

# City Guide: Monterrey



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# Discovering Monterrey

## ***Bienvenidos! Welcome!***

Whether you are a veteran or a novice, relocation can be both an exciting and challenging experience. This Dwellworks resource guide is intended to provide important information to consider as you relocate to Monterrey. Your assigned Destination Services Consultant will assist you as you transition into your new community. Additionally, your consultant will expand on the topics covered in this guide according to the guidelines of your authorized program.

The Spanish colonists first founded the city. However, it became of great importance after the Mexican Independence due to its balanced ties and convenient location for international trade and relations.

Monterrey has the highest GDP per capita of any city in México. It is home to hundreds of transnational companies. Therefore, the city plays an important role in the steel, cement, glass, and brewery sectors. Due to its proximity with the United States, it is also a major player in the auto-parts industry.

On behalf of the Dwellworks team, we welcome you to Monterrey and hope you will find this information helpful.

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## Orientation

Monterrey is the capital of the Mexican state of Nuevo Leon, which borders the United States. It is the third largest metropolitan area in México. Monterrey's metropolitan area is formed by nine different municipalities: Santa Catarina, Escobedo, Apodaca, Guadalupe, San Nicolas, Santiago, Cadereyta, Monterrey and San Pedro Garza Garcia. Together, these municipalities have a population of 6 million people.

Monterrey is located at an altitude of 537 meters above sea level. It is surrounded by the Sierra Madre Mountains so it has a beautiful view, dominated by the Cerro de la Silla (Saddle Mountain).

## City Design and Layout

Twelve municipalities are part of the Metropolitan Area of Monterrey, with Monterrey City as the capital of the state of Nuevo Leon. The metropolitan area gathers four million people. Since its establishment in 1596, Monterrey has been an important business area in the north region of the nation.

The city of Monterrey is divided from east to west by the Santa Catarina River. Most of the year, this river has a low current. However, in the rainy season, this river rises and its waters can be risky and destructive.

The metropolitan area is distributed in sectors that include: Downtown, Cumbres, Satellite, Florida, Barrio Antiguo, Tec, San Jeronimo, Miltras, San Bernabe, Moderna and Independencia.

## Highways

The city has multiple highways and main avenues. The main roads are:

- + **Avenida Constitucion** which goes from East to West and has six lanes, with two express lanes
- + **Avenida Moreno Prieto** which goes the opposite direction (from West to East), also with six lanes, two of them express

These main highways have exits to main streets of the city such as Av. Gonzalitos, Blv. Carlos Salinas, Av. Lopez Mateos, and Av. Eugenio Garza Sada.

## Weather

The climate in Monterrey is known for its dramatic and rapid changes. Usually there are nine months of heat, with a heat wave at the end of May. Three months of colder weather follow, but temperatures rarely go below freezing.

During the summer, Monterrey can be very hot with temperatures as high as 45 degrees Celsius (113 degrees Fahrenheit). Most properties and buildings are prepared with air conditioning. The winter, conversely, can be cold with temperatures as low as one degree Celsius (33 degrees Fahrenheit).

Season	Description	Average High	Average Low
Spring	Hot	29.7°C (85.5°F)	16.7°C (62.1°F)
Summer	Very Hot and Dry	34.4°C (93.9°F)	22.3°C (72.1°F)
Fall	Very Cold	27.7°C (81.9°F)	16.9°C (62.4°F)
Winter	Cold and Snow	21.7°C (71.1°F)	9.1°C (48.4°F)

## Time Zone

Monterrey falls in the Central Time Zone (GMT/UTC -6h during Standard Time and GMT/UTC - 5h during Daylight Saving Time).

Daylight Saving Time begins at 2:00 a.m. local time on the first Sunday of April, and falls back to Standard Time at the same time on the last Sunday of October.

## Neighborhood Overview

### Neighborhoods

There are four distinct areas where most newcomers like to live – San Pedro Garza Garcia, Downtown, Carretera Nacional, and Cumbres – each with its own rental pricing.

**San Pedro Garza Garcia** is considered the best area to live due to its centric location, security and given that it has the best malls and restaurants. Some neighborhoods in this area include Valle Oriente, Valle Poniente, and Centro.

**Downtown** has a population up to one million, this area is a more traditional neighborhood with a rustic and colonial architecture that contrasts considerably with the modern style of the neighborhoods around.

**Carretera Nacional** is a neighborhood located at the south of the metropolitan area of Monterrey, this neighborhood is one of the newest in the city and it is known because the appreciation of its big houses and properties with extended square meters.

**Cumbres** at the municipality of Santa Catarina, is also one of the most beautiful areas to live in, and this is because it is located next to the National Park Cumbres de Monterrey. One of the relevant characteristics of this neighborhood is the vegetation and mountains landscape that its properties offered.

The best areas to live in due to central location, security, and nearby malls/restaurants include:

- + **Monterrey:** Valle Oriente, Valle Poniente, Lomas del Valle, Bosques and Centrito, Cumbres, Puerta de Hierro, San Jeronimo, and Carretera Nacional
- + **Santa Catarina:** Bosques del Poniente, Huertas, and Real del Valle

## Entertainment and Dining

There is a great variety of entertainment activities available in Monterrey, from a tour of historical churches in downtown Monterrey, to national parks like Parque Ecologico Chipinque in San Pedro. Another national park, Parque Natural La Estanzuela, has the beautiful El Cielo Waterfalls. Other ecotourism destinations in Monterrey are Parque Nacional Las Cumbres de Monterrey, Canon de la Huasteca, the famous Cascada cola de Caballo (Horsetail Falls), and the Grutas de Garcia (Garcia Caves).

Monterrey features restaurants offering a wide variety of cuisines. Some top-rated restaurants include:

- + **El Gaucho** on Calle Arroyo Seco 100, Arroyo Seco, 64740 Monterrey, N.L., México
- + **Los Arcos** on Av Eugenio Garza Sada 3752 Local 32-A, Contry, 64860 Monterrey, N.L., México
- + **Ciao Italia Barrio Antiguo** Prolongación José María Morelos 1023, Centro, 64000 Monterrey, N.L., México

## Tipping

Tipping of a few pesos to all delivery people is usual. You should also give a small tip (5-10 pesos) to the people in the supermarkets who pack your groceries. You may also want to tip gas attendants the same amount. In a restaurant, unless the service was very poor, you should tip 10 to 15% of the total bill.

# Travel

## Getting In

### By Plane

Monterrey has an international airport “Aeropuerto Internacional de Monterrey/General Mariano Escobedo” located in Apodaca, Nuevo Leon, México. This airport (MTY) offers domestic and international destinations from the Monterrey metropolitan area.

The main airlines offering service to Monterrey are:

- + AeroMéxico: [www.aeroMéxico.com/es/mx](http://www.aeroMéxico.com/es/mx)
- + Interjet: [www.interjet.com.mx/Home.aspx?Culture=en-us&Currency=USD](http://www.interjet.com.mx/Home.aspx?Culture=en-us&Currency=USD)
- + Volaris: [www.volaris.com](http://www.volaris.com)
- + American Eagle: [www.aa.com/homePage.do?locale=es\\_MX](http://www.aa.com/homePage.do?locale=es_MX)
- + United Airlines: [www.united.com/ual/es/mx](http://www.united.com/ual/es/mx)

### By Bus

It is possible to get to Monterrey from México City by first class bus service, taking it from the North Central Terminal at México City. The first-class bus service providers are:

- + TDN Diamante (Transportes del Norte)  
[www.clickbus.com.mx/es/diamante-autolinea](http://www.clickbus.com.mx/es/diamante-autolinea)
- + ETN  
<http://etn.com.mx>

### Car rental options:

Rental Agency	Website	Telephone
<b>Avis</b>	<a href="http://www.avis.mx">www.avis.mx</a>	01800 500 28 47
<b>Budget</b>	<a href="http://www.budget.com.mx">www.budget.com.mx</a>	01800 462 83 43
<b>Europcar</b>	<a href="http://www.europcar.com.mx">www.europcar.com.mx</a>	01800 201 20 84
<b>Sixt</b>	<a href="http://www.sixt.com/car-rental/México">www.sixt.com/car-rental/México</a>	01800 830 10 10
<b>Hertz</b>	<a href="http://www.hertz.com/rentacar/car-rental/México">www.hertz.com/rentacar/car-rental/México</a>	01800 709 50 00

## Getting Around

There are several options for traveling via public transportation, however, they are not the most recommended method of travel because they can be unreliable. Lately, the most trusted service is the smart-phone application Uber, which allows you to request a ride from all over the city. Once requested, you’ll get picked up in minutes. You can pay through the app using your credit card or PayPal account; however, in México, cash is also an accepted as a payment method. When you arrive at your location, UBER sends you an email with the receipt for that ride.



## By Subway

The city has 2 lines of subway system named “Metrorrey”. The subway stations also have access to the bus public transportation service.


Line 1- Has 19 stations going from the west to the east, passing through the downtown area.

Line 2- Has 13 stations going from north to south, passing also through the downtown area.

## By Taxi

It is advised that you never take a taxi from the street; rather, you should call a company to send a taxi to your location. There are many safe taxi companies throughout the city. Two of these companies include:

Company	Website	Contact
<b>Contaxi</b>	<a href="http://aerocontaxi.com.mx">http://aerocontaxi.com.mx</a>	81-300-600
<b>Casco</b>	<a href="http://www.casco.com.mx/portal">www.casco.com.mx/portal</a>	01-800-000 TAXI

 **Helpful Hint:** In Monterrey, taxis use a system of control called taxímetro (meter) that is at the center of the headboard or in the rearview mirror, with this the cost of the ride is not left up to the driver, it is based on a fixed rate per kilometer, normally around 10 pesos per km.

## By Car

It is recommended that you obtain a Mexican driving license before driving, and if your stay will last more than one year, it is a requirement. In order to issue a Mexican Driver’s License, you must be over 18. U.S. driver’s licenses are valid in México.

Mexican Insurance is required for all vehicles, including rental vehicles in México. Travelers should obtain full coverage insurance when renting vehicles in México. Travelers arriving in their own vehicle can easily obtain Mexican insurance on the U.S. side of the land border and should do so. Some Mexican insurance companies are Axa, Mapfre, ING, GNP, Atlas, Zurich, and BBVA Bancomer.

Licenses are issued at:

Location	Hours
<b>ICV-Plaza Fiesta San Agustín:</b>	Tel: 01(81)83684988
Batallón de San Patricio 1000, Centro Comercial Plaza Fiesta San Agustín Local 2208 y 2212 local 2208 y 2212, piso 1, colonia Residencial San Agustín, CP 66260 entre Diego Rivera y Real San Agustín	Monday to Friday from 10:00 a.m. to 5:00 p.m. and Saturday and Sunday from 10:00 a.m. to 3:00 p.m.
<b>ICV-Plaza San Pedro:</b>	
Ave. Humberto Lobo 520, Plaza San Pedro local sub-ancla 7, piso 1, colonia Del Valle, Frente a Pista de Hielo	Monday to Friday from 10:00 a.m. to 5:00 p.m. and Saturday and Sunday from 10:00 a.m. to 3:00 p.m.

You will need to bring a copy and the original of the following documents:

1. CURP or Birth Certificate
2. Official ID (Passport)
3. Proof of residence (telephone, water, energy, or gas receipt no more than three months old). In case these receipts are not in your name, please provide a copy of the lease agreement.
4. Proof of payment (Fee)
  - + \$700 MXN (2017 rate)
  - + You can pay with credit or debit card at *Recaudadoras de Finanzas* or cash inside the *Secretaría de Movilidad*
5. For expatriates, it is necessary to present a document that attests to his/her legal stay in the county. This documentation may include:
  - + Resident card ID
  - + FM2, FM3
  - + Letter of legal residence
  - + For more information visit: [www.icvnl.gob.mx/Licencia](http://www.icvnl.gob.mx/Licencia)

It is recommended to know your blood type so it can be indicated on your license. As part of the application process, you will need to pass a medical (vision) exam, as well as a practical and theoretical test.

Driving in México can be a challenging experience to expatriates at first. Mexican drivers tend to be more aggressive than drivers in Europe or the United States. You should always be alert and on the lookout for drivers changing lanes or trying to get around you. Keep in mind that people often don't use turn signals; your turn signal probably won't have any effect on other drivers, so be extra careful and make sure you have enough space to change lanes, and don't expect other drivers to slow down for you.

Always be cautious at stop lights and intersections even if you have the right of passage. Pedestrians tend to cross highways and streets at any point, so, regardless of signs, watch out for people crossing.

If you are stopped by traffic police, do not hand over your license. Rather, show it through your window. This is also the best practice for car papers. Remember that you must have a valid, unexpired license and car insurance is also obligated. Additionally, you must provide proof of ownership, verification, and a *Tenencia* (the document that verifies the taxes for that car have been paid).

## Weekend Trips

Monterrey has several destinations nearby where people go to spend their weekends.

- + **La Huasteca Canyon**, located 30 minutes drive west of the city towards Saltillo, is a natural desert setting filled with remarkable mountains and rock formations. La Huasteca's vertical wall-like cliffs and canyons attract daring mountain climbers to a challenging experience. La Huasteca is home to a variety of flora and fauna typical of desert regions of northern México.
- + **Mina**, located to the northwest of the city, this little town is known for having the Paleontology Museum of Monterrey in addition to its colorful and mystical little town
- + **The Grottos of Garcia**, a national treasure, at the west of the city, you can practice rappelling and extreme sports surrounded by the imposing nature.
- + **Bioparque Estrella**, 30 to 40 minutes away from the city, at the municipality of Montemorelos, this zoo built since 1996 was created under a safari concept, that allows the visitors to observe the variety of animals and vegetation of the region, interacting on their natural environment.

The following web sites have helpful local insight if you would like to travel around México:

- + [www.mexperience.com/lifestyle/transport/México-toll-roads](http://www.mexperience.com/lifestyle/transport/México-toll-roads)
- + [www.idMéxico.com.mx/idMéxico](http://www.idMéxico.com.mx/idMéxico)
- + [www.lonelyplanet.com/México](http://www.lonelyplanet.com/México)
- + [www.ontheroadin.com](http://www.ontheroadin.com)

México has some of the most beautiful beaches in the world. If you have time to visit, these beaches include: Cancun, Cozumel, Ixtapa, Isla Mujeres, Las Bahias de Huatulco, Los Cabos, Playa del Carmen, Puerto Escondido, Tulum, and Puerto Vallarta in Jalisco.

You can visit these beaches year-round at an affordable price by using a low cost airline such as Volaris or Viva-Aerobus.

For traveling inside Nuevo Leon state, we recommend you visit the following sites:

- + [www.visitMéxico.com/es/nuevo-leon](http://www.visitMéxico.com/es/nuevo-leon)
- + [www.nl.gob.mx/turismo](http://www.nl.gob.mx/turismo)
- + [www.nuevoleon.travel](http://www.nuevoleon.travel)

## Shopping

### Shopping Centers

There are shopping malls in most neighborhoods in the city with offers on clothing, electronics, and sportswear, as well as specialty shops. Some options for malls include:

Shopping Mall	Details
<b>Galerías Valle Oriente</b> <a href="http://www.shopping-mexico.com/malls/nuevo-leon/monterrey/galerias-valle-oriente">www.shopping-mexico.com/malls/nuevo-leon/monterrey/galerias-valle-oriente</a>	Av. Lázaro Cárdenas 1000, Valle Oriente, José Vasconcelos 402, Del Valle, 66220 San Pedro Garza García.
<b>Paseo San Pedro and Palacio de Hierro</b> <a href="http://www.paseosanpedro.com">www.paseosanpedro.com</a>	These are upscale shopping malls with brands such as Gucci and Louis Vuitton.
<b>Plaza Fiesta San Agustín</b> <a href="http://www.plazafiestamall.com">www.plazafiestamall.com</a>	Av. Real De San Agustín 222, Residencial San Agustín, 66260 San Pedro Garza García.
<b>Galerias Monterrey</b> <a href="http://www.galerias.com/GaleriasMonterrey">www.galerias.com/GaleriasMonterrey</a>	
<b>Esfera Fashion Mall</b> <a href="http://www.esferacitycenter.com">www.esferacitycenter.com</a>	Av. La Rioja 245, Residencial la Rioja, 64985 Monterrey, N.L. Teléfono: 01 81 2134 0200
<b>Paseo Santa Catarina</b> <a href="http://www.paseosantacatarina.com">www.paseosantacatarina.com</a>	Industriales del Poniente 1050, Industrias del Poniente, 66370 Santa Catarina, N.L. Teléfono: 01 81 1365 1454

Other shopping areas include:

- + Citadel
- + Plaza Fiesta Anahuac
- + Plaza San Pedro
- + Paseo La Fe
- + Plaza la Silla
- + Pulga Rio

### Grocery

#### Supermarkets

Supermarkets in Monterrey include Walmart, Soriana, and HEB. All these stores offer the same products plus local produce; in some cases, with a larger selection than you would find in many places in the United States.

#### Markets

You might see open air mobile neighborhood markets known as markets on wheels. They are normally held on a specific day of the week in a particular location. Other local markets include Mercado Juárez and Florida Market.

## Arts and Culture

### Museums, Cultural Centers, and Art

Monterrey city is filled with great places to visit. Popular museums include:

- + **Museo Metropolitano de Monterrey** was previously the municipal palace. This museum shows the history of Monterrey since its foundation.
- + **Paseo Santa Lucia** is an artificial canal that goes from the Historia Mexicana Museum to the Parque Fundidora, you can sail through it by little boats.
- + **Museo de Arte Contemporáneo** is an example of the Post-Modern Mexican Architecture and presents through the year exclusive expositions of art brought to the city.  
[www.marco.org.mx](http://www.marco.org.mx)
- + **Museo de Historia Mexicana** It has one permanent gallery showing the history of the border of México and has other temporal exhibitions with Multimedia technology.  
[www.3museos.com/sobre-3-museos/museo-de-historia-mexicana](http://www.3museos.com/sobre-3-museos/museo-de-historia-mexicana)
- + **Macroplaza** It is one of the biggest Plazas of the world and gathers the main government buildings, museums, the theater of the city and the Central Library.
- + **Museo del Noreste:** [www.3museos.com/sobre-3-museos/museo-del-noreste](http://www.3museos.com/sobre-3-museos/museo-del-noreste)
- + **Museo del Automovil y Transporte de Monterrey** <http://museodelauto.blogspot.com>
- + **Museo del Vidrio (The Glass Museum)** [www.museodelvidrio.com](http://www.museodelvidrio.com)
- + **Legatto School of Music** [www.legattoacademy.com.mx](http://www.legattoacademy.com.mx)
- + Independent studios around the city offer classes in music, dance, painting, etc.

### Tourist Attractions

Places to visit in the city of Monterrey:

- + Santa Lucia Riverwalk is a man-made river. Walk along the water to Fundidora Park or hop on a guided boat tour. The riverbanks are entertaining, as they feature art, water features, and stops for food and drinks.
- + Loroventura Petrum
- + Alfa Planetarium
- + Metropolitan Cathedral of Our Lady of Monterrey
- + Macroplaza
- + Palacio del Obispado
- + Mercado Barrio Antiguo

You can also visit <http://turismo.monterrey.gob.mx> for more local tourism information:

## Recreation and Outdoors

### Athletics

The City of Monterrey has two first division teams of football (soccer), the Club de Football Monterrey, popularly known as the Rayados de Monterrey and Los Tigres de la UANL, that has their stadium at San Nicolas de la Garza and belongs to the Autonoma University of Nuevo Leon. The season goes from July to May.

Baseball is also popular in Monterrey, due in part to the large American influence on the city. Monterrey has the oldest professional team of the Mexican League of Baseball named Sultanes de Monterrey and they play at the Estadio Monterrey, the biggest baseball stadium of the country.

Because its closeness with the USA, the city also has American Football games, hosted by the most popular teams of the country, represented by the two main universities of the city, Autenticos Tigres of the Autonoma University of Nuevo Leon and Borregos Salvajes from the Technological Institute of Monterrey.

Monterrey is also known for having a long history of “Tauromaquia” on the Bullfight Sports known as Corrida de Toros. International recognized celebrities of this sport were raised at this city that presents this events at the Monumental Bull’s Plaza of Monterrey “Lorenzo Garza”.

The Monterrey Open, a professional women’s tennis tournament, is held in Monterrey as one of the international stops on the Women’s Tennis Association tour.

### Fitness and Golf

There are many gyms all around the city with various types of classes offered. The city also has several private, 18-hole golf courses of including Valle Alto, La Herradura, and las Aves.

- + ALL Fitness Gyms, various locations: <http://allfitnessgym.com>
- + Sport and Fitness: [www.sportandfitness.com.mx](http://www.sportandfitness.com.mx)
- + Las Fuentes: [www.deportivolasfuentes.com.mx](http://www.deportivolasfuentes.com.mx)
- + La Herradura Golf Club: [www.laherradura.com.mx](http://www.laherradura.com.mx)

### Parks

Some of the largest and most popular parks in the city include the following:

- + **Parque Fundidora** was created as the cultural center of the city where most of the local families spend their weekends
- + **Parque Chipinque** is the most important natural landmark of the region
- + **Parque Natural La Estanzuela** was the principal water supplier of the city at the beginning of the 19th century

## Education

### Schools

Expatriates coming to México typically enroll their children in private school. There are a several options for private schools, from religious to non-denomination and same sex as well as co-ed schools. Some of the bilingual international schools in Monterrey are:

- + American School Foundation: [www.asfm.edu.mx](http://www.asfm.edu.mx)
- + American Institute: [www.aim-net.mx](http://www.aim-net.mx)
- + Colegio Irlandés: [www.irlandesmonterrey.com](http://www.irlandesmonterrey.com)
- + Liceo de Monterrey: [www.liceodemonterrey.edu.mx](http://www.liceodemonterrey.edu.mx)
- + Colegio Inglés: [www.cingles.edu.mx](http://www.cingles.edu.mx)

Other schools include:

- + Colegio Montessori <http://montessoridemty.edu.mx/montessori>
- + Instituto Nezaldi <http://nezaldi.edu.mx>
- + Colegio Sierra Madre [www.smi.edu.mx/index.php/en](http://www.smi.edu.mx/index.php/en)
- + Colegio San Patricio [www.sanpatricio.edu.mx](http://www.sanpatricio.edu.mx)
- + Colegio Euroamericano [www.euroamericano.edu.mx](http://www.euroamericano.edu.mx)
- + Colegio San Roberto International School [www.nordangliaeducation.com/en/our-schools/mexico/monterrey/san-roberto-international-school](http://www.nordangliaeducation.com/en/our-schools/mexico/monterrey/san-roberto-international-school)
- + Colegio Little Town <http://kinderlittletown.com/who>
- + Colegio Franco [www.colegiofranco.edu.mx](http://www.colegiofranco.edu.mx)
- + Colegio Labastida [www.colegiolabastida.edu.mx](http://www.colegiolabastida.edu.mx)

### Additional Useful Information

The admissions process starts online or by a phone call to the school. International schools require that parents complete the admission process to ensure confidentiality. Academic documents must be translated, notarized, and certified. It is recommended that transferees start this process as soon as they know that they will be transferred to México.

Note that most of these schools are private and require an extra fee that in other cities is considered the cost of enrollment. The school calendar in México goes from August to June, with breaks for the Catholic holidays of Christmas and Easter.

## Health

### Health System

Healthcare in México is usually very good to great in some places. Most doctors and dentists in México today received at least part of their training in the U.S. and continue to travel to the U.S. and Europe for ongoing training. First-rate hospitals are located in at least every medium to large city throughout México. Healthcare in México is also generally half or less than what one is expected to pay in the U.S.

### Hospitals

All major hospitals accept well-known health insurance and are staffed with people who speak English. Some of these hospitals include:

Hospital	Area	Website	Telephone
<b>Hospital San José del Tecnológico de Monterrey</b>	Colonia Loma Larga	<a href="http://www.hsj.com.mx">www.hsj.com.mx</a>	8347 1010
<b>Hospital Angeles</b>	San Pedro	<a href="http://www.hospitalesangeles.com">www.hospitalesangeles.com</a>	8368 7777
<b>Hospital Zambrano Hellion</b>	San Pedro	<a href="http://www.cmzh.com.mx">www.cmzh.com.mx</a>	8888 0000
<b>Hospital Muguerza</b>	Monterrey	<a href="http://www.christusmuguerza.com.mx">www.christusmuguerza.com.mx</a>	8399 3434

### In Case of Emergency

In case of emergency, **dial 911**, 066, 065, the Red Cross at (81) 815 3322, or dial the emergency line for the hospitals listed above. The best option, in case of health emergency, is going directly to the hospital listed above, or to call a particular service or ambulance.



## Safety and Security

### At Home

Normally your company will provide a security briefing prior to your move to México. In some cases they also hire a security specialist to review the property before signing any lease. Some neighborhoods do offer gated communities, but it is still advised that residents be aware and cautious and realize that break-ins are always a possibility no matter where you go or how good your security may be.

### On the Streets

Regarding safety, it is recommended to keep a low profile and exercise caution as in any other major city in the world. Be aware of where to go and not to go. Use extreme caution at all times; many accidents occur when it rains because the roads are extremely slick and hazardous. Be a cautious driver.

### In the Car

In case you are in an accident, do not move your vehicle. Immediately call your company lawyer and insurance agent, then wait for police to arrive. If you are pulled over for a traffic violation, be polite, accept the ticket, and ask where you can pay it (*Donde pago?*) Don't offer to pay the ticket to the police officer. It could be seen as a bribe, and you could be required to pay a fine as well as the ticket.

### Emergency Contact

- + Emergency (Radio Police) – 911 (or 066)
- + Fire Department – 8342 0053
- + Agencia Estatal de Investigaciones – 2020 4444
- + Ángeles Verdes – 078 / 8373 4681
- + Centro de Atención Familiar – 2020 8720
- + Cruz Verde – 8371 5050
- + Infotur – 2020 6789 / 070
- + Informatel y Locatel – 070
- + Policía Federal Preventiva – 8343 9742
- + Profeco – 8347 4849
- + Protección Civil – 8343 1116
- + Seguridad Pública – 2020 3600
- + Tránsito de Monterrey – 8305 0900
- + Tránsito de Guadalupe – 8135 5900
- + Tránsito de Santa Catarina – 8676 1908
- + Tránsito de San Nicolás – 8158 1313
- + Tránsito de San Pedro – 8988 2000

## Utilities and Services

Upon moving to Monterrey, transferees are generally responsible for arranging their telephone, cable, and Internet. There are several providers that offer different plans.



**Helpful Hint:** Be flexible and patient, as repairs usually take longer than expected.

## Telephone

There are only a few companies in México that provide telephone landlines. Each company has its own offers on plans and prices. The companies you can hire for this service are [Telmex](#), [Cablevision](#), [Izzi](#), [Axtel](#), [Movistar](#), and [Maxcom](#).

The international telephone country code for México is +52, and the city code for Monterrey is (81). Therefore, local telephone numbers have the following format: +52 (81) 0000-0000. In the case of mobile phones the format is +52-1- (81) 0000-0000. If you are making local calls, the +52 or +52-1 prefix should be dropped.

## Mobile Phones

Companies that offer mobile plans are [Telcel](#), [AT&T](#), and [Movistar](#). International calls are very expensive, so most people use internet based telephone or calling cards as an alternative.

Roaming charges are also extremely high. It is recommended that before leaving the country you contact your cell phone service provider and ask for international coverage. Your provider will be able to activate an international plan for a minimal charge. Upon return to your country, you can cancel the international coverage and the plan charges will be prorated on your bill. The international coverage allows you data usage and reduces the charges for texts and phone calls.

## Television

The following are cable television providers in México:

- + [Cablevision](#) (In addition to watching TV at home, users can have access to online streaming of their channels on mobile devices through Veo for a small monthly fee)
- + [Dish México](#)
- + [SKY México](#)

On-demand Internet providers of streaming media in México are:

- + [Netflix](#)
- + [Cinopolis Klic](#)
- + [Crackle](#)
- + [Telemex](#)
- + [Veo](#)

## Internet

High-speed internet providers include [Izzi](#), [Totalplay](#), [Telmex](#) with its [Infinitum](#) product, and [Cablevision](#), which provides Internet via cable and is usually a bit faster for uploads and downloads. Infinitum users also have access to the Prodigy WiFi access from thousands of hotspots around México. Additionally, many cafes and restaurants in the city have free WiFi for customers.

## Yard and Trash Services

Waste collection vehicles make frequent stops around each neighborhood in the city; residents are responsible for leaving their trash bags outside the house before the vehicle passes. It is expected that you give the waste collectors a weekly tip for their services. If they are municipal workers, however, you do not have to pay; only provide a tip around Christmas. Unless you live in a gated community, you will need to hire a private company or a gardener to do your lawn.

## Gas

A private company such as [Zeta Gas](#) distributes gas and the building administration charges the tenants. Houses normally have a private contract with gas companies and receive the service depending on their consumption. All bills can be paid in cash at service provider offices or with the delivery truck, or credit card at service provider offices or designated banks.



**Helpful Hint:** Transferees should maintain records showing proof of payment of all services, particularly water and electricity.

## Electricity and Water

Water and electricity bills always stay under the landlord's name. The water is paid to [SIAPA](#) (Sistema Intermunicipal de los Servicios de Agua Potable y Alcantarillado). It can be paid online and sometimes it is paid through the neighbor associations. Electricity bills are paid every 60 days. These companies are government owned; for this reason, there is a lot of bureaucracy that can create frustration when dealing with inaccurate invoices or meter readings. Convenience stores and supermarkets receive payments of undue bills some with a small service charge.

## Hiring Household Help

It is common for people in México to hire household help. Many houses and apartments have a room for the maid in case you choose to hire a live-in maid. There is also the option of just having a maid during the day for cooking and cleaning. Many people also hire drivers and gardeners.

Dwellworks does not provide assistance hiring household help. We recommend you talk to the owner of the property to see if he or she can recommend people who have worked in the house or apartment before, or check with other expats from your company who have hired these services. The safest way to hire a maid is through friends who can give you recommendations.

## Important Contacts

Service	Telephone
Línea de emergencia [10]	911
Fire Department	(81) 8342-0053 (81) 8342-0054 (81) 8342-0055 116 para usuarios de Telcel
Emergencias Monterrey Secretaría de Vialidad y Tránsito de Monterrey	060
Emergencias de San Pedro Garza García	(81) 8988-2000
Centro de Emergencias de San Nicolás de los Garza	(81) 8158-1330
Protección Civil	(81) 8343-1116 (81) 8343-9530
Cruz Roja	065 (81) 1233-0600
Cruz Verde	(81) 8371-5050 (81) 8311-0149
Oficina de Transporte del IMSS (Ambulancias)	(81) 8190-6674 (81) 8190-6684 (81) 8190-6696
Centro de Información Toxicológica	(81) 8348-6936 (81) 8348-6883
Policia y Tránsito de Apodaca	(81) 8386-0911 (81) 8386-1344 (81) 8386-5156
Coordinación de Comunicación y Análisis (C4) de San Pedro Garza García	(81) 8400-4634
Policia y Tránsito de General Escobedo	(81) 8286-9200 (81) 8397-1718
Policia y Tránsito de Guadalupe	(81) 8135-5900
Secretaría de Seguridad Publica de Santa Catarina	(81) 8676-1908 (81) 8676-1909
Centro de Emergencias de San Nicolás de los Garza	(81) 8158-1330
Denuncia Anónima Ciudadana [11]	089
Agencia Estatal de Investigaciones	(81) 2020-4444 y (81) 2020-7500
Alerta Amber (for lost people)	(81) 2020-7507, (81) 2020-7508 (81) 2020-7509, (81) 2020-7510
Capullos (Centro de Atención Integral a Niñas, Niños y Adolescentes del Estado de Nuevo León)	075 (81) 2020-8500
Informatel y Locatel	070 01-800-2630-070 (Lada sin costo)

## Housing

### Leases and Deposits

Landlords keep showing properties until they have a signed lease and/or get payment for a security deposit.

The process is as follows: once the property is selected, lease conditions are determined. This includes details such as the delivery date, appliances that will be included, and the condition of the property in which it was found. Next, the parties involved proceed to review the lease agreement usually provided by the landlord. Sometimes the landlord may accept the contract provided by the company for which the executive works. Once negotiations are finished, you proceed to the signing as well as the payment of the security deposit. A move-in date will be established. It is important to note that you must pay the first month's rent in advance before you receive keys to the property.

In most transactions, it is necessary to have a lease guarantor (usually the company) that person or the company guarantees the owner that all commitments agreed upon in the contract will be kept. Having a lease guarantor increases the number of properties available.

As part of the requirements to lease a property, it is necessary to provide financial information, such as proof of income. This financial information is required as a result of new legislation, ID resident card, personal references, and copy of your passport.

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