

PROJECT

VIVA

VALONGO INTEGRATES, VALUES AND WELCOMES

WELCOME
GUIDE
FOR MIGRANTS

Serras do Porto
VaLongo
○○○○○○○○○○



European Funds closer to you.

Welcome to Valongo!

If you are starting a new life in Valongo, we hope this guide will be a helping hand.

We know that arriving in a new country can be challenging. But we believe that the right information, at the right time, can make all the difference.

You are not alone. There are resources, there are people, there are pathways.

And this is just the beginning.

This guide contains several links to websites with further information or direct access to services. Look for the underlined words in blue ← and find out more!



The Welcome Guide for Migrants

This guide stems from Municipality of Valongo’s commitment, within the framework of **the VIVA Project – Valongo Integrates, Values and Welcomes** – to receive with dignity, respect, and closeness all those who arrive here seeking a new life. Its main purpose is to support the newcomer, providing essential information for a safe, informed, and humane integration.

Here you will find practical guidance on regularisation procedures, visa types, residence permits, Portuguese nationality, and Portuguese language courses. Education and training are also highlighted, with explanations on how schools operate, the enrolment process, educational opportunities, and available support.

Professional integration is addressed with information on recognition of qualifications, access to employment, and vocational training. In the health sector, we explain how to register with the National Health Service and access medical care, including care for children and emergency situations. We also present the main public services and entities that provide support during the reception process.

The guide also includes useful information on housing, whether renting or buying.

More than just a collection of information, this guide is a gesture of welcome. The VIVA Project believes in the strength of diversity and in the value of each person as an active part of a more inclusive, supportive, and fair community.

We hope this guide helps you feel more confident, more supported, and above all, truly welcomed!

Welcome to Valongo. Valongo opens its doors to a new beginning.

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The VIVA Project

This Welcome Guide for those who have recently moved to the municipality of Valongo is part of the objectives of the [VIVA Project – Valongo Integrates, Values and Welcomes](#) , promoted by Municipality of Valongo, in partnership with School Clusters and financed by the AMIF – Asylum, Migration and Integration Fund. The project aims to respond to the linguistic, social, and emotional challenges faced by TCN (Third-Country National) pupils and their families, as well as by the community that welcomes them.

More information about the VIVA Project available at:

Website: <https://www.cm-valongo.pt/diretorio-de-servicos/areas-de-intervencao/educacao/projeto-viva-valongo-integra-valoriza-e-acolhe#faq-1>

E-mail: projetoviva@cm-valongo.pt

Address: Avenida 5 de Outubro 160, 4440-503 Valongo

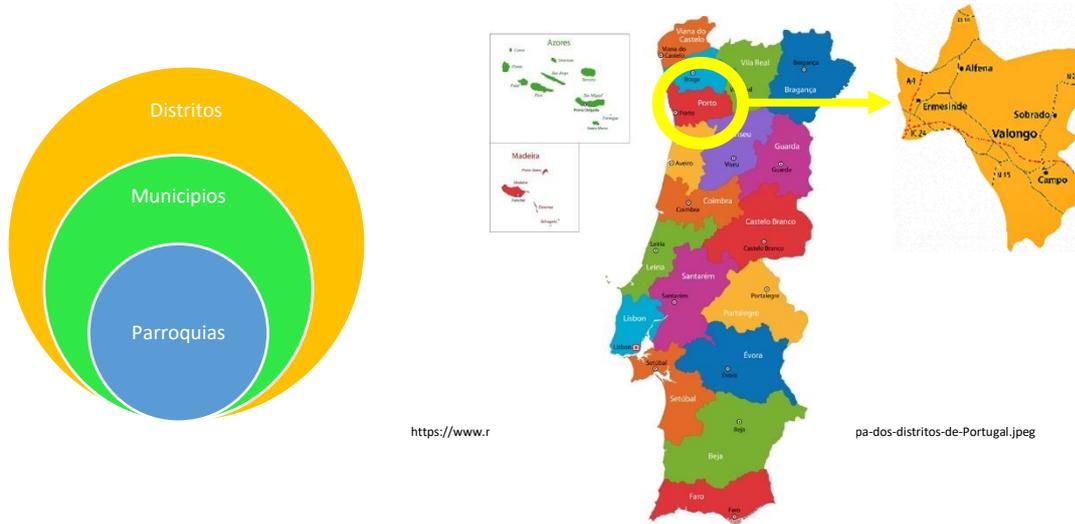
This guide reflects the VIVA Project’s commitment to promoting full and respectful integration, recognising interculturality as an added value for the whole community. Its main goal is to concretely and collaboratively support the school and social journey of TCN pupils and families, ensuring that everyone feels valued and as an active part of the municipality of Valongo.

1. Valongo: Geography and Culture



How is our country organised? And Valongo?

Portugal is administratively divided into Districts, Municipalities, and Civil Parishes.



The Municipality of Valongo is located in the Northern Region of Portugal, in the District of Porto. It is divided into 5 civil parishes.

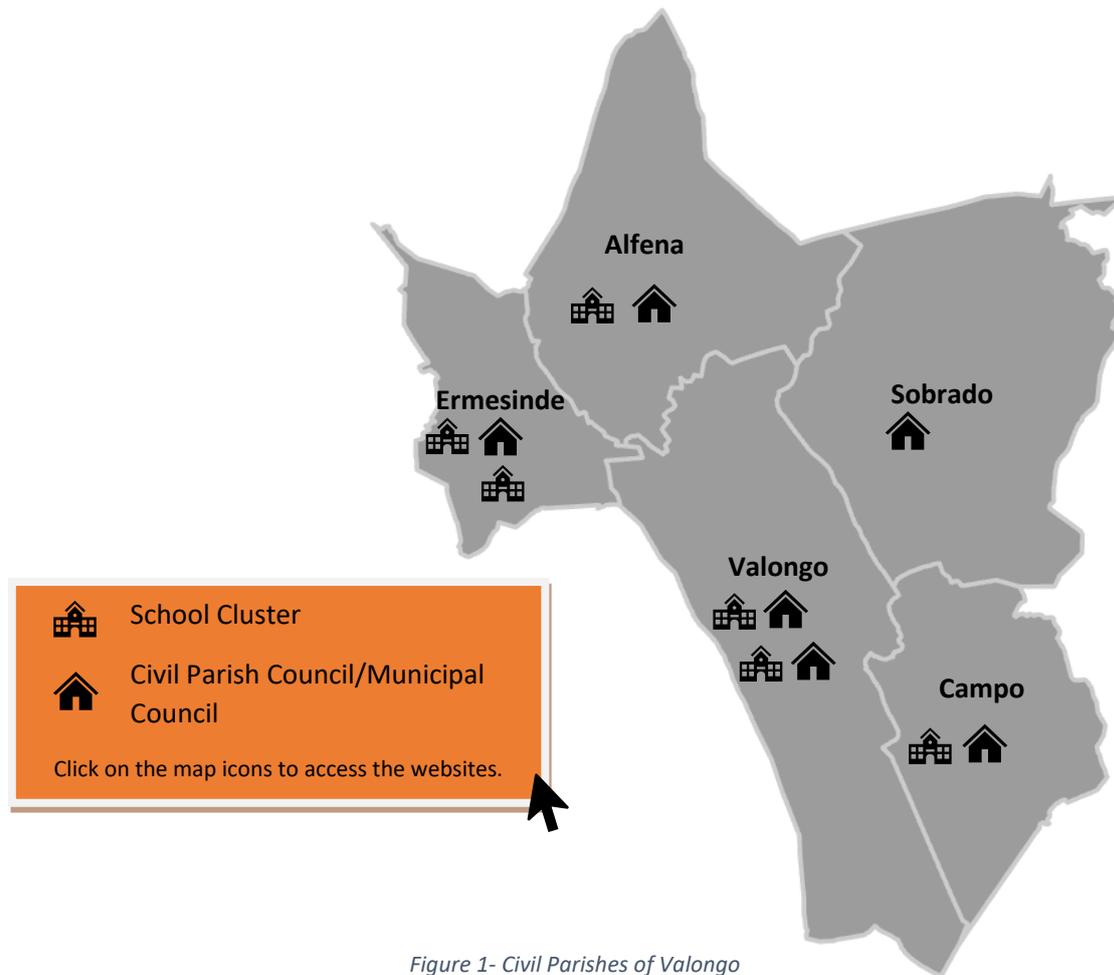


Figure 1- Civil Parishes of Valongo

The identity of Valongo

Valongo has several distinctive features that characterise the municipality and its identity.



[Slate](#)



[Trilobites](#)



[Sanctuary of Santa Rita](#)



[Railway](#)



[Regueifa and Biscuit](#)



[Romans](#)



[Traditional Toy](#)



[Mountains and Rivers](#)



[Bugiada and Mouriscada](#)

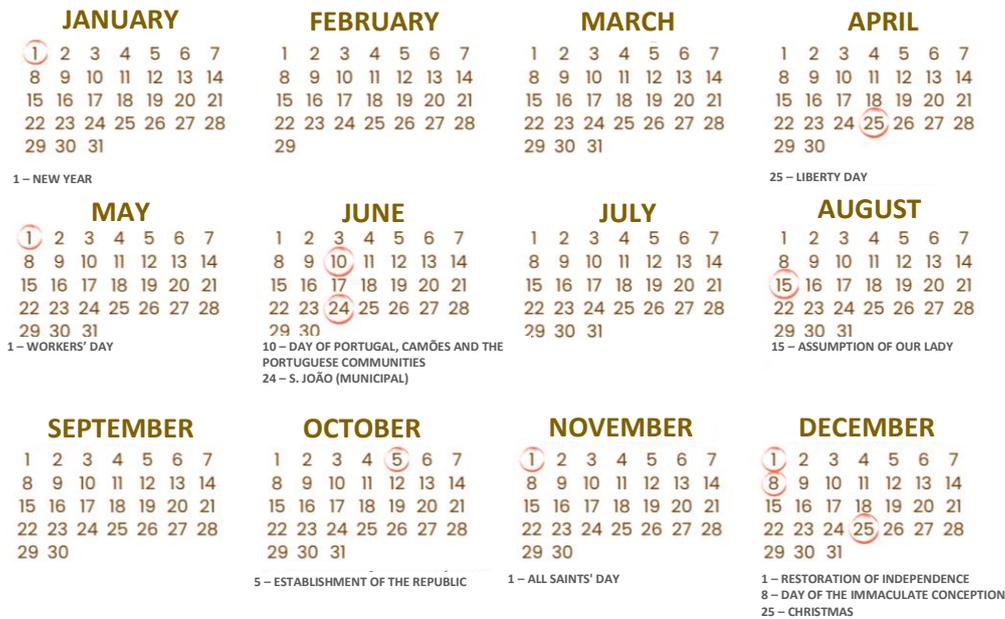
The Municipality of Valongo promotes a variety of cultural events which you can explore [here](#) .

There are also several leisure and sports activities, such as hiking trails, sporting activities, among others.

You can learn more on the [Valongo In Outdoor](#)  website.

Which are the public holidays?

These are the national public holidays in Portugal:



Movable holidays (no fixed date):

Good Friday (the Friday before Easter)

Easter

Corpus Christi

2. Regularisation



With [Law 9/2025, of 13 February](#) [↖], the EU Entry/Exit System (EES) was implemented, which electronically records entries and exits, replacing the passport stamp.

For CPLP citizens (Community of Portuguese Language Countries), the same law aligned the validity of residence permits with those granted to other foreign nationals, ensuring equal durations. Later, with the amendments introduced by [Decree-Law 85-B/2025, of 30 June](#) [↖], it became mandatory for these citizens to already enter the country with a residence visa or jobseeker visa, making it no longer possible to regularise residence status after entering as a tourist.

Regularisation within national territory

For residence applications in Portugal based on employment as a salaried worker (employee) in 2025, the following is required:

- 📌 **Prior Entry Visa:** It is now mandatory to apply for a residence visa in the country of origin, even for CPLP citizens, and no longer possible to apply for residence after entering as a tourist.
- 📌 **Jobseeker Visa:** The jobseeker visa in Portugal allows third-country nationals (non-EU citizens) to legally stay in Portugal for an initial period of up to 120 days, extendable for a further 60 days. This visa's purpose is to allow active job searching in the country.

To obtain the Jobseeker Visa, you must apply through the Institute for Employment and Vocational Training (IEFP, I.P.) – a public body that promotes quality employment and combats unemployment. For this, you must:

- 📌 Complete the declaration of intent to seek employment using the IEFP [form](#) [↖] (Article 57-A of Law No. 23/2007 of 4 July, in its current wording, and Article 23-C of Regulatory Decree No. 84/2007 of 5 November, in its current wording).
- 📌 You should only make an appointment with the Portuguese Consular Post in your area of residence after receiving the declaration by email. Find out which one [here](#) [↖].

Document Type	Description	Notes
Visa application form ⚡	Duly completed and signed form	Provided by the consulate or available online
Passport-size Photographs	Two recent colour photographs in good condition	White background, official size (35x45 mm)
Valid Passport	Passport valid for more than 3 months after the end of stay	Must include at least two blank pages
Photocopy of Passport	Biographical page (with photo and personal details)	Clear and legible copy
Proof of Legal Entry	Only applicable if residing in a country different from nationality	Example: residence visa for that other country
Employment Contract or Job Offer	Document signed by a Portuguese entity	Signature certified by a notary or lawyer in Portugal
Employer’s Responsibility Statement	Document in which the company assumes responsibility for the worker	With signature certified in person, if applicable
Travel Insurance	Valid insurance covering the initial period, including health, emergencies, and repatriation	May be replaced by registration with Social Security in some cases
Criminal Record Certificate	Certificate from the country of origin and from countries where you have resided for over 1 year	Must be apostilled or legalised in accordance with international standards
Proof of Means of Subsistence	Demonstrated through employment contract and declared salary	Minimum: national minimum wage
Declaration of Residence Address, under Honour Statement	Declares the terms under which you live at the indicated address	Examples: owner, tenant, usufructuary, lodger, etc.

<https://aima.gov.pt/pt/trabalhar/autorizacao-de-residencia-para-exercicio-de-atividade-profissional-independente-com-visto-de-residencia-art-89-o-n-o-1>

After gathering all the required documents for the Residence Visa, and once approved by AIMA, you will first be granted a Temporary Residence Permit.

[What is the difference between them?](#) ⚡

Residence Visa	Residence Permit
Issued before entering the country	Issued after entering the country
Authorises entry into the country	Issued to stay in the country for a specific period
Declares the intention to move	Granted based on the individual’s circumstances
Requires submission of documents and compliance with requirements	May require an interview and submission of documents
Requires pre-established reasons	May be temporary or permanent
Fixed validity and only allows two entries into the country	Renewable

How can I obtain Portuguese nationality?

Only after obtaining the Temporary Residence Permit without interruption and living in the country for 5 years, having means of subsistence, no criminal record, and knowledge of the Portuguese language, may you apply for a Permanent Residence Permit. With this permit, you may reside indefinitely in the country, but you do not yet have full political rights or citizen status. Learn more about the Permanent Residence Permit [here](#) ↖ .

After obtaining the Permanent Residence Permit, you may apply for Portuguese nationality based on length of residence. Learn more [here](#) ↖ .

Learning Portuguese: a mandatory requirement!

To obtain a Permanent Residence Permit, it is compulsory to demonstrate basic command of the Portuguese language, at level A2 of the Common European Framework of Reference for Languages (CEFR), and to show knowledge of Portuguese culture, proven through tests. Learn more about the Portuguese language exam for nationality acquisition [here](#) ↖ .

CPLP Residence Permit

The CPLP Residence Permit was a document created in 1996 between member countries to facilitate the legal stay of citizens of the Community of Portuguese Language Countries (CPLP) in Portuguese territory.

Although this agreement remains in force, with the amendments introduced by Decree-Law No. 85-B/2025 of 30 June, it is now necessary to obtain a consular residence visa issued at Portuguese consulates. Only after obtaining the visa can you book an appointment with AIMA.¹ To learn how to submit the CPLP residence permit application and the necessary documents, consult the information document [here](#) ↖ .

¹ <https://aima.gov.pt/pt/noticias/kglig>

Proof of Residence from the Civil Parish Council

This certificate is issued by the Civil Parish Council of your area of residence, confirming you reside at a specific address. It can be used for various services, such as health centre, court, education, tax office, banks, etc.

To obtain this document, go to the Civil Parish Council of your area of residence with your:

-  Identification document
-  Tax Identification Number (NIF)
-  Rental contract
-  2 witnesses with a Portuguese Citizen Card

For more information, contact the Parish Council in your area of residence.

Minor Registration Credential

This credential ensures that minors can access healthcare and education services even if they are in an irregular situation. It does not regularise the migration status of the minor or their parents, but it guarantees access to basic rights.

The credential can be requested from a Local Support Centre for the Integration of Migrants (CLAIM) or by email (registo.menores@aima.gov.pt). Information available [here](#)  in several languages.

 CLAIM centres operate locally to support the integration process, working in partnership with local support structures. Services include regularisation procedures, nationality, family reunification, housing, employment, health, education, among others.

The closest CLAIM centres to Valongo are located in the municipalities of: [Porto](#), [Matosinhos](#) and [Maia](#) .

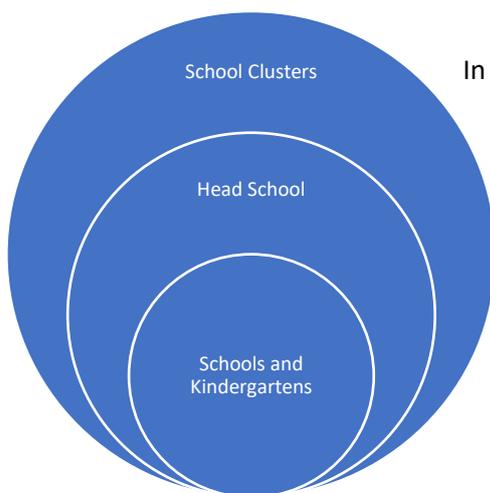
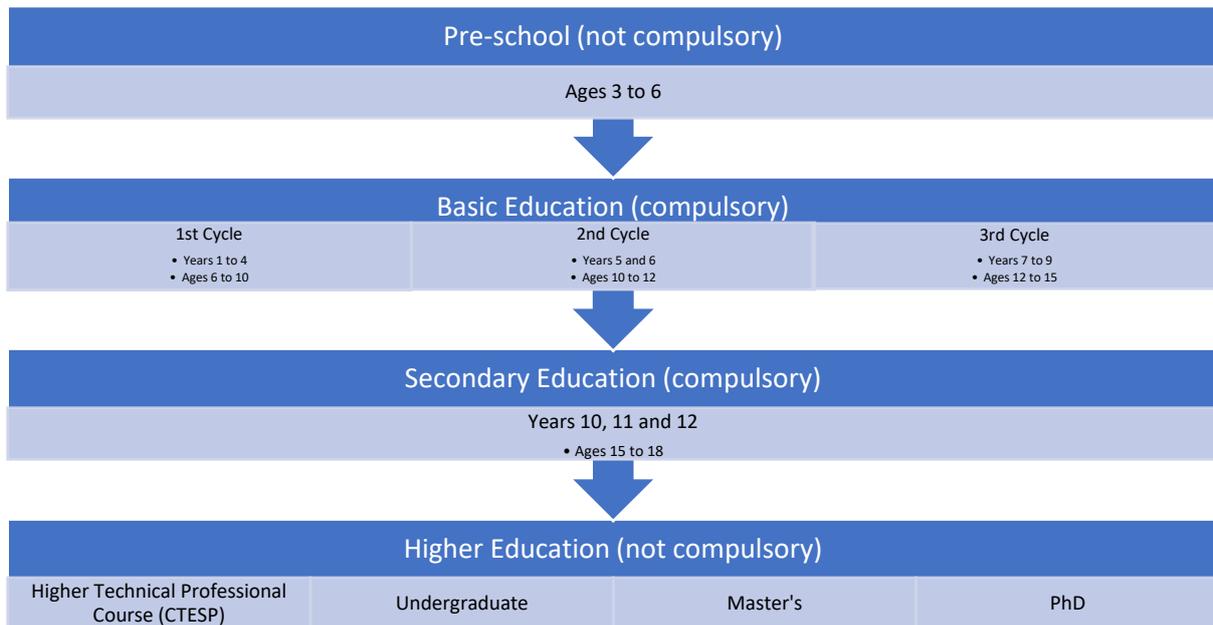
3. Education



I am here... I want to study!

The Portuguese education system is divided into several levels suited to different age groups, some of which are compulsory, such as Basic Education and Secondary Education.

On the other hand, Pre-school Education (ages 3 to 6) and Higher Education (after completing Secondary Education or equivalent) are not compulsory.



In Portugal, public schools are organised into School Clusters, which bring together different education institutions, from Pre-school to Secondary Education.

Each cluster has a Head School with a director, where management is carried out and where administrative matters are dealt with, such as enrolments, service registrations, documentation, etc.

Red pública de escuelas en Valongo

The Municipality of Valongo has 6 School Clusters:

<u>Alfena Cluster</u> ↖	Head School: Alfena Secondary School
	Alfena Basic School
	Barreiro Basic School
	Cabeda Basic School
	Codiceira Basic School
	Lombelho Basic School
<u>Campo Cluster</u> ↖	Head School: Campo Basic and Secondary School
	Moirais Basic School
	Outeiro Basic School
	Balselhas Basic School
	Azenha Basic School
	Retorta Basic School
<u>Ermesinde Cluster</u> ↖	Head School: Ermesinde Secondary School
	D. António Ferreira Gomes Basic School
	Sampaio Basic School
	Gandra Basic School
	Bela Basic School
<u>S. Lourenço Cluster</u> ↖	Head School: S. Lourenço Basic School
	Carvalho Basic School
	Mirante de Sonhos Basic School
	Saibreiras Basic School
	Costa Basic School
	Montes da Costa Basic School
<u>Vallis Longus Cluster</u> ↖	Head School: Vallis Longus Basic School
	Boavista Basic School
	Calvário Basic School
	Estação Basic School
	Basic School
	Nova Valongo Basic School
	Susão Basic School
	Valado Basic School
	André Gaspar Kindergarten
<u>Valongo Cluster</u> ↖	Head School: Valongo Secondary School
	São João de Sobrado Basic School
	Balsa Basic School
	Fijós Basic School
	Campelo Basic School
	Paço Basic School

There is also [Profival](#) – Valongo Vocational School, offering a wide range of dual certification courses (academic and vocational).

The school year starts in September and ends in June. In Valongo's school clusters it is divided into two semesters:

- 1st semester: September – January
- 2nd semester: February – June

During the school year, there are evaluation moments that are assessed according to a scale, which can be quantitative (percentages or marks) or qualitative (descriptive assessments).

Quantitative assessments are used in the 2nd and 3rd cycles, secondary education, and higher education. Qualitative assessments are used in the 1st cycle. To find out the grading scale used in your School Cluster, check the Internal Regulations of the respective cluster.

How to enrol in school

The Guardian (the person responsible for the child's education) must bring the required documents, which are listed on the [Enrolment Portal](#), where further information on the process can also be found.

Enrolment for minors must be carried out online via the Enrolment Portal, within the deadlines set by the Ministry of Education. After these deadlines, enrolment must be done in person at the Head School's administrative office of the relevant School Cluster.

School Meals and Family Support Services

The Municipality of Valongo provides lunch for children and pupils in pre-school, basic, and secondary public schools. To benefit from this service, it is necessary to complete an Application Form at the start of each school year. This form is available at <https://www.cm-valongo.pt/diretorio-de-servicos/areas-de-intervencao/educacao/acao-social-escolar/servico-de-refeicoes-escolares> (translated into English, Spanish, and French) and must be submitted

by the Guardian either in person at the School Cluster’s administrative office or by email to the corresponding school cluster. Registration is also possible through the SIGA Platform.

More information on prices per meal and conditions on the [website](#) ↖ .

The Municipality of Valongo also provides, in Pre-school and 1st Cycle, before- and after-school supervision for children in school, as well as care during holiday periods. If you need this service, please select CAF (Family Support Component), for 1st Cycle pupils; or AAAF (Animation and Family Support Activities), for Pre-school in the abovementioned Application Forms. Learn more [here](#) ↖ .

What training opportunities are available?

For young people

In addition to General Basic Education (Years 1 to 12), there are [offers](#) ↖ of dual certification programmes (academic and vocational), with a practical component linked to a profession, which allow either continuation of studies or entry into the labour market after completion:

- 📌 Education and Training Courses
- 📌 Specialised Artistic Courses
- 📌 Vocational Courses
- 📌 Apprenticeship Courses

For adults

Education can be completed throughout life. Adults can obtain basic (Years 4, 6, or 9), secondary (Year 12), and/or professional certification through:

- 📌 [Adult Education and Training Courses \(EFA\)](#) ↖
- 📌 [Recognition, Validation, and Certification of Skills \(RVCC\)](#) ↖

Employment and training opportunities can be found on the [myMentor](#), an interactive tool of the Porto Metropolitan Area that **uses artificial intelligence and big data to provide real-time information on the labour market and trends.**

Portuguese as a Non-Native Language (PLNM)

[Portuguese as a Non-Native Language](#) (PLNM) teaching is provided in basic education (1st, 2nd, and 3rd cycles) schools, in scientific-humanistic courses and specialised artistic courses (secondary education) and in dual certification vocational courses (secondary education). These classes are for migrants not from CPLP (Community of Portuguese Language Countries).

The goal is to ensure equal access to the curriculum and promote academic success through development of Portuguese language skills and effective integration of pupils into the education system.

After an initial diagnostic assessment, pupils are placed in one of three proficiency levels: Beginner (A1 and A2), Intermediate (B1) and Advanced (B2 and C1).

Portuguese as a Host Language Courses – PLA Courses

[Portuguese as a Host Language Courses](#) teach Portuguese to migrants who intend to settle in Portugal and aim at social and professional integration. At the end, a certificate is awarded. These courses are intended for migrants aged 16 and over whose mother tongue is not Portuguese.

Courses certify A1 + A2 (Basic User) and B1 + B2 (Independent User), according to the Common European Framework of Reference for Languages (CEFR).

To enrol on a PLA course, contact: lingua.portuguesa@aima.gov.pt, to find courses near your area of residence.

In Valongo, this offer is available at:

[Valongo Employment Centre](#) ↖

Address: Rua Conde de Ferreira 256, 4440-544 Valongo

Phone number: 220989473

E-mail: ce.valongo@iefp.pt

[Ermesinde Social Centre](#) ↖

Address: Rua Rodrigues de Freitas, 2200 4445-637 Ermesinde

Phone number: 229747194

E-mail: geral@cse.pt

[Valongo School Cluster](#) ↖

Address: Rua Visconde Oliveira do Paço, 4440 - 708 Valongo

Phone number: 224221401/224221407

E-mail: escola.secundaria.valongo@esvalongo.org

4. Employment



I want to work!

The Institute for Employment and Vocational Training (IEFP, I.P.) not only provides job offers but also vocational training, professional internships, and support for entrepreneurship and creating your own business or small enterprise. After arriving in Portugal, if you do not immediately secure employment, you may register at the Employment Centre closest to your [area of residence](#) [↖]. In Valongo, you can go to the [Valongo Employment Centre](#) [↖], located at Rua Conde de Ferreira, no. 256. Registration can be done in person, by prior appointment via phone call or email or [online](#) [↖].

Documents required for registration	Identification document (passport or other)
	NISS
	NIF
	ONLINE ONLY Social Security Direct login credentials

How to look for work independently?

You should look for jobs that match your skills and qualifications. To do this, it is important to:

- 🔍 Prepare your *Curriculum Vitae* (CV). The *Curriculum Vitae* (CV) is a document that summarises your academic background, professional experience, and other relevant activities. It is mainly used when applying for jobs, internships, scholarships, or training courses, and its purpose is to present your profile in a clear and organised way. A good CV should include your personal details, academic qualifications, professional experience, skills (such as language or IT knowledge), and any additional training or activities relevant to the position you are applying for. The content should be concise, well-structured, and tailored to the context of the application. You may use the free [Europass](#) [↖] format.

- 🔍 Check job advertisements and register on online job portals.²
- 🔍 Send your CV and all required documents to organisations where you would like to work, through spontaneous applications by email.
- 🔍 Contact local [Professional Integration Offices \(GIP\)](#) ↩️, [Qualifica Centres](#) ↩️ and the [Ermesinde Qualifica Centre](#) ↩️.

How to open a bank account

To manage your financial situation, take into consideration you will need a bank account,³ both to receive your salary and for other transactions. Choose a bank that best meets your needs and expectations. After selecting a bank, you will need the following documents:

- 📄 Tax Identification Number (NIF)
- 📄 Valid identification document (Residence Permit or Passport)
- 📄 Proof of address
- 📄 Proof of employment or school enrolment (for students without employment)
- 📄 In some banks, an initial deposit is required
- 📄 Contact the bank directly for more information

Recognition of studies for basic and secondary education

To obtain recognition of studies in Portugal, you must present the original academic certificate(s), in accordance with the following rules:

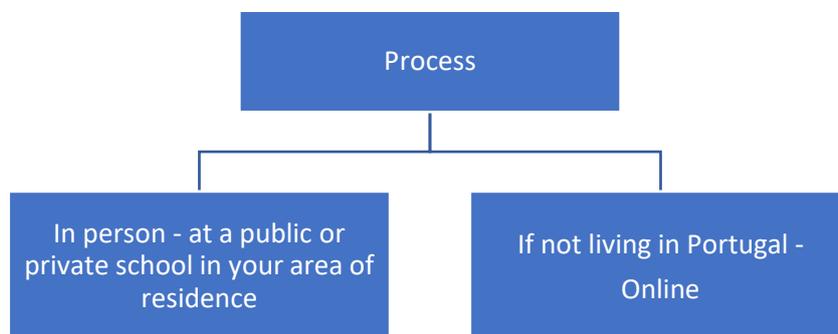
- 📄 The certificate(s) must have the Hague Apostille.
- 📄 If not in Portuguese, the certificate(s) must be translated into Portuguese by an authorised entity, such as the Institute of Registries and Notary (IRN) or a Portuguese Consulate/Embassy.⁴

² Such as: [BEP, Câmara de Valongo recrutamento](#) or [Valongo-clds5g](#).

³ <https://www.deco.proteste.pt/dinheiro/contas-ordem/dicas/abrir-conta-banco-portugal-como-tratar-for-estrangeiro#qual-adocumentacao-necessaria-para-abrir-uma-conta-bancaria-em-portugal>

⁴ <https://www.dge.mec.pt/faq-equivalencias-de-habilitacoes-estrangeiras>

- 📄 The certificate(s) must state: the completed level of study, final grades/average grade, and the grading scale used (minimum and maximum). If the scale is qualitative (letters and/or concepts), a numerical equivalent must be provided.



Recognition of higher education degrees or diplomas – Decree-Law No. 66/2018, 16 August

Bear in mind that not all courses can be recognised; you must contact the higher education institution relevant to your field of study.

There are three types of [recognition of diplomas or academic degrees](#) [↖]:

- 📄 **Automatic Recognition:** For foreign degrees/diplomas on official lists recognised as equivalent to Portuguese degrees (Undergraduate, Master’s, PhD, etc.).
- 📄 **Level Recognition:** To compare individually if the foreign degree corresponds in level to a Portuguese degree.
- 📄 **Specific Recognition:** A detailed analysis of the content, duration, and field of study to establish equivalence to a Portuguese degree.

Process of recognition:

- 📄 [Online request](#) [↖] via the RecON platform of the Directorate-General for Higher Education (DGES), attaching required digital documents (diploma, transcript, course programmes, identification).⁵

⁵ Fees may apply, depending on the institution.

5. Health



In Portugal I also take care of myself!

The Constitution of the Portuguese Republic regulates rights and guarantees of all individuals to healthcare. This means that everyone – nationals or foreigners – has access to the National Health Service (SNS).

Children and young people without legal status also have access to the SNS, under the same conditions as those with legal residence in Portugal, according to Decree-Law No. 67/2004 of 25 March. This includes **Prevention** (e.g., Vaccines), **Follow-up** (Medical appointments, Counselling), and **Treatment** (Interventions, Treatment, etc.).

How to access the National Health Service (SNS)

To use the [National Health Service \(SNS\)](#) you must have a **User Number**. Residents in Municipality of Valongo, to obtain a User Number and register in the National User Register, must go to the Health Unit for Users without a Family Health Team (AUSES).

USF Ermesinde

Address: Rua Professor Egas Moniz, s/n, 4445-401 Ermesinde

Phone number: 229712958

E-mail: usf.ermesinde@ulssjoao.min-saude.pt

Opening hours: 09h00 A.M. – 11h00 A.M.

After registration at the National User Register, your situation will be classified into one of three categories:⁶

- ♥ **Updated Registration:** All mandatory data provided, such as Portuguese address, identification document, Tax Identification Document and residence permit. To fit this category, you must have been in Portugal for more than 90 days. As for charges and

⁶ Más información en <https://www.spms.min-saude.pt/2025/04/registo-nacional-de-utentes-i-novas-regras-para-inscricao-melhoram-qualidade-dos-dados/>.

payments, you will have the same conditions as nationals, with the same scheme of user fees and copayments. You will also be eligible to be placed on the list for a Family Doctor.

❤️ **Pending Registration:** Missing some mandatory data; you have 180 days to update the missing information to update your registration to updated. Costs and services depend on length of stay in Portugal at the moment of registration:

❤️ Less than 90 days: not eligible for a Family Doctor and you will be registered as Third Payer (the users under these conditions cover all healthcare costs).

❤️ More than 90 days: with proof of residence from the Parish Council that proves length of stay, the State covers urgent and vital healthcare regarding costs, Public Health Conditions, Maternal and child health, Reproductive health, Minors, and Vaccination.

❤️ **Incomplete Registration:** If mandatory data are not updated after 180 days, registration status changes into “incomplete”. As a registration has been made, access to SNS is maintained. However, access depends on the situation. If have been in Portugal for less than 90 days:

❤️ Temporary stay (tourist visa, other visas) or irregular residence (no Residence Permit): classified as Third Payer (the users under these conditions cover all healthcare costs).

❤️ National of a country with a bilateral agreement: costs covered under the agreement.

❤️ National of a country without an agreement: full healthcare costs paid according to official price lists.

Certificate of Entitlement to Medical Care (CDAM – PB4)

Under an agreement between Portugal and Brazil, Brazilian nationals (including naturalised citizens) and their dependents may access the SNS as local citizens by presenting the CDAM certificate. The certificate is obtained exclusively through the [digital platform](#) ↖ .

Types of services available

School Health (in schools)

- Health information – Vaccination Campaigns, Oral Health, etc.
- Support for specific conditions (Diabetes, Allergies, etc.)

Health Centre and Family Health Unit (USF)

- Family Doctor
- Nursing care
- Maternal, child, and family planning health services
- Vaccination

Hospital

- Emergency care
- Inpatient care
- Surgery
- Medical specialities

What to do in case of an acute or urgent situation

The **SNS24**⁷ helpline is the best first point of contact. By calling **808 24 24 24**, you will be attended by healthcare professionals from the Triage, Advice and Referral Service, who will assess your condition and provide guidance. This service ensures an appropriate response and referral in cases of acute health problems and also in urgent or severe situations [e.g. INEM (National Institute for Medical Emergency), Health Centre, Hospital, among others]. You should not go directly to any healthcare service for emergency care without first contacting SNS 24 or 112.

⁷ Learn more at <https://www.sns24.gov.pt/pt/inicio>.

In emergency situations, you must call the [European Emergency Number](#) : **112**.

This call is free of charge and can be made from anywhere, at any time. You may use it for emergencies such as fires, assaults, thefts, accidents, and others.

Please note: **112 must only be used in life-threatening situations**. Unnecessary calls may prevent people in real danger from receiving timely help.



How much does it cost to use the SNS?

Some SNS services may require the payment of [user fees](#) , especially in emergency care when there has been no prior referral from SNS 24. Currently, most healthcare services are exempt from payment.

How to obtain medication for chronic conditions

If you are not yet registered as an SNS user, or if you do not have a Family Doctor assigned anywhere in the country, you should contact the UCSP [Personalised Healthcare Unit] by phone or email (229 712 958 or usf.ermesinde@ulssjao.min-saude.pt) to schedule an in-person appointment and, if necessary, register in the National User Register. You should bring any treatment plans or previous prescriptions with you.

More information and clarification

You may find useful information on the [SNS 24](#) website or by calling 808 24 24 24.

At school, you can also seek support from the School Health team (teachers and health professionals), who can answer questions and refer you to the appropriate services in more specific situations.

6. Public Services



Public services? Now I know where to go!

Citizens' Shop

The Citizens' Shop brings together, in one place, various public services such as Institute of Registries and Notary (IRN), Tax and Customs Authority (Tax Office), Águas de Valongo (local water services) and Social Security Institute.

Ermesinde Citizens' Shop

Address: Rua da Aldeia dos Lavradores, n.º 240, 4445-640 Ermesinde

In addition to the Citizens' Shop, these services are also available in other locations.

Institute of Registries and Notary (IRN)

At the [IRN](#) you can obtain various official certificates, such as birth, marriage, nationality, property ownership, or vehicle registration certificates.

Valongo Registry Office

Address: Campus de Justiça de Valongo - Avenida Emídio Navarro n.º 299/355, 4440-649 Valongo

Phone number: 224 224 617

E-mail: registos.valongo@irn.mj.pt

Opening hours: Monday to Friday, 09 A.M. to 04 P.M.

Tax Office

The Tax Office is a part of the [Tax and Customs Authority \(AT\)](#) . This office manages taxes and contributions, including tax collection, income declarations, issuing tax identification numbers, debt settlements and legal compliance of individuals and companies.

Valongo Tax Office

Address: Rotunda 1º de Maio, 168, 4440-519 Valongo

Phone number: 224 219 660

7. Housing



My new home starts here!

Looking for a house

There are different ways to look for house:

-  On your own: searching on property websites, online ads, public noticeboards, or signs placed on houses. The entire process is handled by the individual.
-  With professional help: through a licensed real estate agency. The real estate agent will assist with the whole process, including the paperwork.

Renting

To rent a property in Portugal, you will need personal documents and proof of income (among other requirements).

In some cases, landlords may also request a guarantor and a deposit, as well as several months' rent in advance.

Buying

Buying property in Portugal, even as a foreign national, is possible. There are no restrictions on foreigners, whether resident or non-resident, purchasing real estate.⁸

To buy a house in Portugal, you will need:

-  Identification document – passport, European citizen card, or residence permit
-  Tax Identification Number (NIF)
-  Fiscal representative (a person legally representing you in Portugal, often a lawyer with power of attorney)

Once you find the property, you must sign a Promissory Contract of Purchase and Sale (CPCV), which sets out the rights and obligations of both buyer and seller.

⁸ Portuguese banks finance foreigners, usually up to 80% of the property value for non-residents, requiring a deposit of between 20% and 30% of the property value. Conditions depend on the buyer's profile and may include more rigorous credit checks for foreign income. (<https://emigrantelegal.com/como-comprar-casa-em-portugal/>).

In purchase and sale you must also pay taxes such as: [Municipal Property Transfer Tax \(IMT\)](#) ↖ ;
[Stamp Duty \(IS\)](#) ↖ ; [Municipal Property Tax \(IMI\)](#) ↖ .

To finalise the process, you must sign the Deed, the official document that confirms the transfer of property ownership. This can be carried out at Notary Offices, through lawyers, at the One-Stop Counter Registry Office, or at *Casa Pronta* service counters.

8. Support available in Valongo



When I need help, Valongo is here!

The Municipality of Valongo offers a wide range of entities, services, institutions, and projects that work together in a network to meet the needs of the population in different areas. They pay special attention to supporting families, children, vulnerable groups, and migrant integration, ensuring access to rights, resources, and opportunities that promote inclusion, equality, well-being, and social cohesion of the community.

The [Social Charter](#) of Municipality of Valongo is an important tool for identifying and organising the social services and facilities available in the municipality. Its purpose is to clearly identify and describe existing social responses, informing the population about the Network of Social Services and Facilities (RSES), and at the same time supporting decision-making for social policies that are more effective and adapted to the needs of the population.

The [Social Support and Counselling Service](#) (SAAS) of Valongo is a service of the Municipality of Valongo that supports people and families in socially vulnerable situations. It operates across several locations within the Municipality. The service provides personalised guidance, assesses needs, and refers users to the most appropriate resources, such as financial, social, or educational support. It works in coordination with other local organisations and services, promoting social inclusion and facilitating access to fundamental rights to the population of the municipality.

This guide ends here, but your journey continues.

Integration does not happen overnight – it is built step by step, through encounters, efforts, and discoveries. It is a personal process, but also one shaped by the community around you.

We hope this guide helps you feel better informed, safer, and, above all, supported.

Valongo is made of many stories. And now, yours is one of them.

There is always room to start again, to grow, and to belong.

Thank you for choosing us!