

PRESENTED BY

MRS. MOUNIA OULDAÏSSA, ADMINISTRATIVE ASSISTANT OF WELCOME SERVICE



### WHO ARE WE?

A non-profit organisation, founded in 1996

The 'one stop shop' facilitating settlement and integration

Assistance to NGOs and support to delegates attending conferences in Geneva

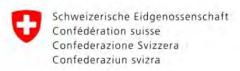
CAGI's services are free of charge





### **OUR MEMBERS**

#### Founding members





#### Associate members













**FONDATION** 

**POUR GENÈVE** 













#### Supporting members



















NYON



AGEP

























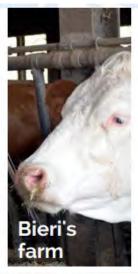


### WELCOME PROGRAMME: EXCURSIONS

A programme of excursions and visits for international newcomers, valid one year

























### WELCOME PROGRAMME: CONFERENCES

### Information sessions on various thematic to facilitate your stay in Geneva



Practical Geneva

Thursdays 31.08.23, 18.01.24, 25.04.24

The key to a successful stay! Tips to facilitate your first steps in Geneva by the CAGI Welcome Service.



Education systems in Geneva

Thursday 28.09.23

With the participation of the Department of Public Education of the Canton of Geneva (DIP) and the Association of Geneva's Private Schools (AGEP).



Healthcare networks in Geneva

Thursday 02.11.23

With the participation of The Association of Geneva's Private Clinics, the Geneva University Hospital (HUG) and the United Nations Staff Mutual Insurance Society (UNSMIS).



Leisure activities for children

Thursday 15.02.24

With the participation of the Geneva Tourism & Congress Foundation, Ville de Genéve and CAGI's Cultural Kiosks.



Thursday 06.06.24

With the participation of the Geneva Tourism & Congress Foundation.



1st or 2nd Tuesday of the month

Housing search, lease review, insurance advice. Diplomatic clause on lease contracts, safety deposits, entry and exit inspections, interactions with real estate agencies ('régies'), insurances



### WELCOME PROGRAMME: "BEL"

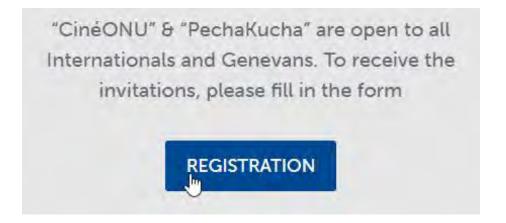
BEL: Bourse d'Echanges Linguistiques or Conversation Exchange Programme





### WELCOME PROGRAMME: SOCIAL EVENTS

#### Discover local events happening in Geneva









### PRATICAL GENEVA

https://www.cagi.ch/en/practical-geneva/



Housing & Insurances



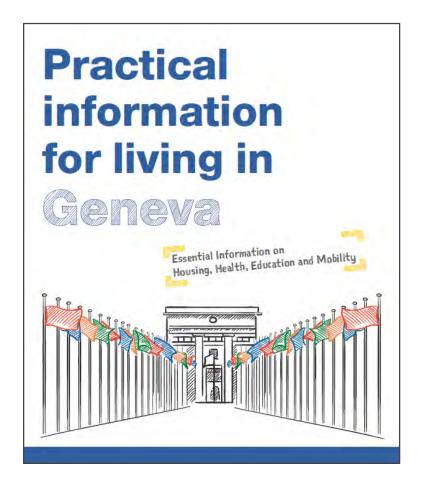
**Education & Family life** 



Health & Medical



Transport & Mobility



### **NEXT EVENTS & CONFERENCES**

Saturday, 20 January	Visit: RTS - radio télévision Suisse Romande	
Saturday, 10 February	Excursion: snow-shoeing	
Tursday, 13 February	Housing and information	



PRESENTED BY

MR. GREGORY BOZZETTI, HEAD OF THE WELCOME SERVICE AND MR. FRANÇOIS SCHALLER, DEPUTY OF WELCOME SERVICE

MR CHARLES JACQUEMART, MEMBERS OF NEWCOMER NETWORK COMMITTE AND MRS. VERONICA EGGLY, DEPUTY OF WELCOME SERVICE

MR. MICHAEL COCHET, HEAD OF COMMUNICATIONS SERVICE

# 1.HOUSING

MR. GREGORY BOZZETTI, HEAD OF THE WELCOME SERVICE MR. FRANÇOIS SCHALLER, DEPUTY OF WELCOME SERVICE, HOUSING SPECIALIST





### **HOUSING**

Support finding accommodation through an online housing platform

Settling-in & departure support

- Proofreading of rental contracts and tenancy law advice
- Support Permanent Missions and NGOs in their search for office spaces





### **HOW TO LOOK FOR HOUSING?**









# Bourse du logement du CAGI

#### HOUSING & INFORMATION SERVICE Bourse du logement du CAGI Housing request/offer Welcome to Geneval Accommodation for In order to facilitate your settling in, make an appointment with our Service Internationals as soon as you arrive, or attend one of our monthly presentations on **Housing Search** Rent or bank guarantee Watch our video (6:00 min) for your first steps in Liability insurance and your search for accommodation, or A download household insurance Move-in/out Inspection Moving house We offers the following services: Practical information for interns Presentations and conferences → Bourse du logement (housing request/offer) FAQ Housing → Accommodation intended primarily for internationals (Fondation Terra &



<u>Immobilier.</u> ch

comparis.ch

comparis.ch

www.cagi.ch



### **APPLICATION FILE**

- Application form
- ID and residence/work permit or legitimation card
- Last 3 payslips or attestation of income
- Proof of no debt enforcement (attestation de non-poursuite)

APPLICATION	FORM FO	R THE FO	DLLOWING ITEM	
Item's type	partment	☐ House	☐ Parking lot	Reference
Address				
Postcode / City				Floor
Number of rooms				Apartment Nr.
Monthly rent CHF			Charges CHF	
Deposit				
Number of occupa	ints	Adults	3	Children
Visit date				Entry date
			TENANT	CO-TENANT / JOINT CONTRACTOR
Last name				
First name				



### SAFETY DEPOSITS

- 3 months rent
- Never in cash and no transfer
- Bank deposit (under the tenant's name)
- Caution & insurance companies
  - → legitimation cards often rejected
  - → small amounts
  - → average 5 % per year
- AXA Vernier accepts application through CAGI (4 %/year)







### **ENTRY & EXIT INSPECTIONS**

#### **Entry inspection**

- Come in advance
- Pay attention to details, take your time
- Ask for the previous tenant's exit inspection
- Send a registered letter to the "régie" mentioning defects you may have noticed after the inventory





## **ENTRY & EXIT INSPECTIONS**

#### 1. Pre-exit inspection

Fix or have somebody fix obvious damages



#### 2. Exit inspection

- Do not sign the form if a clear amount of the damages is not clearly stated
- Give the "régie" and the bank your next address details



### EXTRACT FROM THE AMORTIZATION TABLE

6. Revêtements de sols :					
Sols:					
PVC, novilon, etc.	20 ans				
Caoutchouc	20 ans				
Linoleum	20 ans				
Revêtement en liège vitrifié	15 ans				
Revêtement laminé (parquet synthétique) :					
Qualité médiocre, classe 31	10 ans				
Qualité moyenne, classe 32	15 ans				
Qualité supérieure, classe 33	25 ans				
Parquet cellé en bois massif James					
Parquet collé, en bois massif, lames de petit format (parquet mosaïque), rénovable					
jusqu'à 6 fois	40 ans				
Lames en bois dur, parquet massif, rénovable	TO GITO				
jusqu'à 4 fois	40 ans				
Lames en bois tendre, parquet couches					
multiples	30 ans				
Parquet plaqué, bois véritable ou lamellé					
(couche d'usure en bois ne correspondant pas					
à un véritable parquet), généralement non					
rénovable et surface supérieure traitée d'usine	12 ans				

www.cvi.ch



### LEASE TYPES - TERMINATION CONDITIONS

"Standard" lease — 1 year renewable

"Bail échelonné" — Often 3 years

"Bail indexé" — Minimum 5 years (ISPC related)

"Bail à terme fixe" — Fixed term lease

#### Special attention:

- Duration
- Cancellation policy



### WAYS OF CANCELLING A LEASE

#### "Standard" cancellation

At least 3 months before the term of the lease; no penalty, no need to find a replacement tenant

#### Early termination

By submitting a replacement tenant, one month notice, for the middle or the end of a month, no penalty.

More info on CAGI's website



### WAYS OF CANCELLING A LEASE

#### Diplomatic clause

Part of the general housing rules and conditions for the canton of Geneva

#### "Clause libératoire" (liberatory clause)

- NOT in the general conditions
- has to be requested before signing a lease, and granted by the lessor



### DIPLOMATIC CLAUSE & LIBERATORY CLAUSE

#### DIPLOMATIC CLAUSE

(Should be) In Geneva's General Conditions

1 month notice

Need to find a solvent new tenant or...

3 months penalty risk

#### LIBERATORY CLAUSE

**Upon request** 

3 months notice

No need to find a new tenant

No penalty



#### Main lessor's obligations (Articles 256 CO)

- Deliver accommodation at agreed date in an appropriate state
- Maintain it in a good condition
- Inform new tenant of previous rent amount



#### Main tenant's obligations (Articles 257 CO)

- Pay the rent
- Establish a bank guarantee
- Contract a liability insurance
- Notify quickly the lessor in case of defects
- Authorize lessor visiting the accommodation
- Take care of the accommodation & respect the neighborhood



#### Sublease is legal (Article 262 CO), but...

- Owner has to be informed of the rental terms
- Not to make profit
- Principal tenant has real intention to come back
- Sublessor is solely responsible towards the lessor / régie





FAQ Housing on CAGI Website







Personal legal protection proposed by AXA Vernier

"A lean compromise is better than a fat lawsuit"



### FOR ANY QUESTIONS

Tel: 022 / 546 14 00

welcome.cagi@etat.ge.ch

**CAGI Housing Section** 







f in v @CagiGeneva

**NEXT HOUSING SESSION:** 

Tuesday, 13 February 2024

# 2. TRANSPORT

Public and private

MRS. VERONICA EGGLY
DEPUTY OF WELCOME SERVICE





### **PUBLIC TRANSPORT**

All public transport: : 1 ticket = 60 minutes - all Geneva (10 zones)











Shuttle boats to cross the lake



### **PUBLIC TRANSPORT**







1st and 2nd class tickets Half fare travelcard for adults















### **PUBLIC TRANSPORT**



**UNIRESO** 



**TPG** 



**Noctambus** 



Mouettes genevoises



Léman Express



<u>CFF</u>



Léman pass



### **TAXI & RENTING A CAR**



App: TaxiPhone Genève

#### Taxi Phone

- Taxi station or on call
- Tel: 022 33 141 33 or 022 320 22 02 (to book in advance)



**Mobility** 



### **BIKES & WALKS**

(LOAN & RENT, BUY, SELL, CYCLE PATHS, MAPS, GET TOGETHERS, BIKES SCHOOL)



Genève roule!



velocity

3'500 bike points in the Geneva Canton



Fondation des Parkings



Bike Rental

Donkey Republic



**Promenades** 



Geovelo

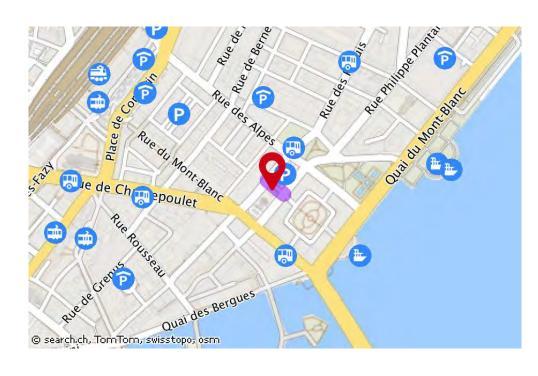


Pro vélo Genève



### COACH ALL OVER EUROPE & SWITZERLAND





Next to Cornavin train station

Shuttle buses to the ski resorts and all-over the Europe



### PRIVATE TRANSPORT





Motorways: yearly tax sticker CHF 40.-

Speed limit: 120 Km/h

CH

FR



From 2024 you will order/pay your sticker online



Stick'air Genève



# TCS: exclusive advantage!



As a CAGI member, the TCS offers you a 20% discount for the first year on new memberships in:



TCS Sociétariat: to benefit from 24-hour breakdown assistance (bike, scooter, motorcycle, car), information and advice on mobility, as well as numerous discounts with TCS partners



TCS Protection juridique circulation: to protect you as a driver, pedestrian or public transport user



TCS Livret ETI: for full travel protection for all your vacations





# **HIGHLIGHTS**



- Speed limits: 30/50/80/120
- Legal blood alcohol limit: 50mg/100 ml
- Headlights all day long
- Pedestrians always have priority at pedestrian crossings
- Winter tires (insurance requirement)



# **PARKING**



Blue Zone (Blue Disk - 1 hour free)

White Zone (parking meters or, only in villages, disk)

Yellow Zone (deliveries / bus / taxis assigned parking spaces)

Sticker/ Macaron Fondation des Parkings



App Paybyphone - Parking



App Waze - GPS / Google Maps



# **TRAFFIC & CAR EQUIPMENT**



163 Traffic and road conditions

117 Police emergency

144 Ambulance

112 Echo live saver tracker



High Visibility vest

Warning Triangle

Child car seat until 12 years old and less than 150 cm

# 3. HEALTH

Mr Charles Jacquemart,

Member of Newcomer Network Committee





# **HEALTH**







GENEVE CLINIQUES ASSOCIATION DES CLINIQUES PRIVÉES DE GENÈVE

Pharma24 HUG 24h/24 7j/7



App Info Med



Association of doctors of the Canton of Geneva

### Permanence in Geneva

For light emergency in your neighbourhood No appointment necessary

Local.ch

# 4. PRESCHOOLS SCHOOLS

MR CHARLES JACQUEMART,
MEMBER OF NEWCOMER NETWORK COMMITTEE





# PRESCHOOLS - SCHOOLS

**Public Schools** 

To enroll your child at a local state school in Geneva:

Primary education and Orientation cycle admissions.DGEO@etat.ge.ch
Phone: 022 327 04 00

Upper secondary school dges2@etat.ge.ch
Phone:022 546 59 00

**Private Schools** 

**AGEP** 

**Baby-sitting** 

Croix Rouge Genève: Chaperon Rouge Care of children at home (on subscription)

Fondation 022Familles Genève
Care of children at home (on subscription)

Crèche subscription BIPE - Phone: 022 418 81 81

Crèches de dépannage/ Emergency crèche

Crèche de dépannage

Private Household Employees CAGI Platform

# 5. BANKS PAYMENTS

MR CHARLES JACQUEMART,
MEMBER OF NEWCOMER NETWORK COMMITTEE





# **BANKS AND SERVICES**



**UBS** 

# RAIFFEISEN

Raiffeisen



**BCGE** (Geneva)





**PostFinance** 



# WITHDRAWALS & CURRENCY EXCHANGE



Debit and credit cards (no checks)



**Change Migros** 

Currency exchange in CHF, EUR and more



# **PAYMENTS**

## **QR-bill**



- Online e-banking
- At the post office



- Twint: cashless online payments
- Revolut card

# 6. SHOPPING

MRS. VERONICA EGGLY
DEPUTY OF WELCOME SERVICE





# **SHOPPING**

## **Opening Hours**

From 8.30am to 7pm from Monday to Friday

Saturday closing at 6pm

Late evenings: Thursday at 9pm

Sunday: train station, airport and petrol stations + Farmers' Markets (Marché de

Plainpalais and marché du Léman)

Local produce / Farmers' Markets

Marchés Ville de Genève

Genève Terroir

### Customs

If shopping in France, please be aware of restrictions on importation of goods (meat 1kg per person, wine 5l, milk/butter 1kg, etc. check the list here)

## E-Shopping

Coop Smood Migros Eat

Manor







# balexert

## The largest shopping centre in Western Switzerland

Balexert combines shopping, fooding leisure and health under one roof:

- more than 130 stores.
- 19 restaurants,
- 13 movie theatres,
- 16 bowling lanes,
- 1 fitness centre.
- a medical centre,
- a dental centre.

Easily accessible by car and by public transport (tpg):



















### Leisure and food

Cinema, bowling, restaurants, travel... There is something for everyone. Bowling, cinéma, restaurants, voyage... Il y en a pour tous les goûts.

9138 Coffee House • Activ Fitness • Aeschbach • Akiko • Bagelstein • Balexert Hot-dog • CFF • Elna • Fnac • Halte-Jeux Balex'Air Havana & News • Hotelplan • Ilaollao • Intersport • k kiosk • La Turquoise • Le Sandwich Gourmand • Loterie Romande Martel • McDonald's • Migros Restaurant • Molino • Muller's Factory • Nature & Découvertes • Nordsee • Pathé • SportXX Stand Info et Location Spectacles . Starbucks . The Bowling Balexert . Tiffin, Tropical Juice . Tui . Wasabi



### **Health and wellness**

Beauty services, medical center, opticians and more. Services de beauté, centre médical, opticiens et plus encore

Acuitis \* Akyado \* Alain Afflelou \* Audika \* Centre Médico-Dentaire Balexert \* Jean Louis David \* Kiko Milano La Boutique du Coiffeur • Louis Philipp Coiffure • Lush • Marionnaud • Médicentre • Migros • Nature & Découvertes PeggySage • Pharmacie Principale • Rituals • Saint's Barbershop • Sephora • The Body Shop • Visilab • Yves Rocher



### Kids

Our team of professionals take care of your children at the Halte-Jeux Balex'Air. Notre équipe de professionnels encadrent vos enfants à la Halte-Jeux Balex'Air.

Aescbach • Bata • Bayard • C&A • Calida • Calzedonia • Claire's • Clockhouse • Dosenbach • Fnac • Franz Carl Weber • H&M Halte-Jeux Balex Air \* Jean Louis David \* Jott \* Louis Philipp Coiffure \* Lush \* McDonald's \* Migros \* Migros Restaurant Nature & Découvertes \* Ochsner Shoes \* Okaïdi Obaïdi \* Orchestra \* Pathé \* Snipes \* SportXX \* The Bowling Balexert \* Zara



### Services

Currency exchange, postal services, train tickets, ticketing service, telephone services, dry cleaning, autocenter...

Change, services postaux, billets de train, service de billetterie, services de téléphonie, pressing, services auto...

5àsec • Acuitis, Akyado • Alain Afflelou • Audika • Banque Migros • Caddie Service • Centre Médico-Dentaire Balexert • CFF • Change Migros • CleanCars • Credit Suisse • Elna • Euromaster • Hirsch • IKlinik • Jean Louis David • La Poste • Louis Phillipp Cofffure Marionnaud • Médicentre • migrolino Shell • Mister Minit • mobilezone • mprint-shop • Pharmacie Principale • Phone Solutions PickMup • ProntoPhot • Salt. • Stand Info et Location Spectacles • Sunrise • Swisscom • Taxiphone • Visilab • Yves Rocher



### **Shopping and tax-free export**

A large selection of fashion, accessories, furniture and decoration stores. Take advantage of an export tax exemption from certain retailers. Une large sélection de boutiques mode, accessoires, ameublement, décoration. Profitez d'une détaxe à l'exportation chez certains commercants.

Aeschbach • Alberto Bini • Anouk • Bata • Bāton Rouge • Bayard • Beldona • Buzzano • C&A • Café Coton • Calida • Calzedonia Carat • Caroll • Clockhouse • Diesel • Dosenbach • Etam Lingerie • Fnac • Franz Carl Weber • Fust • H&M • Havana & News Interdiscount • Intersport • Intimissimi • Jott • Kookai • Kurz • Läckerli Huus • Lacoste • Läderach • Levi's • m electronics • Maison 123 Maisons du Monde • Martel • Migros • Migros Do it + Garden • Migros Florissimo • mobilezone • Morgan • mprint-shop Nature & Découvertes \* Nespresso \* Nicolas \* Ochsner Shoes \* PKZ Men \* poltronessofà \* Pull&Bear \* Rituals \* Salt. \* San Marina Sholeh • Snipes • SportXX • Sudamerica • Sunrise • Swarovski • Swisscom • Tally Weijl • Thomas Sabo • Undiz • Zara

# 7. TELECOM

MRS. VERONICA EGGLY
DEPUTY OF WELCOME SERVICE





# **TELECOM**



## **Mobile Telephones**

Roaming charges outside Switzerland



### TV, Internet and Radio

• <u>Serafe</u> : Concession charges Annual tax CHF 335.-



## Landline telephones and internet provider:

**Comparis** 

Check for deals: TV, internet, fixed network and mobile phones



## **Exceptions for:**

- Permanent missions and their staff
- International organizations and their staff

Practical Manual of the regime of privileges and immunities and other facilities to find out whether you are eligible for a dispense.



### **CAGI** Website

Check the <u>CAGI website</u> (Medias and Telecoms)

# 8. LANGUAGE COURSES

Mrs. Veronica Eggly

Deputy of Welcome Service





# LANGUAGE EXCHANGE



**Conversation Exchange Programme (BEL) organised by CAGI** 



# SOME LANGUAGE SCHOOLS



**Ecole Club Migros** 



!fage



**UNIGE ELCF** 



**UNOG Language Programme** 



**UOG** 

# 9. GENEVA DO'S AND DON'TS

MR CHARLES JACQUEMART,
MEMBER OF NEWCOMER NETWORK COMMITTEE





# **GENEVA: DO'S AND DON'TS**

### Noise



- Noise pollution = invasion of privacy
- 9 pm to 7 am, Sundays, Bank Holidays
- In doubt Info-Service 022 546 76 00
   Bruits voisinage droits et devoirs



### Laundry

 Common laundry rooms in Apartments : schedules

## **Punctuality**



Arriving on time for a meeting is essential

## Garbage - Waste recycling



- In Vaud (VD) taxed garbage: white and green bags 10x 35I: CHF 19.50.-
- Paper, glass, aluminium, large items (recycling areas or supermarkets)
- Free collect of voluminous waste by the town: except electrical



# **GENEVA: DO'S AND DON'TS**



## **Smoking**

 Not allowed in public places, cafés, restaurants



### Tips

• Service is generally included at restaurants and bars

## Newspapers in the street:



- For free (GHI, 20 Minutes)
- Paid newspapers (TDG Tribune de Genève; Le Temps; Le Matin)



### **Dogs**

- Taxes, vaccinations
- Allowed on Public Transport according to the size (<30 cm = free)</li>

# 10. LEISURE

MR MICHAEL COCHET,
HEAD OF COMMUNICATIONS SERVICE



# **ACTIVITIES FOR ALL**

## Practical Geneva section on CAGI website

























### Education & Family Life: Activities for all

### Activities for children and teenagers



- Leisure activities for the whole family
- Activities during the school year and holidays
- Sports
- Public recreation places
- Activities for people with reduced mobility
- Links to other cultural platforms: genevefamille.ch, allspecialkids.org, happykid.ch, parentville.ch



# CHILDREN & FAMILY ACTIVITY

### Information session

Thursday 15.2.24 - Leisure activities for children With the participation of the "glaj-GE" (Groupe de Liaison genevois des Associations de jeunesse)



Saturday 25.5.24 - CAGI Kids Party at La Pastorale An entire afternoon dedicated to children and families





# CAGI CULTURAL PARTNERS

















































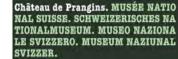




















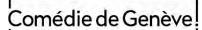














Pechakucha

ticketcorner





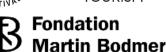






















40 ANS!



























# **CULTURAL KIOSK: UN GENEVA / CERN**

One-stop-shop point of information and ticketing for entertainment, shows and cultural activities

- Preferential rates on a variety of tickets
- Recommendation of tourist and leisure activities in Geneva and Switzerland







Kiosque Culturel ONU Genève

+41 22 917 11 11

finfo@kiosqueonu.ch

**Kiosque Culturel CERN** 

+41 22 766 94 76

**≢<u>info@kiosquecern.ch</u>** 



# HOW TO PURCHASE TICKETS

## **DIRECTLY**

- UN or CERN badge or pass required
- Payment by card only

























### REMOTELY

- Online ticket order form
- Payment link by email, sms

01	11 11 1 1 11 1 11 1 11 111	
	erved by the relevant kiosk, either UN ir team will contact you as soon as we	
receive your order. Thank you for		
"+" indicates required fields	· · · · · · · · · · · · · · · · · · ·	
Organization *		
	Titre *	¥
E-mail *	First name *	
Last name *		
Mobile phone *		
Tickets for Children/Students •	Tickets for Adults •	
Indicate quantity	Indicate quantity	
Order details		
Add complementary information according	rding to the offer	
D of 300 max characters		
I confirm I read and accept the	General conditions and the Privacy	
I dolling I Lend of a decebe the	delicial conditions and the rinary	



## **CULTURAL KIOSKS AGENDA**



SUBSCRIBE TO THE WEEKLY NEWSLETTER

#### Weekly news & offers in the spotlight







### Recommendations







#### Permanent offers









**FESTIVAL LES CREATIVES** 





GLI ANGELI: "MESSIAH, HAENDEL"



**GENEVA CAMERATA** 



L'ORCHESTRE DE CHAMBRE DE GENEVE

https://www.cagi.ch/en/cultural-kiosk-agenda/



# **HOW TO STAY INFORMED?**

## Weekly Newsletter



Subscription eligibility: international employees from UN Geneva, CERN, PM, NGO and other IO

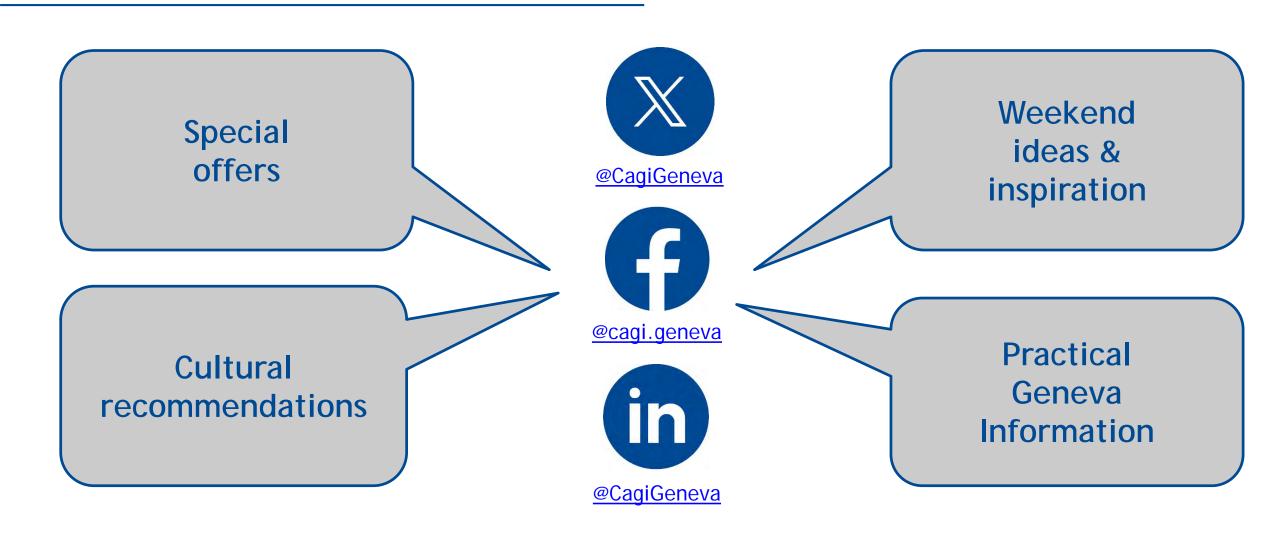
+ Broadcast UN Geneva "What's New"
"Le bulletin" from CERN

## **UN Today magazine**





# **SOCIAL NETWORKS**





Tel: 022 / 546 14 00

welcome.cagi@etat.ge.ch

www.cagi.ch

@CagiGeneva

