



Support, participation and rights

We listen to you, provide information and defend your rights



Social services and community

We support people and strengthen the community



Health and consumer affairs

We look after your health, safety and protection as a consumer



Culture, education and sports

We promote culture, education and sports in the district



Public spaces and urban management

We work towards a well-maintained and well-managed urban environment



Special procedures

We conduct civil weddings

USERA Escucha

All the information about Usera near you

In-person assistance for residents.

Avda. Rafaela Ybarra, 41

Scan the QR code

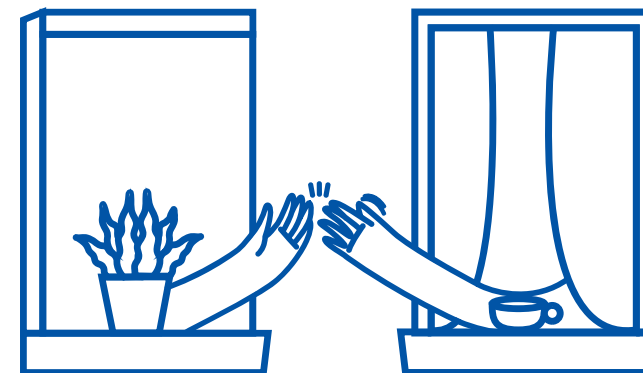


useraescucha@madrid.es



Services within your reach

Usera District Municipal Board



USERA Escucha

Citizen Service Office

Through Línea Madrid, we provide information and assistance with municipal procedures in a simple, accessible, and approachable way.

010 (from Madrid)
914 800 010 outside Madrid / 900 111 065 (+65 años)

Cultural Services and Community Leisure in Usera

We organize cultural and leisure activities and coordinate cultural centers.

915 880 339
cultuusera@madrid.es

Consumer Services

We protect consumers' rights through inspections, information, and complaint management.

914 801 430
siromicusera@madrid.es

Citizen Participation and Public-Social Cooperation Unit

We encourage community involvement, provide information about municipal services and support initiatives to improve the district.

915 885 628 / 915 179 557 / 65 047 51 74
use.upccps@madrid.es
useraescucha@madrid.es

District Secretariat

We organize and manage the district's participatory bodies, oversee administrative procedures, and facilitate community involvement.

915 887 298
omusera@madrid.es

Legal Services

We manage licenses and declarations, authorizations for the use of public spaces, outdoor seating areas, and urban planning disciplinary and enforcement procedures.

914 593 358
djurídicousera@madrid.es

Sports

We are in charge of promoting sport, coordinating activities and events, and overseeing the running of municipal sports centres and basic sports facilities.

914 656 293 / 645 567 519
deportesusera@madrid.es

Health

We monitor food safety, hygiene in establishments that have an impact on public health, and animal welfare in the district through inspections and health measures.

91 588 72 05
saniusera@madrid.es

Social Services Department

We provide assistance and guidance to Usera residents and offer support to people in situations of social vulnerability.

San Filiberto: 915 65 60 21
Loyola de Palacio: 915 006 846
csssanfiliberto@madrid.es
cssloyolap@madrid.es

Environment

We handle urban planning, inspection, and maintenance of public spaces and municipal buildings, including licenses, technical reports, and oversight of urban development projects in the district.

914 800 142
dtecnicosusera@madrid.es

Civil Weddings

We conduct civil marriage ceremonies, organizing the acts and date reservations at designated venues.

91 588 18 49 / 91 480 43 86
bodasusera@madrid.es

Education

We are responsible for coordinating, promoting, and managing the district's educational actions, supporting schools, families, and the educational community.

91 588 42 31 / 91 513 37 26
educusera@madrid.es