

Information

Welcome package

Welcome to Hamburg!

It's great that you have decided to move to Hamburg!

On the following pages you will find helpful tips for your first steps in Hamburg. From necessary visits to the authorities to tips on finding a job and an apartment.

If you have further questions or need additional information, you can contact the **Hamburg Welcome Center**. You will find us at **Süderstraße 32b, 20097 Hamburg**.

You can reach the telephone hotline at **(040) 42839-5555** during the telephone office hours:

Monday to Wednesday 9 a.m. to 3 p.m.

Thursday 10 a.m. to 6 p.m.

Friday 9 a.m. to noon

Please send e-mail inquiries to info@welcome.hamburg.de.

Information

Welcome package

Content

Living in Hamburg	3
Guide – How to find an apartment?	4
Checklist registration	13
Opening hours district offices	14
Contact – departments of foreign affairs	18
Doctors, dentists and emergency numbers	20
Taxes.....	21
Bank account.....	24
Social security system	26
General information.....	27
Public (statutory) health insurance	28
Private health insurance	29
Long term care insurance.....	30
Pension insurance	31
Accident insurance.....	32
Working in Hamburg	33
Job search.....	34
Recognition of foreign qualification.....	36
Learning German	38
Language and integration courses.....	39
Family, school and day care	41
Day care facilities (Kindertageseinrichtungen)	42
School in Hamburg.....	44
Child benefit	46
Drivers license and vehicle registration	47
Foreign drivers license	48
Foreign vehicles registration	49

Informationen

Welcome package

Living in Hamburg

3



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Hamburg Guide

How to find an apartment

Step 1: Preparation

Before you start looking for an apartment, think about what kind of apartment you want. The following questions can help:

- How many people (and pets) will move with you into the new apartment?
- Where (in Hamburg and the surrounding area) do you want to live? Or better: Where do you definitely not want to live?

How close to your workplace should the apartment be?

Don't forget: Hamburg has a very good and very reliable [public transport system](#). This means that it is very fast and easy to get to distant places in Hamburg using the bus or train. A long way to work should therefore not be the deciding factor. Usually, you can find cheaper apartments on the outskirts of Hamburg.

- What should be the minimum size of your apartment? (How many rooms / square meters)
- What is the maximum rent that the apartment can cost?
- If you **receive benefits from the Jobcenter or social welfare office (Sozialamt)**: Before you start looking for a place to live, you should find out what the respective office currently considers to be reasonable costs. The current rent limits for gross cold rent by number of persons in the household can be found [here](#) (in German).
- Can you imagine to share the apartment with a stranger? To live in a shared apartment (WG = Wohngemeinschaft) is mostly cheaper, because you share the rent. There is also the possibility to live as a subtenant.

What is a **shared apartment (WG)**? A WG is an apartment shared by several people who are not family and not married or partnered. Each person in the apartment has his/her own room. Common rooms such as the bathroom, kitchen and living room are shared. A WG can help you to make new friends. All people in the shared apartment are responsible for keeping the common areas clean.

In a **sublease**, generally a maximum of 2 people share an apartment. Sometimes an apartment may be rented to you alone for example when the tenant is abroad.

- What other criteria does the apartment have to meet?
 - Do pets have to be allowed? Especially dogs can complicate the search for an apartment.
 - Do you need a parking space for a car?
 - Do you need a bathtub or a balcony?

Write down a few notes on each point.

But keep in mind: The more conditions you put for the new apartment, the more complicated it will be to find one. Therefore, stay open-minded and try make compromises.

Take a look at your notes and underline the criteria that are especially important.

- Is the location/size more important than the price of the apartment?
- Are there things on your list that you could do without if necessary?



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Hamburg Guide

How to find an apartment

Step 2: Where do I look?

Once you know what kind of apartment you want to live in and what things are important for you, you can start your search. There are several ways to find an apartment:

Option 1: The Internet

The [website of the city of Hamburg](#) is a good place to start. Various other websites can offer a first insight into how much a suitable apartment will cost you. Many private landlords also offer their apartments online on websites where you can directly submit your application.

It is also worth looking at Facebook. There are many groups where people are looking for and offering apartments or shared apartments.

Option 2: Cooperatives

There are several housing cooperatives (Wohnungs - Genossenschaften) that own and rent out apartments. These housing cooperatives often work with a waiting list. You can contact them and ask for a spot on the waiting list. In many cases, this can be done through their website. Here you can find an overview on all housing cooperatives in Hamburg: <http://wohnungsbaugenossenschaften-hh.de/ueber-uns/stadtteile>. Finding an apartment through a cooperative usually takes longer, but cooperative apartments are often cheaper.

How do housing cooperatives work?

- If you want to rent an apartment from a housing cooperative, you need to become a member.
- For becoming a member of a housing cooperative, you have to buy some cooperative shares.
- The amount of cooperative shares ranges from flat to flat and depends on the apartment's size. The shares are usually the same amount as the rental deposit (Mietkaution) would be.
- The cooperative shares will be paid interest on. If you leave the cooperative flat you'll get the money back.

You have to register yourself (mostly online) at every housing cooperative that you're interested in. This registration is without obligation and free of charge. You just have to specify in which parts of the city and at what conditions you are looking for and the cooperative will send you non-binding offers, if they have apartments available.

Option 3: Real estate agents

You can hire a person to search for an apartment for you. Such a person is called a Real estate agent. Real estate agents often possess special contacts that can help in the search for an apartment. However, a real estate agent wants to be paid for a successful search. You therefore have to pay extra money.



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Hamburg Guide

How to find an apartment

Option 4: Newspapers

Sounds dusty - but can be a real stroke of luck. Older people in particular still use newspaper ads to look for apartments. So it's worth taking a look at the ads, especially in the major Hamburg newspapers or even posting an ad yourself.

Step 3: The Rent

When looking for apartments, pay attention to the price.

The price that is written on an apartment ad is not always the price that has to be paid. Pay attention to the words "**Kaltemiete**" (cold rent) and "**Warmmiete**" (warm rent).

Cold rent only includes the price you have to pay per square meter. Service charges are not included. You will have to pay additional cost to the cold rent on monthly basis.

Warm rent includes the cold rent and a (large) part of the additional costs. For example costs for:

- Water & sewage
- Street cleaning & garbage collection
- Elevator
- House cleaning & pest control
- Garden maintenance
- Lighting

The price of the warm rent can therefore tell you more accurately how much you will actually have to spend on an apartment. Therefore, always ask for the warm rent and also ask which additional costs are not included in the warm rent.

Tip: Ask how much the previous tenant had to pay for utilities and how many people lived in the apartment. If only one person lived in the apartment before and you move in with 2 or more people, you should expect the water costs, for example, to increase.

There are **other costs** that are not included in the warm rent, but still have to be paid for each month. Plan for these as well. These can be:

Broadcasting fees.

Every household has to pay broadcasting fees. If you live alone in an apartment, you have to pay the same amount as a family with 2 children. If you move into a shared flat, the costs are shared by all people living in the flat. Broadcasting fees are about 18 Euros per month and have to be paid even if you don't watch public broadcasting stations or don't own a TV or radio.

Internet and telephone

If you want to have a landline connection or W-LAN in your home most of the time you will have to pay extra money. Sometimes, however, an Internet connection is already included in the rent. Consult the landlord.



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How to find an apartment

Security deposit

The rent security deposit is paid by the tenant to the landlord at the beginning of the tenancy and is intended to protect the landlord against damage caused by the tenant. The deposit is paid only once and it may not be higher than three net cold rents. When moving out, the tenant gets the deposit back in full, unless there are still outstanding debts to the landlord or damage to the apartment.

On the next page you can see a graphic illustration of the rental costs.



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How to find an apartment

MIETKOSTENSHEMA (WOHNUNGEN) / ¹⁾ RENTAL COSTS SCHEME (APARTMENTS)

BRUTTOKALTMIETE / GROSS RENT (EXCLUSIVE OF HEATING COSTS ETC.) BRUTTOWARMMIETE / GROSS RENT (INCLUDING HEATING AND OTHER SERVICE CHARGES)	NETTOKALTMIETE / NET RENT ²⁾	üblicherweise monatliche Zahlung an den Vermieter / <i>usual monthly payment to the landlord</i> Mietpreis je m ² abhängig von / <i>rent per m² depending on</i> <ul style="list-style-type: none"> • Wohnungsart (z. B. Doppelhaushälfte, Mehrfamilienhaus) / <i>type of housing (e. g. semi-detached house, apartment building)</i> • Wohnungsgröße (z. B. Wohnfläche, Zahl der Zimmer) <i>size of apartment (e. g. living space, number of rooms)</i> • Wohnungsausstattung (z. B. Trennung von Bad/WC, Heizungsart) <i>equipment of apartment (e. g. separated bath/WC, type of heating)</i> • Wohnungsbeschaffenheit (z. B. Baujahr, Zuschnitt) <i>condition of apartment (e. g. year of construction, layout)</i> • Lage der Wohnung (z. B. Umgebung, Infrastruktur) <i>location of apartment (e. g. environment, infrastructure)</i> 	x 3 = MAX. MIETSICHERHEIT, KAUTION / MAX. SECURITY DEPOSIT (x 2 + 38 % USt/VAT = MAX. MAKLERCOURTAGE / MAX. REAL ESTATE AGENT'S FEE)
	BETRIEBSKOSTEN / UTILITY COSTS ²⁾ ("NEBENKOSTEN")	üblicherweise monatliche Vorauszahlungen an den Vermieter und jährliche Abrechnung (anteilige Kosten abhängig von Wohnfläche und Gesamtkosten) / <i>usual monthly amount payed to the landlord in advance with annual billing (proportionate charges depending on living space and total costs)</i> z. B. für / e. g. for: <ul style="list-style-type: none"> • Grundsteuer / real estate tax, Müllabfuhr / garbage collection • Aufzug / elevator/lift, Treppenhausreinigung / cleaning of staircase, • Straßen- und Gehwegreinigung / cleaning of street and pavement , • Gartenpflege / garden maintenance, Hauswart / caretaker • Gebäudebeleuchtung / lighting of building • Gebäude-/Haftpflichtversicherung / building/liability insurance 	
	SONSTIGE NEBENKOSTEN / ³⁾ ADDITIONAL UTILITY COSTS	üblicherweise monatliche Vorauszahlung an den Vermieter oder an den Versorger und jährliche Abrechnung (Kosten abhängig vom Verbrauch) / <i>usual monthly amount payed to the landlord or provider in advance with annual billing (amount depending on consumption)</i> z. B. für / e. g. for: <ul style="list-style-type: none"> • Heizung / heating • Warmwasserbereitung / heating of warm water • Gas / gas 	
	SONSTIGE NEBENKOSTEN / ³⁾ ADDITIONAL UTILITY COSTS	üblicherweise Zahlung direkt an den Versorger, eventuell monatliche Vorauszahlungen und jährliche Abrechnung / <i>usual monthly amount payed directly to the provider, possibly with monthly advance payment and annual billing</i> z. B. für / e. g. for: <ul style="list-style-type: none"> • Kalt-Wasser / cold water • Abwasser / sewage • Strom / electricity • Telefon / telephone • Internet / internet 	

¹⁾ Die tatsächlichen Verhältnisse ergeben sich aus dem jeweiligen Mietvertrag! /
 The actual measures result from the particular rental agreement!
²⁾ Keine prozentuale Darstellung! /
 No scaled percentages!

Hamburg Guide

How to find an apartment

Step 4: The Application

Once a suitable apartment has been found, it's time to apply. There are several documents that the future landlord would like to see. It is best to add them to your application. This way, your chances to get a viewing appointment is higher. In addition, you should bring printed copies of the documents with you directly to the viewing appointment.

These documents should include:

Schufa information

- Information about your financial reliability - for example, whether you pay your debts.
- How to get it: You can apply for the "Schufa-Auskunft" (Schufa report) directly on the [Schufa website](#). There you can download the required document directly. Then you only have to print it out or insert it into the mail to the landlord.

Proof of salary or monthly income

- Every landlord wants to make sure that you can afford the apartment and will be able to pay the rent every month. Therefore, you should prove how much money you get every month. You can verify this by sending a copy of your pay slip, your notice of government benefits or your current bank statement (Kontoauszug).

Information on how to contact your previous landlord

- Did you have an apartment in Germany/Hamburg before? Then you can provide the contact details of your previous landlord. This information is optional.

(Short) resume

- Some landlords like to see a short resume. Write down a few important points. For example: When did you come to Germany or how long have you been working in your profession? This information is optional.

Proof of a guarantee (Bürgschaft)

- Since every landlord wants to get his rent regularly, the proof of a guarantor is helpful. A guarantor (Bürge) is a person who guarantees that you will pay your rent. In the event that you are unable to pay your rent, your guarantor has to pay it for you.

Proof of your residence permit.

- Feel free to tell the landlord that you have a residence permit. This information is optional.

Once you have sent your application for the apartment, you will have to wait. The landlord will look into your application and hopefully contact you.

But keep in mind: Many people are looking for an apartment in Hamburg. Very often there are a lot of applications for an apartment. You might have to wait a few days or weeks for a reply and sometimes there are so many applicants that the landlord cannot reply to every person.

Therefore, ALWAYS apply for several apartments at the same time.



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Hamburg Guide

How to find an apartment

Step 5: The viewing appointment (Wohnungsbesichtigung)

Once the landlord has contacted you and suggested a viewing appointment, you are a step closer to finding your apartment. Now you have the chance to introduce yourself to your potential landlord.

Important tips:

- Arrive on time for the apartment viewing. That means: Be there at least 10 minutes in advance.
- Wear the right outfit. Avoid loose clothing, such as sweatpants or a tank top. First impressions count here. So wear something dressier. It doesn't have to be a suit, but a nice shirt or blouse would be a good start. The dress code at the apartment tour is similar to a job interview.
- Be friendly and polite.
 - Greet the landlord. Reach out to him and introduce yourself.
 - Let him finish.
- Ask questions, like:
 - When will you get back to me?
 - When may I get back to you if you haven't given feedback yet?
 - What will happen next?
 - How much are the additional costs? Are heating costs part of the warm rent or are they charged extra?
- Answer questions from the landlord truthfully. However, there are questions that are not allowed and therefore do not need to be answered (truthfully). These include questions regarding:
 - Nationality
 - Religion
 - Criminal record
 - How often you throw parties
 - How loud you listen to music
 - Whether you smoke
- However, there are also questions that must be answered with the truth. If you don't answer these questions truthfully, you could face summary dismissal. These include questions about:
 - Marital status
 - children
 - pets
- Pay attention to the following during your inspection:
 - Is the hallway clean?
 - Does the elevator work?
 - How does the apartment smell (damp, like mold)?
 - Are for example, some corners on the outside repainted (this can also be an indication of mold)?
 - Are there any kitchen furniture? Are those part of the rental contract or is a replacement fee required?

Hamburg Guide

How to find an apartment

➤ In the case of a shared apartment or sublet ask yourself if you like the other tenants. At the end of the viewing appointment there is a new application form that you must fill out if you still want the apartment. Only if you actually fill it out and return it to the landlord you will have a chance of getting the apartment. Here you often again have to state your profession, your salary and also your contact details. Then add the printed documents that you have already sent with the application. This way the landlord has everything at hand.

Many landlords invite several people to a viewing appointment. **So take part in as many viewings as possible and do not just focus on just one apartment, but several.**

Whereby you will recognize a frivolous offer for accommodation:

I. The housing provider doesn't disclose his/her identity

You don't know the identity of the housing provider or he/she uses a false identity. He/she lives allegedly abroad and you only have email contact with him/her. They use bad grammar in their emails.

II. No viewing appointment for the accommodation

The housing provider told you that he/she is overseas. A viewing appointment with him/her or with an estate agent is not possible. You have to transfer him/her money so he/she will send you the key for the accommodation in return.

Please note: Reliable housing providers don't demand a deposit for a key or money for other benefits (like a rent) in advance.

III. Extremely favorable rent price

The housing provider offers a luxurious accommodation for an extremely favorable rent. In this case you should compare the sqm-price of this accommodation with the average sqm-price in this area.

IV. The accommodation is not available anymore

The accommodation is not available anymore, but in the office of the housing provider you are offered a list with insider tips and lots of available accommodations. A prerequisite is to pay 150 – 200 € for this list. Don't pay for it, the list is worthless.



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Hamburg Guide

How to find an apartment

And finally: Wait

Once you have submitted contact information on the application form, it is again time to wait. The landlord will contact you with an acceptance or rejection. Don't worry if you don't get an apartment right away. Many people are looking for an apartment in Hamburg. It is not easy for anyone and it can often take some time to find an apartment. So do not lose heart and patience. You will surely manage to find a suitable apartment.

When you have your rental contract in your hands: Congratulations! But you should read it carefully. You can find out more about this topic and what else you need to know on our [Hamburg Welcome Portal](#).

If you are accepted for an apartment and **receive benefits from the Jobcenter or the social welfare office (Sozialamt)**, it is important for you to make an appointment with the responsible office **before signing the contract**. There has to be a check whether your rental apartment meets the [adequacy limits](#) (in German) and the office needs to give its approval beforehand.

Good luck in finding a new home!



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Checklist

Registration

If you move within Hamburg or move from abroad to an apartment in Hamburg, you must register at one of the customer centers in Hamburg within two weeks.

To register your residence, please contact **a customer center of the Hamburg district offices**. To determine the nearest district office, proceed as follows:

1. Open the Authority Finder: <http://www.hamburg.de/behoerdenfinder>
2. Enter the term "customer centers" in the "search term" field and select "search"
3. Enter registration address in Hamburg (street and house number)
4. Press the red "Weiter" (next) button.

The authority finder will now show you the address, telephone number, e-mail address and opening hours of the relevant office. Please make an appointment [online](#).

Customers of the **Hamburg Welcome Center** can also register there.

The following **documents** are required for registration:

- completed and signed [registration form](#)
- completed and signed [housing provider confirmation](#)
- Federal identity card or passport of all persons subject to registration; in the case of children, if no identity card or passport is available, the birth certificate.
- **When moving from abroad:** In the case of children, the birth certificate must be presented in the appropriate form (international certificate or apostille/legalisation carried out by a sworn translator in Germany) and **all persons** subject to registration must be present in person.

13

In addition, further documents must be submitted in the case of:

- **Spouse:**
 - o Marriage certificate (original) with apostille / legalization.
- **Divorced persons:**
 - o legally binding divorce decree (original)
- **Widowed persons:**
 - o death certificate (original)
- **Holders of an electronic residence title (eAT):**
 - o the residence permit

An administrative fee of 12 euros will be charged.

Information

District Offices' Customer Service Centers

Online appointment booking: www.hamburg.de/kundenzentrum

Online information service: www.hamburg.de/behoerdenfinder

Visits only with appointment

Information and appointment booking: HamburgService at 040/115

District Office Hamburg-Mitte

	Mo	Tue	Wed	Thurs	Fr
Customer Service Center Hbg.-Mitte Caffamacherreihe 1-3 20355 Hamburg	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm
Customer Service Center Hbg.-Mitte Foreigners Affairs Caffamacherreihe 1-3 20355 Hamburg	8 am – 4 pm	8 am – 4 pm	closed	8 am – 4 pm	closed
Customer Service Center Finkenwerder Butendeichsweg 2 21129 Hamburg	closed	closed	8 am – 2.30 pm	11.30am – 6 pm	closed
Customer Service Center Billstedt Öjendorfer Weg 9 22111 Hamburg	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm
Customer Service Center Billstedt Foreigners Affairs Öjendorfer Weg 9 22111 Hamburg	8 am – 4 pm	8 am – 4 pm	8 am – 4 pm	8 am – 4 pm	closed
Customer Service Center Wilhelmsburg Mengestr. 19 21107 Hamburg	8 am – 2.30 pm	11.30 am – 6 pm	8 am – 3 pm	closed	8 am - noon

District Office Altona

	Mo	Tue	Wed	Thurs	Fr
Customer Service Center Altona Ottenser Marktplatz 10 22765 Hamburg	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm
Customer Service Center Altona Foreigners Affairs Platz der Republik 1 22765 Hamburg	8 am – 4 pm	8 am – 4 pm	closed	8 am – 4 pm	closed
Customer Service Center Blankenese Sülldorfer Kirchenweg 2a 22587 Hamburg	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm



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District Offices' Customer Service Centers

District Office Eimsbüttel

	Mo	Tue	Wed	Thurs	Fr
Customer Service Center Eimsbüttel Grindelberg 62 - 66 20144 Hamburg	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm
Customer Service Center Eimsbüttel Foreigners Affairs Grindelberg 62 - 66 20144 Hamburg Tel. Auskunft: 040 / 4 28 01 – 28 19	8 am – noon & 1 pm – 3 pm	8 am – noon & 1 pm – 3 pm	8 am – noon & 1 pm – 3 pm	8 am – noon & 1 pm – 3 pm	closed
Customer Service Center Lokstedt Garstedter Weg 11 22453 Hamburg	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm

District Office Hamburg-Nord

	Mo	Tue	Wed	Thurs	Fr
Customer Service Center Hbg.-Nord Lenhartzstr. 28 20249 Hamburg	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm
Customer Service Center Hbg.-Nord Foreigners Affairs * Kümmellstr. 7 20249 Hamburg	Personal arrangement of appointments: Mo – Thurs 8 am – noon by phone: 040 / 428 04-2981				
Customer Service Center Barmbek-Uhlen- horst Poppenhusenstr. 6 22305 Hamburg	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm
Customer Service Center Langenhorn Langenhorner Markt 7 22415 Hamburg	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm

* by appointment only



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District Offices' Customer Service Centers

District Office Wandsbek

	Mo	Tue	Wed	Thurs	Fr
Customer Service Center Wandsbek Schloßstr. 60 20041 Hamburg	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm
Customer Service Center Wandsbek Foreigners Affairs Schloßstr. 60 20041 Hamburg	Only with a booked appointment Phone.: +49 40 / 4 28 81 - 28 17, Mo-Fri 9 am-11 am E-Mail: Auslaenderangelegenheiten@ wandsbek.hamburg.de				
Customer Service Center Bramfeld Herthastr. 20 20179 Hamburg	closed	10 am – 6 pm	8 am – 3 pm	8 am – 3 pm	8 am - 2.30 pm
Customer Service Center Alstertal Wentzelplatz 7 22391 Hamburg	7.30 am – 1.30 pm	9 am – 6 pm	7.30 am – 1.30 pm	9 am – 6 pm	7.30 am – 1.30 pm
Customer Service Center Rahlstedt Rahlstedter Str. 151 22143 Hamburg	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm
Customer Service Center Walddörfer Eulenkrugstraße 55 22359 Hamburg	7 am – 7 pm	closed	closed	closed	closed

District Office Bergedorf

	Mo	Tue	Wed	Thurs	Fr
Customer Service Center Bergedorf Weidenbaumsweg 21 (Eingang A) 21029 Hamburg	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm
Customer Service Center Bergedorf Foreigners Affairs * Weidenbaumsweg 21 (Eingang A) 21029 Hamburg	Appointment booking: by phone: HamburgService 040/115 or 040/428 91 2173 by mail: Auslaenderangelegenheiten@ bergedorf.hamburg.de				

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District Offices' Customer Service Centers

District Office Harburg

	Mo	Tue	Wed	Thurs	Fr
Customer Service Center Harburg Harburger Rathausforum 3 21073 Hamburg	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm
Customer Service Center Harburg Foreigners Affairs Harburger Rathausforum 3 21073 Hamburg	8 am – 3 pm	8 am – 3 pm	8 am – 3 pm	8 am – 3 pm	closed
Customer Service Center Süderelbe Neugrabener Markt 5 21149 Hamburg	8 am – 3 pm	9 am – 6 pm	closed	8 am – 4 pm	7 am – 1 pm
Central register matters Harburger Rathausforum 3 21073 Hamburg	8 am – 4 pm	8 am – 1 pm	8 am – 1 pm	8 am – 4 pm	closed

Ministry of the Interior, Migration Office

	Mo	Tue	Wed	Thurs	Fr
Hamburg Welcome Center* Süderstraße 32b 20097 Hamburg	8 am – 5 pm	8 am – noon	8 am – noon	8 am – 6 pm	7 am – noon

*Appointments via email to professionals@welcome.hamburg.de

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Information

How to identify the relevant District Office

Which Foreigners Department is responsible for me?

You can easily identify the District Office in charge of your application for a residence permit (or its extension) online while using the **Hamburg Administration Guide („Behördenfinder der Stadt Hamburg“)**.

- (1) Call up the Hamburg Administration Guide:
<https://www.hamburg.de/behoerdenfinder/hamburg/11253817/>
- (2) Enter your registered address (street name and house number) in Hamburg.
- (3) Press the red button („Weiter“).

Now the Hamburg Administration Guide will show you the relevant department's contact details and opening hours.

Qualified professionals and managers, students and their families can also contact the Hamburg Welcome Center.



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Information

How to identify the relevant District Office

District Office (= „Bezirksamt“) Hamburg-Mitte

Customer Service Center (= „Kundenzentrum“) Hamburg-Mitte

Department for Foreigners Affairs (= „Fachbereich Ausländerangelegenheiten“)

Klosterwall 2 (Block A), 20095 Hamburg

Phone: 040 / 428 54 – 1903

E-Mail: Auslaenderangelegenheiten@hamburg-mitte.hamburg.de

District Office Hamburg-Mitte

Customer Service Center Billstedt

Department for Foreigners Affairs

Öjendorfer Weg 9, 22111 Hamburg

Phone: 040 / 428 54 – 7455 oder 040 / 428 54 – 7461

E-Mail: Auslaenderangelegenheiten-billstedt@hamburg-mitte.hamburg.de

District Office Hamburg-Mitte

Hamburg Welcome Center

Süderstraße 32b, 20097 Hamburg

Phone: 040 / 428 39 – 5555

E-Mail: Info@welcome.hamburg.de

District Office Altona

Department for Foreigners Affairs

Platz der Republik 1, 22765 Hamburg

Phone: 040 / 428 11 – 3120

E-Mail: Auslaenderangelegenheiten@altona.hamburg.de

District Office Eimsbüttel

Department for Foreigners Affairs

Grindelberg 62-66, 20144 Hamburg

Phone: 040 / 428 01 – 2819

E-Mail: Auslaenderangelegenheiten@eimsbuettel.hamburg.de

District Office Hamburg-Nord

Department for Foreigners Affairs

Kümmellstraße 7, 20249 Hamburg

Phone: 040 / 428 04 – 2981

E-Mail: Auslaenderangelegenheiten@hamburg-nord.hamburg.de

District Office Wandsbek

Department for Foreigners Affairs

Schloßstraße 60, 22041 Hamburg

Phone: 040 / 428 81 – 2817

E-Mail: Auslaenderangelegenheiten@wandsbek.hamburg.de

District Office Bergedorf

Department for Foreigners Affairs

Weidenbaumsweg 21 (Eingang A), 21029 Hamburg

Phone: 040 / 428 91 – 2173

E-Mail: Auslaenderangelegenheiten@bergedorf.hamburg.de

District Office Harburg

Department for Foreigners Affairs

Harburger Rathauspassage 2, 21073 Hamburg

Phone: 040 / 428 71 – 2575

E-Mail: Auslaenderangelegenheiten@harburg.hamburg.de



Hamburg Welcome Center, Süderstraße 32b, 20097 Hamburg

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Information

Doctors, dentists and emergency numbers

Some useful translations:

Allgemeinmediziner	- general practitioner	Allgemeinmedizin	- general medicine
Augenarzt	- oculist	Augenheilkunde	- ophthalmology
Frauenarzt	- gynaecologist	Frauenheilkunde	- gynaecology
Hautarzt	- dermatologist	Dermatologie	- dermatology
Kinderarzt	- paediatrician	Kinderheilkunde	- paediatrics
Orthopäde	- orthopaedist	Orthopädie	- orthopaedics
Zahnarzt	- dentist	Zahnheilkunde	- dentistry
Kieferorthopäde	- orthodontist	Kieferorthopäde	- orthodontics

Emergency Numbers

- Emergency Medical Service/Emergency Doctor 112
- Poisoning Emergency Number 0551 19240
- Help and advice:
 - Police 110
 - Fire Department 112
 - Assistance for children and young adults 0800 1110333
 - Assistance for parents 0800 1110550
 - Blocking credit cards or EC cards 116 116

Are there obligations for choosing a doctor in Germany?

In Germany, one is generally free to choose the doctor. But normally consulting a general practitioner should be the first choice and he/she refers the patient to a specialist if necessary.

How to find a doctor/dentist/hospital in Hamburg:

- **Online search tools (available in German only)**
The usual search criteria are area of expertise (= "Fachgebiet"), location/city district (= "Stadtteil") and sometimes foreign language (= "Fremdsprache").
 - Online-search-function of the Hamburg Association of Statutory Health Insurance Physicians (= "Kassenärztliche Vereinigung Hamburg"): <http://www.kvhh.net/> → Bürger → Arztsuche (includes the search criteria "foreign language")
 - Online search-function of the Medical Association Hamburg (= "Ärztekammer Hamburg"): <http://www.aerztekammer-hamburg.de/> → Patienten → Arztsuche
 - Online search function of the Dentists Association Hamburg (= "Zahnärztekammer Hamburg"): <http://www.zahnaerzte-hh.de/> → Patienten → Zahnarzt-Suche
 - Hospital Guide Hamburg: <http://www.hamburg.de/krankenhausportal/>
- **Yellow Pages (available in German only)**
<http://www.gelbseiten.de>

Patients Advice

The free patients' hotline **+49 (0) 40 / 20 22 99 222** offers advice concerning medical questions and which doctor to choose.

Date: April 2021



Hamburg Welcome Center, Süderstraße 32b, 20097 Hamburg
www.welcome.hamburg.de
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Information

Taxes

Tax types

There are many different types of taxes in Germany. The most common ones are listed below:

Income Tax

If you're living and working in Hamburg, most sources of your income will be taxable.

- There is a basic tax allowance. Up to this amount, your income is not subject to tax: for the year 2021 it is 9,744 EUR for single persons and 19,488 EUR for married persons
- Tax rate: varies from 14% to 45% of your income → the higher your taxable income, the higher the rate of taxation
- As an employee, your employer will automatically deduct the income tax ("Einkommenssteuer") from your wage and transfer it to the tax office.
- Self-employed persons have to pay their income tax themselves and are obliged to annually submit an [income tax declaration](#).

Church Tax

Anyone who is registered with a church or a religious community that charges church tax must pay this tax. In Hamburg the taxation rate is 9% of the fixed income tax.

Capital gains Tax

Capital gains tax is a tax on capital income like interest on call money, fixed interest or dividends.

- There is a savings allowance (Sparer-Pauschbetrag) and for the year 2021 it is EUR 801 for single persons and EUR 1,602 for married persons
- Tax rate: generally 25%
- Capital gains tax is normally withheld by the paying credit institution

Value Added Tax (Sales Tax)

Consumers are exposed to VAT ("Mehrwertsteuer") in all transactions of daily life.

- Tax rate: generally 19%, for certain products it is only 7% (e.g. food and books)
- The tax is already included in the prices charged in supermarkets, shops and restaurants etc.

Trade Tax

All businesses that operate in Germany are liable to trade tax ("Gewerbesteuer").

- The tax is levied on business profits.
- Freelance work (for example as an actor) is not subject to trade tax

Information

Taxes

Steueridentifikationsnummer

Tax Identification Number

Or request at the Finanzamt a few days after Anmeldung,
no appointment needed

Every person who is registered or born in Germany receives a tax identification number.

- 11-digit number valid for a lifetime
- Necessary for the correct determination of income tax
- Will be automatically delivered by post approx. 2-4 weeks after the [address registration](#) in Germany.
- Alternatively, it can also be requested again, using the [input form](#) of the Federal Central Tax Office.

Tax Classes

As an employee, you have to pay wage tax. The amount of wage tax depends on your wage and your tax class.

- There are six tax classes in Germany
- The tax office assigns a tax class to the employee
- Couples can choose from three tax class combinations. The choice of the combination depends on their income.

Which tax class is for whom? (Particular cases may vary)

Tax class I	<ul style="list-style-type: none">• Singles• Unmarried couples• Married persons with limited tax liability• Permanently separated spouses (also when the spouse doesn't live in Germany)• Divorcees• Pensioners
Tax class II	Single parents
Tax class III	Married couples / Registered partners Conditions: <i>Tax class III is reserved for the spouse / partner with the higher income. The other spouse / partner is assigned to tax class V.</i>
Tax class IV	Married couples / Registered partners Conditions: <i>Both spouses can be assigned to tax class IV if they earn about the same amount.</i>
Tax class V	Married couples / Registered partners Conditions: <i>Tax class V is reserved for the spouse / partner with the lower income. The other spouse / partner is assigned tax class III.</i>
Tax class VI	Single and married persons who have a second job or more

Information

Taxes

Income Tax Declaration

A written statement by a taxpayer, regarding their income situation in one particular calendar year. The tax office checks your income tax declaration to make an assessment of the amount of taxes that should have been or should be paid for that year. If you've paid too much tax in advance, the difference will be refunded. However, if you've paid too little, you need to pay the difference to the tax office within a statutory period.

- can be submitted by yourself or with the help of an authorised person (usually a tax consultant or income tax assistance organisation)
- The tax office checks your income tax declaration to make an assessment of the amount of taxes that should have been or should be paid for that year
- The Difference is calculated: taxes paid too little must be repaid to the tax office - taxes paid too much are refunded
- Tax declarations can be submitted by post, electronically or in person to the responsible tax office

Do I have to submit a tax declaration?

Voluntary

- all employees who do not receive income from self-employment
- Income tax is automatically deducted from the salary
- a tax declaration is reasonable in case of work-related expenses (e.g. travel expenses)
- **tax declaration can be submitted until 4 years after the calendar year in question**

Mandatory

- income from self-employment, renting, capital assets, pension
- income from several employers
- **tax declaration has to be submitted until May 31 of the following year**
- **The deadline can be extended upon application.** If submitted by a tax consultant or income tax assistance organisation (Lohnsteuerhilfeverein) the deadline will be extended without application

Further information

For further detailed information on tax returns, please contact your responsible tax office, a tax consultant or an income tax assistance organisation. The responsible tax office depends on your place of residence during the time of filing the tax declaration.

- City of Hamburg: [Online-Behördenfinder](#) (Find the responsible tax office)
- Federal Ministry of Finance: [Tax declaration forms](#) (in German)
- Elster: [Online tax declaration tool](#) (in German)

Information

Banking

General

In Germany, salary payments and other everyday transactions such as rent, insurances and phone bills are handled through a bank account.

If you're looking to set up a bank account, you can choose between branch-based banks and direct banks. Branch-based banks operate with subsidiaries where customers can approach staff members face-to-face. Direct banks do not have local offices, so your account will be set up and managed online (online account). An overview of numerous Hamburg-based bank institutes can be found in the [Hamburg Business Directory](#) (available in German only).

Costs

Some banks offer bank accounts that are free of charge under certain conditions, while others demand an account maintenance fee. It is recommended to ask more than one bank institution for their account types and any fees that may be charged, so that you can compare.

In order to use your bank account in everyday life, you will receive an electronic chip card. With this card and the corresponding PIN you can make cashless payments in most shops and restaurants. You can also withdraw money free of charge from your bank's cash machines (when using cash dispensers from other banks, a withdrawal fee may be charged).

Required documents

Before setting up a bank account, the bank needs to verify your identity. You will be asked to submit the following documents:

- a valid ID card or passport,
- a registration certificate stating your current residence in Germany,
- for some banks and/or account types: a pay statement from your employer and your residence permit.

Please note:

Normally, setting up a bank account is a personal affair and can't be done by a third person. (Exception: persons with parental responsibility filling in for underage children.)

Information

Banking

The basic account

Everyone who does not have an account and lives in the European Union has the right to a basic account. This is a simple bank account with all regular functions. However, as a rule, it may not be overdrawn and therefore does not offer credit. The basic account can be set up at all regular banks and savings banks. Banks are allowed to charge reasonable fees for the account.

Loss or robbery

Upon loss or robbery, you should immediately block your bank card to prevent misuse by third parties. The free blocking emergency phone number 116 116 can be reached around the clock (please dial +49 116 116 or +49 (0)30 40 50 40 if you are abroad at the time of the call). For blocking the lost bank card, please keep your account number / IBAN and the bank code / BIC (or at least the name of the bank as an alternative) ready.

Social security system

Information

Social Insurance

General Information

- German social insurance is a statutory insurance system.
- It provides financial protection against major life risks and their consequences such as illness, unemployment, age and long-term care.
There are five pillars of social insurance:
 - **Health Insurance**
The health insurance covers the necessary costs in case of illness as well as many costs of health care and rehabilitation measures. Normally, as an employee you are obliged to be insured in public health insurance. If you are self-employed, or if your annual income is higher than the compulsory insurance threshold (as of 2021: 64,350 EUR), you can decide whether you wish to insure yourself by public health insurance or private health insurance.
 - **Long-Term Care Insurance**
You will receive the support of the long-term care insurance, if you are unable to take care of yourself due to illness or old age.
 - **Pension Insurance**
The pension insurance pays you a monthly pension when you retire.
 - **Unemployment Insurance**
When you become unemployed, the unemployment insurance system provides financial support for a certain period of time. The prerequisite is that you have been insured in the past two years for at least one year, and that you continue to look for work.
 - **Accident Insurance**
The accident insurance covers all costs in the event of an accident or occupational disease

Who is insured?

- In principle, all employees are subject to compulsory statutory social insurance.
- For self-employed persons, the insurance obligation does not apply to pension insurance, unemployment insurance and accident insurance. Self-employed persons have to insure themselves in a public or private health and long-term care insurance.
However, not exempt from the obligation of insurance are the following groups: Craftsmen, homeworkers, teachers, midwives, educators and care workers, artists and journalists, self-employed persons with a client, sea pilots, coastal skippers and coastal fishermen. They are subject to compulsory statutory social insurance.

Financing

- The social security system is financed by contributions from employers and employees, usually at the same rate. Only the contributions to accident insurance are fully paid by the employer.
- The employee's contributions are deducted from the gross salary. The employer contributions to the social insurance are paid directly by the employer.

Further information

www.make-it-in-germany.com/en -> „Jobs“-> “Social Security”

Date: January 2021

Information

Public health insurance

General Information

- In Germany, there is a compulsory health insurance scheme for everyone
- The German health insurance system is divided into public and private health insurance schemes
- 90% of the population is covered by public health insurance
- If you are sick, the health insurance company will cover the cost of medical treatment

Who is insured?

(Please note: this list is not complete!)

- employees with a yearly gross salary up to 64,350€
- apprentices / trainees
- students at state and state-approved universities up to the 14th semester but, at the latest, to the age of 30

Services of the statutory health insurance system

- health promotion and prevention of diseases, e.g. vaccinations
- early diagnosis of diseases
- treatments of diseases, e.g. treatments by a doctor or dentist
- sickness benefit
- benefits in case of pregnancy and maternity
- benefits abroad while on holiday

Contributions

- nationwide standardised: 14.6 % of the monthly gross salary
- The employer pays a half of the insurance contribution (7.3 %) and the employee pays the other half.
- Students can benefit from special student rates.
- Family Insurance (Familierversicherung)
 - Spouses and minor children living in Germany can benefit from a non-contributory family insurance. Please contact your insurance company for more information.

Insurance Companies:

List of Insurance Companies:

www.gkv-spitzenverband.de -> Startseite -> Service -> Versichertenservice -> Krankenkassenliste

Date: January 2021

Information

Private Health Insurance

General Information

- In Germany, there is a compulsory health insurance scheme for everyone
- The German health insurance system is divided into public and private health insurance schemes
- Employees whose gross salary does not exceed the current annual employment salary (64,350 € or 5,362.50 € per month for 2021) are compulsorily insured by the statutory health insurance
- If you belong to a group of people who are not compulsorily insured, you must insure yourself voluntarily by public or by private health insurance
- If you are sick, the health insurance company will cover the cost of medical treatment

Who is insured?

(Please note: This list is not complete!)

- self-employed persons and freelancers
- employees with a yearly gross salary of more than 64,350 € or 5,362.50 € in a month
- doctors, civil servants etc.

Contribution

The contribution depends on

- age at entry,
- rate / service package,
- possible previous diseases, state of health at application for insurance cover,
- contractually co-payment

Besides there is the possibility to choose the new basic rate ("Basistarif")

- fixed contribution independent from the income and previous diseases
- the basic rate follows the specifications for the public health insurance companies
- not higher than the maximum contribution in the public health insurance: 706.28 € per month

Please note: Unlike in the public health insurance there is no family insurance in the private health insurance system. All persons have to pay their own contribution!

Insurance Companies and further information on the internet

A list of private insurance companies can be found on the website of the Association of Private Health Insurance Companies in Germany (Verband der privaten Krankenversicherung e.V.): www.pkv.de/verband/mitglieder/

Date: January 2021

Information

Statutory long-term care insurance

General Information

Long-term care insurance covers the financial risk of the need for care. It is intended to enable the person who needs care to lead a self-determined life nevertheless. Long-term care insurance is not a full-fledged insurance. It rather provides basic social security in the form of supportive assistance that does not preclude the participation of the insured and other agencies.

Who is insured?

- Long-term care insurance is compulsory.
- Whoever is covered by statutory health insurance also belongs to that funds long-term care insurance scheme. This also applies to family members of the insured, who are co-insured.
- People with private health insurance must also obtain private long-term care insurance.

Benefits

Long-term care insurance provides either benefits-in-kind or money benefits used to finance basic personal care and help with household chores. A combination of money allowance and non-money benefits is possible. In addition, the following services are provided:

- free nursing care courses for relatives and volunteer carers,
- care allowance for carers recruited by the insured person,
- day and night-time care,
- nursing aids and technical appliances,
- subsidies for equipping the insured persons home to facilitate care.

Please note: A person is entitled to long-term insurance benefits only after he or she has been insured for at least two years.

Contribution

- Long-term care insurance is financed through the contribution of employers and the insured person.
- The contribution amount depends both on an employee's assessable income up to a defined contribution assessment limit, which is adjusted each year (2021: 58,050 € per year) and on the contribution rate.
- The generally applicable contribution rate for long-term care insurance is 3.05 percent.
- The employer pays a half of the insurance contribution and the employee pays the other half. Childless employees older than 23 years have to pay supplementary contribution from 0.25 percent.

Date: January 2021

Information

Statutory pension insurance

General Information

Pension insurance provides lifelong protection against the financial risks entailed by reduced earning capacity, an advanced age or death.

Who is insured?

All persons are compulsorily insured who are employed by others or are vocational trainees with the exception of civil servants. Self-employed workers don't have to pay for the Retirement Pension Insurance.

Benefits

Benefits of retirement pension insurance are:

- old-age pensions
- pensions on account of reduced earning capacity
- pensions on account of the insured person's death (for example, widows/widowers pension, orphans pension)
- rehabilitation (participation) benefits

The extent of benefits that can be claimed under pension insurance depends on the amount of contributions paid.

Contribution

- The contribution amount depends both on an employee's assessable annual income up to a defined contribution assessment limit, which is adjusted each year (2021: 85,200.00 € [(West Germany); 80,400 € (East Germany)] and on the contribution rate.
- In 2021, the generally applicable contribution rate for retirement pension insurance is 18.6 %.
- The employer pays a half of the insurance contribution and the employee pays the other half

More information

www.bmas.de/EN -> Our Topics -> Pensions -> Statutory Pension Insurance

Date: January 2021

Information

Accident insurance

General Information

The statutory accident insurance has the task:

- to prevent accidents at work and occupational diseases as well as work-related health risks
- to restore health and efficiency in case of work injury or occupational disease and
- to compensate the insured persons or their survivors with money benefits

Who is insured?

Every employee and trainee is covered by statutory occupational accident insurance.

Benefits

If an insured person has an accident at work or suffers from an occupational illness, statutory occupational accident insurance covers the resulting costs.

In the event of an occupational accident or illness, statutory occupational accident insurance provides:

- payment for full medical treatment,
- occupational integration assistance (for example, retraining),
- social integration assistance and supplementary assistance,
- money benefits to the insured and their surviving independents.

Contribution

The costs for comprehensive insurance coverage for prevention, rehabilitation and compensation are borne by employers.

More information

German Social Accident Insurance (DGUV) – central association

<http://www.dguv.de/en/>

Date: January 2021

Information

Welcome package

Working in Hamburg



Hamburg Welcome Center, Süderstraße 32b, 20097 Hamburg
www.welcome.hamburg.de
www.facebook.com/hamburgwelcomecenter



Information

Job Search

General information about working in Germany

- <https://www.make-it-in-germany.com/en/>

Internet

- **EURES –The European Job Mobility Portal**
<https://ec.europa.eu/eures/public/en/homepage>
- **"Stellenwerk"** is a cooperation of the universities of Hamburg. Besides holiday jobs they offer positions for graduates as well: <https://www.stellenwerk-hamburg.de/en/startseite-hamburg>
- **Make it in Germany:** Multi-lingual job listings for shortage occupations and information on sectors in which skilled workers are being sought: <https://www.make-it-in-germany.com/en/jobs/job-listings>
- **Online job platforms**
Enter the terms "Jobs" and "Hamburg" in a search engine and you will receive numerous search results

Services offered by the Federal Employment Agency (Bundesagentur für Arbeit)

- **Online job and applicant exchange**
<http://jobboerse.arbeitsagentur.de> (German, English, French, Italian, Russian, Turkish)
- **Personal advice**
Find your local Employment Agency (Agentur für Arbeit) by using the Hamburg Authority Guide (Behördenfinder der Stadt Hamburg). To do so, simply enter your registered address (street & house number) in the text box and press the red button "Weiter":
<https://www.hamburg.de/behoerdenfinder/hamburg/11251702/> .
- **International Placement Services (Zentrale Auslands- und Fachvermittlung: ZAV)**
English-speaking consulting service for foreign job seekers and for foreigners who do not live in Hamburg yet as well

Contact: Vilemombler Straße 76, 53123 Bonn
Phone: +49 228 7131313 or +49 30 1815 1111
E-Mail: make-it-in-germany@arbeitsagentur.de

Internet: <https://www.arbeitsagentur.de/en/welcome> → Consultation and Job Placement

[Make it in Germany](#) operates a hotline through which international residents can receive information in German and English on topics such as job hunting, work and career, recognition of foreign qualifications, entry and residency, and learning German.

Hotline: +49 30 1815 1111 (Monday through Friday 8:00 a.m. to 4:00 p.m.)



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Information

Job Search

Newspapers

- job offers in **regional and national newspapers** and special professional journals („Hamburger Abendblatt“ ; „Süddeutsche Zeitung“ ; „Frankfurter Allgemeine Zeitung“; „DIE ZEIT“ etc.)
- overview of all daily newspapers: <http://www.zeitung.de/>
- Please note: You can also place your own advertisement in newspapers!

Private recruitment offices

- Please note: The service of private recruitment offices is chargeable!
- How to find a private recruitment office:
 - Yellow Pages (Gelbe Seiten): <http://www.gelbeseiten.de>
 - Bundesverband Personalvermittlung g e.V. (German Association of Private Recruitment Offices): <http://www.personaldienstleister.de>

Speculative application

- A speculative application is sent to a company without a previous job advertisement.
- **Advantages:** You prove the estimated employers initiative and thereby encounter little competition. Behaving proactive in finding a job is evaluated fundamentally positive!

Date: March 2021

35

Information

Recognition of foreign qualification

In which cases does a formal recognition procedure become necessary?

- Some professions in Germany may only be pursued with certain qualifications and admissions. They are called regulated professions (“reglementierte Berufe”).
- Information about **regulated professions** in Germany: www.europa.eu -> Living, working and travelling in Work and retirement in the EU -> Getting your professional qualifications officially recognised -> Regulated professions
- regulated professions belong mostly to one of the following groups:
 - health care
 - education
 - technics and handcraft
 - food production and monitoring
 - agriculture and forestry
 - judicature
 - accounting and tax consulting.
- If you finished a vocational training for a regulated profession abroad, your qualification has to be officially accredited and recognized as equal by the German authorities before you are allowed to pursue your profession in Germany.
- If the authorities do not recognize the qualification as equal, applicants can prove their knowledge with a test or participate in a training measure to compensate the missing knowledge.
- There exist differences for not regulated professions (“nicht-reglementierte Berufe”):
 - To work in such a profession a formal accreditation is not necessary but accreditation might be useful to help the employer to judge about the qualification.
 - If the profession is not recognized as equal, the applicant will get a notification which lists the differences to the German qualification. With this notification the applicant might apply directly for a job or decide for further qualification.
- Since 1st April 2012 there is a new professional qualification law. This law creates a general requirement of an examination of equivalence for citizens from EU-countries and from countries outside the EU. Professions regulated by federal law will be evaluated if the qualifications are equivalent on base of the same criteria and in a similar procedure.
More information: <https://www.anerkennung-in-deutschland.de/html/en/>

Information

Recognition of foreign qualification

- Since 1st August 2012 there is a law in Hamburg about recognition of foreign professional qualifications ment for professions regulated by Hamburg law (for example: teachers, educators, engineers). Everybody is entitled to this procedure irrespective of nationality, origin or residence status. For this there are uniform criteria and procedures and an application can be made from Germany as well as from abroad.
 - Professions of this scope are:
 - Federal academic professional training (not regulated)
 - teachers
 - (medicine) educators
 - social workers, social educators
 - food chemists (with a vocational qualification from a country outside the EU)
 - health and educate assistance
 - Professions facing special legal conditions:
 - further education in health professions
 - civil servant
 - architects
 - food chemists (with a vocational qualification from a country of the EU)
 - interpreter
 - engineer

Consultation

37

ZAA Zentrale Anlaufstelle Anerkennung (Counselling Centre for Recognition of qualifications)

Contact:

Zentrale Anlaufstelle Anerkennung (ZAA)

Schauenburgerstraße 49

20095 Hamburg

E-Mail: zaa@diakonie-hamburg.de

Internet: www.english.welcome.hamburg.de ->Newcomers -> Recognition -> Counselling Centre for Recognition of qualifications

More Information

- <https://www.anerkennung-in-deutschland.de/html/en/>
- Federal Ministry of Education and Research
<https://www.bmbf.de/en/> -> Education -> Recognition of Foreign Professional Qualifications

Date: January 2019



Hamburg Welcome Center, Süderstraße 32b, 20097 Hamburg

www.welcome.hamburg.de

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Learning German

Information

Welcome package

If you live and work in Hamburg, you will probably also want to learn German. Depending on your needs and demands there are different possibilities to learn the language.

Types of providers

▪ Goethe-Institut

- The Goethe-Institut is the Federal Republic of Germany's cultural institution that encourages cultural exchange worldwide and also offers German language courses.

Goethe-Institut Hamburg
Hühnerposten 1
D-20097 Hamburg, Germany
Phone: +49 40 23 85 43-0
E-Mail: hamburg@goethe.de
Internet: <http://www.goethe.de/hamburg>

- The Goethe-Institut offers intensive and evening courses from beginner to university level.
- Courses start once a month or every other week and can be booked for any period from two weeks to a whole year.

▪ Hamburger Volkshochschule (Adult Education Center)

VHS-Zentrum Deutsch als Fremdsprache (German as a Foreign Language)
Schanzenstraße 77
20357 Hamburg
Phone: +49 40 428 41-4284
E-Mail: DaF@vhs-hamburg.de
Internet: <http://www.vhs-hamburg.de> (available in German only)

▪ Commercial Schools

- Language courses at commercial schools usually cost more than state-subsidised and non-profit courses.
- Courses are offered in a variety of different locations and levels throughout Hamburg.
- Language schools can be found online in the yellow pages (<http://www.hamburg.de/branchenbuch> - available in German only) under the search term 'Sprachschule / Fremdsprachen Hamburg', for example.

- Free E-learning option "I want to learn German" (registration required):
<http://www.iwdl.de/>

Searching for language courses on the internet

- Hamburg Kursportal WISY – overview of all German language courses in Hamburg:
<http://deutsch.kursportal.info/>
- Professional Association of German as a Foreign Language (Fachverband Deutsch als Fremdsprache – FaDaF): <http://www.fadaf.de> (available in German only) → DaF-/DaZ-Angebote → Sprachkursangebote
- German Academic Exchange Service (Deutscher Akademischer Austausch Dienst) – summer courses:
<http://www.summerschools-in-germany.de>



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Information

Welcome package

Integration courses

Each integration course consists of a **language course** and an **orientation course**. The general integration course has **700 lessons**, and depending on the focus of the course that applies to you, the total length of the course could comprise up to 1,000 lessons.

- The language course
 - comprises a total of 600 lessons (up to 900 lessons on special courses).
 - covers important aspects of everyday life (shopping, housing, work and career).
 - informs how to write letters and E-Mails in German, make telephone calls and apply for jobs.
- The orientation course
 - comprises a total of 100 lessons.
 - gives an overview of the German legal system, history, culture and important values in the German society.
- There are full-time and part-time courses available. For working people, afternoon and evening courses are offered as well.
- Costs: 2.20 € per lesson (1,540.00 € for 700 lessons)
- Exemption from the costs is possible for certain groups of people.
- The aim of the integration course is to enable you to pass the final examination. This consists of a language test at level B1 and the "Living in Germany" test.
- **Application form** for admission to an integration course:
<http://www.bamf.de/EN/> → Integration → Immigrants and course attendees → Integration courses → Attendance and costs

40

You should send the application to the regional office of the Federal Office for Migration and Refugees responsible for you:

Federal Office for Migration and Refugees (Bundesamt für Migration und Flüchtlinge)

Regional Office Hamburg
Sachsenstraße 12+14
20097 Hamburg
Phone: +49 (0) 40 23501-0
E-Mail: M14Posteingang@BAMF.BUND.DE

TIP: If you pass the final test at the end of the integration course within two years of the confirmation of eligibility to attend the course being issued, you can, under certain circumstances, claim back half of your payments towards the cost. You must submit and send a signed application to the regional office responsible for you.

Useful Website:

<http://www.bamf.de/EN/> → Integration

Date: November 2021



Hamburg Welcome Center, Süderstraße 32b, 20097 Hamburg
www.welcome.hamburg.de
www.facebook.com/hamburgwelcomecenter



Information

Welcome package

Family, school and day care

41



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The Hamburg Welcome Center cannot recommend specific private or commercial offers. Although the information has been compiled with the utmost care, the Hamburg Welcome Center assumes no liability for the completeness, accuracy and timeliness of the information.
The providers are solely responsible for the content.

Information

Child Care

Day care facilities (Kindertageseinrichtungen)

- Day nursery (Krippe) age: 0 – 3 years
- Kindergarten age: 3 – school enrolment

Alternative to day care facilities:

- Child day care (Kindertagespflege) age: 0 – school enrolment
 - a day mother or a day father (Tagesmutter oder Tagesvater) looks after up to 5 children at her or his home
 - many day mothers and day fathers have a pedagogic background (educator, social worker etc.)
 - the district office (department: "Tagespflegebörse") gives advice on this form of care. More information on the internet: <http://www.hamburg.de/kindertagespflege>
- Preschool (Vorschule) age: 5 – school enrolment
 - many primary schools have preschool classes in order to prepare children for school life
 - classes from 8 a.m. – 1 p.m.
 - information and application at the School Information Centre (Schulinformationszentrum) :

School Information Centre (Schulinformationszentrum SIZ)

Hamburger Straße 125a

22083 Hamburg

Tel.: 040 42899-2211

E-Mail: schulinformationszentrum@bsb.hamburg.de

Internet: www.hamburg.de/siz

42

How to find a daycare place?

We recommend you to inquire about daycare centres 1 year before the daycare place is needed. For example:

- ask friends and relatives about their experiences with daycare centres and childminders
- personal contact with a daycare centre of your choice
- on the internet: www.hamburg.de/kita-finden
Use the Kita Database (Kita-Datenbank) or Kita Map (Kita-Stadtplan –), where you can thoroughly study the offers and contact details of all Hamburg childcare centres and preschool classes

Information

Child Care

Entitlement of daycare

- every child from the age of 1 until school enrolment has a legal claim for a place at a day care facility for 5 hours (including lunch) daily
- children from the age of 0 to 14 of parents as well as single parents who work, visit integration courses or German language courses for migrants also have a legal claim for a place at a day care facility for up to 12 hours daily

Cost of daycare

- basic daycare for all children in Hamburg is free of charge from birth to school enrolment. Parents **don't have to pay for the five-hour care** of their child + **free lunch**. For this benefit, the parents only need to apply for a **daycare voucher** (Kita-Gutschein)
- for a care of more than five hours per day, the parents have to pay a share of costs, the so called parental contribution
- parental contribution is calculated individually and depends on income, family size and scope of care

Daycare voucher (Kita-Gutschein)

- there are two ways for parents to apply for a daycare centre voucher:
 - if you need child care **up to 25 hours a week** you can apply **online** at the Hamburg Service Portal (Link: <https://serviceportal.hamburg.de/HamburgGateway/Service/Entry/AFM-KitaG>) You can use our English guide for the online form as help, because the online application is only available in German.
 - if you need child daycare of more than 25 hours a week apply at the **department of daycare** at the responsible **local district office**. The responsible local district office depends on your address. Use the [authority finder](#) to find the responsible office. Just type in your address and click "Weiter".
- the voucher can be redeemed in any child daycare centre which participates in the kita voucher system
- The daycare voucher shall be valid for a maximum of 1 year and prolongation must be applied for at least 3 months prior to expiry

Important: Please note that you have to send your application three to six months prior to the start of the child daycare. Without a daycare voucher you have to pay for daycare by yourself.

Useful websites

- <http://english.welcome.hamburg.de/kids-and-family/4587688/daycare-voucher/>
- <http://www.hamburg.de/kita> (Website is in German)

Date: April 2021



Hamburg Welcome Center, Süderstraße 32b, 20097 Hamburg
www.welcome.hamburg.de
www.facebook.com/hamburgwelcomecenter



Information

School system in Hamburg

General Information

All children who live in Germany are subject to compulsory education. If your child is 6 years old on July 1st of a given year, it has to attend school as from August of this year. Compulsory education usually lasts until the end of the school year, in which the pupil attains 18 years of age.

Primary School (Grundschule)

Primary schools cover the first four school years. A preschool can be part of a primary school. All state primary schools have a full-day option until 4 pm, including lunch for the children. Parents who need their children to be looked after before lessons start can enrol them for early-morning childcare from 6 am or 7 am. Late-afternoon childcare is available from 4 pm to 6 pm.

At the end of primary school, when your child is in year 4, the class teacher will recommend the type of secondary school he or she considers most suitable for your child. However, it is your decision whether you want to enrol your child at a local comprehensive school (Stadtteilschule) or a grammar school (Gymnasium).

Grammar School (Gymnasium)

Hamburg's grammar schools offer a uniform eight-year educational programme for the attainment of the "general certificate of education – advanced level" (Abitur). Pupils with high academic ability are educated in relatively homogeneous learning groups.

Neighbourhood Comprehensive School (Stadtteilschule)

Pupils who have as well as pupils who have not satisfied the admission criteria to attend grammar school, pupils with special and extraordinary aptitude, and children and youths who have special educational needs can attend neighbourhood comprehensive schools.

This school type provides pupils with the opportunity to earn various general certificates of education including the "general certificate of education – advanced level" (Abitur). These schools prepare pupils for the transition to tertiary study or vocational training.

Qualifications

- after the completion of year 9: a general certificate of secondary education (Erster Schulabschluss)
- after the completion of year 10: intermediate level certificate of secondary education (Mittlerer Schulabschluss)
- after the completion of year 12: advanced level school leaving certificate (Abitur) from a grammar school
- after the completion of year 13: advanced level school leaving certificate (Abitur) from a Neighbourhood comprehensive school

Pupils without German language skills – Preparatory Classes

- Foreign pupils without German language skills need to attend special preparatory classes one year before they can attend regular classes.
- object of preparatory classes: learning German, orientation in the new environment
- registration for preparatory classes at the School Information Center (Schulinformationszentrum) in Hamburg

School Information Center (Schulinformationszentrum)



Hamburg Welcome Center, Süderstraße 32b, 20097 Hamburg

www.welcome.hamburg.de

www.facebook.com/hamburgwelcomecenter



Information

School system in Hamburg

The School Information Center is a service facility of Hamburg's Ministry of School and Vocational Training (Behörde für Schule und Berufsbildung) and provides information and advice for parents and students on all questions around the topic of "School in Hamburg". The service benefits include information and advice on school education programmes, bilingual schools and much more.

Schulinformationszentrum (SIZ)

Hamburger Straße 125a

22083 Hamburg

Phone: +49 40 428 99-2211

E-Mail: schulinformationszentrum@bsb.hamburg.de

Internet: <http://www.hamburg.de/siz>

Private international schools Hamburg

International School of Hamburg

Hemmingstedter Weg 130
22609 Hamburg
Tel. +49 40 800 05 00
Mail: info@ishamburg.org
Internet: www.ishamburg.org

Lycée Antoine de Saint Exupéry

Hartsprung 23
22529 Hamburg
Tel.: + 49 40 790 147-0
Mail: info@lfh.de
Internet: <http://www.lfh.de>

Japanische Schule in Hamburg e.V.

Dockenhudener Chaussee 77/79
25469 Halstenbek
Tel. +49 4101 4052-0
Mail: jshh@hamburg.de
Internet: <http://homepage.hamburg.de/jshh>

Phorms-Schule

Wendenstr. 35-43
20097 Hamburg
Tel. +49 40 32 53 70 50
Mail: admiions.hamburg@phorms.de
Internet: <https://hamburg.phorms.de>

Skandinavische Schule in Hamburg

Brahmsallee 99
20144 Hamburg
Tel. +49 420 88 29
Mail : info@skanskol.de
Internet : <https://www.skanskol.de>

Griechisches Lyzeum Hamburg

Steinfeldt Str. 1
22119 Hamburg
Tel. +49 40 6900792

45

Private schools Hamburg

For more information about private schools in Hamburg please contact :

Verband Deutscher Privatschulen

Landesverband Nord (VDP Nord)

Werderstraße 139

19055 Schwerin

Phone: +49 3 85 343 654 10

E-Mail: info@vdpnord.de

Internet : <http://www.vdpnord.de/schulen/schulverzeichnis/hh.html>

Useful Websites

<http://english.welcome.hamburg.de/school/>

<http://www.hamburg.de/schule> (Website in German)

Date: April 2021



Hamburg Welcome Center, Süderstraße 32b, 20097 Hamburg

www.welcome.hamburg.de

www.facebook.com/hamburgwelcomecenter



Information

Child benefit

Basic Information

- Normally parents are entitled to child benefit (Kindergeld) for their children living in Germany.
- Up to the age of 18 this benefit is paid irrespective of whether the child is dependent on parents or has her/his own income.
- Under certain conditions, child benefit can be paid for children up to the age of 25 (e.g. school, apprenticeship, studies).
- monthly amount:
 - o for the first two children: 219 €
 - o for the third child: 225 €
 - o for the fourth and each further child: 250 €

Citizens of EU/EEA Member States and Switzerland are also entitled to child benefit if they are gainfully employed in Germany or live in Germany. Other foreigners are entitled to child benefit if they have a permanent residence permit or a residence permit with permission to work.

Application / Contact

You need to apply for child benefit in writing (official application form) at the local "Familienkasse"

Agentur für Arbeit (Federal Employment Agency)

Familienkasse

Nagelsweg 9

20097 Hamburg

Phone: +49 800 4555530

Fax +49 40 285553980

E-Mail: Familienkasse-Hamburg@arbeitsagentur.de

Opening hours:

Monday, Tuesday, Friday: 8 am – 12:00 pm

Thursday: 8 am – 12:00 pm and 4 pm – 6 pm

Internet

- <https://www.arbeitsagentur.de/en> -> Information about financial supports-> Child benefit

Date: April 2021

Drivers license and vehicle registration

Information

Foreign Driving Licence

Basic information about using foreign driving licences in Germany

- Please note: Driving without a valid driving licence is a punishable offense.
- Every foreign car driving licence is valid for a temporary stay in Germany (less than 185 days/year).
- Citizens from countries outside the EU/EEA staying temporarily in Germany have to carry an international driving licence with them or, if their national driving licence is not written in German, an official translation is required.
- The Federal Republic of Germany does not require a translation of driving licences issued in the following states: Andorra, Hong Kong, Monaco, New Zealand, San Marino, Switzerland and Senegal.
- Regarding the permanent use of foreign driving licences in Germany, there are three different case constellations:
 - Driving licences from **EU/EEA states** remain valid. They also can be transferred into a German driving licence.
 - Driving licences issued by **non-EU/EEA** states can be used in Germany for six months. After this period one has to transfer the driving licence into a German one. This action requires at least continuing validity of the driving licence. Whether also a practical or theoretical test is necessary, depends on the state which issued the driving licence.
 - Usually, a theoretical and a practical test are not required when you are holder of a drivers licence of the so called "**Listenstaaten**". The related list of states can be found under https://www.gesetze-im-internet.de/fev_2010/anlage_11.html
 - Passing a theoretical and a practical test is necessary if your driving licence has been issued by any other state which is neither an EU/EEA state nor a "Listenstaat".

Landesbetrieb Verkehr (Driver and Vehicle Licensing Agency)

- In Hamburg the "Landesbetrieb Verkehr" (LBV) is in charge of all issues concerning driving licences and motor vehicle registration.
 - Contact details:
 - Phone: +49 (0) 40 – 42 85 80
 - E-Mail: fuehrerschein@lbv.hamburg.de
 - Internet: <http://www.hamburg.de/lbv> (in German only)

2 of their 5 departments are specialised on the transfer of foreign driving licences (= "Umschreibung ausländischer Führerscheine"):

- **LBV Hamburg-Mitte**, Ausschläger Weg 100, 20537 Hamburg
- **LBV Hamburg-Nord**, Langenhorner Chaussee 491, 22419 Hamburg
- Appointments can be scheduled online: <https://www.lbv-termine.de>

How to find a driving school

- <http://www.hamburg.de/fahrschule/> -> "Fahrschule finden"
- Fahrlehrerverband Hamburg (Hamburg Driving Instructor's Association)
Süderstraße 167, 20537 Hamburg
Phone: +49 (0) 40 – 23 33 40
Internet: <http://www.fahrlehrerverband-hamburg.de> -> Führerschein -> Fahrschulen -> Suche „Hamburg“

Date: April 2021



Hamburg Welcome Center, Süderstraße 32b, 20097 Hamburg
www.welcome.hamburg.de
www.facebook.com/hamburgwelcomecenter



Information

Foreign vehicles registration

General Information

Temporary stays

If you keep your normal residence from your Member State and you stay in Germany for less than 6 months, you do not have to register your car or pay any taxes here - it will remain registered in your country of residence.

Stays for more than 6 months

If you move from another EU country to Germany and take your car with you, you have to register it in Germany and have to pay the corresponding taxes. Registration must be made within 6 months.

Consultation and Registration

You can register your car by appointment at one of the five locations of the state office for transport (LBV):

State Office for Transport (Landesbetrieb Verkehr - LBV)

LBV Hamburg-Mitte, Ausschläger Weg 100, 20537 Hamburg
LBV Hamburg-Nord, Langenhorner Chaussee 491, 22419 Hamburg
LBV Hamburg-Harburg, Großmoordamm 61, 21079 Hamburg
LBV Hamburg-Bergedorf, Bergedorfer Straße 74, 21033 Hamburg
LBV Hamburg-West, Schnackenburgallee 43, 22525 Hamburg

Phone: 040 / 428 58 - 0

Internet: <http://www.hamburg.de/lbv/>

Online appointment scheduling: <https://www.lbv-termine.de>

Date: April 2021



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