping**

It is strictly forbidden to dump any type of waste in the public space, with the exception of household waste during collection hours (see above). Illegal dumping can lead to an administrative fine of up to €350 and €62,500 for regional fines.

- **Pavement maintenance**

As a resident of our municipality, you also have an obligation to maintain the pavement in front of your home. This includes the removal of small items of rubbish and weeds and as well as snow removal in winter.

- **Soiling of the public space**

It is strictly forbidden to soil the public space in any way. The term «soiling» refers to packaging waste, cigarette butts, spit, dog waste, public urination, graffiti, etc.

**Report a problem:**

Have you noticed a cleanliness problem?

Report it to us using the Fix My Street application or via the free-phone number:

**0800 85 150**

**proprete@ixelles.brussels**





## Communication

Rue de l'Automne, 38-42

02 515 76 41

info@ixelles.brussels

**Monday to Friday from 9 am to 12 pm and from 2 pm to 4 pm**



The Communication department uses different media channels to provide all the information **you need about the life of the Municipality:**

- Municipal newspaper - Info Ixelles
- Website - [www.ixelles.be](http://www.ixelles.be)
- Newsletter
- Posters, flyers, brochures

### Social networks:

- Facebook: [www.facebook.com/communeixelles](http://www.facebook.com/communeixelles)
- Twitter: @Ixelles\_Elsene
- Instagram: ixelles\_elsene





## Courses

Several municipal services offer training courses or holiday camps for children and teenagers during school holidays.

### Public Education Department

Education: 02 515 65 16

[instruction.publique@ixelles.brussels](mailto:instruction.publique@ixelles.brussels)

Even after school, the Public Education Department continues to watch over the youngest children with its holiday camps. Children aged 2.5 to 5 are welcomed at Boondaël playground (100 rue Elise), and 5-12 year olds at the Centre de plein air Madeleine Clément in Basse-Wavre.

On the programme are big games, walks, creative workshops and «well-being» or sports activities.

### Youth Services

02 515 69 02

[jeunesse@ixelles.brussels](mailto:jeunesse@ixelles.brussels)

**Monday to Friday from 9 am to 12 pm and 2 pm to 4 pm**

Youth Services also organise holiday centres where young people between the ages of 2.5 and 18 can take part in fun, sports, cultural and recreational activities.

### Ixelles Albert Demuyter Sports Centre

Rue Volta, 18

02 515 69 10/11/15

[csi.asbl@gmail.com](mailto:csi.asbl@gmail.com)

[www.xlsports.be](http://www.xlsports.be)

Circus, judo, multisports, tennis, dance and more. There is something for everyone, from 3 to 16 years old. These courses allow children to discover or deepen their knowledge of a discipline. They are supervised by qualified and experienced instructors.





## Culture

Rue Mercelis, 19

02 515 64 63

culture@ixelles.brussels

**Monday to Friday from 8 am to 12 pm and from 2 pm to 4 pm**



With more than 100 cultural venues and over 200 events held each month, Ixelles is THE cultural municipality par excellence!

**Find all the events and venues, as well as articles on the cultural life of Ixelles on the site [culture.ixelles.be](http://culture.ixelles.be).** Stay up-to-date by subscribing to the newsletter (trilingual fr-nl-en) or by following **@kult.XL on social** networks (Facebook & Instagram).

The Ixelles cultural service promotes culture in all its forms. It manages several theatres: **the Mercelis Theatre, the Chapelle de Boondael, the Molière Theatre and KULT XL Ateliers**. It organises activities (shows, exhibitions, etc.) for all audiences, in its rooms or in public spaces (street arts, concerts, etc.). The culture department also supports artists and cultural operators in the Brussels area by offering its rooms for residencies or shows and encouraging exchanges within the network.

The department became bilingual in 2019 and is composed of a multi-disciplinary team that also includes the French and Dutch libraries.



**KULT XL**

### **KULT XL Ateliers**

Rue Wiertz 23

### **Théâtre Mercelis**

Rue Mercelis, 13

### **Théâtre Molière**

Square du Bastion, 3

### **Chapelle de Boondael**

Square du Vieux Tilleul, 10







participatief / Participatieve

VOTE

SEL

GROENTETUIN PROJECT

PROJET BANC DANS MA RUE

solidariteit tussen burens-covid

Boekendozen aan de ingang van scholen

- Un banc dans ma rue
- Un espace senior de proximité
- Un potager sur la place



VAN ECTEN

## Ecological transition and citizen innovation

Rue de la Digue, 10

02 515 74 05

transition.participation@ixelles.brussels



The people of Ixelles are the essential driving force behind the necessary and desired ecological transition within the territory. The Ecological transition and citizen innovation service supports and guides Ixelles residents wanting to share their desires, ideas or projects for more ecological transition and citizen participation in Ixelles.

Would you like to get involved in your district by joining a committee or a residents' association? Would you prefer to join a working group or a commission that takes part in and co-constructs the issues of the municipality with the elected officials?

Contact the Ecological transition and citizen innovation service.







## Employment and socio-professional integration

Rue du Collège, 30

02 515 70 95

emploi@ixelles.brussels

**Monday to Friday from 8.30 am to 12.30 pm and from 1.30 pm to 4.30 pm**



Are you a job seeker, a worker or an employer? **The Employment and Social Integration Department** welcomes, guides, informs and supports you in all matters that concern you.

### Unemployment Unit

Part-time workers can receive advice on the validation of C3 documents provided by **the payment organisation** (unions or CAPAC) so they can receive additional unemployment benefits.

### Information-Employment and Social Integration Unit

- General information on fundamental work-related rights
- Employment Coaching
- Support for young candidates under FIRST condition
- Events and training

### «Re-resources1050» digital public space

Rue Maria Malibran, 84

02 515 72 50

re.sources1050@ixelles.brussels

**Tuesday to Friday from 9 am to 5 pm**



Do you need a computer and an internet connection? The Re-resources1050 Digital Public Space, in collaboration with the Maison de l'emploi et de la formation, offers you:

- internet access
- technical support from qualified facilitators
- help with the creation and printing of documents
- personalised computer coaching
- training in office automation and the internet
- an awareness of the development of digital projects
- a counter for the sale and repair of computers, tablets and more
- the recovery of computer equipment





## Equality and human rights

Rue de la Digue, 10

02 515 74 04

egalite@ixelles.brussels

**In confidentiality, by appointment by email or by phone**

The Equality and Human Rights Department initiates and supports projects that promote respect for differences and fight against all forms of discrimination, be it gender, sexual or philosophical orientation, origin, age, sex, disability, etc.



## Events

Chaussée d'Ixelles, 172

02 515 67 76

events@ixelles.brussels

**Monday, Wednesday and Friday from 9 am to 12 pm or by appointment**

The Events Unit informs and assists the organisers of small, medium or large-scale events of a festival, folklore, cultural or sporting nature (flea markets, concerts, jogs, etc.).

You must obtain prior authorisation from the Municipality if you want to occupy the public highway for an event, promotion and/or for information purposes.







## Foreigners

Chaussée d'Ixelles, 124

02 515 66 21

**By appointment**

- ▶ First issuance of identity documents for foreigners (except F+ card)
- ▶ Renewal of identity documents for foreigners (except E+ and F+ cards)

Brussels is one of the most cosmopolitan cities in the world. This reality is particularly significant in Ixelles since one out of two Ixelles residents is of foreign nationality. This cultural diversity is an asset and constitutes the DNA of our municipality.

But it is not always easy to find your way through the administrative maze when you move to Brussels from abroad.

▶ **Our Population Department is here to provide you with information about the steps you need to take when you arrive.**

After the administrative steps, you can fully start your new life in Ixelles by discovering everything that the municipality has to offer in terms of education, cultural activities, sports facilities, etc. Do not hesitate to contact the various municipal services listed in this brochure.



The **Europe Unit** works to build bridges between Europe, its institutions and its inhabitants by informing anyone, whether a citizen of the European Union or not, about Europe and the events organised by the Consultative Council on European Affairs (CCEA).

**Europe**  
Chaussée d'Ixelles 172  
02 515 67 37  
[europe@ixelles.brussels](mailto:europe@ixelles.brussels)







► **Other resources external to the Municipality are also available.**

You will find a lot of information on the federal government's website:  
<https://www.belgium.be/en>

The dynamic and multilingual team at the **Expat Welcome Desk** will help you, free of charge, to deal with any practical or administrative problems related to your installation and stay in Brussels:

**Commissioner for Europe and International Organizations (CEOI)**

Avenue d'Auderghem, 63 - 1040 Brussels

02 430 66 00

[info@commissioner.brussels](mailto:info@commissioner.brussels)

[www.commissioner.brussels/en](http://www.commissioner.brussels/en)



Another useful source of information on arrival is the «Expats in Brussels» guide. You will find information on administrative procedures as well as good advice on activities that will allow you to discover Brussels.

<https://expatsinbrussels.be/en>

Many countries and communities have their own cultural centres. Their role is to promote their culture through language courses, conferences, events, etc. They are places for encounters, dialogues and exchange.

Find the **list of cultural centres** here

<https://expatsinbrussels.be/en/social-life-and-going-out/cultural-centres>





## Green spaces and plantations

Chaussée d'Ixelles, 187

02 515 63 64

**Monday to Thursday from 8.30 am to 12 pm and from 2 pm to 4 pm,  
Friday from 8.30 am to 12 pm and from 2 pm to 3.30 pm**

The Plantations and Green Spaces Department is responsible, among other things, for the maintenance of plantations in the public spaces of the municipality (parks, roadways, squares, etc.), benches and games in the parks, tree pruning, and the planting of flowers and plants. It also issues greening permits to any resident or business wanting to green their facade.

The municipality has a Tree Plan that aims to make Ixelles less concrete and plant trees wherever possible.

The aim is to improve the living environment for the people of Ixelles, while protecting the environment and our health and fighting climate change.

List of Ixelles parks see the QR code.





## Etterbeek-Ixelles Hospital

Rue Jean Paquot, 63

[www.his-izz.be](http://www.his-izz.be)

**The Adult A&E Department is open 24/7**

**The gynaecology A&E Department is open 24/7**



### Etterbeek-Ixelles Hospital

Created in 1989 from the merger of the former Medical-Surgical Institute of Ixelles and that of Etterbeek, the Etterbeek-Ixelles IRIS-SUD Hospital Centre has chosen to position itself, in the Brussels hospital landscape, in the high-level general medicine niche. It is also recognised as a ULB internship service for the training of student doctors in medicine, surgery, radiology, paediatrics and gynaecology.

The Etterbeek-Ixelles Centre is a local hospital with a human dimension.

Home	02 641 41 11
Admissions	02 641 48 64
Intensive Care	02 641 48 78
Adult emergencies	02 641 48 06
Gynaecological emergencies	02 641 48 06
Paediatric emergencies	02 641 41 12
Samples	02 641 48 19
Laboratory	02 641 48 57

A paediatric emergency service is available 24/7. An on-call paediatrician is always present to welcome the children. Separate from the adult emergency department, the paediatric emergency department is accessible by following Route 70.

**Between 8 am and 4.30 pm on weekdays:** registration of children in the in the paediatric emergency room.

**Outside of these office hours (evenings, nights, weekends and holidays):** registration of children via the adult emergency room.



## Housing (Municipal)

Chaussée d'Ixelles, 168

1050 Bruxelles

02 515 63 53 et 58

**Accessible every day from 8am to 12pm and from 2pm to 4pm**



Implementation of the local housing policy - Management of the city's private property: more than 460 homes (houses, apartments or flats), which makes the city of Ixelles one of the most important in the capital in terms of municipal property. Anyone wishing to apply for a municipal dwelling must contact the Municipal Property Department - Housing and complete a registration form, enclosing several useful documents.







## Land use planning

Chaussée d'Ixelles, 172 (2<sup>nd</sup> floor)

02 515 72 10

amenagementterritoire@ixelles.brussels

**Monday, Tuesday, Thursday and Friday from 9 am to 12 pm**

The Land Use Planning Department carries out missions related to **urban planning, environmental permits** and **heritage**.

**General reception:** reception of the public and consultation of files in public inquiries or of issued permits (the consultation of technical agents is by appointment only).

**Urban planning permits:** examination of applications for urbanism permits.

02 515 72 10

pu@ixelles.brussels

(only for permit applications in progress)

**Environmental permits:** processing of applications for environmental permits, checking of compliance with environmental permits and recording of environmental and noise violations.

02 515 67 87

pe@ixelles.brussels

**Monitoring of urban planning:** checking of compliance with urbanism permits and report of urban planning infringements.

02 515 67 88

cu@ixelles.brussels

**Urban planning information:** legal use of property, issuing of information (useful for property sales) and urban planning compliance certificates for tourist accommodation.

02 515 67 79

ru@ixelles.brussels

**Urban planning:** processing of applications relating to public space and preparation of plans.

02 515 67 26 & 02 515 67 41

amenagementterritoire@ixelles.brussels

**Heritage:** awareness of architectural and cultural heritage.

02 515 67 48

patrimoine@ixelles.brussels







## French-speaking municipal library

Rue Mercelis, 19

02 515 64 12 (adult section)

02 515 64 06 (youth section)

[bibliotheque@ixelles.brussels](mailto:bibliotheque@ixelles.brussels)

[www.biblioxl.be](http://www.biblioxl.be)

**Tuesday from 10 am to 6 pm**

**Wednesday from 1 pm to 7 pm**

**Thursday and Friday from 1 pm to 6 pm**

**Saturday from 10 am to 4 pm**



In addition to a large collection of books, the library offers workshops, storytelling activities, book clubs for adults and teens, and more.

There are also work tables, wifi and public computers.

## Sans Souci library

Rue Sans Souci, 131

02 515 64 50

[bibliotheek@elsene.brussels](mailto:bibliotheek@elsene.brussels)

[www.elsene.bibliotheek.be](http://www.elsene.bibliotheek.be)

**Wednesday, Thursday and Friday from 12h to 19h/Saturday from 10h to 17h**



The Sans Souci library welcomes visitors in a beautiful space where the pleasure of reading takes pride of place. It offers collections and activities in Dutch, but also holds collections and storytelling activities in English, German, Spanish and Italian.

There are also work tables, wifi and public computers.



## Toy libraries

### Toy library

Rue Mercelis, 13

02 515 69 45

[ludos.brussels/ludo-ixelles/opac\\_css/](http://ludos.brussels/ludo-ixelles/opac_css/)

**Open Tuesday from 10 am to 12 pm and from 1 pm to 5 pm, Wednesday from 1 pm to 6 pm, Thursday from 1 pm to 5 pm, Friday from 10 am to 1 pm and from 2 pm to 6 pm (for children over 10) and Saturday from 10 am to 1 pm. Mornings by appointment for groups (schools, nursing homes, associations, etc.). Game nights are held monthly from 6 pm to 11.30 pm, upon registration.**

A toy library contains games that are both fun and educational, as well as cooperative, stimulating, role-playing and for groups. There are games for babies, children, teens and adults.

### Louloudotec (Akarova)

Chaussée de Boitsfort, 37

0499 588 412

[ludotheque.akarova@ixelles.brussels](mailto:ludotheque.akarova@ixelles.brussels)

**Monday to Friday from 1 pm to 4.30 pm, Wednesdays from 9 am to 12 pm and from 1 pm to 5 pm**

**School holidays = Monday and Thursday mornings in addition to the usual hours**

The Louloudotec is available to children from 0 to 5 years old accompanied by an adult. It has a nice play area but does not do loans.





## Lost and found

Chaussée d'Ixelles, 172

02 515 66 16

population@ixelles.brussels

**Monday to Friday, 9am to 12pm and 2pm to 4pm - by appointment**



What should you do if you lose an umbrella, a sports bag or any other object that is particularly important to you while you are in Ixelles? First of all, you must report the loss of an object to the Police (not necessarily to a police station in Ixelles). The police will send the description of the object and the owner's contact details to «Lost and Found». If the object is found, the person is informed by a summons inviting him or her to collect it from the Lost and Found Service. They must bring an identity document and/or a declaration of theft or loss issued by the police.

If the loss has occurred on STIB/MIVB premises or in public transport, it is advisable to contact their **Customer Service - Lost and Found** 070 23 2000 (€0.30/min).













## Markets

### Fairs & Markets Unit

Chaussée d'Ixelles, 172

02 515 67 44

foiresetmarches@ixelles.brussels

The Fairs and Markets Unit is responsible for the day-to-day management of all the fairs and markets in Ixelles.

Ixelles hosts markets from Tuesday to Thursday throughout its territory:

### Flagey (Place Flagey)

**Tuesday to Sunday 8 am to 2.30 pm**

This market welcomes several farmers during the week (flowers, poultry, fruits and vegetables, depending on the day) and up to 60 exhibitors. On weekends (fruits and vegetables, cheeses, cold cuts, olives, textiles, street food, etc.)

### Luxembourg (Place du Luxembourg)

**Every Tuesday from 12 to 8.30 pm**

Local and organic products oriented market.

### Châtelain (Place du Châtelain)

**Every Wednesday from 12 pm to 8.30 pm**

Up to 50 market gardeners (flowers, fruits and vegetables, cheeses, delicatessen, street food, etc.).

### Vieux Tilleul (Square du Vieux Tilleul)

**Every Thursday from 12 to 8.30 pm**

District market.

### Brugmann (Place Brugmann)

**Every Friday from 1.30 pm to 8 pm**

Small organic market focused on local and regional products.

The municipality also holds two fairs, which bring together around twenty fairgoers. On Place Flagey in spring and in summer on Square du Vieux-Tilleul.







## Mediation

### Local mediation

Rue Alphonse de Witte, 28

02 515 73 23

[mediationlocale@ixelles.brussels](mailto:mediationlocale@ixelles.brussels)

**Monday to Friday from 9 am to 5 pm by appointment**



The local mediation service is intended for people who have communication difficulties or are experiencing conflict (couples, parents, friends, neighbours, landlords, tenants, etc.) and want to find fair and acceptable solutions with the help of a mediator for everyone.

### Restorative Mediation

Rue Gray, 221

02 643 65 54

[mediationreparatrice@ixelles.brussels](mailto:mediationreparatrice@ixelles.brussels)

**Monday to Friday from 9 am to 4 pm**



The Restorative Mediation Department offers people who have been fined for a violation of the General Police Regulations the opportunity to reach an agreement other than the payment of the administrative fine. The service is therefore exclusively intended for people who have been the subject of an administrative sanction procedure by the Municipality of Ixelles, or people who have been harmed in the context of this procedure.

### Social mediation

Chaussée d'Ixelles, 172

02 515 77 90

[mediation.sociale@ixelles.brussels](mailto:mediation.sociale@ixelles.brussels)

**Monday, Wednesday, Thursday from 9 am to 12 pm and other days by appointment**



The Social Mediation department is for Ixelles residents who encounter difficulties in their administrative procedures. It informs, advises and assists people in solving their social and/or administrative problems. It tries to prevent situations that may lead to precariousness and/or social exclusion.

## Museum of Ixelles

Rue Van Volsem, 71  
02 515 64 21  
musee@ixelles.brussels  
www.museedixelles.be



The Ixelles Museum presents a vast panorama of Belgian art from the 19th and 20th centuries. Its collections include paintings and drawings from the impressionist, symbolist and pressureist movements. It also has a collection of posters by de Toulouse-Lautrec.

Temporary exhibitions liven up the place and add to the museum's reputation beyond the borders of the region.



**The Ixelles Museum will be closed until 2024 due to renovation and expansion.**

Various «off-site» projects were developed during this period.

Follow its news on  
[www.museedixelles.be](http://www.museedixelles.be)  
and on social networks.





## Nurseries

Rue de la Crèche, 6

02 515 70 46

**Monday to Friday from 9 am to 12 pm (only by phone)**



As the organising authority, the municipality of Ixelles has 11 municipal day care centres authorised and subsidised by the Office of Birth and Childhood (ONE).

The childcare fees charged to the parents are linked to the monthly household income (ONE scales) and are tax deductible.

**To register on the waiting lists of the municipal nurseries**, go to the Early Childhood in Ixelles website:

<https://petiteenfance.ixelles.be/sinscrire/>

For all your questions about registration, please call the Early Childhood Department on **02 515 70 46 on Mondays between 9 am and 12 pm and Thursdays between 1.30 pm and 4 pm.**

The mother-to-be must be at least three months pregnant to be able to register on the waiting lists for nurseries for children between 0 and 3 years old.

To be registered for daycare centres for children between 18 months and 3 years old, the child must be at least 9 months old.



## Ombudsman

Chaussée d'Ixelles, 233

02 515 72 72

ombudsman@ixelles.brussels

**By appointment only**

The Ombudsman is a trusted person to whom you can turn when you feel that your complaint with a municipal department has not been handled satisfactorily by that department. The ombudsman is therefore the second line of intervention.

They work **independently** and have the assurance that no one will interfere with them while processing the claim. This independence is guaranteed by a municipal regulation.

The ombudsman is impartial, not taking sides with either the citizen or the administration. It works to reconcile the views of the citizen and the administrative department concerned.





PAYANT  
BETALEND

7 JOURS SUR 7  
7 DAGEN OP 7





## Parking

**Regional Parking Agency**  
Avenue de la Couronne, 39

0800 35 678

ixelles@parking.brussels

Parking.brussels/ixelles

**Monday and Tuesday from 8.30 am to 12.30 pm,  
Wednesday from 8.30 am to 12.30 pm and from 2 pm to 4.30 pm,  
Thursday from 2 pm to 6.45 pm, Friday from 8.30 am to 12.30 pm**

Since April 2019, the management of parking on the territory of Ixelles has been entrusted to the Brussels Parking Agency. It is this Agency that issues parking cards.



## Reservation of parking spaces

Chaussée d'Ixelles, 227 A

02 515 67 50

otvp@ixelles.brussels

**Monday to Friday from 8.30 am to 12 pm**

For the reservation of parking spaces deliveries, the organization of a move or a construction site.







## Police

### Duty Service

Rue du Collège, 1  
02 279 84 16  
zpz.polbru.dpi.xlo@police.belgium.eu  
**Accessible 24 hours a day**



### COCQ District Police Station

Rue du Collège, 1  
02 279 84 17  
zpz.polbru.dpi.xlo.proxi.cocq@police.belgium.eu  
**Accessible from Monday to Saturday from 8am to 6pm**

### LEPOUTRE District Police Station

Avenue Louis Lepoutre, 4  
02 279 80 23  
zpz.polbru.dpi.xlo.proxi.lepoutre@police.belgium.eu  
**Accessible on Monday from 12 pm to 8 pm, Thursday from 10 am to 6 pm  
and every second Saturday of the month from 8 am to 4 pm**

### BOONDAEL District Police Station

Chaussée de Boondael, 480  
02 279 86 32  
**Accessible on Tuesday from 12 pm to 8 pm, Thursday and Friday from 8 am to 4 pm  
and every first and third Saturday of the month from 8 am to 4 pm**

### And also

### LOUISE District Police Station

Rue de Livourne 136  
02 279 86 10  
zpz.polbru.dpi.xlo.proxi.louise@police.belgium.eu  
**Accessible on Tuesday from 12 pm to 8 pm, Wednesday from 10 am to 6 pm  
and every fourth Saturday of the month from 8 am to 4 pm**



## District Inspectors

An agent ensures the tranquillity and well-being of the population within each district of the municipality. They travel on foot and are therefore accessible to all citizens. As a trusted advisor and first point of contact, they will try to solve your district problems, inform you about administrative or legal procedures and provide you with a lot of useful information.

The agent's role is also to improve the quality of life in the district and play a preventive role in shopping areas, parks, and near schools. Their availability and his good knowledge of the district and its inhabitants allow them to contribute to the harmonious development of the district.

To find out who your District Officer is and how to contact them:

<https://polbru.be/votre-inspecteur-de-quartier/>

## Population





Chaussée d'Ixelles, 172  
02 515 61 11  
population@ixelles.brussels

**By appointment only, except for document retrievals**



The Population Department deals with all matters relating to the issuing of official documents:

- Identity cards/Passports
- Domicile/Change of address
- Certificate of household composition
- Extract of the police records
- Driving licence
- Declaration of last wishes (burial, organ donation, euthanasia)
- Organisation of elections.

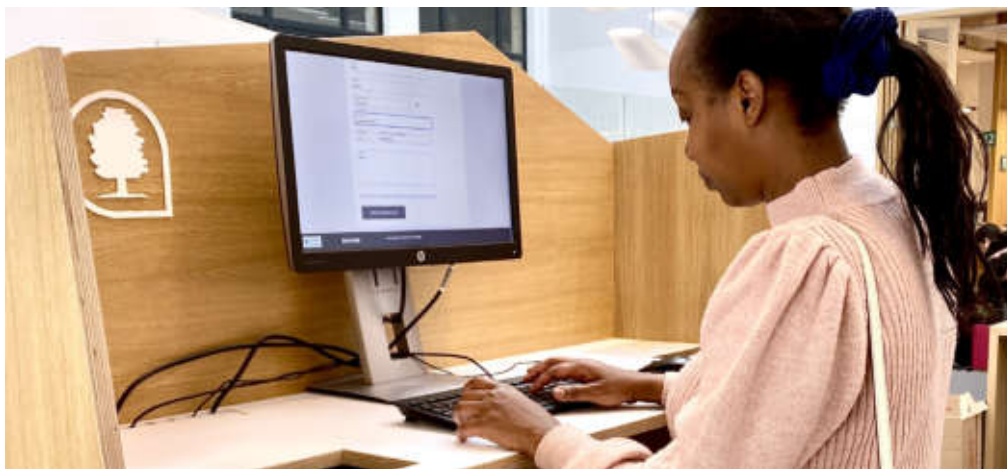
### **What to do if you are leaving Ixelles for another Belgian municipality**

Contact the new municipality and declare your change of address.

### **What to do if you are leaving Ixelles and transferring your main residence abroad**

- Through the electronic one-stop-shop: declare your departure abroad online
- At the municipal administration: by appointment at the Population Department
- By email: population@ixelles.brussels - so that we can respond to your request, please attach a copy of your identity document and the completed Model 8bis form to your email.

## **Prevention**





### Street educators

Rue Souveraine, 38

02 515 69 56-59 / 0499 77 86 57 - **On appointment**

[educateursderue@ixelles.brussels](mailto:educateursderue@ixelles.brussels)

Street educators make themselves available to anyone who occupies the public space, mainly young people or people in vulnerable situations (homeless, undocumented). They work to strengthen and create social links by promoting exchange and communication.

### Peacekeepers

Rue Gray, 221

02 643 65 60 (Coordination)

02 643 65 59

[gardiensdelapaix@ixelles.brussels](mailto:gardiensdelapaix@ixelles.brussels)

**Monday to Friday from 9 am to 8 pm**

The peacekeepers have a number of roles; they supervise school outings (markets and cultural and festive events), they record and transmit the findings to the competent services, listen to the municipality's traders and residents and implement prevention projects to prevent crime and problems.

### Technoprevention

Rue Gray, 221

02 643 65 56

[technoprevention@ixelles.brussels](mailto:technoprevention@ixelles.brussels)

**Monday to Friday**

**from 9 am to 12 pm and 2 pm to 5 pm**

The Technoprevention service advises residents, self-employed persons and businesses on the measures they can take to secure their buildings and prevent burglaries. A consultant will visit your home free of charge and analyse the specific security weaknesses of your home. This service provides a safety bonus to citizens who make certain types of improvements to their homes. This bonus is granted under certain conditions.







## Municipal restaurants

### Resto-club Boondael

Chaussée de Boondael, 482

02 515 60 21

### Restaurant Vandebroeck

Rue Vandebroeck, 58

02 515 60 67

The municipality has two municipal social restaurants. They are two pleasant places favourable to intergenerational meetings. They offer quality meals, composed of mostly organic, seasonal and local products. A vegetarian alternative is offered daily. A dynamic and devoted team ensures the reception and service.



The restaurants allow senior citizens, social security benefits recipients and Creapass\* cardholders (55+ members and participants in municipal activities and events) to enjoy their meal in a pleasant atmosphere. They are open Monday to Friday from 11.30 am to 2 pm. Two rates are applicable to all restaurants. The adapted rate allows people with lower incomes to receive meals at an attractive price and can be obtained from social services (tel. 02 515 60 59). Making a reservation the day before guarantees your meal.

\* The Creapass membership card (available on request) is required to take part in activities organised by the Events Department and in the gymnastics and aquarobics classes organised by the Municipality. It is granted to senior citizens (over 55 years old) who request it and to social welfare recipients. The card also allows access to communal restaurants.









## Schools

### Public Education Department

Rue Mercelis, 19

Executive Office: 02 515 65 15

Education: 02 515 65 16

[instruction.publique@ixelles.brussels](mailto:instruction.publique@ixelles.brussels)

**Monday to Friday from 9 am to 12 pm and from 2 pm to 4 pm**

### Pre-school, primary and secondary teaching

The Municipality of Ixelles has seven ordinary elementary schools, a specialised type-8 elementary school (DYS-type learning disabilities), two ordinary secondary schools and a specialised type-1 form 3 secondary school (pupils with mild mental impairments). It is also responsible for two academies and a social education institution (for adults).



### Homework schools

02 515 69 41 (primary) 02 515 69 01 (secondary)

[jeunesse@ixelles.brussels](mailto:jeunesse@ixelles.brussels)

Homework schools are facilities for children and teenagers from 6 to 18 years old. They offer activities and support related to schooling outside school hours. The Municipality of Ixelles has four homework schools.



### School of Arts

Rue Sans Souci, 128 - 02 515 78 51

[info@ecoledesarts.be](mailto:info@ecoledesarts.be)

[www.ecoledesarts.be](http://www.ecoledesarts.be)

The School of Arts offers a large number of courses in drawing, painting, photography, engraving, ceramics and more.



### Academy of Ixelles - Music, Speech and Movement

Avenue des Eperons d'Or, 16 - 02 515 78 31

[academie.musique@ixelles.brussels](mailto:academie.musique@ixelles.brussels)

<https://academie.ixelles.be>

The Academy of Ixelles organises courses in instrumental training, theatre and dance.





### School support (CLAS)

Rue Gray, 221  
02 643 65 62  
clas@ixelles.brussels

**Open on Wednesday from 2 to 5 pm**

The CLAS accompanies people with their academic difficulties and supports Ixelles schools in their fight against school drop-out. It offers individual monitoring focused on increased school attendance, work methods and parental support.

The service is available to anyone living in the municipality or attending a school in Ixelles.

### Fernand Cocq Institute Social Advancement Education

Rue du Président, 54  
02 515 78 11  
<https://ifc.ixelles.be>  
ifc@ixelles.brussels

The Fernand Cocq Institute is for adults looking for a new career direction. Qualifying training courses are available. People can complete their studies by obtaining the CESS secondary education diploma.

The FCI also classes (offers classes) to learn or improve French as a foreign language (FFL), English and sign language. For business or just for fun! Taught by enthusiastic experienced teachers, the course is organised in modules, which take place during the day or in the evening.







## Senior citizens

Rue de la Crèche, 6  
02 515 60 62  
creapass@ixelles.brussels

The events Department creates and organises a large number of activities especially for senior citizens, including excursions, walks, cultural events, guided tours, parties, etc. These events lead to groups being formed and links being created which allows people to combat isolation. These activities are offered to senior citizens on the basis of an uninterrupted programme with an average of two activities per week.

\* The Creapass membership card (available on request) is required to take part in activities organised by the Events Department and in the gymnastics and aquarobics classes organised by the Municipality. It is granted to senior citizens (over 55 years old) who request it and to social welfare recipients. The card also allows access to communal restaurants.



## Social Service Affairs

Rue de la Crèche, 6  
02 515 60 59  
affaires.sociales@ixelles.brussels  
**From Monday to Friday from 8h30 to 12h**

The Social Affairs department is involved in the delivery of:

- social allowances for vulnerable people: water and energy, cable TV, travel for people with reduced mobility.
- allowances and parking cards for people with disabilities.
- assistance with the payment of hot meals, school trips or training courses for children.

This service also delivers meals on wheels for the elderly or isolated inhabitant, for social or health reasons. It also manages access to the pension for Ixellois residents. Applications can be made one year before reaching pensionable age. Application can be submitted one year before the retirement age.





## Public Centres for Social Welfare (PCSW)

Rue Jean Paquot, 63b

02 641 54 59

<https://cpasixelles.brussels>



The Public Centre for Social Welfare provides financial assistance to those in need. This is either by granting the social integration income (R.I.S.) or using advances on unemployment benefits, family allowances, pensions, disability allowances, etc.

This aid can be medical, by covering the cost of hospitalisation, the purchase of medical and pharmaceutical products or health insurance contributions. The granting of this aid is always conditional on a social inquiry.

### Maison de la Jeunesse

Chaussée de Boondael, 102

02 641 56 5

[0mj.cpasxl@cpasixelles.brussels](mailto:0mj.cpasxl@cpasixelles.brussels)



At the Maison de la Jeunesse, the PCSW accommodates and welcomes orphaned children and those who can no longer live with their family or foster family. Children are hosted on the advice of the Youth Court or the Youth Assistance Service.

### Help for Families and Senior Citizens (SAFPA)

Chaussée de Boondael, 104

02 641 56 53

The PCSW has a Family and Senior Citizen Support Service whose role is to install infrastructures in homes of people in need, allowing them to remain despite a physical or mental disability as well as helping people who can no longer live in their own homes to find a resting home with accomodation.

The PCSW has two rest homes:

- The Jean Van Aa residence: 180 beds including 79 MRS (02 641 56 00)
- The Les Heures Douces residence: 88 beds (02 515 60 72)

### Debt and energy mediation

02 641 55 43

[energie@cpasixelles.brussels](mailto:energie@cpasixelles.brussels)



The PCSW offers assistance to prevent debts and defaults in the payment of energy bills.



## Solidarity

Rue du Viaduc, 133

02 643 59 61

solidarite@ixelles.brussels

**Monday to Friday from 9 am to 12 pm and from 2 pm to 5 pm**

The Solidarity Department manages two local facilities: the Maison de la Solidarité and the Maison de quartier Malibrant. In addition to managing these facilities, the department initiates and/or supports projects that create links and promote social and cultural diversity, as well as citizen participation and solidarity.

These two Maisons are socio-cultural spaces that offer rooms to the public, holding courses, workshops, meetings and exhibitions. They are part of Ixelles' life by developing a range of projects related to solidarity, conviviality and social cohesion.

### Maison de la Solidarité

Rue du Viaduc, 133 (1<sup>st</sup> floor)

02 643 59 60/61

solidarite@ixelles.brussels



### Maison de Quartier Malibrant

Rue de la Digue, 10

02 515 74 01/02

maisondequartier@ixelles.brussels







## Sports

The Sports Department promotes sport for all, manages various infrastructures and organises sports activities at the Albert Demuyter Sports Centre, involving courses for children and adults throughout the year, as well as training courses during school holidays. It hires out infrastructures to individuals, schools and sports clubs.



### Sports Department/Albert Demuyter Sports Centre

Rue Volta, 18  
02 515 69 10/11/15  
csi.asbl@gmail.com  
www.xlsports.be

**Monday from 2 pm to 4 pm, Tuesday from 9 am to 12 pm and 2 pm to 4 pm,  
Wednesday from 9 am to 12 pm, Thursday from 9 am to 12 pm and 2 pm to 4 pm,  
Friday from 9 am to 12 pm**

The municipal stadium is available to sports clubs for lessons and training.

### Emergence XL

Rue du Sceptre, 13-19  
02 515 69 81  
info@emergencexl.com  
www.emergencexl.com

**Monday, Tuesday, Wednesday and Thursday from 8.30 am to 10 pm  
Friday, Saturday and Sunday from 9 am to 5 pm**

Emergence XL is a centre for socio-professional integration through sports that organises workshops for children in mini-football, swimming, multi-sports, dance, creative workshops, storytelling, psychomotricity, etc.

It is also a sports centre focused on **combat sports, group classes and fitness**. This complex is a place for **meeting and exchange** open to everyone; it allows different groups to share their **passion for sports**.

Emergence XL's activities are structured around the following components:

- Socio-professional integration of young people through sport
- Access to sports
- Sport as a therapy and channel
- Sport as a tool for emancipation, social cohesion and living together



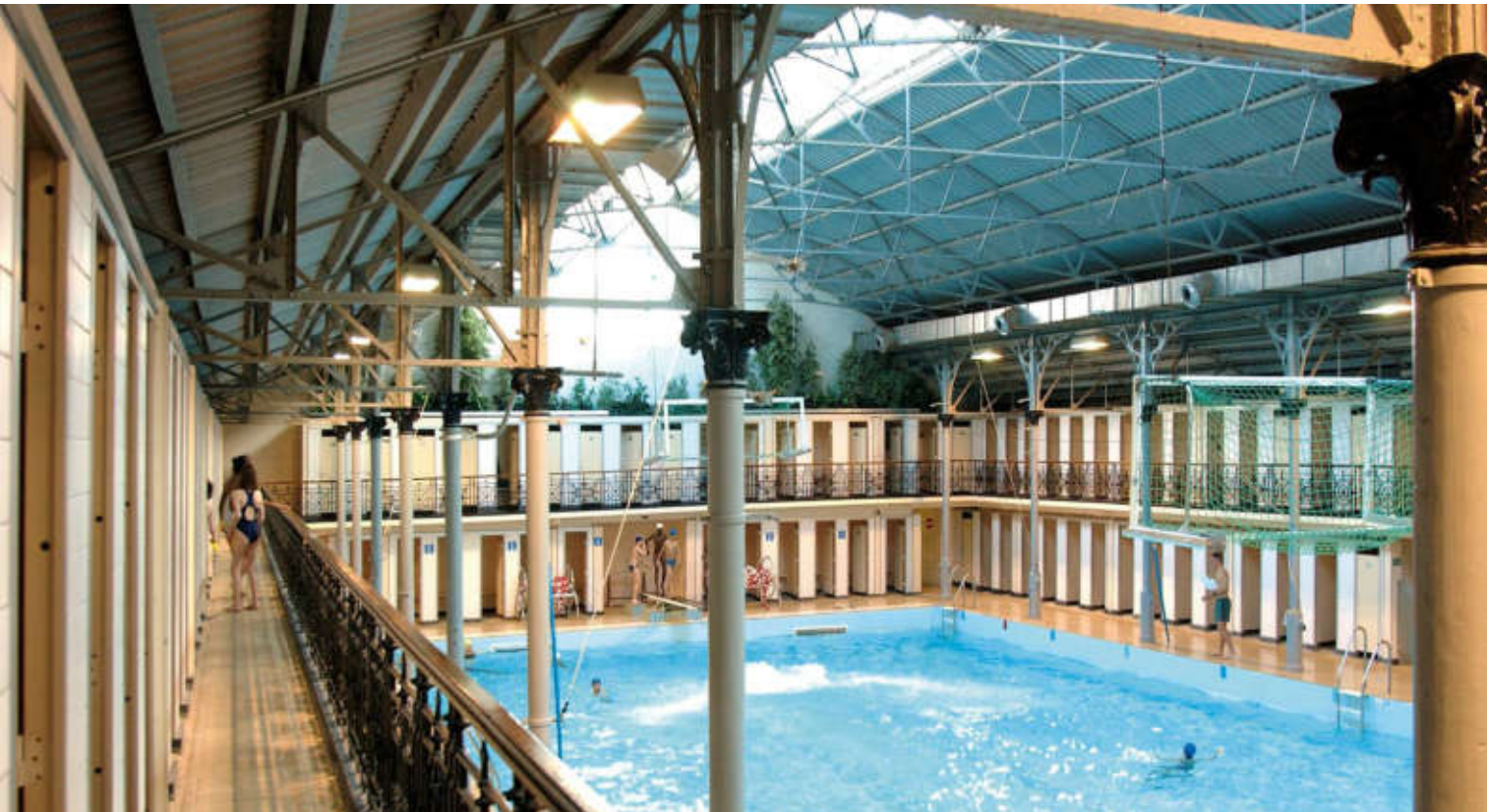
## Swimming pool

Rue de la Natation, 10  
02 515 69 30  
piscine@ixelles.brussels



**The pool is currently closed due to extensive renovations. The beautiful setting will be preserved and the pool will better meet today's hygiene and comfort requirements.**

Ixelles municipal swimming pool is the oldest covered swimming pool in the Brussels Region, dating from 1904. It is part of the Municipality's architectural heritage. The dimensions of the pool are 29.20 m long and 14.40 m wide, with a depth of 3.25 m. The ambient temperature is 30° while the water temperature is 28°.







## Taxes

Rue du Viaduc, 14 (1<sup>st</sup> floor)  
02 515 62 48 - Fax: 02 515 62 73  
taxes@ixelles.brussels

Taxes and fees are used to fund the public services presented in this brochure. They therefore concern all citizens.



## Trade and economic development

Chaussée d'Ixelles, 172  
02 515 67 60 - 0800 855 87  
commerce@ixelles.brussels  
entreprendre@ixelles.brussels  
**Monday Wednesday, Friday from 9 am to 12 pm**

The Trade and Economic Development units (Guichet entreprendre/Entreprendre XXL) provide information and support to traders...and entrepreneurs in their various administrative procedures and research.

They issue all the necessary authorisations for the exercise of their activities, help them in the event of difficulties, support the traders... and entrepreneurs in their projects, promoting the sustainable economy and offering personalised support according to their needs.





## (Public) works

Chaussée d'Ixelles, 187

02 515 63 64

espace.public@ixelles.brussels

**Monday to Friday from 8 am to 12 pm and from 2 pm to 4 pm**

The Public Works Department is primarily responsible for the repair of roads and pavements, pavement markings and street furniture. It also issues authorisations for the installation of gas, water and electricity pipes.

**How can you report a problem on the street? <https://fixmystreet.brussels>**





112

EMERGENCY CALL



- **AIDS help:** 0800 20 120 - 02 514 29 65
- **Alcoholics Anonymous:** 02 513 23 36 - 02 511 40 30
- **Ambulance-Fire Service:** 100
- **Anti-poison center:** 070 245 245
- **Brussels Environment:** 02 775 78 70
- **Burns Centre:** 02 268 62 00
- **Cancerphone:** 0800 15 801
- **Card Stop:** 078 170 170
- **Centre for the support of abused elderly people (CAPAM):** 0800 30 330
- **Child Focus:** 116000
- **Children-phone:** 103
- **Community Help Service (EN):** 02 648 40 14
- **Electrical failure:** 02 274 40 66
- **European emergency freephone:** 112
- **Gas Odour:** 0800 19 400
- **Info Animals:** 02 647 71 96
- **Info Drugs:** 02 227 52 52
- **On-Call Dentists:** 02 426 10 26
- **On-Call Doctors:** 02 479 18 18
- **On-call Pharmacies:** 0903 99 000 (1,50 €/minute)
- **On-Call Veterinarians:** 02 479 99 90
- **Police:** 101
- **Red Cross:** 105
- **SOS Gardes-Malades Brussels:** 02 546 15 80
- **SOS Doctors Brussels:** 02 513 02 02
- **SOS Pollution:** 02 775 78 70
- **SOS Rape:** 02 534 36 36
- **SOS Young People:** 02 512 90 20
- **Suicide Prevention Centre:** 0800 32 123
- **Tabac Stop:** 0800 11 100
- **Tele-Helpline:** 107
- **Vivaqua :** 02 739 52 11

## Organ donations

In Ixelles, the declaration form can be collected and deposited for registration at the Population Department of the Municipality. It can also be downloaded from <http://www.ixelles.be/site/385-Don-d-organes-prelevés-sur-une-personne-décédée>

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**Ixelles  
Elsene**

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