

Inter | Kultur extra



How does life in Germany/Dortmund work?

September 2019



Women's Rights



Mobility



Housing / Living



Banking And Accounts



Waste Disposal



Health Care



Education

Service Book for Immigrants

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Publishing:

Auslandsgesellschaft.de

In charge:

Marc Frese

Editing:

Martina Plum

Andreas Winkelsträter

Photos:

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Martina Plum: p. 3, S. 5-6

Text:

Dirk Berger

Martina Plum

Karin Schulze-Schürholz

Violetta Wilczek

Friederike Wentingmann

Translation:

Karin Schmitt

Layout:

Andreas Winkelsträter

(AWiDo Media)

Auslandsgesellschaft.de

Steinstraße 48

44147 Dortmund

Fon: +49 (0) 231 / 838 00-72

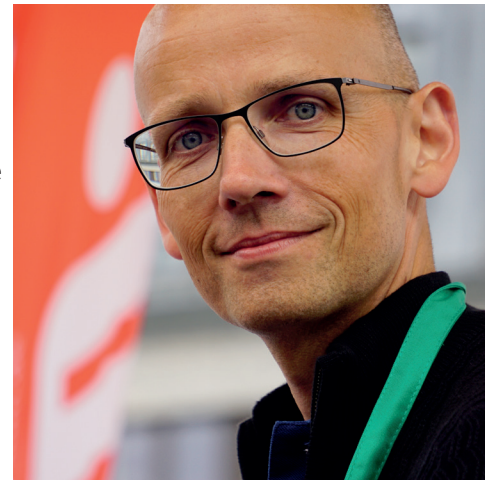
Fax: +49 (0) 231 / 838 00-75

Mail:

plum@auslandsgesellschaft.de

www.auslandsgesellschaft.de

The idea for this special edition of our magazine came up when our work started to change. The objective of the *Auslandsgesellschaft* per our statute is the international understanding within the spirit of tolerance and diversity. Since 2015 we are experiencing what that means. That year a lot of people who because of wars in their own countries were fearing for their lives came to our country with their families in tow. Every day many came to us, asking for advice. What arose from that is the idea to train guides, who had acquired their German Language Certificate and by then new about life in Germany and who had fought their way through. The idea was to make them officially the experts they factually already were. They know, how everything works over here and what has to be done.



With them and through the kind of help we provided to immigrants we also got to know our own country in a way we hadn't known it before. Dealing with all the different authorities turned out to be a jungle expedition for us as well. We had to overcome the challenges of this "jungle" to get what in Germany is as important as your daily bread: the right papers.

The idea for our guides-project came even before one million refugees immigrated in 2015, but then it was buried underneath mountains of asylum applications at the Federal Office for Migration and Refugees. That is why we are even more grateful to have the financial support of all five Rotary Clubs in Dortmund. With their help we were able to set up our project after all.

By now a lot has happened. A large part of those who came as refugees in 2015 have found a new home in Germany. Now everyday life has to be mastered. And that is anything but easy, especially considering Germans are truly living up to their reputation of being dependable, honest, neat and more than anything punctual citizens. That's just a given and by now people acknowledge it as such. Now this way of life is not always compatible with what those who immigrated are used to. We are champions in amassing papers – the bureaucracy is complicated

even for us Germans. How must those feel, who are not accustomed to our neat file keeping?

Even though it is obvious why parents who fled by rubber dinghy from Africa via the Mediterranean Sea don't have papers – why do they have to submit their own birth certificates after having a child here in Germany? And more importantly: how are they supposed to do that? They didn't have papers in their wet backpack that accompanied them across the Mediterranean Sea. What might seem incomprehensible at first is also imperative in German bureaucracy. The key phrase here is duty to collaborate. But how does that work? What can be accomplished by visiting which department of authorities? These are the questions that made us compile what you can see listed here. In the hopes that that way a piece of service is provided, helping future immigrants.

We at the *Auslandsgesellschaft.de* have always dealt with a lot of newly immigrated people. They come to us to learn the language. But never have there been as many people who out of fear of terror and death have found their way to us – often by illegal means, with traffickers robbing them of their last penny.

And those who have made it here

should get the support they need. We have trained our guides in the realms of housing, work, education, health and more and we think that what they have learned might be of value to others who just arrived. All information is based on the case of Dortmund. What might have changed is the original idea to only have a booklet for refugees. Now it is a comprehensive guide for everyone coming to Dortmund.

Karin Schulze-Schürholz is the lecturer who trained the guides. She compiled her instructions in regard to housing, health, mobility and banking. Dirk Berger, Martina Plum and Friederike Wettingmann processed those and additional texts. We are hoping for a wide response and look forward to hearing your opinion.

In addition, we would like to thank Mrs. Karin Schmidt for the translation of this service booklet into English. Our special thanks also go to Ms. Pereira from the MIA-DO Kommunales Integrationszentrum Dortmund and the Ministerium für Kinder, Familie, Flüchtlinge und Integration, as part of whose program "Komm-An NRW" we have been able to translate and publish the present booklet in English language.

Marc Frese
CEO *Auslandsgesellschaft.de*

Service Book for Immigrants



Banking And Accounts

Samer Abdulla (47) and his wife Samira Mohamad (44) escaped war torn Syria with their kids Rami (20), Ranim (17) and Roula (6). From Aleppo to Dortmund – it was not easy to get used to new and unfamiliar rules in the new environment. The Abdullaha and Mohamads are one of the first families to reach Dortmund in 2015.

By now they live together in an apartment in Aplerbeck that has been assigned to them. Language classes pave the way into a society that often has different demands than the family from Syria is used to.

Samer is 47 years old and he is happy to have a regular job as a driver, incidentally a similar job to that he held in Aleppo. He was a car mechanic and often used to work as a driver. But one thing is different:

So Samer Abdullah makes his way to the bank even before starting his new job, asking for this kind of basic account. He receives the application at the counter, but he also could have gotten it online. Apart from the application he has to show an ID or passport.

For asylum seekers the official proof of arrival suffices, for those who are acquiesced in Germany it is enough to submit the verification of acquiescence. Mr. Abdullah didn't speak German too well at the time, so he brought an interpreter.

As soon as the application is completed the bank has to set up the account within 10 business days.

Luckily not all of the family's papers were lost during their escape and so Samer and Samira are able to show their marriage certificate at the bank. That helps with setting up a shared account. Both have to sign the application and each gets their own EC-card and PIN.

Unlike in Syria, Samer's boss now deposits his pay into a bank account, just as the welfare agency and the job-center do.

Because only in rare circumstances do beneficiaries get cash. Another situation where you need to have a bank account in Germany is when you want to rent an apartment or take out an insurance. Also, when you make a contract with the phone -, electricity -, or water company.

Every person in Germany is entitled to have an account which allows cash deposits and withdrawals, direct debit mandates, transfers, automatic payment (e.g. for rent) and payment via EC card. Only the depositor can access the account.

In case a card is lost it can immediately be disabled. The number to call for this is 116 116. Samer and Samira immediately put it into the contacts in their phones.

Some financial institutes are charging a fee for account maintenance. The two of them have asked around before to find out which bank is the cheapest one for them. They quickly get used to paying their bills cashless, for example via

Transfers

Samer and Samira get a letter from the electrical company DEW because the monthly fixed rate was calculated too low and they have to make a subsequent payment. Samer fills out one of the transfer forms he gets at the bank. The following boxes have to be filled in:

- name of the person or company that gets the money
- IBAN (International Bank Account Number) of the receiving party

- in case of a transfer to a different country the BIC (Business Identifier Code) shows which bank is holding the account

- name and IBAN of the person transferring the money

- date and signature

These transfers are used when a bill has to be paid just once.

For recurring bills with varying amounts that have to be paid, for example cell phone bills we use the system of

Direct debit mandates

In this example, Samira Mohamad has issued her Bank to set up for the phone company to debit the monthly amount from the family's account. She gets a list of their calls to check the amount.

In case a bill with the exact same amount every time has to be paid regularly, such as rent, it is useful to set up automatic payment: The bank automatically pays the

Banking And Accounts

necessary amount on a preset day of the month.

General rules

The basic account must not be overdrawn. That means that Samer and Samira can only make a withdrawal or transfer to the amount of money they have in their account. In Germany we say: 'As long as the account is covered.' As soon as the account is no longer 'covered', no transfers, automatic payments or debit mandates will be possible.

At that point trouble starts. But, Samer Mohamad works a steady job with steady income. Because little Roula needs a new bed, Samer went to the Bank asking them to change his basic account to a

checking account.

The advantages of a checking account are that Samer and Samira can overdraw their account to a certain extent.

The disadvantage is the interest raised by the bank – they have to pay a fee for borrowing money. Whether you spent money or receive it – Samira and Samer get a bank statement where every transaction is listed.

Samira used to work in an office back in Aleppo and now decides to put all the bank statements in a file. That way she can manage their account and always knows how much money they have in the bank.

Because Samer Mohamad has a steady job and a steady income he can apply for a loan from the bank, for example in case the refrigerator breaks. But again, he has to pay interest.

Those who don't have a steady job can apply for a loan at the job-center. These loans are free interest and is payed back by a 10% cut in benefits until the full amount is payed.

Further information:

www.diakoniedortmund.de (in Arabic, English and German) or

www.verbraucherzentrale.de/basiskonto)



People who are still in the process of their asylum procedure are not allowed to overdraw their account. The account is set up to make it impossible to overdraw. You have to keep this in mind when managing payments, making withdrawals or issuing transfers for rent or electricity. The account always has to be covered accordingly.

Service Book for Immigrants



Health Care

Mohamad Alkhalil is Samer Abdullah's and Samira Mohamad's next-door neighbor. Unlike Samer and Samira who are already admitted as asylum seekers, their friend Mohamad Alkhalil status is one of acquiescence – meaning he is not admitted yet. However, in case of emergency or sickness that does not matter. Everyone is getting treated.

Mohamad Alkhalil has to get a medical treatment form from the welfare agency, because for four months he has now been renting an apartment. Before that he stayed in transitional accommodation and was given the forms there. He needs a new form at the beginning of each quarter of the year, meaning at the beginning of January, April, July and October. The expenses for the treatment of chronic illnesses, remedies such as physical therapy or prostheses have to be approved

beforehand by the welfare agency. For that purpose, the doctor has to make a treatment recommendation that has to be handed in with an application for expense coverage. Without approval from the welfare agency, there won't be any treatment.

As admitted asylum seekers Samer and Samira are no longer the concern of the welfare agency but the job-center. Through this process they are automatically covered by compulsory insurance via the statutory health insurance and they get an insurance card from the insurance company of their choice, which allows them to get treated at the doctor's office. Medical treatment forms are not necessary anymore. The insurance company can be chosen freely. All insurance companies are covering the treatments.

Specialists

In Germany doctors are trained at universities and in hospitals. Through that process the medical students get to know each and every field of medicine. After their studies they are specializing in a field of their choice, they become specialists. The most important ones are:

- surgeon (specialized in surgery)
- cardiologist (specialized in heart medicine)
- ENT doctor (ear-nose-throat specialist)
- gynecologist (women's doctor)
- dermatologist (specialized in treating the skin)
- radiologist (specialized in x-ray)
- orthopedist (specialized in bones)
- urologist (specialized in treating kidneys and bladder)
- pediatrician (children's doctor)
- internist (specialized in treatment of the inner organs such as stomach, intestines, liver)
- general practitioner

Primary care physicians

Doctors specializing in general medicine and internists often become primary care physicians, meaning they are treating minor illnesses

such as colds, stomach aches and so on. They are the initial contact for people who feel sick. If the primary care physician determines that there is a more serious reason for any discomfort the patient gets transferred into the care of a specialist in the respective field or they are admitted to hospital care for further examinations. The primary care physician is also getting the hospital records after any treatment because they are responsible for any follow-ups, e.g. keeping an eye on bloodwork after a heart surgery and they also prescribe necessary medicine. The primary care physician is a kind of family doctor. If you are so gravely ill that you cannot visit their office, they will make a home visit.

Example:

Samer Abdullah is suffering from back pain. He goes to the office of his primary care physician who prescribes him some pain killers and physiotherapy. Weeks later the pain is still there and Samer wants to know what exactly is causing them. He is transferred from his primary care physician to an orthopedist.

Samer calls several orthopedist offices because many of them only have openings in one to two months' time. That is too long a wait for Samer. He ends up finding an orthopedist who can see him in two weeks' time. In case someone needs to be transferred to a specialist urgently the primary care physician can issue an urgent transferal-form, to be handed in at the KVWL (which stands for the Association of Statutory Health Insurance Physicians) in Dortmund and ask for a short-term appointment.

**The KVWL's telephone number is:
0231 / 94 32 94 44**

Office hours and appointments at the doctor's office

The office hours are different for every doctor. They can be found online or at the office door. Appointments can be made by telephone or in person at the office desk. For the first visit in each quarter of the year the person at the desk will ask for the insurance card. For following visits in the same quarter, they don't need to see the card, just for the ones in the following quarter(s).



When you have an appointment at a doctor's office it is crucial to be on time. If you can't make it, you should call ahead and cancel or postpone. If you realize you are running late, call in and let them know. If you are visiting a doctor's office and don't have an appointment it makes sense to be there 30 to 45 Minutes before they open so you are one of the firsts to be let in.

Medical help outside of office hours

How and where do you get medical help at times when the doctors' offices are closed? You get go straight to the hospital emergency room. That is what Samira Mohamad did when on a Saturday her son Ranin came home from playing soccer sporting a swollen ankle. But the two of them had to wait for a long time before Ranin was treated because the doctors had to treat those patients first who were in need of urgent care. Those are so called emergencies (German: Notfälle), for example people who were severely hurt in an accident. If such an emergency happens you immediately have to call the emergency number **112**.

Example:

Mustafa Agca lives in the same neighborhood as Samar. Watching TV at night he suddenly feels sharp pain in the left side of his chest. His wife Elif immediately calls 112. It is crucial to tell the operator your address and the name on the door bell. Just a few minutes later an emergency doctor arrives and rushes Mustafa to a hospital. There Mustafa is diagnosed with a cardiac arrest has surgery the same day.

Emergency services

After the doctors' offices close you can call **116117**. There you are told the number of the doctor who is on call that day. The number can be called:

Monday, Tuesday and Thursday
from 6pm to 8am
of the following day

Wednesday and Friday from 1pm
to 8am of the following day

Saturday, Sunday and on bank
holidays 8am to 8am of the following day

Example:

Little Roula has a cough, won't sleep and doesn't eat. Friday evening she is running a fever of 39° Celsius. Samira is very worried. Since Roula is not a case for the emergency number she calls 116117. She is told which pediatrician is on call. She is given their address and telephone number and being told when they are in. She calls their office and is told when to come in with Roula.

Emergency offices

In urgent cases or when no doctor is on call you can go straight to the emergency offices at the cities' hospitals. You have to expect long waits.

Address:
Beurhausstraße 40,
44149 Dortmund

Hours:

Monday, Tuesday, Thursday:
6pm – 10pm
Wednesday + Friday:
1pm – 10pm
Saturday, Sunday, bank holidays:
8am – 22pm

Doctors fluent in foreign languages

To find a list of doctors in Dortmund who speak other languages when visit www.kvwl.de and press the button 'Arztsuche' (search for doctor)

Medication – additional charges – exemptions

Some medication can only be received when a doctor writes a prescription for it. If the drug is for someone younger than 18 years it is free of charge. If the patient is 18 or older there is an additional charge between 5 and 10 Euros. Additional charges also have to be paid for hospital stays (10€ per day, maximum of 28 days per year) and for other aids such as rollators.

Important: If you receive benefits from the job-center (ALG II) you can be exempted from these additional charges if you have paid more than 98,15 (or 49,08 in case of chronic illness).

How does exemption work?

If you want to be exempted from additional charges for medicine, you have to keep the receipts for charges paid. If you exceed the sum of roughly 100 (or 50)€ you file an application for exemption of additional charges with your insurance company. If you already paid more, you get the extra amount back and won't have to pay any other additional charges in the future. The insurance company will send you a special card to be

shown at the doctor's office and at the pharmacy. You can also apply for exemption of additional charges beforehand. In this case you pay the 98,16 (or 49,08)€ at the beginning of the year to the insurance company, file the application

and then you get the special card. That way you don't have to keep all the receipts. There are also medications you have to pay for yourself because they cannot be prescribed by a doctor. That can be light pain medication, drugs for a sore throat

and so on. You also have to pay full price for glasses. In these cases it makes sense to compare prices because non-prescribed medications don't cost the same in every pharmacy.



If possible, you should always use the same pharmacy. They have access to all your data and should there ever be a problem with some medication the pharmacist can help. At night and on weekends some pharmacies have an emergency service. You can get medication at any time. You can look up the pharmacy on duty online.

Addresses for help in special situations

People without papers and insurance

www.medinetz-dortmund.de
Rheinische Straße 20
44137 Dortmund
☎ 0176 / 420 302 11
info@medinetz-dortmund.de
office hours: Tuesday 11-12am

People with uncertain insurance status

Clearingstelle Gesundheit
Dortmund
Ludwigstraße 14,
44135 Dortmund
(1st floor)

People with mental illnesses

Psychosoziales Zentrum Dortmund
Lange Straße 44
44137 Dortmund
☎ 0231 / 880 881 14
psz@awo-dortmund.de

You can find an overview of services in case of special medical problems in the Beratungsführer (consulting guide) of the city of Dortmund, issued by the Mütterzentrum Dortmund.

Here is an excerpt of services for foreign nationals, immigrants and asylum seekers:

Consultation/Counseling

Initial advisory centers for migration inform and consult adult immigrants and their children who are required to attend school for free, concerning any questions they might have about their new living situation. If necessary they also give out contact information of other departments and offices, such as the employment agency, the welfare agency, schools and the foreigners' registration office.

Free special counseling for immigrating youths and young adults up to the age of 27 is offered by

the youth migration services. They counsel and guide especially those immigrants who are no longer required to attend school before, during and after the immigrants' participation in an integration course. Together they find out what are the immigrants' strength and form an integration plan for entering the apprenticeship-market or getting secondary school education.

Caritasverband Dortmund e.V. Bernhard-März-Haus

Osterlandwehr 12-14
44145 Dortmund
☎ 0231 / 86 10 80-0
bmaerz@caritas-dortmund.de
www.caritas-dortmund.de
Please call ahead for an appointment

Rotes Kreuz (DRK)

Beurhausstraße 71
44137 Dortmund
☎ 0231 / 18 10-0
anne.holz@drk-dortmund.de

Diakonisches Werk Dortmund und Lünen gGmbH

Social Office
Jägerstraße 5
44145 Dortmund
☎ 0231 / 84 94 - 600
sozialbuero@diakoniedortmund.de

Stadtteil-Schule Dortmund e.V.

Oesterholzstraße 118-120
44145 Dortmund
☎ 0231 / 2 86 62 56
info@stadtteil-schule.de

Youth migration service (ages 12–27)

IN VIA Katholische Mädchensozialarbeit Dortmund e.V.

Propsteihof 10
44137 Dortmund
☎ 0231 / 18 48-1 42
Fax 0231 / 18 48-1 40
u.kurz@invia-dortmund.de

Werkstatt Solidarität e.V.

Werner Straße 14
44388 Dortmund
☎ 0231 / 10 22 08
Werkstatt.solidarität@t-online.de
Consultation for young migrants coming from eastern European countries. The City of Dortmund offers additional information and consultation

Office of School Administration of the City of Dortmund

Pädagogische Dienste / RAA
(Education Services)
Burgholzstraße 150
44145 Dortmund
☎ 0231 / 50-2 58 30 bis 39
uklingsporn@stadtdo.de

Welfare agency of the City of Dortmund

Special service,
Department of housing
Hansastraße 95
44137 Dortmund
Mr. Kehler: 0231/ 50-2 69 81
Social counseling for asylum seekers and foreign refugees

Pregnancy

Banu Nader is 26 years old and friends with Samira Mohamad. She thinks she might be pregnant. Samira recommends her own gynecologist whose office is just one block over. For a visit there she does not need a transfer from her primary physician. The doctor confirms the pregnancy. Banu Nader gets what is called a Mutterpass (mother ID). In it the gynecologist lists the results of every check up until the delivery (rf: “preventive medical check-ups for adults and children”). From now on Banu Nader carries the Mutterpass always with her when leaving her apartment. In case something happens, any doctor is up to date with her condition.

Because of her pregnancy Banu is eligible for additional benefits starting with the 13th week of the pregnancy. That means that her usual benefits are raised by 17% until the delivery. With a standard rate of 416 Euros per month that

means 70,72 Euros more. She is also eligible for subsidies for maternity clothes in the amount of 153 Euros. Banu has to apply for the additional benefits and the subsidies at the job-center. After the 28th week of the pregnancy she can claim apply special need for necessary equipment for a newborn and for furniture for a nursery in the amount of 500 Euros.

Delivery

The due date is close. Banu and Abdul Nader have given much thought to whether they want to have their child in a hospital, in a “birth house” or at home. They decided on a hospital. They asked the gynecologist which hospital would be suitable for them. They make an appointment at the recommended hospitals to see which maternity ward they like best.

The public health office offers especially for refugee women a consultation with a midwife where

Nadu Bader can get counsel for every issue around the delivery and the time after:

Address:

Braunschweiger Straße 31 - 33
44145 Dortmund
Tuesday and Friday 12am – 2pm

Formalities after delivery

Registration

Banu and Abdul are overjoyed everything went well with their daughter Alia’s birth. The day after her birth her father goes to register his daughter at the registry office. He gets a birth certificate, one of the most important documents you need. To get a birth certificate a newborn has to be registered within a week of their birth. It is also possible to do the registration at the maternity hospital or at the birth house. Then the birth certificate just has to be picked up later at the registry office.

For the registry Abdul brought the following documents:

announcement of birth from the clinic /birth house/midwife

- valid passports of both parents
- marriage certificate (original or a notarized copy)
- birth certificates of both parents (original or notarized copies)

These documents have to be submitted in German language. That means that originals in a foreign language have to be translated by a sworn translator. Banu and Abdul Nader took care of this long before Alias birth. In addition to the birth certificate they get four birth attestations (free of charge) so they can take care of any other formalities. Among those are:

Applying for parental benefits

If they want to take care of their child by themselves and therefore are not able to work full time, parents can file for parental benefits for the first 12 months after the birth of their child. The amount payed as parental benefits ranges from 300€ to 1800€ depending on the parents' monthly income.

Banu Daner and her husband do qualify for parental benefits in the amount of 300€. However, his money is counted against the benefits the family already receives from the job-center. That means that these benefits are cut by the exact amount the family receives as parental benefits, so the couple does not actually have more money at disposal.

However, they do have to apply for the parental benefits because otherwise they would get in trouble with the job-center. Why? You get unemployment benefits (ALG II) from the job-center as long as you don't have a job and aren't able to

care for yourself and your family. While in this situation you are regarded as in need and the state supports those in need. Singles get a maximum of 416€ per month, each partner of a couple receives 368 € per month so they are able to afford the essentials.

However, the state also demands you to try to get out of this state of dependence or reduce the degree of dependence. That means you have to make use of any opportunity to earn an income. Parental benefits count as income. This income is coming from the state as well, but from a different fund. That means the job-center has to pay less benefits to young parents

Applying for child benefits

In Germany parents are eligible for child benefits regardless of their income. Eligibility starts at the month of the child's birth and ends when the child becomes an adult, so when they turn 18 years old. If at that point they are still in school, completing their professional training/doing an apprenticeship or go to university parents are eligible for child benefits until the child turns 25 years old.

Refugees and people entitled to asylum are eligible for child benefits as soon as they have a residence permit or after they have lived in Germany for at least 6 months. The application for child benefits has to be filed with the Familienkasse, a department within the employment office that is in charge of financial benefits for families. In the application the tax identification number of the applicant and that of the child have to be given. The tax identification number is a 11-digit num-

ber you keep for your whole life. Everyone registered at the registry office is automatically issued this number – even newborns. For the first as well as the second child parents get 194€, for the third 200€ and for every child after that 225€ each.

Attention: Just as parental benefits child benefits count as income and will be counted against the other benefits received from the state.

More information regarding pregnancy and delivery can be found here:

www.dortmund.de/media/p/familie_2/infoblatt_werdende_Eltern.pdf

Preventive medical check-ups for adults and children

Every insured person has a right to preventive medical check-ups, free of charge. Those check-ups center around illnesses that are easily treated if diagnosed early. The most common causes for death are among these illnesses, namely cardiovascular diseases and tumors.

1. Early detection of cancer

Samer Abdullah is now 47 years old and his boss has let him know that he can choose to take part in the yearly scheduled exam for early detection of cancer. If cancer is detected early on it is much more easily treated. The insurance companies offer programs for early detection. These programs exist for women as well.

Early detection of cancer in men

- external genitalia/prostate: once a year from the age of 45

Early detection of cancer in women

- genitalia: every year from the age of 20
- breasts – every two years from the age of 30
- breast-cancer screening on recommendation every 2 years from ages 50 to 70

Early detection of cancer in men and women

- skin: every 2 years from the age of 35
- colon: palpitation and paper strip test every year from ages 50 to 55 //paper strip test every two years from the age of 55 or a colonoscopy twice in a decade

2. overall health check-up

From the age of 35 men and women can get a range of examinations done by their doctor. The doctor checks a patient's blood pressure and takes blood samples for the measuring of blood sugar and cholesterol levels. They also take a urine sample and make time for a detailed consultation.

3. preventive dental examinations

From young age until they turn 6 years old children have three preventive dental examinations done by a dentist. Roula Abdullah just had her third.

Girls and boys between the ages of 6 and 18 can get checked for teeth-, mouth- and jaw-illnesses by a dentist once every six months. Samira Mohamad has made sure her kids would go to their appointments. That's why their teeth are in such great condition. Her eldest son Rami, who is 20 years old, is already an adult. Even after the age of 18

men and women can get a dental check-up once every six months for preventative reasons.

4. Vaccinations

Banu and Abdul Nader, Samer's and Samiras' neighbors took their daughter Alia to see the pediatrician to get her vaccinated because for newborns, children and youths there are standard vaccinations every child should get.

Among these are the vaccinations against hepatitis B, diphtheria, tetanus, polio, whooping cough, measles, rubella and mumps.

Adults have to option to refresh their diphtheria and tetanus vaccinations every ten years. Without the basic vaccinations adults can get these ones done later on. The primary physician explains this. Afterward Abdul gets vaccinated again as well.

Vaccinations are documented in a vaccination card which should be kept safe.

Pregnancy check-ups

These examinations refer to the care during a pregnancy and after delivery. This is what the exams are about:

- Detection and monitoring of high-risk pregnancies
- ultrasound diagnostics
- screening for HIV
- blood examinations for infections
- examinations and consultations for the mothers after the delivery

5. preventive check-ups for children and youths – „The yellow U-booklet“

Within the scope of this preventive

check-up program pediatricians monitor a child's development from their first hour alive until the age of 64 months (approximately 5years) over the course of nine exams. Thereby they can assess any possible physical or mental restrictions and arrange for appropriate therapy.

At what point these exams should be done is listed in the yellow examination booklet parents get right after their child's birth either at the hospital or at the pediatrician's office. The doctor lists the results of every exam here and it should therefore be brought to every exam. Children younger than a year get an additional booklet. Older children get loose sheets to be filed with the booklet. Inlegeblätter.

What has changed?

The living reality of children has changed dramatically over the last 10 years. For example tuberculosis has been eradicated in Germany and severe diseases of the heart and other organs have not been detected just at first check-ups but already during pregnancy. That is why the focus within these exams has shifted. Important today:

- situation of care – who takes care of the child
- strain on a family e.g. illness of a family member
- behavioral disorders
- difficulty concentrating
- media exposure/consumption
- physical activities
- specification of the hearing- and vision-tests during the U8
- consultations for parents for accident prevention, for UV-protection, for nutrition, in case of “crybabies” as well as regional support options
- Calls to the parents to go to the early dental exams
- examination of gross and fine motor skills as well as language

- screening for mucoviscidosis (cystic fibrosis) during the first four weeks
- The results of the preventive check-ups are always listed in the yellow booklet

Do you actually have to go to the examinations?

Yes. The preventive examinations U1-U9 are mandatory.

Many federal states have an invitation-and response-system as well as an obligation to report. That means that physicians have to report missed preventive exams. If that happens the parents get a warning reminding them to have the exam done. If they don't follow child protective services get involved.

The J1 (the exam for when children become youths) at the ages between 12 and 14 is voluntary. The U10 and U 11 (7-10 years) and the J2 (from the age of 16) are not covered by all insurances and is also not mandatory.

What can be done when a preventive exam was missed?

There is always a timespan of several months within which you can have the respective exams. After that you have an additional 2 to 8 weeks to have them done. Exams that are done any later are no longer automatically covered by the insurance companies, meaning parents have to pay for them themselves.

Attachments: 01) List of doctors fluent in foreign languages

Doctors fluent in Arabic

General Medicine

Dr. med. Mustafa Sardar
(also speaks Russian)
Krimstraße 2
44145 Dortmund
☎ 0231 / 81 80 75

Dr. med. Jamal Abdallah
Dönnstraße 28
44359 Dortmund
☎ 0231 / 33 50 34

Dr. Omaid-Quraischi Abdul-Rafi
Castroper Straße 85
44357 Dortmund
☎ 0231 / 332983

Farouk Weicho
(also speaks Spanish and Russian)
Karl-Schurz-Straße 11
44359 Dortmund
☎ 0231 / 3 58 34

Dr. med. Badin Mounir
Leopoldstraße 10
44147 Dortmund
☎ 0231 / 52 73 71

Gynecology and Obstetrics

Mazen Hilal
Kleppingstraße 24
44135 Dortmund
☎ 0231 / 52 92 98

Yasmin Hilal
(spricht auch Türkisch)
Markt 10 / Betenstraße 1
44135 Dortmund
☎ 0231 / 52 97 47

Ear, nose and throat medicine

Dr. med. Hussain Denif
Münsterstraße 38 - 40
44145 Dortmund
☎ 0231 / 5 57 47 37

Internal Medicine

Moussa Kassis
Sonnenstraße 154
44139 Dortmund
☎ 0231 / 10 39 28

Dr. med. Elias Najjar
Lütgendortmunder Straße 140
44388 Dortmund
☎ 0231 / 63 98 98

Urology

Dr. med. Adnan Dadikhi
Wittbräucker Straße 2
44287 Dortmund
☎ 0231 / 44 10 51

Doctors fluent in Turkish

General Medicine

Swetlana Benjamin
(also speaks kurdisch)
Hügelstraße 21
44145 Dortmund
☎ 0231 / 9 58 08 10

Dr. Akin Kara
Leopoldstraße 10
44147 Dortmund
☎ 0231 / 81 80 12

Dr. med. Nejat Sentürk
Evinger Straße 266
44339 Dortmund
☎ 0231 / 85 01 61

Gynecology and Obstetrics

Dr. med. Antje Huster-Sinemillioglu
Evinger Straße 266
44339 Dortmund
☎ 0231 / 85 01 61

Lydia Krämer
(also speaks Russian)
Rheinische Straße 36
44137 Dortmund
☎ 0231 / 17 33 81

Dr. med. Zahra Siejek
(also speaks Persian)
Droote 50
44328 Dortmund
☎ 0231 / 23 63 73

Ear, nose and throat medicine

Dr. med. Falk Jahnke
Strünkedestraße 9
44359 Dortmund
☎ 0231 / 33 63 16

Internal Medicine

Dr. Ibrahim Güngör
Rahmer Straße 6
44369 Dortmund
☎ 0231 / 39 12 41

Dental medicine

Ahmad Zia Akram
Münster Straße 45
44145 Dortmund
☎ 0231 / 81 80 27

Doctors fluent in Russian

General medicine

Emmanuel-Ioannis Daskalakis

(also speaks Greek)
Rathenaustraße 23
44263 Dortmund
☎ 0231 / 41 49 92

Malgorzata-Maria Fabianowski

(also speaks Polish)
Harkortstraße 45
44225 Dortmund
☎ 0231 / 71 84 01

Dr. Lejb Kulstein

(also speaks Romanian)
Westenhellweg 94
44137 Dortmund
☎ 0231 / 5 45 00 69

Ophtalmology

Halina Galeczko

(also speaks Polish)
Münsterstraße 38 - 40
44145 Dortmund
☎ 0231 / 81 86 88

Salih Cihat Yalman

Rheinischestraße 36
44137 Dortmund
☎ 0231 / 14 28 70

Ear, nose and throat medicine

Jörg Sommer

Flughafenstraße 4
44309 Dortmund
☎ 0231 / 20 12 66

Gynecology and Obstetrics and Dermatology

Dr. med. Kristof Bebnowski und Ilona Bebnowski

(also speaking Polish)
Flughafenstraße 2-4
44309 Dortmund-Brackel
☎ 0231 / 25 82 72

Dr. med. Florentina Fotescu

Lüttenwiese 21
44328 Dortmund
☎ 0231 / 23 83 82

Skin- and Venreal Diseases

Natella Baboukhadia

Hansastraße 67
44137 Dortmund
☎ 0231 / 5 49 55 60

Dr. Edith Hoffmann

(also speaks Italian)
Wittbräuckerstraße 2
44287 Dortmund
☎ 0231 / 14 28 70

Internal Medicine

Dr. med. Petra Böttger-Wurmbacher

(also speaks Italian and Spanish)
Wißstraße 9
44137 Dortmund
☎ 0231 / 52 59 25

Dr. Lutz Hüdepohl

Rahmerstraße 6
44369 Dortmund
☎ 0231 / 39 12 41

Orthopedics

Georg Wojanowski

Bissenkamp 3
44135 Dortmund
☎ 0231 / 52 71 25

Urology

Dr. med. Robert Ludas

(also speaks Polish)
Hagener Straße 310
44229 Dortmund
☎ 0231 / 33 62 57

Dental Medicine

Georg Agranowski

Mallinckrodtstraße 64
44145 Dortmund
☎ 0231 / 81 31 69

Olaf Bickel

Saarlandstraße 99
44139 Dortmund
☎ 0231 / 2 47 12

Dr. Anton Wolanski

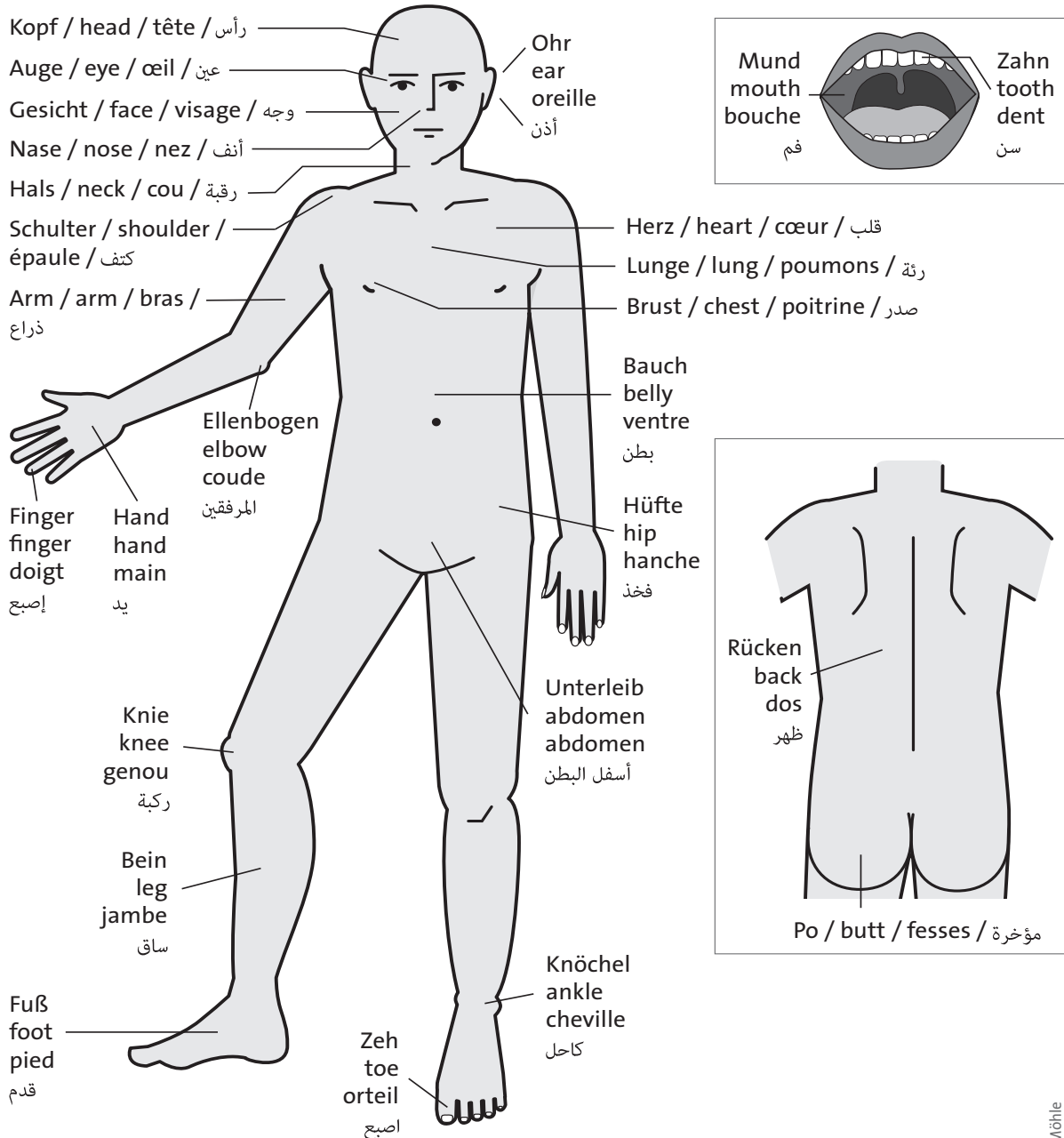
Dr. Igor Zolotavewski

(sprechen auch Polnisch)
Ostenhellweg 3
44135 Dortmund
☎ 0231 / 52 73 05

Deutsch / Englisch / Französisch / Arabisch

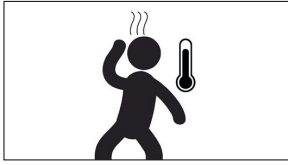
Ich habe hier Schmerzen ... /

I have a pain here ... / J'ai mal ici ... /.. لدي ألم هنا



Bildnachweis: W&B/ Ulrike Möhle

Symptome / symptoms /
symptômes / أعراض



Fieber
fever
fièvre
حمى



Frieren
freezing
avoir froid
يتجمد



Schnupfen
sniffing
rhume
زكام



Schwindel
dizziness
vertiges
دوخة



Husten
cough
toux
سعال



Atemnot
breathing trouble
dyspnée
صعوبة في التنفس



Herzrasen
racing heart
accélération du rythme cardiaque
خفقان القلب



Heiserkeit
hoarseness
enrouement
بحة في الصوت



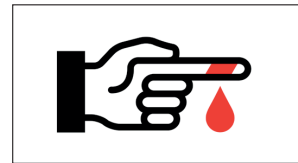
Durchfall / Verstopfung
diarrhoea / constipation
diarrhée / constipation
إسهال / إمساك



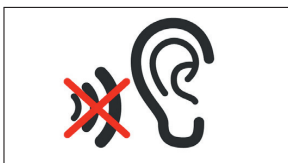
Erbrechen
vomiting
vomissement
تقيؤ



Juckreiz
itching
démangeaison
الحكة



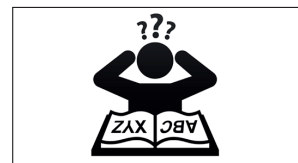
Blutung
bleeding
hémorragie
نزيف دموي



schlecht hören
poor hearing
entendre mal
ضعف السمع



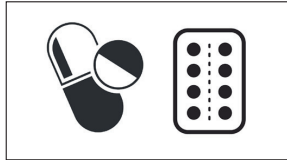
schlecht sehen
bad seeing
voir mal
ضعف الرؤية



nicht lesen können
can't read
être analphabète
لا يستطيع القراءة

Arznei / medicine / médicament / دواء

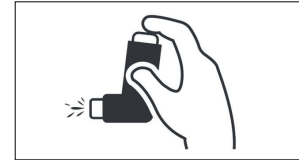
Ich brauche ... / I need ... / J'ai besoin ... / .. أحتاج



Tabletten
tablets
comprimés
حبوب دواء



Pflaster & Verband
plaster & bandage
pansement & bandage
اللصاقات والضمادات



Asthmaspray
asthma inhaler
spray asthmatique
بخاخ الربو



Tampons & Binden
tampons & sanitary pads
tampons & serviette hygiénique
الفوط الصحية - النسائية



Insulin
insulin
insuline
أنسولين

Was mir passiert ist ... / What happened to me ... /

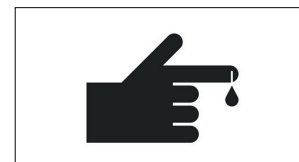
Ce qui est arrivé à moi ... / .. الذي حدث لي



Ich bin hingefallen.
I fell down.
Je suis tombé(e).
لقد وقعت



Ich wurde geschlagen.
I was slapped.
On m'a frappé(e).
تعرضت للضرب



Ich habe mich geschnitten.
I cut myself.
Je me suis coupé(e).
لقد جرحت نفسي



Ich wurde von etwas angefahren.
I was hit by something.
J'ai été renversé(e) par quelque chose.
تعرضت للدهس



Ich wurde gebissen.
I was bitten.
J'ai été mordu(e).
تعرضت للعض



Ich habe mich verbrannt.
I burned myself.
Je me suis brûlé (e).
قمت بإحراق نفسي

FAMILIENBÜROS

Vereinbaren Sie einen persönlichen
Gesprächstermin mit Ihrem
Familienbüro!

| | | | |
|------------------------|-----------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| Innenstadt-Ost | (0231) 50-2 95 69 Märkische Straße 24–26 44141 Dortmund | Hörde | (0231) 50-2 98 67 Hörder Bahnhofstraße 16 44263 Dortmund |
| Innenstadt-Nord | (0231) 50-2 42 82 Leopoldstr. 16–20 44147 Dortmund | Huckarde | (0231) 50-2 84 35 Urbanusstraße 5 44369 Dortmund |
| Innenstadt-West | (0231) 50-2 35 17 Märkische Straße 24–26 44141 Dortmund | Lütgendortmund | (0231) 50-2 89 40 Werner Straße 10 44388 Dortmund |
| Aplerbeck | (0231) 50-2 93 09 Köln-Berliner-Straße 1 44287 Dortmund | Mengede | (0231) 50-2 80 40 Bürenstraße 1 44359 Dortmund |
| Brackel | (0231) 50-2 48 89 Brackeler Hellweg 170 44309 Dortmund | Scharnhorst | (0231) 50-2 88 26 Gleiwitzstraße 277 44328 Dortmund |
| Eving | (0231) 50-2 79 23 August-Wagner-Platz 2–4 44339 Dortmund | Öffnungszeiten der Familienbüros: montags und donnerstags 8.30–10.30 Uhr und nach Vereinbarung | |
| Hombbruch | (0231) 50-2 83 27 Harkortstraße 58 44225 Dortmund | | |

FAMILIEN- BÜRO

FAMILIEN- PROJEKT DORTMUND



Service- und Anlaufstelle für Eltern und Familien

Herausgeber:
Stadt Dortmund, Familien-Projekt – Jens Heinke (verantwortlich)
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Dortmund-Agentur – 03/2015



Stadt Dortmund

Liebe Dortmunderinnen und Dortmunder,

Dortmund ist auf dem Weg in die Zukunft. Dabei spielen Schule, Bildung und Familie eine große Rolle. Nur wenn wir in unsere Familien, die Kinder und Jugendlichen investieren, können wir die Zukunft gewinnen.

Das Familien-Projekt Dortmund ist ein zentraler Baustein dieser Strategie. Es steht für den Ausbau der Ganztagsbetreuung, die Vernetzung kommunaler Dienstleistungen für Familien und die Familienbüros in den Stadtbezirken.

Das gemeinsame Ziel ist ein kinder- und familienfreundliches Dortmund. Dazu gehören attraktive und lebendige Stadtteile sowie Freizeit-, Kultur- und Sportangebote, die die Lebensqualität in unserer Stadt steigern. In diesem Prozess haben die Familienbüros eine aktive Rolle: im persönlichen Gespräch informieren sie Eltern und Familien über die passenden Angebote, Leistungen und Services und erfragen Hinweise, Vorstellungen und Anregungen.

Schon heute bieten wir Familien vielfältige Möglichkeiten. Fühlen Sie sich wohl bei uns und gestalten Sie ihre persönliche Zukunft in unserer Stadt. Ich jedenfalls werde mich weiterhin dafür einsetzen, dass Kinder und Familien im Blickpunkt der Stadtpolitik stehen.

Mit freundlichen Grüßen
Ihr



Ulrich Sierau
Oberbürgermeister

Das Familienbüro ist Service- und Anlaufstelle für Eltern und Familien!

Wir sind für Sie da, wir

- führen Willkommensbesuche bei allen Eltern neugeborener Kinder und bei zugezogenen Familien durch,
- informieren Sie über bestehende Betreuungsangebote, z. B. in Kindertageseinrichtungen, Schulen sowie Kindertagesbetreuung in Familien, unterstützen Sie bei der Suche nach geeigneten Freizeit-, Kultur und Sportangeboten,
- helfen Ihnen bei der Suche nach einem Babysitter,
- bieten in Kooperation mit unterschiedlichen Partnern frühkindliche Bildungsmaßnahmen zur Förderung von Sprachentwicklung, Motorik und geeigneter Ernährung für Kinder bis zu drei Jahren an,
- agieren gemeinsam mit dem Seniorenbüro bei der Aktion „Hand in Hand“, um Seniorinnen und Senioren zu werben, die sich, ihre Lebenserfahrungen und Kenntnisse in den Kinderalltag einbringen,
- helfen bei weiteren persönlichen Anliegen.

Mit uns im Dialog – Ihr Familienbüro

Gern möchten wir Ihre Erfahrungen und Anregungen zum Thema „Familie“ kennen lernen, denn mit Ihrer Unterstützung können wir Angebote zukünftig noch besser auf Ihren persönlichen Bedarf abstimmen.

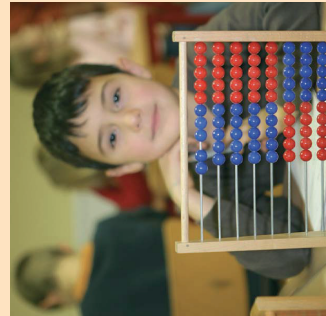
Sie erreichen Ihr Familienbüro direkt unter der umseitig genannten Telefonnummer.

Der Wegweiser für Familien – mit einem „Klick im Internet“

Unter der folgenden Webadresse www.familie.dortmund.de sind alle Informationen zu familienorientierten Angeboten und Leistungen schnell und zielgenau über einen Internetzugang abrufbar.

In einem übersichtlichen Stichwortregister von A bis Z finden Sie vielfältige Themenbereiche und interessant aufbereitete Informationen.

Familie im Stadtbezirk – alles auf einen Blick ist Ihr Zugang zu wohnortnahen Angeboten und Leistungen.



Service Book for Immigrants



Mobility

Busses and trains

Dortmund's municipal utility company (DSW 21) are in charge of local public transport, meaning the take care of busses and trains in our city. The City of Dortmund is part of a larger transport network around Rhein and Ruhr, the VRR.

People who receive benefits from the welfare agency or the job-center such as Abdulah Al Samman's friend, who is not yet an admitted asylum-seeker can get an affordable monthly ticket to use public transportation. It is called "Mein Ticket" (my ticket) and it costs 37,80€ per month (as of October 2017). To get this ticket you have to apply for an eligibility certificate for the ticket either at the welfare agency or at the job-center.

In Abdulah Al Samman's case the welfare agency is in charge. A few days after handing in the application he gets the eligibility certificate sent to his home address. At the beginning of each month he now has to go to one of the customer centers (e.g. at Petrikerche, Kampstr.46) and use one of the ticket vending machines or go up to the desk to buy the monthly tokens. He has to fill in the 6-digit number that is on his eligibility certificate and sign the ticket. A list of point of sale for the tickets can be found in the pamphlet "SozialTicket" (Welfare ticket).

The ticket is named "My Ticket" because it is non-transferrable. Only Abdulah Al Samman is allowed to use it. In case of a ticket check he has to show his eligibility certificate, the filled in ticket with the current token and his ID, for example his passport.

With this ticket you can use every bus, U- and S-trains as well as RE-lines. Price level A covers the whole

city area of Dortmund. If you want to travel any further you need an additional ticket for 3,50 €.

At the following times it is allowed to have up to three children under the age of 15 travel with you without additional pay:

Monday through Friday after 7pm - All day on Saturdays, Sundays and bank holidays additionally to 24th and 31st of December

Children under the age of 6 can always ride for free.

Visit www.bus-und-bahn.de for explanations around "My Ticket" in German, Arabic, English, French, Polish, Russian, Serbo-Croatian and Turkish.

Schokoticket

Because Rami Abdullah (20) still goes to school he got himself a so called "Schokoticket"

The ticket can be used by any eligible student under the age of 25. You are eligible if the next school is at a certain distance from where you live. (for elementary schools more than 2km, for secondary school level 1 more than 3,5 km, for level 2 more than 5km).

Rami just went into his school's office of administration and filled out an application. That way they can confirm that he is a student at the school. The usual price for those who pay for the ticket themselves

is 36 € (as of 2018). Parents who receive benefits from the welfare agency or the job-center pay 12€ for the first child and 6€ for the second. Every child from the third on doesn't have to pay for the ticket. The Schokoticket is always valid for 12 months. From the age of 16 students have to send in a conformation signed by the school that they are still students there. The holder of the Schokoticket can use it at any time in the complete area of the VRR. Apart from the ticket they have to carry a student ID, a normal ID or some other form of authentication with them.

Other tickets

If you are not eligible for "My Ticket", there are many more options for single fare tickets or monthly tickets. It depends on your age, on whether you are still doing an apprenticeship or study at university, on which times of the day you need to use a ticket and how far you want to go. Visit www.bus-und-bahn.de for all the necessary information.

Rules on busses and trains

As soon as you enter the public transport facilities or step inside a bus or train you have to keep the following in mind:

Rules within the city railway facilities

- It is forbidden to step on the tracks or into the tunnels
- you have to have a valid ticket with you to be on the underground train platforms

- The city railway facilities are no places to rest, play or camp out.
- the misuse of the escalators, elevators, emergency systems and so on is forbidden
- using the emergency brake without cause is fined with a 30€ fee.
- It is forbidden to ride bicycles, skateboards, inline-skates and so on within the facilities. Wheelchairs, buggies and rollators are allowed.
- it is not allowed to smoke past the entrance to underground city railway stations. Disregarding this rule results in a 15€ fine. This rule also applies to e-cigarettes.

Rules within the vehicles:

- it is forbidden to consume alcoholic beverages or other controlled substances.
- it is forbidden to smoke (applies to e-cigarettes as well). Disregarding this rule is fined with a 15€ fee.
- you are not allowed to take pictures, videos or audio recordings without written permit from DSW 21
- the damaging, destructing or contaminating of busses and trains is forbidden. Fine: 20€ and more. Fellow passengers are encouraged to notify personnel and give descriptions of possible perpetrators. There are rewards for useful clues, as mentioned on the signs posted within the vehicles.
- no soliciting
- dogs have to be on a leash
- it is not allowed to carry open food containers such as ice-cream, fast food (fries, kebabs etc.) or open beverages (coffee-to-go-cups). This is also mentioned on the signs within the vehicles.

The service staff working for DSW 21 (currently the Gülich company) making sure the rules are followed. They are allowed to interve-

ne if they observe someone breaking these rules. Every passenger should behave in a considerate manner. Speaking loudly on the phone, yelling or listening to loud music may bother other passengers. You should always give up your seat for pregnant women and those who are physically impaired. Shoes to not belong on the seats.

Controls

There are routinely controls of passengers' tickets on busses or trains. You only get in trouble if

- you don't have a correctly filled in monthly token
- your ticket is torn, cut up, heavily damaged, smudged or illegible
- you are using a ticket as a non-entitled party
- you are using your ticket in a different traffic zone than is indicated on your ticket without having purchased an additional ticket before boarding the bus or train

In all of these cases you are effectively traveling without a valid ticket. That is also called "Schwarz fahren" (to fare-dodge). This is a felony and is fined with a penalty charge of 60€. If you cannot present a valid ID in such a situation the control personnel can call the police. If you are repeatedly caught dodging fare criminal charges might be brought against you, possibly ending in a prison sentence. Having received the payment request or the receipt for the payment of the 60€ fine, you are usually allowed to travel on to your original destination.

You can also get in trouble if

- you forgot your time limited ticket (monthly ticket) or can't find your single fare ticket – in this case the control personnel will issue a payment request of 60€. But you do have the option to visit the DSW

21 administration offices within 14 days and show your valid time limited ticket or stamped single fare ticket. You then have to pay only 7€ administration fee.

- you lost your time limited ticket (monthly ticket). In this case the payment request of 60€ will also be issued. If you can prove that you do have a subscription (e.g. in form of proof of payment for the monthly fee) you also just have to pay a 7€ administrative fee. Tip: As soon as you realize you've lost your ticket go to the customer service center and request a new ticket by showing proof of payment for the monthly fee.

- you only have a non-stamped ticket. It can happen that a ticket vending machine is out of order and you can't stamp your ticket. In this case it's best to write down the number that is displayed on the machine in question at the beginning of your trip. This way, in case of a control you can prove you are not intentionally traveling without a valid ticket. The machine in question can be checked and you don't have to pay a fine. It is not permitted to put time and bus/train number on your ticket, it makes it invalid. That means you'd be dodging fare.

you changed any information on the ticket. If you accidentally write down the wrong eligibility number on your ticket you cannot cross out any digits, it makes the ticket invalid and you can't use it. You have to ask for a new ticket at customer service.

- stamped the same ticket twice. Even if the time clock stamp itself is illegible, you cannot stamp again.

Driver's license and registering a motor vehicle

In Germany you need a special driver's license for different kind of vehicles, depending on size. That is why there are different categories of driver's licenses:

- Categories for motorcycles: AM, A1, A2 and A
- Categories for cars: B, BF17, BE, B96
- Categories for trucks: C, CE, C1, C1E
- Categories for busses: D, DE, D1, D1E

Driver's license category B for cars

Rani Abdullah wants to get a driver's license. His father Samer, who himself works as a driver, told him that his company is looking to hire more casual drivers. So, he gets some information from driving schools about rates for driving lessons. Usually each lesson costs about 30 to 35€ (as of 2017) and lasts 45 minutes. Apart from the overall driving lessons a driving student has to complete 12 special lessons: 3 lessons while it is dark, 4 lessons on the highway and 5 on country roads. Apart from that they also get theory-lessons that prepare them for the theoretical driver's exam. In order to put in an application for a driver's license with the Straßenverkehrsamt (Department for Transportation), the driving school needs to following documents:

- the result of an eye examination (this can be either done by an optometrist or an ophthalmologist and usually cost no more than 10€)
- certificate of a passed first-

aid-course (you can do one at the Deutsche Rote Kreuz, at the Malteser-Hilfsdienst, at the Deutsche Lebensrettungsgesellschaft – DLRG or in some cases at the driving school itself. There are at least 9 lessons and the entire course costs about 30 to 40€)

- a biometric passport photo
- a valid passport or ID
- proof of payment for the base fee

Only after his driver's license application has been process Rani can register for the theoretical and the practical exam.

During the theoretical exam he has to answer 30 questions and cannot make more than 10 mistakes. The material for the theoretical exam and the test itself can be obtained in Arabic.

The practical exam lasts 45 minutes. Those who are not yet 18 years old can start driving lessons at the earliest 6 months before their 18th birthday and only if the guardian(s)

agree(s). The theoretical exam can be taken 3 months before turning 18, the practical exam can be taken 1 months before turning 18. You don't get your driver's license before turning 18 though.

However, there is an exception called "accompanied driving at 17". This means, in Germany you can get your license at the age of 17. But: until your 18th birthday you are only allowed to drive when accompanied. The other person has to be at least 30 years old, has to have had their driver's license of category B for at least 5 consecutive years and they cannot have filed more than one point at the Federal Motor Transport Authority in Flensburg. You can have multiple companions registered and they don't have to be your parents. Until you turn 18 you get a certificate for having passed the theoretical and practical tests. Within three months after turning 18 this certificate can be exchanged for a driver's license in form of a card.



If you got your driver's license in another country such as Ramis father Samer, who has a driving permit from Syria you should visit the Straßenverkehrsamt to make sure whether and if so for how long the permit is valid here. For them to assess this, Samer had to hand in a translated and authenticated copy of his driver's license. It is possible that you can drive up to 6 months with a foreign driver's license and then only have to pass the theoretical and practical exams without any and or with only a few driving lessons. That is what Samer had to do. However, everyone should make sure they are allowed to drive a car before getting behind the wheel. In some cases the job-center can bear some of the costs for getting a driver's license. It is important to convince the case worker that you have a higher chance of getting a job if you are allowed to drive.

Registering a motor vehicle

You can register your newly acquired vehicle at the City of Dortmund's DMV. You have to bring:

- the vehicle registration certificate Part I
- the vehicle registration certificate Part II
- driver's license
- ID or passport with certificate of registration
- electronic proof of insurance (eVB) to show you have taken out

a liability insurance for your car (7-digit code)

- SEPA direct debit mandate to pay for the motor vehicle tax
- If you are indisposed someone else can register the car on your behalf. This person also has to bring their own ID or passport with certification of registration. Apart from that the need to hand in a document showing their power of authority (proxy). You can reserve your desired license plate online


and have it made beforehand and bring it in when taking care of the registration. Reservation fees are 2,60€ and 10,20€ for your desired license plate (as of 2018). You can also reserve a license by calling the citizens service call center. The number is: 0231 50 13332.

More information:
www.dortmund.de

Attachment 01) My Ticket/Mein Ticket



My Ticket/Mein Ticket – Application to be filed with the job-center

BERATEN · FÖRDERN · INTEGRIEREN 

Antrag für einen Berechtigungsausweis für „Mein Ticket“ (Sozialticket)

Ich beantrage einen Berechtigungsausweis für „Mein Ticket“ (Sozialticket):

Name: _____


Kunden- od. BG-Nummer: _____

Straße: _____

PLZ, Ort: _____

Datum, Unterschrift: _____

Hinweis: Der Berechtigungsausweis wird Ihnen zugeschickt. Die Bearbeitungsdauer beträgt zwei Werktage zzgl. Dauer des Postversands.

BERATEN · FÖRDERN · INTEGRIEREN 

Antrag für einen Berechtigungsausweis für „Mein Ticket“ (Sozialticket)

Ich beantrage einen Berechtigungsausweis für „Mein Ticket“ (Sozialticket):

Name: _____

Kunden- od. BG-Nummer: _____

Straße: _____

PLZ, Ort: _____

Datum, Unterschrift: _____

Hinweis: Der Berechtigungsausweis wird Ihnen zugeschickt. Die Bearbeitungsdauer beträgt zwei Werktage zzgl. Dauer des Postversands.



Hier erhalten Sie überall Ihre Monatswertmarke!

Dortmund

Mitte
Dürener Str. 10, Lotto-Annahmestelle Winkler
Friedhof 6-8, Lotto-Toto Nienhaus
Kaiserstr. 173, Lotto-Annahmestelle Maj
Kampstr. 46, DSW21 KundenCenter Penikirche
Kreuzstr. 68, Lotto-Annahmestelle Gorsky
Max-von-der-Grün-Platz 5-6, DORTMUNDtourismus GmbH
Münsterstr. 107, LITPASS Bücher u. Medien
Oosterholzstr. 37, Lotto-Tabak-Press-Ambrosch
Rheinische Str. 45, Lotto-Annahmestelle Kriebin
Schützenstr. 83, Lotto-Annahmestelle Jurk

Aplerbeck

Marsbruchstr. 2, Tabakwaren Fricke

Asseln

Asselner Hellweg 115, Lotto-Annahmestelle Schmutzler

Barop

Stockumer Str. 245, Kartenvorverkauf Krause

Berghofen

Berghofer Str. 192, Lotto-Annahmestelle Förster

Bövinghausen

Provinzialstr. 3876, Lotto-Annahmestelle Seelig (Reve)

Brackel

Brackeler Hellweg 58, Lotto-Annahmestelle Eftimiadou

Brackeler Hellweg 119, Lotto-Annahmestelle Liassos

Brackeler Hellweg 153, Lotto-Annahmestelle Lohsträter

Dorstfeld

Am Hölweg 20, Lotto-Annahmestelle Regina Heynicke

Wittener Str. 3, Postagentur Ebb

Eving

Bayrische Str. 154, Lotto-Annahmestelle Schwake

Brambauer Str. 3, Lotto-Annahmestelle Steffen

Höchsteln

Höchstener Str. 10, Stift und Papier Schreibwaren

Hörde

Haltestelle DO-Hörde BF **Stadtbahnlinie**, DSW21 KundenCenter

Rathenauster. 25, Lotto-Annahmestelle Wilkes (Reve)

Weilinghofer Str. 89, Lotto-Annahmestelle Fiege

Hombbruch

Harkortstr. 4, Lotto-Annahmestelle Hans-Jürgen Mandel

Harkortstr. 66, Zigarren Hartmann Inh. Druschnewitz

Huckarde

Rahmer Str. 3-5, Schreibwaren und Postfiliale Gasinghaus

Husen

Husener Str. 50, Lotto-Annahmestelle Grundmann

Kirchlinde

Frohlinder Str. 12a, Lotto-Annahmestelle Sonnenberg

Körne

Körner Hellweg 142, Lotto-Annahmestelle Wilkes (Kaufland)

Lütgendortmund

Kesselborn 56, Lotto-Annahmestelle Peschel

Limbecker Str. 9, Schreibwaren Köhler

Marten

Martener Str. 276, Aral-Station Bühnen

Mengede

Am Amtshaus 11, Reisebüro Tanasic

Wodanstr. 32, Lotto-Annahmestelle Monse Inh. Dierts

Castroper Str. 85, Lotto-Toto-Reisen Martin Stolpe

Neuasseln

Holzwickeder Str. 115, Lotto-Annahmestelle Breuers (Reve)

Scharnhorst

Gleiwitzstr. 100, Lotto-Annahmestelle Wilschewski (Reve)

Gleiwitzstr. 275, Lotto-Annahmestelle Schmutzler

Schüren

Markscheiderstr. 1, Yippiemedia Haß

Söfde

Sölder Str. 74, TriDo GmbH Inh. Heselmann

Wambel

Gebliestr. 5-9, Lotto und Reisestübchen Brötzmann

Wambeler Hellweg 107, Lotto-Annahmestelle Flat

Weilinghofen

Preinstr. 67, Schreibwaren Liegau

Westerfilde

Westerfilder Str. 26, Lotto-Annahmestelle Feierabend

Wirkede

Dollersweg 82, Lotto-Toto-Schreibwaren Bertram

Wickeder Hellweg 113, Lotto-Annahmestelle Schüttelkorb

Castrop-Rauxel

Bahnhofstr. 14, DSW21 KundenCenter Castrop Betriebshof

Habinghorst

Lange Str. 90, Lotto-Annahmestelle Schumacher

Ickern

Vinckestr. 143, Lotto-Annahmestelle Dröge

Ickerner Str. 37, Lotto-Annahmestelle Gerhard

Schwerin

Dortmunder Str. 185, Lotto-Annahmestelle Weide (Edeke)

Die aktuelle Übersicht zu den Vertriebsstellen und alle Infos rund um Bus & Bahn in Dortmund finden Sie auf www.bus-und-bahn.de

DSW21

DSW21 (Dortmunder Stadtwerke AG) Telefon 023 1 8 55-00
 Kommunikation und Information www.bus-und-bahn.de
 Deggingstraße 40 Mobiles Internet: bus.mobi
 44141 Dortmund posteingang@dsw21.de

Stand: Mai 2017
 Druck: DSW21 Druckzentrum und Weiterverarbeitung

SozialTicket im VRR

Die persönliche Zeitkarte

Mit dem SozialTicket im VRR sind Sie zum kleinen Preis in Ihrem Wohnort mobil. Sie erhalten dieses persönliche MonatsTicket für Bus und Bahn, wenn Sie beispielsweise

- Empfänger von Arbeitslosengeld II und Sozialgeld (SGB II)
- Empfänger von Sozialhilfe (SGB XII)
- Empfänger von Wohnung
- Leistungsberechtigt nach SGB VIII
- Leistungsberechtigt nach dem Asylbewerberleistungsgesetz oder
- Leistungsberechtigt nach dem Bundesversorgungsgesetz sind.

Ob auch Sie zum Kreis der Berechtigten gehören, erfahren Sie bei den zuständigen Behörden in Ihrer Stadt. Dort erhalten Sie auch den erforderlichen Berechtigungsausweis.



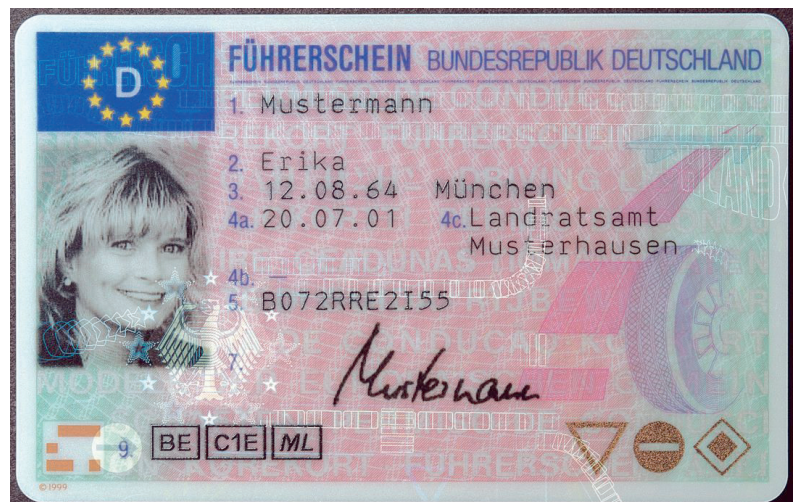


Schokoticket – Price overview

If the next school is further away than 3,5 km you might be eligible for absorption of travel costs. For the respective application please ask your school’s administration office. They will forward your application in case of eligibility.

| Grade | Distance home - school | 1 st child | 2 nd child | 3 rd child |
|--------------|--------------------------------------|-----------------------|-----------------------|-----------------------|
| grades 1-4 | more than 2,0 km | 12,00 | 6,00 | 0,00 |
| grades 5-10 | more than 3,5 km | 12,00 | 6,00 | 0,00 |
| grades 11-13 | more than 5 km | 12,00 | 6,00 | 0,00 |
| | less than any of the distance limits | 36,00 | 36,00 | 36,00 |
| | | | | |

Attachment 06: Category B driver’s license



Service Book for Immigrants



Education

Education

In Germany school attendance is compulsory. That means, children have to be sent to school by their parents. That goes for the children of Samer Abdullah and Samira Mohamad as well.

There are 200 schools in Dortmund; they are divided into the sectors of primary (elementary schools), secondary level 1 (general education schools, middle schools, comprehensive schools, special-needs-schools, secondary schools/high schools) and secondary level 2 (senior classes at high schools or comprehensive schools). Business colleges take

care of dual apprenticeships and education and school education and offers vocational preparations and educational programs for higher job-qualification.

Dortmund has 90 elementary schools (Grundschulen). Children attend for 4 years, usually between the ages of 6 and 10. The classes are in the (mid-)mornings. In the afternoons many schools offer care. This system is called open full-time school (OGS). Many parents have to work and this way they know their kids are well cared for.

All children with birthdays up to September 30th turning 6 years old start elementary school that same year. That means that Roula, the youngest child of the family from Aleppo, will also start school. Her parents can choose freely which elementary school they want Roula to attend. They just decide on the one closest to their home.

There are 14 middle schools (Realschulen) in Dortmund. They can be attended from grades 5 to 10, so for six years altogether. Students attending these schools usually start an apprenticeship after graduation – not in all cases though. Even after graduating from a school after 10th grade (secondary school leaving certificate) students can qualify to continue their education at a high school or a comprehensive school. They get their lower secondary education certificate after the 9th grade and the secondary school leaving certificate after the 10th.

Dortmund has 9 comprehensive schools (Gesamtschulen). You can choose whether you want to visit this school for 6 or 9 years.

You can qualify for an apprenticeship or for studying at a university, depending on your diploma.

There are as many High schools (Gymnasien) as there are middle schools. Children usually stay for 8 years, though they can choose to leave after 5. After 8 years (or currently depending on the school 9 years) they get their high school diploma/ higher education entrance qualification (Abitur).

Special needs schools (Förderschulen) are for disabled or handicapped children. An education here goes on for either 6 or 10 years.

There are 8 municipal business colleges that can be attended for 1 – 3 year(s) after finishing secondary education level 1. The goal is to get advanced vocational training. You can attend a business college with different diplomas, ranging from secondary school leaving certificate to high school diploma.

Additionally, there are five further education facilities any student can attend and seek any diploma they haven't previously obtained.

Whatever happens to children and youths immigrating from other countries?

At first they get into one of 92 incorporating classes. They exist in every school in Dortmund. There, they start learning German and after no more than two years they transfer into a normal class. Placement into incorporating classes is taken care of by the service center for education at Königswall 25 – 27.

When registering, it is important that the to be enrolled child is present. The parents have to hand in their registration certificate (proof of residence) as well as their passports /IDs.

The service center for education will give the parents all necessary information regarding the school-system and the child will be registered for the school entry examination. Apart from that they get information about the Schoticket. If necessary parents and child will be referred into counseling situations. At the end the child is placed into an incorporating class.

What happens at the school entry examination?

Before a child turns 6 years old, parents get an invitation from the health services. For the appointment you have to bring the Vorsorge-Heft (yellow examination booklet) and the Impfpass (vaccination card). If the U-exams are not documented, the health service's doctors will examine the child. They check whether the boy or girls have good eyesight and are able to talk, how intently they are listening to their opposites and whether they are moving normally.

The child has to copy pictures from

a template, has to be able to count, conceive of different quantities, and notice distinctions in pictures. The doctor will discuss the results with the parents. If there notice anything conspicuous they will counsel the parents on options to help the child.

Gesundheitsamt
Hövelstraße 8
44187 Dortmund
☎ 0231 / 50 - 22 532.

If the family of Samer Abdullah and

Samira Mohammed decided to move, the service center for education is still responsible for them and they help with finding a backup class for Roula Abdullah close to the new home.

The Federal Republic of Germany is a federalist country, meaning that states decide much on their own. The association (Bund) of states is predetermining what has to be taught but the curriculum for Dortmund is set by the state of North Rhine Westphalia (Land NRW)

How do you enroll a child in school?

In case of elementary schools, parents have to enroll their children in November for the following year. After elementary school, so after the 4th grade, parents get a recommendation from the child's class teacher which kind of school would be best for the child. As mentioned, this is purely a

recommendation, nothing is etched in stone just because the teacher gave this recommendation. Parents can make a different decision for themselves and their child. The elementary school informs about enrollment deadlines for secondary schools. More information can be found at the

service center education: [www. Dlzbildung.dortmund.de-Schulatlus](http://www.Dlzbildung.dortmund.de-Schulatlus)

Enrollment for 2nd level of secondary schools (business college, high schools, comprehensive schools) is always possible only in February: www.schueleranmeldung.de

| diploma | possible further education | | | |
|------------------------------------------------------------------------------------------------|----------------------------|----------------------|-------------------------------------|-----------------------------------------|
| | | | | |
| lower secondary education certificate after 9th grade | dual education | educational training | business college – further diplomas | |
| lower secondary education certificate after 10th grade | dual education | educational training | business college – further diplomas | |
| Secondary School leaving certificate (also after 10th grade, but from a different school) | dual education | educational training | business college – further diplomas | |
| Secondary School leaving certificate with qualification to visit senior classes in high school | dual education | educational training | business college – further diplomas | senior classes in high school |
| university of applied science / college entrance qualification | dual education | educational training | business college – further diplomas | university of applied science / college |
| higher education entrance qualification / high school diploma | dual education | educational training | business college – further diplomas | college or university |

Education

Parents have rights as well

They are allowed to:

- see every one of their child's tests
 - bring forth complaints
 - vote for a parents' representative and a parents' council
- with a written statement they can ask for their children to be exempted from religion classes. After their 14th birthday students in Germany can decide for themselves whether they
- want to take part in religion classes
 - after conferring with the teacher/principal parents can visit classes

Parents have duties as well

For example, if a child is sick, they have to take them out of school quickly (after giving notification). They have to make sure that their child has materials they need at school and that they are with them as needed. They have to make sure their child always attends school. If the child misses school immediately before or after holidays, parents might have to pay a fine of about 400-500€.

A specialty in Germany is the option for a dual education, meaning that one part is an apprenticeship within a company and the other part consists of classes at business college. The company is in charge of the practical abilities, whereas at business college the main concern is theoretical knowledge. Apprentices get a salary from their first year on. The dual education program lasts between two and three-and-a-half years. All options for dual education can be found here:

www.zukunftsfinder.de

Dortmund has the following education counseling/guidance centers:

BiZ Berufsinformationszentrum der Bundesagentur für Arbeit
(job information center of the Federal Employment Agency)
Steinstraße 39 | 44147 Dortmund
(www.arbeitsagentur.de)

DLZ
Dienstleistungszentrum Bildung
(service center for education – department of schools)
Fachbereich Schule
Königswall 25–27 | 1. Etage
44137 Dortmund
(www.dlzbildung.dortmund.de)

There are no legal standards to be met in order to be able to enter into a dual education program. However, employers do expect a school diploma. With a lower secondary education certificate, you can usually train for the following jobs: baker, employee in the hospitality industry, cook, drugstore employee, sales person, hairdresser, warehouse operator as well as a painter.

With a Secondary School leaving certificate you can train to become an office administrator, automotive mechatronics engineer, hotel-manager, electrician, IT-systems technician, skilled employee for warehouse logistics, medical employee. With a college entrance qualification or a higher education entrance qualification you can for example train for the following jobs; bank employee, digital media designer, IT specialist or automobile salesperson

Those who want to study further need a college entrance qualification to go to college or a university of applied science and a higher education entrance qualification (high school

diploma) to go to university. There are dual study programs where at the same time you finish an apprenticeship and work towards your university degree. In Dortmund this can be done in the fields of software engineering and social work, with specializing in poverty and (refugee-)migration. Usually you earn your bachelor's degree within 6 semesters (3 years) and the master's degree after four more semesters.

More information:
www.zukunftsfinder.de

BiZ Berufsinformationszentrum der Bundesagentur für Arbeit
(job information center of the Federal Employment Agency)
Steinstraße 39
44147 Dortmund
(www.arbeitsagentur.de)

DLZ
(Dienstleistungszentrum Bildung)
(service center for education – department of schools)
Fachbereich Schule
Königswall 25–27 | 1. Etage
44137 Dortmund
(www.dlzbildung.dortmund.de)

It should be noted, that with regards to education, in Germany you are never out of options, anything is possible. Even after finishing an apprenticeship after school you can visit university because of your job experience.

consulting services

Dienstleistungszentrum Bildung (service center for education)

Kleppingstraße 21 - 23
44135 Dortmund
www.dlzbildung.doertmund.de
☎ 0231 / 50 - 10 747
dlzb@stadtdo.de

Beratungsnetzwerk Dortmund (advisory network Dortmund)

☎ 0231 / 50 - 1 00 60

Agentur für Arbeit (employment office)

Steinstraße 39
44147 Dortmund
www.arbeitsagentur.de/dortmund
☎ 0800 455550

Industrie- und Handelskammer zu Dortmund (Chamber of Industry and Commerce Dortmund)

Märkische Straße 120
44141 Dortmund
www.dortmund.ihk24.de
☎ 0231 / 5 41 71 10
☎ 0231 / 5 41 73 52

GrünBau GmbH

Unnaer Straße 44
44145 Dortmund
www.gruenbau-dortmund.de
☎ 0231 / 8 40 96 48
adietz@gruenbau-dortmund.de

AWo Jugendmigrationsdienst (AWO youth migration services)

Klosterstraße 8 - 10
44135 Dortmund
www.awo-dortmund.de
☎ 0231 / 9934210
s.nosseir@awo-dortmund.de

online Platforms

You can find an overview of schools in Dortmund, information from A-Z in the education guide and answers to frequently asked questions here:
www.dlzbildung.dortmund.de

Regional information about career orientation and career choice:

www.planet-beruf.de
www.abi.de

Information regarding apprenticeships offered by the chamber of industry as well as open apprenticeship positions in the industry:
www.hwk-do.de

Information portal regarding acceptance of foreign educational achievements:
<http://anabin.kmk.org/anabin.html>
www.berufenet.arbeitsagentur.de

Information about the topic of dual studie:

www.ausbildung.de
www.berooobi.de

Information about qualified jobs and open positions in industry and commerce:
www.dortmund.ihk24.de

All information regarding the topics of apprenticeships, studies, school and so on in Dortmund:
www.zukunftsfinder.de

information about the education system in NRW:

www.schulministerium.nrw.de

Counseling for school-weary and truanting students:
www.beratungsnetzwerk-dortmund.de

Important sources for information

- www.berufswahlpassdortmund.de „Meine Möglichkeiten“ (My options)
- www.zukunftsfinder.de
- 52page brochure about business colleges in NRW published by the department of schools

Service Center for Education Counseling, referrals, information, accompanying

In the course of a lifetime questions about education keep coming up:

- who is the right person to talk to when I have questions about school?
- how do I find the right school for my child?
- how and where can I enroll my children to school if I move to Dortmund from another country?
- what options do I have when wanting to get another diploma after already having left school?
- What can I do when I have to attend business school but can't get a placement?
- Who can I contact when I'm having problems with school or raising my children?
- Where do I find educational services for my school class?

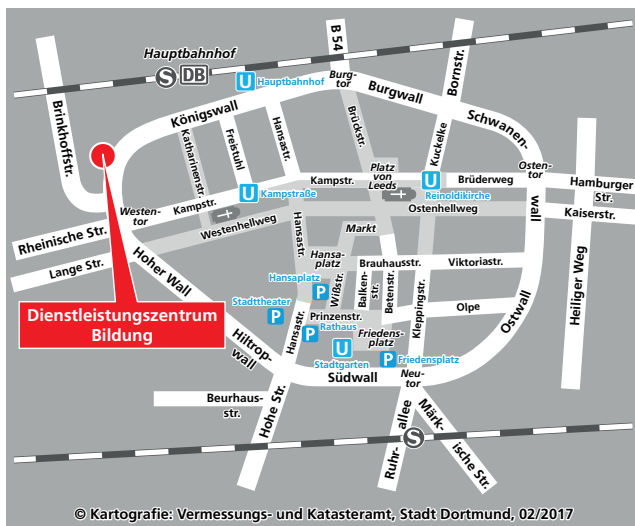
Answers to these and many more questions you can get at the service center for education (DLZB). The service center for education is a central point of contact regarding schools in Dortmund. Parents, students, teachers and other multipliers can either get direct answers to their questions or they will be referred to another institution that is able to help.

Counseling, referrals and information are given regardless of school. The services of the DLZB can be divided into four areas; Counseling, referrals, information and accompanying.

| services offered by the DLZB | | | |
|------------------------------|---------------------|-------------------------------------------------------|-------------------------------|
| 1 | 2 | 3 | 4 |
| Counseling | Referrals | Information | accompanying |
| topics around school | educational options | students without any knowledge of the German language | Options for self-informing |
| | | students required to attend business college | options for further education |
| | | | options for further education |

Getting initial information and making appointments:
 0231 50 1 07 47
 dlzb@stadtdo.de

Address:
 Dienstleistungszentrum Bildung
 Fachbereich Schule
 Königswall 25–27
 1st floor
 44137 Dortmund
 www.dlzbildung.dortmund.de



WIR
 MACHEN
 SCHULE

FACHBEREICH SCHULE

Service Center for Education
 Counseling, referrals,
 information, accompanying

Service Book for Immigrants

Housing / Living



Those who come to Dortmund as refugees stay first in a shelter. Social workers and employees take care of the people here. For example, they help with applications for asylum. Most of all that means: waiting, often for months on end. During this waiting period every refugee gets benefits and support from the welfare agency. The city of Dortmund is renting furnished apartments so newly immigrated people can leave the shelters as soon as possible. There are not enough apartments for refugees, so it can take some time until they get such an apartment. These are not

meant to become permanent residences anyhow, but just meant for the transition period and they are called “Belegwohnungen” (apartments with relatively short occupancy). As long as their asylum process is going on, people are welcome to stay here. As soon as they get a residence permit, the welfare agency asks them to find a new apartment and to leave the Belegwohnung. There is enough time for that, though. But you have to show initiative. Everyone should try to find an apartment on their own



- *Once you arrive in a transition apartment / Belegwohnung it is important to take your life in your own hand. The time until you move to your own apartment can be used meaningfully. How does life in Dortmund work? Who can I talk to when I need help? How can I learn German as quickly as possible, so that I can take care of my own affairs?*
- *When looking for an apartment it is crucial not to focus on single neighborhoods in Dortmund. This gives you a much better chance to find an apartment for you and your family. You can get anywhere in Dortmund rather quickly by buses and trains.*

The Abdullah and Mohamad family are looking for an apartment

The family from Aleppo is made up of father Samer Abdullah (47), mother Samira Mohamad (44) and their sons Rami (20) and Ranim (17) as well as daughter Roula (6). The children have the same last name as their father, while the wife

has kept her maiden name. In the following chapters we want to use the example of this family from Syria to show the process of finding an apartment. We will show,

- what criteria an apartment has

to fulfill.

- how to find an apartment,
- which formalities have to be taken care of before the lease can be signed
- what to keep in mind when moving.

Assurance of cost coverage for a new apartment (part 1)

Before the Abdullah/Mohamad family can start looking for an apartment they ask the job-center for approval to search for an apartment. The job-center checks whether this is necessary.

To do that Samer has to file an “Application for assurance of cost coverage for new housing”:

At the moment the family lives in a very small transition apartment where the welfare agency had placed them. This apartment is only 50 square meters. It has two rooms,

a kitchen and a bath, meaning it is way too small for a family of five. So, the job-center grants their application. Another reason for them to move is that they are living in a Belegwohnung they have to leave anyways. 20-year-old son Rami is of age already. He wants to become more independent and rent a small apartment for himself, but that is not possible. His parents are responsible for him until he turns 25. As long as parents and children receive benefits from the welfare agency or the job-center children have to live with

their parents, even as young adults. There are exceptions though if there is any sign of drug- or alcohol-abuse or even violence in the family. These are called “grave reasons”, that have to be believably conveyed to the job-center. Then the job-center has to agree to let someone younger than 25 to move out and rent their own apartment. Another exception is when the child is starting an apprenticeship or their studies in a city that is far away from their parents’ home and the bus and train fare would be very high.

When is an apartment suitable or appropriate?

The welfare agency, or the job-center, will pay for rent, utilities and heating of an apartment.

That is why there are fixed amounts an apartment can cost at the most. It is said that rent has to be “appropriate”. The more people

live in an apartment the bigger it can be and therefore the more expensive.

The new apartment for the Abdullah/Mohamad family can be up to 110 square meters big and can at most cost 911,20€ in cold

rent. You can find the maximum amounts for rent and the apartment sizes in the following chart:

**See Attachment 02:
fact-sheet for changing apartments within Dortmund**

Utility costs

The amount of rent consists of cold rent and operating costs, also called utility costs (Nebenkosten). Utility costs themselves are made up of different expenses a landlord is splitting among his tenants

- property tax
- water supply costs *Kosten für die Entwässerung*
- drainage costs
- warm water supply costs
- heating costs
- cost of chimney and heater maintenance
- street cleaning and waste disposal costs
- building cleaning and maintenance costs
- costs for lighting in all accessible parts of the building
- elevator costs
- costs for janitorial work
- building insurance costs

The job-center pays for rent and utility costs, except for the elec-

tricity expenses. The job-center also pays for heating, but always lists it separately. So, the job-center pays for rent, utility and heating. In order for them to do so, you have to apply for cost absorption by filing the “KDU” (costs of housing) form.

If water is heated via the heating system, the heating expenses have to be cut so the usual rate can be applied to warm water processing. Usually heating costs are cut by 18% or there can be a fixed cut-rate based on the size of the apartment. If warm water supply is regulated by a central system, meaning a boiler, a gas boiler or a flow heater there is an additional demand you have to apply for. It is 9,18€ for the applicant, 8,28 for a (marital) partner and scaled for children according to age. (as of 2017)

If a gas boiler is also used for cooking that means that heating

costs are cut. The job-center only pays actual heating costs, not anything more. The landlord as 12 months following the end of the billing period to list a utilities statement. Meaning, for the year 2018 he has to have compiled it by December 31st, 2019. If he bills his tenants any later they might not have to make possible subsequent payments. They do get back whatever amount they may have overpaid.

The statement for utility costs have to be filed with the job-center. If a utility bill is higher than what the job-center’s advance payment covers, the job-center has to pay for the outstanding amount if the costs are reasonable. If the job-center refuses to cover the costs because they are too high, they can offer a loan where customers have to pay 10% of the standard rate every month. Refunding for electricity costs cannot be counted as income.



The expenses for warm water that is generated with under-table units or boilers are covered by the benefits of welfare agency/job-center. You have to file special proof and /or photos with the job-center for them to cover the costs. That means you have to make sure to ask your case worker in advance whether and if so, to what amount, these costs are covered. The keyword here is “appropriate amount”. So, it’s better to ask again than having to deal with a surprise.

How to find an apartment

Of course, It is difficult to find an apartment that is 5€ per square

meter, but it is not impossible. You have to try different ways over and

over again. In the end, you will find an apartment.

Housing office/subsidized housing permit (WBS)

At first Samer Abdullah and Samira Mohamad go to the housing office in the Stadthaus in Dortmund. There, they apply for a subsidized housing permit (WBS) for a council apartment.

Those are inexpensive apartments for people who earn little money or get benefits from the welfare agency or the job-center. These council apartments are either given out by the housing office or you find one yourself. To get the WBS both partners fill out the application for “admission into the list of pre-registered housing-seekers” and the

form “income statement for subsidized living. So they can fill out everything correctly they take the following documents with them:

- last benefits statement
- child benefit statement for Rami, since he is already of age
- evidence of enrollment for 17-year-old Ranim, since he is still going to school
- the passports of every family member to prove residence status

The housing office helps the family from Aleppo to find an apartment.

Their caseworker writes their names on the bottom of a long list. The list is this long because many people in Dortmund are looking for an inexpensive apartment. Usually the one who is on the list the longest gets an apartment first. But there are exceptions: Samer and Samira and their children are living as a family of five in a far too small apartment. That is why the housing office will try to find them new housing as soon as possible even though they are at the bottom of the list. It is said that “social” factors can be more important than waiting time.



Samer and Samira should not go to the housing office by themselves, but instead bring their children along. That way the caseworker gets to know the whole family. They will say that the family will be notified as soon as a suitable apartment will have been found. To show how important a new apartment is, the family should inquire about the progress regularly, possibly once a week, by going to the housing office and asking their case worker for any news. That way the caseworker keeps them in mind and sees them showing initiative.

Housing associations

In the following list you can find the bid housing associations and cooperative housing associations in Dortmund, who are managing

much of the subsidized housing. Samer Abdulla visits them to ask whether they currently or within the next months might have an

apartment for his family. Many of these associations have lists, such as the housing office. Samer puts down his name on the lists

Apartment listings

From now on, on every Saturday and Wednesday, Samer visits the library. With his library card he can look through the daily newspapers in Dortmund, as well as the “Ruhrnachrichten” and the “WAZ” for apartment listings. He also reads the free “Stadt Anzeiger“ which is delivered

to the front door of his current building every Wednesday and Saturday. It is free of charge and distributed to every household in town. However, he finds the most apartment listings online. Helpful links are:
www.immoruhrnachrichten.de
www.immobilienscout24.de

www.immonet.de
www.ebay-kleinanzeigen.de/s-wohnung-miten/Dortmund

Apartment listings often use abbreviations. You can find the most important ones in a list among the attachments.



Act immediately!

In order to find an inexpensive apartment, you need perseverance. Samer visits the listed internet portals every day, sometimes multiple times per day because there are always new listings. Samer gets support from his sons Rami and Ranim who like surfing the internet. Really important: If you see a listing that might work for you, you have to contact the landlord (or given person of contact) immediately and not wait another day or even longer.

Written contact

Apartment listings are posted either by employees of a housing association, by landlords themselves or by the current tenants, looking for someone to take over their apartment.

Samer has found an apartment online and sends an e-mail to the given address. Samer explains which apartment he is interested in and

gives a short description of his family situation and that he gets benefits from the job-center. He asks for a viewing appointment.

In the Ruhr Nachrichten he finds a listing without an e-mail address or a telephone number. Only a “Chiffre-Number” is listed. That means that the one posing the listing does not want to be contacted directly.

The Chiffre-Number gives them anonymity. He asks those who are interested in the apartment to write a letter to the Ruhr Nachrichten. At the newspaper all letters with the same Chiffre-Number on the envelope are collected and the one posting the listing can pick them up. They read them and contact the ones who seem most fitting to them. Samer just has to wait.

Contact via phone

An apartment listing lists a telephone number. Samer is not confident enough in his German language

skills to call himself. That’s why he asks his guide, Bessma Khales, to call for him. She puts down the

landlord’s name, the address of the apartment and the date and time for a viewing appointment.

Viewing appointments

You have to show up to viewing appointments on time. It is much better to be a few minutes early than a little bit late.

Even a 10-minute delay can mean that the landlord left. Chances for a second appointment are usually slim because there are just too many applicants for inexpensive apartments.

You should make sure you know where you are supposed to meet beforehand. If the meeting point is in front of the house, that is easy. If you are supposed to come up to the apartment it is important to ask for the name

that is on the door bell. If possible you should bring your guide or maybe another volunteering person you trust, but apart from that only the people who are supposed to move in should come along.

Usually a prospective tenant and their partner go to a viewing appointment. Of course, children can come, but they don’t have to.

If you can’t make it to the appointment in time, you have to call the person you arranged the meeting with or let them know via WhatsApp as soon as possible,

so they can pass on the message. The following documents should be brought to a viewing appointment:

- electronic residence permit
- documentation of benefits received by welfare agency/job-center
- “statement of rental offer” form from the welfare agency/job-center

At the viewing appointment the possible tenant and the landlord get to know each other. Both parties are interested in different things: The tenant wants to know whether the apartment

meets their ideas and needs. They also want to see in what kind of condition the apartment and the house are. For example if you see holes in the walls, unsealed windows or even mold, you should ask the landlord whether these flaws would be rectified before move in.

The landlord wants to find out whether the applicants might be suitable tenants. Usually a landlord can take his pick, because their apartment has many applicants. This is why it is important to make a positive and lasting impression.

You should try to make conversation with the landlord of the housing association's employee. Don't be shy. This is most important if there are multiple applicants viewing the apartment at the same time. By asking questions you signal interest! If possible, you should talk a little bit about yourself and your situation. Once you start talking

you will realize what is important to a landlord. Especially with housing associations you might have to fill out a form of tenant-self-disclosure (Mieterselbstauskunft). Samer always takes his wife Samira and their eldest son Rami to viewing appointments. He makes copies of all his important documents so he can hand them to the landlord if necessary. Their guide, Bessma Khaled, comes with the family. She can lead the conversation and make sure anyone's questions are answered. She can help fill in forms if necessary.

Through her word Bessma Khaled is also trained to evaluate apartments. She can point out important aspects to the family and advise them. Just so he doesn't forget anything at the appointment, Samer carries the following list with him:

The next day Samer Abdullah learns that he will get the apartment. He immediately takes the

“statement of rental offer, part 1” and the “Application for assurance of cost coverage for new housing, part 2” to the job-center in order to get the assurance that the costs will be covered. He needs the confirmation from the job-center that rent will be covered. This is important as well for the deposit. That is the money the landlord gets as safety. If a tenant doesn't pay rent or heavily damages the apartment the landlord can use this money.

If everything is fine once the tenants move out, they – or in this case the job-center – get their deposit back. Samer Abdullah doesn't immediately get the confirmation of absorption of these costs from the job-center. But the landlord wants to sign the lease contract the same week. That's why Samer visits with his case worker every day and asks for a quick processing of his application. Without the confirmation of cost coverage he cannot sign the contract.



During a viewing appointment you should make sure not to sign any commitment for cost coverage and to never pay for anything cash. The family likes the apartment. They would like to rent it. Samer asks the landlord /person conducting the appointment to fill out the form for statement for rental offer. Apart from that he asks when he can expect information on whether he will get the apartment. He asks for a phone number for possible later questions.

Lease contract

Finally, Samer gets the confirmation of cost coverage and he makes an appointment to sign the lease contract.

Bessma Khaled, the guide from the Foreign Association goes with him.

She wants to explain the contract to him in detail before he signs. Only when he understands everything should he sign. Once a lease contract is signed the tenant cannot back down from it, as is possible with purchase agreements.

There is no cancellation right.

Apart from that, everything in the lease is binding, meaning tenant and landlord have to comply with anything stated there.



Only people who are mentioned in the lease contract can live permanently in the apartment. Of course it is always possible to have guests and they are also allowed to stay overnight. The tenant can even give them a key to the apartment. However, if someone stays for longer than 6 weeks at a time, the landlord has to be informed about it. He can then raise the utility costs since many of the components making up the utility costs depend on how many people live in an apartment. Housing more than one person or even a whole family gets you in trouble with the landlord and the job-center. The keyword here is “overcrowding”. That means that an apartment is too small for that many people.

Duration of a lease contract

The duration of tenancy is very important. Most lease contracts are indefinite, meaning the tenant can stay as long as they want but have to put in a 3-months’ notice if they want to move out.



Beware of fixed-term leases such as yearly leases! However, that landlord can include a so called “Kündigungsausschluss” (exclusion of termination) of for example 4 years. That means that the landlord cannot terminate the lease contract for the given timespan as long as rent is payed on time; it turn, that also means you cannot terminate the contract within the same timespan either. Every applicant for an apartment should think long and hard about signing such a contract. If they have to move out for unforeseeable reasons before the time is up, that won’t be possible. Worst case scenario is that for some time they have to pay rent for two different apartments at the same time.

However, if the given time frame is more than 4 years, this part of the contract is invalid and the tenant can leave whenever they want after giving their 3-months’ notice.

Termination with notice

In case of an indefinite lease contract you have to comply with a 3-months-termination notice. The termination notice has to be given in written form. A termination via phone, e-Mail or Fax is not enough. All main tenants have to sign the notice. It’s best to send a termination notice via registered mail plus return slip. You can ask for it at the post office when buying the stamps.

If a landlord lives close by you can deliver the termination notice to their mailbox yourself. Ideally you take along a witness who might later on be able to testify that the termination notice has been delivered. Of course it is also possible to just give

the landlord the termination notice in person.

A 3-months-notice means that the tenant has to pay rent for 3 more months following the termination notice, regardless of whether they are still living in the apartment or have already moved out. In order for the current month to be counted as one of those 3 months the termination notice has to be delivered to the landlord until the 3rd business day of the month. Business days are Monday-Saturday.

An example: A tenant wants to terminate their lease by October 31st because they have a new apartment

following the 1st of November. His termination-notice reaches his landlord on August 4th, which is the third business-day of the month of August. However – had the notice reached his landlord a day later, the 3-months-notice period would start in September, meaning the tenant would have to pay an extra month.

There is also a chance of a double burden if a new apartment is immediately available or starting the next month. For recipients of benefit that would be a problem because the welfare agency/job-center only pay for one rent. In this case you can either try to negotiate with your new landlord or out of necessity pay

for one of the rents. This might be circumvented if you try to look for someone to immediately take over your apartment as a new tenant. You can ask around among your family and friends or list your apartment on www.ebay-kleinanzeigen.de and put up flyers at supermarkets and stores in your neighborhood.

If you are lucky, the landlord accepts the proposed new tenant. However, the land lord does have the right to refuse. In that case the original

tenant has to continue payments until the lease is up. The Abdullah/Mohamad family does not have to take care of the lease termination of their current apartment because they were placed there by the welfare agency. That's why together Samer and Samira sign the new lease contract. Apart from the contract the two parties have to sign a takeover-log that lists a crack in the bathroom sink which they noticed at the viewing. That why the landlord cannot hold the two responsible for

the crack or ask them to pay for its repair. At the end, Samer asks his landlord to fill out the "Wohnungsgeberbestätigung" (confirmation of residency in a landlord's house or apartment). Samer needs this for the notification of change of address at the office of "citizens service international". Samer makes a copy of the lease contract and hands in the copy along with the filled out Wohnungsgeberbescheinigung at the job-center so he can change his registered place of residence.

Renovating costs

The landlord confirmed in writing that he is giving the family the apartment unrenovated. That means a lot of work. The floors have to be rene-

wed, the walls have to be repapered and painted. Father and sons want to do the work themselves. First of all they need money to pay for car-

pet, wallpaper, paste and paint. The job-center confirms to them in writing that they will bear those costs.

Initial furnishing

The family is happy to be able to move into their first own apartment. But of course, a lot of furniture and equipment is still missing. The job-center offers a furnishing rate for the initial furnishing of an apartment. That includes for example furniture, curtains, mattresses, kitchen utensils, tableware, a stove, a sink, a refrigerator and a

washing machine. For a family of five this amounts to about 2400 €. They don't just get the money, they have to apply for it. You can find a list of places where you can find inexpensive used furniture in Dortmund among the attachments. The internet platform www.ebay-kleinanzeigen.de is also a good option to get furniture for little money or even

for free. For transporting furniture Samer Abdullah needs an appropriate vehicle. Professional car renting places are usually very expensive and you have to drive yourself. Samer has a driver's license, but his friend does not. The friend could get in contact with a service that offers transport-vehicles plus a driver for free or little charge.

Moving

Most of all, moving means a lot of work. You have to keep many things in mind. That's why good organization is crucial. It makes a difference whether you move from a shelter or transition apartment into your first own apartment or whether you move from one place you rent to another one. Since the Abdullah/Mohamad family does not arrive from their own

apartment they have to take care of the following things: Samer makes an appointment with the landlord for taking over the apartment. The landlord is very forthcoming and agrees to give him the keys a few days before they start paying rent so Samer can renovate to apartment. At key-exchange both parties write down the numbers of the electricity-, water- and gas-meters.

The landlord explains the house rules. Samer goes to the post office to put in a change-of-address order. To get an overview of offers from telephone and Internet companies the family visits the customer advice center for independent and free consultation. Samer has to go to the job-center to apply for exemption from of television and radio license fee (Rundfunkgebühren).

Housing / Living in Dortmund

What is the television and radio license fee?

There are three broadcasters regulated by public law in Germany: ARD, ZDF and Deutschlandradio. Different from private broadcasters they are financed by a fee from every household that has a radio or TV/consuming programming online.

Per month, every household pays 17,50€. People who receive benefits as well as people with health restrictions can apply to be exempted from having to pay the fee. With your benefits statement you get a

form for exemption from television and radio license fees which you have to send in to the "Beitrags-service" (office handling the fees) of ARD, ZDF and Deutschlandradio, along with a copy of your benefits statement. Exemption will only continue for as long as someone receives benefits.

That is why recipients of benefit have to check whether new statements also include the exemption form and they have to send them in again. Should the form be missing,

they have to ask for it at the welfare agency or the job-center.

More information:
www.rundfunkbeitrag.de

Samer and Samira have to pay for electricity themselves which is why they are looking for an inexpensive electricity-company in Dortmund. Information in different languages, Arabic among them, on what to keep in mind and the different steps can be found in a flyer made by the Dortmund Stadtwerke, DEW 21.

Living in your own apartment

Having finally moved in the family keeps Bessma Khaled as their guide from the Foreign Association.

Because now, the actual adventure starts: the question of "How does this work in Dortmund?". But for

now, the family is just glad to be in their own apartment.

Getting to know the neighbors

At first the family introduce themselves to their neighbors. Together with Frau Khaled they ring the doorbells of their neighbors on the

same floor and the ones living directly above and underneath them. That just takes a few minutes and helps making some new contacts.

This in turn makes it easier for the family to later on come to their neighbors with questions. Also, it shows politeness.

House rules

The house rules apply to every tenant. They are given to you together with the lease contract. It makes a lot of sense to read them carefully. Sometimes just a matter of not being informed that may cause problems with neighbors. Parents are in charge of making

sure their children follow the rules.

- The house rules regulate:
- who has to clean the hallway/stairway when
- from what times the noon- and night time peace is to be considered, which are the times where you cannot make noise

in the apartment or the hallways

- whether pets are allowed
- who is in charge of sweeping leaves or shoveling snow when
- Usage of shared areas such as a drying loft or basement /washing room and the garden

Damages within the apartment

If something in the apartment breaks, such as the heater, the landlord has to be informed as soon as

possible so they can make sure the damage is repaired. You can usually inform them by phone. If a land-

lord does not take care of things even though you've notified them several times, you have to send in

Housing / Living in Dortmund

a written notice and give them a deadline by which the damage has to be fixed. If there is still no reaction over several days you can ask

for next steps to be taken at the Mieterverein (tenants' association). It is best to become a member before any damage occurs so you

can make use of its possibilities, which include legal help. In Dortmund there are Mietervereine:

| | | | | | | | | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-----------------------------------------|--------|-----------------------------------------|-----------------|---------------------|---------|-------------------|
| <p>Mieterverein Dortmund und Umgebung e.V. (tenant association Dortmund and surrounding areas)</p> <p>Kampstr. 4, 44137 Dortmund</p> <p>E-Mail: info@mieterverein-dortmund.de Tel.: 0231 / 557656 - 0 Fax: 0231 / 557656 -16</p> <p>Hours: Monday – Thursday 08.30 am – 6:00 pm Friday 08.30 am – 2:00 pm</p> | <p>DMB Mieterbund Dortmund e.V., Mieterschutzverein</p> <p>Prinzenstr. 7, 44135 Dortmund</p> <p>E-Mail: service@mieterschutz.de Tel.: 0231 / 584486 - 0 Fax: 0231 / 528106</p> <p>Hours:</p> <table> <tr> <td>Monday – Thursday</td> <td>9:00 am – 12:00 am 1:00 pm – 5:45 pm</td> </tr> <tr> <td>Friday</td> <td>9:00 am – 12:00 am 1:00 pm – 3:45 pm</td> </tr> </table> <p>call-in hour Monday – Friday plus Tuesday</p> <table> <tr> <td>Monday – Friday</td> <td>11:00 am – 12:00 am</td> </tr> <tr> <td>Tuesday</td> <td>4:30 pm – 5:30 pm</td> </tr> </table> | Monday – Thursday | 9:00 am – 12:00 am 1:00 pm – 5:45 pm | Friday | 9:00 am – 12:00 am 1:00 pm – 3:45 pm | Monday – Friday | 11:00 am – 12:00 am | Tuesday | 4:30 pm – 5:30 pm |
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| Monday – Friday | 11:00 am – 12:00 am | | | | | | | | |
| Tuesday | 4:30 pm – 5:30 pm | | | | | | | | |

BG-Nr. 33302// _____

jobcenter
Team _____ Dortmund

Name: _____ Vorname _____

**Antrag (Teil 1)
auf Zusicherung der Kosten für die neue Unterkunft**

1. Ich beabsichtige zum _____

in eine andere Wohnung nach _____
umzuziehen und bitte um Zusicherung, dass die Kosten der neuen Unterkunft an-
erkannt werden.

Gründe, warum ich in eine andere Wohnung umziehen möchte:

Meine Angaben kann ich durch folgende Nachweise belegen:

2. In die neue Wohnung werden noch folgende Personen einziehen:

- keine
- mein Partner/meine Partnerin _____
- mein/e Kind/er _____
- Kind/er meines Partners/meiner Partnerin _____
- sonstige Personen: _____

Dortmund, den 23.08.2017

Unterschrift

Verfügung des Jobcenter Dortmund
 Der Umzug ist notwendig, „Umzugspaket“ ausgehändigt, Angemessenheitskriterien erklärt
 Der Umzug ist nicht notwendig, Zusicherung mündlich ablehnen und erläutern (Bescheid rechtlich
erst nach Vorlage Mietangebot möglich)
z.d.A / WV bei Eingang des Mietangebots
Im Auftrag

Merkblatt

Wohnungswechsel – Stadtgebiet Dortmund

Vor Abschluss eines (neuen) Mietvertrages muss die Übernahme der Aufwendungen für die neue Unterkunft vom Jobcenter Dortmund zugesichert werden (§ 22 Abs. 4 SGB II).

In diesem Zusammenhang wird geprüft, ob der Wohnungswechsel

1. **erforderlich** ist – benutzen Sie bitte den beiliegenden Antrag – und
2. die neuen Unterkunfts-kosten **angemessen** sind. Hierzu legen Sie bitte den Vor-druck „Mietangebot“ vor, den Sie nach Prüfung Ihres Umzugswunsches geson- dert erhalten.

☛ Bei **fehlender** Zusicherung zur Anmietung der Wohnung ist das Jobcenter Dortmund nicht zur Kostenübernahme (Umzugskosten, Mietkautionsdarle- hen) verpflichtet!

☛ Höhere Mietkosten der neuen Wohnung können nicht übernommen werden!

☛ Denken Sie bitte auch an die Kündigung und die Einhaltung der Kündigungs- frist Ihres bisherigen Mietvertrages!

Die Beurteilung der Angemessenheit der Kosten der Unterkunft richtet sich nach der Besonderheit des Einzelfalles und seinen individuellen Verhältnissen; insbesondere nach der Zahl der Familienangehörigen und ihrem Gesundheitszustand.

Innerhalb des Stadtgebietes von Dortmund können folgende **Höchstbeträge** für Unter- kunftskosten (Kaltmiete einschließlich Nebenkosten (=Bruttokaltmiete), ohne Heizkos- ten anerkannt werden:

| Haushaltsgröße | Höchstbetrag der Bruttokaltmiete |
|-------------------------------------|----------------------------------|
| für Alleinstehende | 396,00 € |
| für einen 2-Personen-Haushalt | 484,80 € |
| für einen 3-Personen-Haushalt | 583,60 € |
| für einen 4-Personen-Haushalt | 742,40 € |
| für einen 5-Personen-Haushalt | 911,20 € |
| ab einem 6-Personen-Haushalt | Einzelfallentscheidung |

Daneben werden die Heizkosten in tatsächlich zu zahlender Höhe übernommen, so- fern diese angemessen sind.



Dieses Merkblatt ist keine Kostenzusage für einen Umzug!

Housing / Living in Dortmund

Stadt Dortmund
Amt für Wohnen und Stadterneuerung
Südwall 2 – 4 (3. Obergeschoss)
44122 Dortmund

Die Eintragung erfolgt nach Prüfung der Einkommensverhältnisse gemäß dem Gesetz zur Förderung und Nutzung von Wohnraum für das Land Nordrhein-Westfalen (WFNG NRW)

| |
|-----------------------------------------|
| Wird von der Behörde ausgefüllt! |
| WS. Nr. |

Ich beantrage die Aufnahme in die Vormerkliste für Wohnungssuchende

1. Angaben zur Person

| | | | | | |
|--------------------------------------------------------------|---------------------------------------------------|-------------------------------------------------|-------------------------------------|--------------------------------------------------|-----------------------------------------------------------|
| Familiename, Vorname | | | | Geburtsdatum | |
| Anschrift (Straße, Hausnummer, Postleitzahl und Ort) | | | <input type="checkbox"/> Frauenhaus | Staatsangehörigkeit | |
| Benachrichtigungen - falls von obiger Anschrift abweichend - | | | | Telefon | |
| Familienstand | <input type="checkbox"/> ledig | <input type="checkbox"/> verheiratet seit _____ | <input type="checkbox"/> verwitwet | <input type="checkbox"/> getrennt lebend | <input type="checkbox"/> geschieden |
| Berufsgruppe | <input type="checkbox"/> Arbeiter/in | <input type="checkbox"/> Angestellte/r | <input type="checkbox"/> Beamter/in | <input type="checkbox"/> selbständig | <input type="checkbox"/> Auszubildende/ Auszubildender |
| | <input type="checkbox"/> Schüler/in Student/in | <input type="checkbox"/> Rentner/in | <input type="checkbox"/> arbeitslos | <input type="checkbox"/> Sozialhilfeempfänger/in | <input type="checkbox"/> Hausfrau/ Hausmann |

2. Folgende Personen werden mit mir in die gesuchte Wohnung ziehen

| Familiename, Vorname | Geburtsdatum | Stellung zum Haushaltsvorstand |
|----------------------|--------------|--------------------------------|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

3. Innerhalb der nächsten 6 Monate vergrößert sich mein Haushalt noch um folgende Personen

| Familiename, Vorname | Geburtsdatum | Stellung zum Haushaltsvorstand |
|----------------------|--------------|--------------------------------|
| | | |
| | | |

4. Zugehörigkeit zu folgenden Personengruppen (Nachweise erforderlich)

| | | | | | | |
|---------------------------------------------|------------------------------------------------------|-----------------------------------------|-------------------------------------------------------------------|---------------------------------------------|-------------------------------------|-------------------------------------------|
| <input type="checkbox"/> Alleinerziehende/r | <input type="checkbox"/> Aussiedler/in Flüchtling | <input type="checkbox"/> junge Eheleute | <input type="checkbox"/> kinderreiche Familie (3 u. m. Kinder) | <input type="checkbox"/> Rollstuhlfahrer/in | <input type="checkbox"/> Schwangere | <input type="checkbox"/> Schwerbehinderte |
|---------------------------------------------|------------------------------------------------------|-----------------------------------------|-------------------------------------------------------------------|---------------------------------------------|-------------------------------------|-------------------------------------------|

5. Ich bewohne zur Zeit eine ...

| | |
|------------------------------------------------------------|------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Wohnung mit WBS | <input type="checkbox"/> Wohnung im elterlichen Haushalt mit WBS |
| <input type="checkbox"/> Wohnung ohne WBS vor 1948 erbaut | <input type="checkbox"/> Wohnung im elterlichen Haushalt ohne WBS vor 1948 erbaut |
| <input type="checkbox"/> Wohnung ohne WBS nach 1948 erbaut | <input type="checkbox"/> Wohnung im elterlichen Haushalt ohne WBS nach 1948 erbaut |
| <input type="checkbox"/> Obdachlosen- / Notunterkunft | <input type="checkbox"/> Wohnung im elterlichen Haushalt in einer Obdachlosen- / Notunterkunft |

Angaben zur **jetzigen** Wohnung
 ____ Wohnräume (ohne Küche, Diele, Bad), ____ m² Wohnfläche, Kaltmiete (ohne Umlagen) ____ Euro / mtl.

6. Gründe für meinen Wohnungswechsel (ggf. sind Nachweise erforderlich)

| | | | | | |
|-----------------------------------------------------------|-----------------------------------------------------------|-----------------------------------------------------------------|--------------------------------------------------------------------------|-----------------------------------------------------------|----------------------------------------------------|
| <input type="checkbox"/> jetzige Wohnung zu groß | <input type="checkbox"/> jetzige Wohnung zu klein | <input type="checkbox"/> ohne eigene Wohnung | <input type="checkbox"/> Abbruch/ Einsturzgefahr | <input type="checkbox"/> gerichtliches Urteil / Vergleich | <input type="checkbox"/> Kündigung durch Vermieter |
| <input type="checkbox"/> Auszug aus der ehelichen Wohnung | <input type="checkbox"/> zu hohe Miete | <input type="checkbox"/> zu hohe Heiz- und / oder Nebenkosten | <input type="checkbox"/> Aufforderung durch das Sozialamt bzw. JobCenter | <input type="checkbox"/> schlechte Lage im Haus | <input type="checkbox"/> schlechte Wohngegend |
| <input type="checkbox"/> unzureichende Ausstattung | <input type="checkbox"/> gesundheitliche Beeinträchtigung | <input type="checkbox"/> jetzige Wohnung nicht rollstuhlgerecht | <input type="checkbox"/> schlechte Verkehrsanbindung | <input type="checkbox"/> familiäre Gründe | <input type="checkbox"/> sonstige Gründe |

7. Ich suche eine Wohnung ...

im gesamten Dortmunder Stadtgebiet

| | |
|--------------------------------------------------|-------------------------------------------------|
| <input type="checkbox"/> in folgenden Vororten * | <input type="checkbox"/> in folgenden Straßen * |
|--------------------------------------------------|-------------------------------------------------|

*** in diesen Fällen bestehen nur eingeschränkte Vermittlungsmöglichkeiten**

Angaben zur **gesuchten** Wohnung
 ____ Wohnräume (ohne Küche, Diele, Bad), ____ m² Wohnfläche, Kaltmiete (ohne Umlagen) ____ Euro / mtl.

Sonstige Wünsche Seniorenwohnung Rollstuhlfahrerwohnung

Hinweis gem. Datenschutzgesetz Nordrhein-Westfalen (DSG NRW)
 Personenbezogene Daten, d. h. Einzelangaben über persönliche und sachliche Verhältnisse einer bestimmten natürlichen Person, können gem. § 12 Abs.1 DSG NRW erhoben werden. Die Auskünfte werden gem. § 25 i.V.m. § 13 bis 15 des WFNG NRW erhoben. Das Erheben, Speichern, Verändern und Nutzen dieser Daten ist somit nach §§ 12 Abs. 1 u. 13 Abs. 1 DSG NRW zulässig. Die Daten dürfen grundsätzlich nur für Zwecke weiterverarbeitet werden, für die sie erhoben wurden.

Datum _____ Unterschrift _____

Housing / Living in Dortmund

Einkommenserklärung für geförderte Wohnungen

Antragsteller _____
 Zutreffendes bitte ankreuzen

Beantragung einer Bezugsgenehmigung für geförderte Wohnungen
 Aufnahme in die Vormerkliste für Wohnungssuchende
 Freistellung
 Erlangung einer Zinsvergünstigung
 Beantragung von Fördermitteln

Name, Vorname _____ Geburtsdatum _____
 Anschrift (Straße, Hausnummer, Postleitzahl und Ort) _____ Telefonnummer _____ Beruf _____

| Bitte Jahresbeträge eintragen | |
|-------------------------------|--------------------------------------------------------------------------------------------------------------|
| 1. | Ich erzielte im Kalenderjahr vor der Antragstellung folgende Einkünfte (Nachweise sind vorzulegen)*: _____ € |
| 1.1 | <input type="checkbox"/> steuerpflichtiges Bruttoeinkommen aus nichtselbständiger Arbeit _____ € |
| 1.2 | <input type="checkbox"/> Einkünfte aus selbständiger Arbeit _____ € |
| 1.3 | <input type="checkbox"/> Einkünfte aus Gewerbebetrieb _____ € |
| 1.4 | <input type="checkbox"/> Einkommen aus geringfügiger Beschäftigung _____ € |
| 1.5 | <input type="checkbox"/> Renteneinkünfte - Bruttobeträge - _____ € |
| 1.6 | <input type="checkbox"/> Versorgungsbezüge _____ € |
| 1.7 | <input type="checkbox"/> Arbeitslosengeld I _____ € |
| 1.8 | <input type="checkbox"/> Einkünfte aus Unternehmenseinkünften _____ € |
| 1.9 | <input type="checkbox"/> Einkünfte aus Vermietung und Verpachtung _____ € |
| 1.10 | <input type="checkbox"/> Einkünfte aus Land- und Forstwirtschaft _____ € |
| 1.11 | <input type="checkbox"/> Ausländische Einkünfte _____ € |
| 1.12 | <input type="checkbox"/> Sonstige Einkünfte _____ € |
| | <input type="checkbox"/> Sonstige Einkünfte _____ € |

* Als Einkommensnachweise gelten z. B. Einkommensteuerbescheide, Rentenbescheide, Arbeitslosengeldbescheide oder Vorauszahlungsbescheide. Sofern diese Nachweise nicht möglich sind, kann das Einkommen auch durch andere, geeignete Unterlagen nachgewiesen werden, insbesondere bei Einkünften aus nichtselbständiger Arbeit durch eine Bestätigung des Arbeitgebers.

2. **Bestätigung Arbeitgeber/in** (nur erforderlich, wenn das Einkommen nicht durch einen Steuerbescheid nachgewiesen werden kann)
 Die Richtigkeit der Angaben zu 1.1 und/oder 1.4 wird bestätigt: _____

Datum _____ Unterschrift und Telefonnummer/ Stempel Arbeitgeber/in _____

3. **Einkommensveränderungen**
 Mein Einkommen hat sich seit dem 01.01. des letzten Kalenderjahres nicht dauerhaft verändert bzw. wird sich in den nächsten 12 Monaten auch nicht dauerhaft verändern.
 Mein Einkommen hat sich seit dem 01.01. des letzten Kalenderjahres dauerhaft verändert bzw. wird sich in den nächsten 12 Monaten dauerhaft verändern.
 Grund: _____
 Einkommensverringerung, ab _____ neuer Betrag: _____ €/ mtl.
 Einkommenserhöhung, ab _____ neuer Betrag: _____ €/ mtl.
Sofern eine Veränderung des steuerpflichtigen Einkommens/Minijob aus nichtselbständiger Arbeit seit dem 01.01. des letzten Kalenderjahres eingetreten oder mit Sicherheit in den nächsten 12 Monaten zu erwarten ist, bitte zusätzlich die Anlage I zur Einkommenserklärung vom Arbeitgeber ausfüllen und unterschreiben lassen.

4. **Werbungskosten**
 Meine Werbungskosten für die Einkünfte aus unselbständiger Arbeit sind höher als die Werbungskostenpauschale.
 ja, meine Werbungskosten betragen _____ €. **Ein Nachweis ist beigefügt.** nein

5. **Steuern, Kranken- und Rentenversicherung**
 Bitte nur ankreuzen, wenn die Steuern und Beiträge von Ihnen selbst gezahlt werden, also nicht, wenn diese Leistungen von anderen, wie z.B. vom Arbeitgeber, dem Arbeitsamt, dem Jobcenter oder dem Sozialamt erbracht werden.
Die entsprechenden aktuellen Nachweise sind beizufügen.
 Ich zahle Steuern von den Einkünften
 Ich zahle Beiträge zu einer gesetzlichen bzw. zu einer privaten Krankenversicherung
 Ich zahle Beiträge zur gesetzlichen Rentenversicherung bzw. entrichte Beiträge für eine vergleichbare Leistung zu einer privaten Versicherung
 Ich zahle weder Steuern noch Beiträge zur Kranken- und Rentenversicherung

6. **Zu meinem Haushalt gehören zum Zeitpunkt der Antragstellung folgende Personen:**

| Name, Vorname | Geburtsdatum | Stellung zum Haushaltsvorstand | Einkommen vorhanden |
|----------------------|--------------|--------------------------------|-----------------------------------------------------------|
| 6.1 Antragsteller/in | _____ | _____ | <input type="checkbox"/> ja <input type="checkbox"/> nein |
| 6.2 | _____ | _____ | <input type="checkbox"/> ja <input type="checkbox"/> nein |
| 6.3 | _____ | _____ | <input type="checkbox"/> ja <input type="checkbox"/> nein |
| 6.4 | _____ | _____ | <input type="checkbox"/> ja <input type="checkbox"/> nein |
| 6.5 | _____ | _____ | <input type="checkbox"/> ja <input type="checkbox"/> nein |
| 6.6 | _____ | _____ | <input type="checkbox"/> ja <input type="checkbox"/> nein |
| 6.7 | _____ | _____ | <input type="checkbox"/> ja <input type="checkbox"/> nein |
| 6.8 | _____ | _____ | <input type="checkbox"/> ja <input type="checkbox"/> nein |

Falls Einkommen erzielt wird, ist von jeder/m Haushaltsangehörigen eine gesonderte Einkommenserklärung auszufüllen und beizufügen!

| | |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 9.5 | <p>Gesetzliche Unterhaltungsverpflichtungen</p> <p><input type="checkbox"/> Ich/meine Haushaltsangehörige(r) (Itd. Nr. 6. des Antrages) bin/ist zu gesetzlichen Unterhaltszahlungen verpflichtet und leistet:</p> <p>Monatsbetrag: _____ €</p> <p>Unterhaltsempfänger: _____</p> <p>Verwandtschaftsverhältnis zum Unterhaltsempfänger: _____</p> <p>Nachweise - z. B. Urteil, Bescheid, notarielle Vereinbarung, Überweisungsbelege - sind beigelegt.</p> |
| 9.6 | <p>Kinderbetreuungskosten für Kinder, die das 14. Lebensjahr noch nicht vollendet haben</p> <p><input type="checkbox"/> Ich/meine Haushaltsangehörige(r) (Itd. Nr. 6. des Antrages) habe/r Kinderbetreuungskosten in Höhe von:</p> <p>Monatsbetrag: _____ €</p> <p>Betreutes Kind : _____</p> <p>Verwandtschaftsverhältnis: _____</p> <p>Nachweise - z. B. Bescheid, Überweisungsbelege - sind beigelegt.</p> |

Ich versichere, dass die vorstehenden Erklärungen richtig und vollständig sind. Mir ist bekannt, dass falsche Angaben als Falschbeurkundung oder Betrug verfolgt und bestraft werden können.

Einwilligungserklärung gem. des Gesetzes zur Förderung und Nutzung von Wohnraum für das Land Nordrhein-Westfalen (WFNG NRW)

Hiermit willige ich ein, dass Finanzbehörden und Arbeitgeber dem Amt für Wohnen und Stadterneuerung Auskunft über meine Einkommensverhältnisse erteilen dürfen.

Hinweis gem. Datenschutzgesetz Nordrhein-Westfalen (DSG NRW)

Personenbezogene Daten, d. h. Einzelangaben über persönliche und sachliche Verhältnisse einer bestimmten natürlichen Person, können gem. § 12 Abs.1 DSG NRW erhoben werden. Die Auskünfte werden gem. § 25 i.V.m. § 13 bis 15 des WFNG NRW erhoben. Das Erheben, Speichern, Verändern und Nutzen dieser Daten ist somit nach §§ 12 Abs. 1 u. 13 Abs. 1 DSG NRW zulässig. Die Daten dürfen grundsätzlich nur für Zwecke weiterverarbeitet werden, für die sie erhoben wurden.

Datum, Unterschrift Antragsteller/in _____

| | |
|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7. | <p>Einkommensveränderungen bei den haushaltsangehörigen Personen</p> <p>Werden sich die Einkünfte der unter Itd. Nr. 6.1 bis 6.8 genannten Personen/aus heutiger Sicht in den nächsten 12 Monaten ab der Antragsstellung verändern?</p> <p><input type="checkbox"/> ja, Name der Person: _____</p> <p>Grund: _____</p> <p>ab wann: _____ Betrag: _____ mtl. / €</p> <p><input type="checkbox"/> nein</p> |
| 8. | <p>Haushaltsveränderungen</p> <p><input type="checkbox"/> In den nächsten 12 Monaten - ab der Antragsstellung - wird sich mein Haushalt vergrößern / verkleinern.</p> <p>Grund: _____</p> |
| 9. | <p>Frei- und Abzugsbeträge</p> |
| 9.1 | <p>Schwerbehinderung</p> <p>Folgender Haushaltsangehörige(r) ist/sind schwerbehindert:</p> <p><input type="checkbox"/> Person/en zu Itd. Nr. : 6. Grad der Behinderung: _____</p> <p><input type="checkbox"/> Person/en zu Itd. Nr. : 6. Grad der Behinderung: _____</p> <p>Eine Kopie der Vor- und Rückseite des Behindertenausweises ist beigelegt.</p> |
| 9.2 | <p>Pflegebedürftigkeit</p> <p>Folgender Haushaltsangehörige(r) ist/sind häuslich pflegebedürftig:</p> <p><input type="checkbox"/> Person/en zu Itd. Nr. : 6. Pflegegrad: _____</p> <p><input type="checkbox"/> Person/en zu Itd. Nr. : 6. Pflegegrad: _____</p> <p>Die Pflegebedürftigkeit ist nachgewiesen durch:</p> <p><input type="checkbox"/> Bescheid des Pflegeversicherungsträgers AZ. _____</p> <p><input type="checkbox"/> Bescheid der privaten Pflegeversicherung AZ. _____</p> <p><input type="checkbox"/> Bescheid über Beihilfeleistungen für Angehörige des öffentlichen Dienstes</p> |
| 9.3 | <p>Kindergeld</p> <p><input type="checkbox"/> Für meine/unter Itd. Nr. 6. des Antrages aufgeführte/s Kind/er wird Kindergeld gezahlt.</p> <p>Ein Nachweis bei volljährigen Kindern ist beigelegt.</p> |
| 9.4 | <p>Junge Eheleute / eingetragene Lebenspartnerschaft</p> <p><input type="checkbox"/> Ich habe innerhalb der letzten 5 Jahre vor der Antragsstellung geheiratet / eine Lebenspartnerschaft begründet oder werde innerhalb der nächsten 12 Monate heiraten / eine Lebenspartnerschaft begründen. Sowohl ich als auch meine Ehe- /Lebenspartner/in sind jünger als 40 Jahre.</p> <p>Datum der Eheschließung / Eintragung der Lebenspartnerschaft: _____</p> <p>Eine Heiratsurkunde / Urkunde über die eingetragene Lebenspartnerschaft bzw. eine Anmeldung zur Eheschließung / Eintragung einer Lebenspartnerschaft sind vorzulegen.</p> |

Housing / Living in Dortmund

Attachment 05: List of housing associations in Dortmund

DOGEWO21

Landgrafenstraße 77
44139 Dortmund
www.dogewo21.de
☎ 0231 / 10 83 0

LEG Wohnen NRW (Dortmund)

Karl-Harr-Straße 5
44263 Dortmund
www.leg-wohnen.de/mietwohnun-
gen/dortmund
☎ 0211 / 74 07 40 0

VIVAWEST Wohnen GmbH

Kronprinzenstraße 53
44135 Dortmund
www.vivawest.de/mieten/mietange-
bote.html
☎ 0231 / 39 69 30

Vonovia

Butzstr. 48
44359 Dortmund-Nette
Westerfilder Str. 33
44357 Dortmund-Westerfilde
Servatiusstr. 19
44369 Dortmund-Huckarde
Rahmer Str. 299
44369 Dortmund-Jungferntal
Holtkottenweg 11
44339 Dortmund-Eving
Ringofenstr. 38
44287 Dortmund-Aplerbeck
www.vonovia.de/Zuhause-finden
☎ 0234 / 41 47 00 00 0

Gemeinnützige Wohnungsge- nossenschaft Dortmund eG

Neuer Graben 96
44137 Dortmund-Innenstadt
www.gwg-dortmund.de
☎ 0231 / 53 47 28 0

gws-Wohnen Dortmund Süd eG

Am Schallacker 23
44263 Dortmund-Hörde
www.gws-dortmund.de
☎ 0231 / 94 13 14 0

Spar- und Bauverein eG Dortmund

Kampstraße 51
44137 Dortmund-Innenstadt
www.sparbau-dortmund.de
☎ 0231 / 18 20 30

Attachment 06: Abbreviations in apartment listings

| Abbreviation | German | English | Abbreviation | German | English |
|--------------|------------------|----------------------------|--------------|----------------------|----------------------|
| BK | Betriebskosten | overhead costs | KT | Kaution | deposit |
| Blk. | Balkon | balcony | Maison. | Maisonette | stacked apartment |
| DG | Dachgeschoss | attic floor | MM | Monatsmiete(n) | monthly rent |
| EA | Energieausweis | energy pass | mtl. | monatlich | monthly |
| EBK | Einbauküche | built-in kitchen | NK | Nebenkosten | utility costs |
| EG | Erdgeschoss | ground floor | OG | Obergeschoss | upper floor |
| Etg. | Etage | floor/level | prov.frei | provisionsfrei | free of commission |
| ETw. | Eigentumswohnung | condo | Qm | Quadratmeter | square meter |
| Gge. | Garage | garage | Stellpl. | Stellplatz fürs Auto | car space |
| G-WC | Gäste-WC | guest bathroom | Tgl. Bad | Tageslicht-Bad | Bathroom with window |
| HK | Heizkosten | heating costs | Wfl. | Wohnfläche | living space |
| KDB | Küche/Diele/Bad | kitchen/hall/ba- throom | WM | Warmmiete | warm rent |
| KM | Kaltmiete | cold rent | Zi. | Zimmer | rooms |

Attachment 07: statement of rental offer for the job-center



Ich / Wir beabsichtige/n, an Frau Herrn Eheleute
 _____ BG-Nr.: 33302 _____ Team _____
 (Name, Vorname)
 nachstehende Wohnung zum _____ zu vermieten in _____

 (Anschrift / Lage der Wohnung)

| | | | |
|----------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| Angaben zur Wohnung | | <input type="checkbox"/> Die Wohnung ist öffentlich gefördert | |
| Die Wohnung ist barrierefrei <input type="checkbox"/> ja <input type="checkbox"/> nein | | <input type="checkbox"/> Ende der Belegungsfrist _____ <small>(Datum)</small> | |
| Wohnungsgröße [m ²] _____ | Wohnflächenanteil [m ²] _____ | Anzahl Zimmer _____ | Anzahl Küchen _____ |
| Jahr der Bezugsfertigkeit _____ | | Anzahl Bäder _____ | |
| Heizungsart | <input type="checkbox"/> Zentralheizung <input type="checkbox"/> Etagenheizung <input type="checkbox"/> Nachtspeicherheizung | <input type="checkbox"/> Öl <input type="checkbox"/> Gas <input type="checkbox"/> Kohle | <input type="checkbox"/> Fernwärme <input type="checkbox"/> Strom <input type="checkbox"/> _____ |

Ist das Wohngebäude besonders energiesparend? nein ja (bitte Kopie des Energiepasses beifügen)

Wohnungskosten

Grundmiete (monatliche Nettokaltmiete) _____ € monatlich
 Neben-/Betriebskosten (ohne Heizkosten) _____ € monatliche Abschlagszahlung
 Heizkosten _____ € monatliche Abschlagszahlung
 In den Neben-/Betriebskosten sind Frischwasser- und Abwassergebühren enthalten.
 Die **Warmwasseraufbereitung** erfolgt außerhalb der abgerechneten Heizkosten
 mittels einzelner Warmwasserbereiter (z.B. Durchlauferhitzer, Untertischgeräte)

Sonstiges

Es handelt sich um einen Staffelmietvertrag nein ja (detaillierte Angaben bitte auf der Rückseite vermerken)

Kautions Geschäftsanteil (Genossenschaft) nein ja, in Höhe von _____ €

Die Wohnung wird unrenoviert übergeben ohne Bodenbelag
 Renovierung nicht erforderlich
 renoviert vermietet ist laut Mietvertrag bei Auszug zu renovieren

Vermieter/in:

 (Name, Anschrift, Telefon)

 (Datum, Unterschrift der Vermieterin / des Vermieters)

Attachment 07b: Checklist for viewing appointments

Building

- what state is the building in? (frontage, roof, staircase)? Especially look out for mold, water stains and damp spots. Talk about flaws openly.
- Are there any play areas for children? Courtyard, playground etc.? Ask for the times they may be used
- pay attention to noise levels and sources of noise (traffic, train tracks, work places)

Apartment

- Is the apartment bright or rather dark?
- What state are the doors and floors in? Check their condition
- Of what quality are the windows (glazing and frames)?
- Open and close the windows. Check whether a wing is difficult to move or leaks
- are there enough outlets? If not, ask for further installation
- Check the condition of the sanitary installations (open faucets, flush the toilet, check the tub or shower for cracks or split-offs)
- where can a washing machine be put? Is there a separate drying area?
- how is the apartment heated? (self-contained or overall central heating, district heating, gas, oil, night storage heater) This has a high impact on utility costs.
- visit the basement and ask where bicycles or strollers may be parked
- check how well the apartment is soundproofed from neighboring apartments
- are there any redundancy payments for furniture to be made to the previous tenant?
- discuss with the landlord what condition the apartment will be in when handed over and what furniture will be in it. Have the found agreement put in the lease contract.
- If the fixed rate for utility costs seems too low, ask to see the utilities statement of the previous years
- ask why the previous tenant(s) moved out
- what is the group of tenants in the house like? (families, elderly people, singles)
- ask how much the deposit is
- Are there any renovations planned? (new windows or a new heater can be reasons for higher rent)

Attachment 08: Confirmation by the landlord

Wohnungsgeberbestätigung nach § 19 des Bundesmeldegesetzes (BMG)

Wohnung

Hiermit wird der Einzug in folgende Wohnung bestätigt:

(Straße, Hausnummer mit Zusatz, Postleitzahl, Ort)

Einzugsdatum

Der Einzug erfolgt/e am:

Einziehende Personen

Folgende Person ist / Personen sind in die genannte Wohnung eingezogen:

1. _____ 2. _____
3. _____ 4. _____
5. _____ 6. _____
7. _____ 8. _____

9. weitere Personen (**auf Rückseite vermerken**)

Wohnungsgeber

(Name des Wohnungsgebers)

(Straße, Hausnummer mit Zusatz, Postleitzahl, Ort)

- Der Wohnungsgeber ist gleichzeitig Eigentümer der Wohnung oder
 Der Wohnungsgeber ist **nicht Eigentümer** der Wohnung:

(Name des Eigentümers der Wohnung)

(Straße, Hausnummer, Postleitzahl, Ort)

Angaben zur eigenen Person

- Ich bin Wohnungsgeber oder
 Ich bin Beauftragter des Wohnungsgebers (Nachweis der Beauftragung liegt vor)

Meine Daten lauten:

(Name des Beauftragten)

(Straße, Hausnummer, Postleitzahl, Ort)

Ich bestätige mit meiner Unterschrift, dass die oben gemachten Angaben den Tatsachen entsprechen. Mir ist bekannt, dass es verboten ist, die oben genannte Wohnungsanschrift für eine Anmeldung anzubieten oder zur Verfügung zu stellen, obwohl ein tatsächlicher Bezug durch die oben genannte(n) Person(en) nicht stattgefunden hat bzw. weder stattfindet noch beabsichtigt ist. Ich bestätige außerdem, dass ich zur Ausstellung dieser Bestätigung als Wohnungsgeber oder dessen Beauftragter berechtigt bin. Mir ist bewusst, dass ein Verstoß jeweils eine Ordnungswidrigkeit darstellt (§ 54 Abs. 1 i. V. m. § 19 Abs. 6 BMG; § 54 Abs. 2 Nr. 4 i. V. m. § 19 Abs. 1 Satz 2 BMG).

Ort, Datum Unterschrift Wohnungsgeber / beauftragte Person

(Namenswiederholung in Blockbuchstaben)

Attachment 08a: Example for a letter of termination of a lease contract

Samer Abdullah
Leopoldstr. 35
44135 Dortmund

To:
DOGEWO
In trust to Herrn Müller
Saarlandstr.15
44367 Dortmund

Dortmund, 29.07.2017

Termination of my lease contract, signed on May 30th, 2015 for the apartment Leopoldstr.35, 44135 Dortmund, 3rd floor, right side

Dear Mr. Müller,

In accordance with the previously stipulated period of 3 month in advance, I hereby terminate our lease contract, for it to end on October 30th, 2017.

I kindly ask you for a written confirmation of receipt of my notice of termination and of the contract's termination itself.

We are happy to make an appointment for inspection of the apartment soon and discuss everything further.

Best regards,
Samer Abdullah

Samer Abdullah (important: sign by hand)

Attachment 09: Application for coverage of renovating costs

Application for coverage of renovating costs

Confirmation by the landlord

Name:

Number:

Address of the apartment to be renovated:

| | | | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|--|-------------------|------------------------------------------------------|
| I state that the above-mentioned apartment is rented out in unrenovated condition. There will be no renovation work done or commissioned by the landlord. Furthermore, I confirm that in return no renovation upon moving out will be required. | | | | |
| Therefore, a renovation is needed as follows: | | | | |
| | | | please state size | flooring necessary, since only cement floor in place |
| <input type="checkbox"/> | living room | | m ² | <input type="checkbox"/> |
| <input type="checkbox"/> | bedroom | | m ² | <input type="checkbox"/> |
| <input type="checkbox"/> | nursery/children's room (1 child) | | m ² | <input type="checkbox"/> |
| <input type="checkbox"/> | nursery/children's room (2 children) | | m ² | <input type="checkbox"/> |
| <input type="checkbox"/> | kitchen | | m ² | <input type="checkbox"/> |
| <input type="checkbox"/> | hall | | m ² | <input type="checkbox"/> |
| <input type="checkbox"/> | bath/WC (only coat of paint) | | m ² | <input type="checkbox"/> |
| <input type="checkbox"/> | color per door | | number: | |
| <input type="checkbox"/> | color for wooden window frames | | number: | |
| <input type="checkbox"/> | color for radiators | | number: | |
| <u>For flooring there can only be a subsidy when the landlord confirms that the apartment has only cement flooring</u> | | | | |

A copy of the handover certificate is enclosed.

I hereby confirm the accuracy of the stated information.

Dortmund, _____

Landlord

Attachment 10: Example for an application for initial furnishing

Within the application of initial furnishing of an apartment the possible items are listed, sorted by rooms and field of usage (sleeping, living, kitchen, bath, hall, children, small household items)

Anlage 3

Muster für einen Antrag auf Erstaussstattung:

Vorname, Name
 Haarlemer Str. 89
 12359 Berlin
 Kd.-Nr.:

Jobcenter
Straße
Postleitzahl Berlin

Berlin, den

Antrag auf Erstaussattung für die Wohnung (*Adresse der Wohnung*) gemäß § 24 SGB II

Sehr geehrte Damen und Herren,

ich beantrage das unten aufgeführte Inventar, das ich als Erstaussattung für die o. g. Wohnung gemäß § 24 SGB II Absatz 3 Satz 1 Nr. 1 SGB II benötige.
 Nachfolgend die Auflistung der erforderlichen Einrichtungsgegenstände:

| Einrichtungsgegenstand (Beispiel: Bett) | Benötigte Möbel (bitte ankreuzen) (x) | Anzahl der benötigten Möbel (2) |
|--------------------------------------------|---------------------------------------------|---------------------------------------|
| Schlafen | | |
| Bett mit Lattenrost | | |
| Matratze (Federkern) | | |
| Babybett komplett | | |
| Kleiderschrank | | |
| Kopfkissen | | |
| Bettdecke | | |
| Lampe | | |
| Wohnen | | |
| Schrank/Anrichte/Regal | | |
| Couch oder 2 Sessel | | |
| Couchtisch | | |
| Esstisch | | |
| Esstisch ausziehbar- ab 5 Personen | | |
| 2 Polsterstühle | | |
| Lampe | | |
| Küche | | |
| Küchenmöbel | | |
| Spülenschrank | | |

Attachment 10: Example for an application for initial furnishing

| | | |
|----------------------------------------------------------------------------|--|--|
| E-Boiler falls nicht Mietsache | | |
| Siphon falls nicht Mietsache | | |
| 1 Hand-Mischbatterie falls nicht Mietsache | | |
| Kühlschrank falls nicht Mietsache | | |
| Elektro- oder Gas-Herd falls nicht Mietsache | | |
| Anschluss Elektro- oder Gasherd falls nicht Mietsache | | |
| Küchentisch | | |
| Küchenstuhl | | |
| Lampe | | |
| Bad/ Flur | | |
| Waschmaschine 1200/ups falls nicht Mietsache | | |
| Wäscheständer | | |
| Spiegel | | |
| Lampe Bad/Flur | | |
| Kinder (gilt nur für Schulkinder) | | |
| Schreibtisch | | |
| Drehstuhl | | |
| Schreibtischlampe | | |
| Kleiner Hausrat/Wäsche | | |
| Staubsauger | | |
| Reinigungsutensilien (Besen, Handkehrer, Eimer, Schrubber usw.) | | |
| Bügeleisen | | |
| Bügelbrett | | |
| Gardinen/Gardinenstangen | | |
| Bettwäsche | | |
| Tisch-/Hand/Bade- und Geschirrhandtücher | | |
| Kleiner Hausrat (Teller, Töpfe, Besteck etc.) | | |
| Werkzeugset (Hammer, Zange, Schraubendreher, Nägel, Schrauben, Dübel usw.) | | |

Handtücher, Bettwäsche und dergleichen sind als einmalige Beihilfen für den Hausrat einzuordnen. Bei der Bewilligung von Pauschalen beachten Sie bitte, dass diese gemäß § 24 Abs. 1 SGB II bedarfsdeckend sein müssen.

Ich bitte um einen schriftlich begründeten Bescheid gemäß §§ 33/35 SGB X bzw. §§ 37/39 VwVfG mit Angabe der Bewilligungsgrundlage, aus der auch der jeweils bewilligte Einzelbetrag hervorgeht. Ich bitte darum, diesen Antrag zur Akte zu nehmen.

Mit freundlichen Grüßen

Unterschrift

Projekt „Interkulturelle Lotsen“

Gebrauchte Möbel in Dortmund

Sozialkaufhaus von der Diakonie: 0231 47 59 650 (Nordstadt)

(Möbel, Kleinmöbel, Spielzeug, Kleidung, Hausrat uvm.) Münsterstr. 263 -265, 44145 Dortmund

Jacke wie Hose (Sozialkaufhaus von Diakonie–mehrere Standorte in Dortmund Kleidung):

- Münsterstraße 261 (Nordstadt)
- Hohe Str. 45 (Innenstadt)
- Wilhelm-Schmidt-Str. 7-9 (Hörde-Clarenbergsiedlung)
- Huckarder Str. 354 (Huckarde)
- Buschei 94 (Scharnhorst)

Öffnungszeiten: Mo - Fr: 10-18 Uhr und Sa 10-14 Uhr

Help-Sozialkaufhaus (Derne)

Möbel, Kleidung und Spielzeug

Altenderner Straße 53, 44329 Dortmund-Derne

Telefon: 0231/97068850 und 0177/6012513

Öffnungszeiten: Mo-Fr 9-18 Uhr und Sa 9-14 Uhr

Fairkauf-Hof (Scharnhorst)

(Möbel, Kleinmöbel, Textilien, Schlafzubehör, Geschirr)

Henningsweg 6, 44328 Dortmund-Scharnhorst

Tel. 0231/729990-40

www.fairkauf-hof.de

Öffnungszeiten: Mo - Fr: 08:00 - 18:00 Uhr und Sa: 09:00 - 14:00 Uhr

Kleidertreff (Schüren)

(Kleider und Möbel) der Aplerbecker Flüchtlingshilfe e.V.

Markscheiderstr. 1, 44269 Dortmund-Schüren

Öffnungszeiten: Mo, Mi, Fr von 11–16 Uhr

Caritas Kleider- und Möbelshop im Bernhard-März-Haus (Nähe Borsigplatz)

(Kleinmöbel, Geschirr, Spielzeug, Kinderwagen usw.)

Osterlandwehr 12-14, 44145 Dortmund

Tel. (0231) 88 08 44-19

Öffnungszeiten: Mo.-Do. 09.00 -16.00 Uhr, Fr. 09.00 -14.00 Uhr

Caritas Möbelmarkt (größere Möbel) (Eving)

Minister-Stein-Allee 5, 44339 Dortmund-Eving

Tel. (0231) 98 12 999 - 21

Öffnungszeiten: 10-16 Uhr

Trödelmarkt Zeche Germania (Germania)

(Möbel, Kleingeräte, Hausrat), CJD Dortmund

Martener Str. 429, 44379 Dortmund-Germania

0231/961307-119

Öffnungszeiten: Mo.-Do. 08.00 -16.30; Fr.+Sa. 08.00 -15.00

Stern im Norden e.V. (Nordstadt)

Hirtenstraße 2, 44145 Dortmund-Nordstadt

Frau Karen Prause

0231/860239190 am besten telefonisch fragen

Raafat Accary (Second Hand Shop)

Mozartstr. 11, 44147 Dortmund-Nordstadt

0231/53031494 oder 0157/70779617

Projekt „Interkulturelle Lotsen“

Gebrauchte Elektrogeräte

Günter Knipschild Waschmaschinen und Kühlschränke:

Ab €100 + €20 **Lieferungen**

- Wambeler Hellweg 107, 44143 Dortmund-Wambel, Tel: 0231 870487
 - Elektronikgeschäft , Varziner Str. 102, 44369 Dortmund-Huckarde, Tel: 0231 316570
 - Mengeder Str. 548, 44359 Dortmund-Mengede, Tel: 0231 357493
-

Wiegold und Ruffke

(Ab €80 Waschmaschine, Kühlschränke, Spülmaschine, Herde; **Keine Lieferungen**)

Lütgendortmunder Straße 52, 44388 Lütgendortmund

Tel: 0231 632018

Volker Tretschoks Haushaltsauflösungen

(Ab €120 Waschmaschine, Kühlschränke, Spülmaschine, Herde, + **20€ Lieferung**)

Lessingsraße 35, 44147 Dortmund-Nordstadt

Handy: 0152 28027290

Hausgeräte Jung

(Ab €150 Waschmaschinen, Kühlschränke + **40€ Lieferung**;))

Auf den Hövellande 4, 44269 Dortmund-Schüren

Tel: 0231 9416900

ATV Haushaltsgeräte

(Ab €160 Waschmaschine, Kühlschränke; 1 Jahre Garantie + **30€ Lieferung**)

Zum Uhlenbrauck 25, 44319 Dortmund-Brackel

Tel: 0231 2893254

Im Internet in der Facebook die Gruppe:

Mirko und Freunde spenden

Projekt Ankommen e.V.

Heinrichstraße 1, 44139 Dortmund

Warteliste für Umzüge und Sachspenden

www.projekt-ankommen.de

Transporte/Lieferungen

Oktay's Transport Taxi

Willem-van-Vloten Str 42, 44263 Dortmund/Hörde

Handy: 0172 8731359

Mo. - Sa.: 08:00-18:00 Uhr; ca. 25-35€ pro Fahrt

E.G.K. Transporte (Herr Engin)

Kurze Reihe 1, 44143 Dortmund

Handy: 0176/38049568

Fahrt ab 25 Euro. Spricht: Türkisch, Deutsch, Englisch und Rumänisch

Transport Nouri

Handy: 0176 49256881

35 Euro je Transport

Attachment 12: Further information/consulting centers in Dortmund

Caritas Flüchtlingsberatung
im Bernhard-März-Haus
Osterlandwehr 12-14
44145 Dortmund
0231/86 10 80 11
Offene Sprechstunde: Mo, Di, Fr
9-11 Uhr
Sowie Termine nach Vereinbarung
Christoph.Diekhans@Caritas-Dort-
mund.de

Train of Hope e.V.
im Café of Hope
Dietrich-Keuning-Haus
Beratung: Di, Do, 10-20 Uhr
www.trainofhope-do.de
kontakt@trainofhope-do.de

Diakonie Flüchtlingsberatung
Rolandstr. 10, 44145 Dortmund
0231/84 94 62
Offene Sprechstunde: Mo 13-16
Uhr; Do 9-12 Uhr
Sowie Termine nach Vereinbarung
www.diakoniedortmund.de/migration-und-integration/fluechtlingsberatung.html
migration@diakoniedortmund.de

lokal willkommen
(für Stadtbezirke Aplerbeck und
Brackel)
Brackeler Hellweg 146
44309 Dortmund
Sprechstunde: Mo, Di, Fr 9-12
Uhr; Do 14-17 Uhr
Mi geschlossen
Sowie Termine nach Vereinbarung
lokalwillkommen1@stadtdo.de

Projekt Ankommen e.V.
Heinrichstraße 1
44137 Dortmund
Offene Sprechstunde: Di, Mi 17-
19 Uhr
www.projekt-ankommen.de
kontakt@projekt-ankommen.de

Stern in Norden e.V.
Hirtenstraße 2, 44145 Dortmund
Termine nach Vereinbarung
0231/86 02 39 19 0
www.sternimnorden.de/fluechtlingsarbeit.html
k.prause@sternimnorden.de

Attachment 13: Checklist for moving

The following list is supposed to make sure nothing is forgotten

Checklist for moving

- termination of old lease contract: send out in writing, if possible via registered mail plus return slip
- make appointment for handover of the apartment with the landlord
- “de-clutter” apartment and basement, meaning clearing out items and furniture that is no longer needed, if necessary arrange for bulk waste collection with the EDG
- arrange for help and transport vehicles on moving day
- arrange early for changing the address with the phone/internet company
- contact electric company
- inform the following people/institutions of the change in address
 - registry office
 - foreigners’ registration office
 - Federal Office for Migration and Refugees
 - welfare agency or job-centre
 - school, kindergarten
 - Familienkasse (department within the employment office in charge of financial benefits for families)
 - bank
 - electricity provider
 - integration course provider
 - office handling the fees for ARD/ZDF
 - insurances (health insurance, liability insurance)
 - friends, neighbors, family members
 - clubs (such as children’s sport clubs)
 - tenants’ association (important: **membership is linked to specific apartment**)
 - municipal transport services (monthly bus/train tickets)
- get a receipt for the handover certificate and key exchange on moving day
- write down meter readings for gas, water, electricity in your old and in the new apartment on moving day and inform your electricity provider

Sprachen

Meine Energie.
 My energy.
 Energia mea.
 Моята енергия.
 Benim enerjisi.
 طاقتي.
 Моя энергия.
 انرژی من

Grundversorgung mit Energie in Dortmund

GENAU
 MEINE
 ENERGIE

DEW21

| | |
|------------------------|----|
| Deutsch | 04 |
| English (Englisch) | 07 |
| Românesc (Rumänisch) | 10 |
| Български (Bulgarisch) | 13 |
| Türkçe (Türkisch) | 16 |
| العربية (Arabisch) | 19 |
| Русский (Russisch) | 22 |
| فارسی (Farsi) | 25 |

Meine Energie.

Grundversorgung mit Energie in Dortmund
Strom und Erdgas liefern in Deutschland Energieversorgungsunternehmen, in Dortmund ist die „Dortmunder Energie- und Wasserversorgung GmbH (DEW21)“ Ihr Strom- und Erdgaslieferant, wenn Sie sich nicht für einen anderen Lieferanten entscheiden oder die Energieversorgung Ihrer Wohnung über den Eigentümer vereinbart ist. Für den technischen Betrieb und die Wartung des Dortmund Versorgungsnetzes ist die „Dortmunder Netz GmbH (DONNETZ)“ zuständig.

Wer muss den Strom bezahlen?

Den Stromverbrauch zahlen in der Regel die Mieter. In Mietverträgen ist dies aber auch anders geregelt. Bitte prüfen Sie die Vertragsunterlagen per Post.

Wichtig:
Der Vermieter oder Hausverwalter ist verpflichtet, für die Anmeldung zuständig und darf von Ihnen auch kein Geld für einen Stromvertrag verlangen. Nur für Anmietern und alle Stromverträge mit dem Hausverwalter abgeschlossen. Melden Sie sich auch bei uns, wenn Sie umziehen!

Folgende Daten mit:
-> Datum der Wohnungsbekanntgabe,
-> Adresse der Wohnung (inkl. Postleitzahl),
-> Name der Mieterin oder des Mieters,
-> Übergabe- und/oder Abnahmeprotokoll (inkl. Mietvertrag und Abnahmeprotokolle aller Mieter)

Wer muss das Erdgas bezahlen?

Hat das Haus nur eine zentrale Erdgasheizung, bezahlen Sie die Heizkosten an Ihren Vermieter (meistens über die Nebenkostenabrechnung zu Ihrer Miete).

Hat Ihre Wohnung einen eigenen Gaszähler mit einer eigenen Erdgas-Therme, gelten für Sie die gleichen Fristen wie bei einem Zähler (siehe hier: Wer muss den Strom bezahlen?).

Wie muss gezahlt werden?

Sie zahlen für Ihren Verbrauch monatliche Beiträge zu festgelegten Terminen (10., 20. oder 30. des Monats). Dies kann aber auch anders geregelt sein. Bitte prüfen Sie die Unterlagen von Ihrem Bankkonto (SEPA, Lastschriftverfahren). Haben Sie kein Bankkonto oder bevorzugen Sie Barzahlung, können Sie Ihre Beiträge über die DEW21-Gaszahlstelle (Mo-Fr von 8 bis 20 Uhr, Sa von 8 bis 18 Uhr) gegen eine Gebühr von 5,- € vornehmen.

Wichtig:
DEW21 nimmt keinen Bargeld entgegen und bescheid Sie deswegen auch nicht zu Hause!

Wie wird der Verbrauch abgerechnet?

Sie erhalten eine zentrale Rechnung per Post. Hierzu wird für Zähler von einem Baufünften abgelesen oder wie werden Ihnen ein Postzähler mitteilten können.

Wichtig:
Rechnen Sie von Ihrem Zählerstand über 3 Monate mit Telefon, Email, Web oder über das Internet unter de21.de, MIET-KONT@de21.de oder www.de21.de ein. Ihre monatlichen Abschläge an, diese erganz Ihre Nachzahlung.

Gehen Sie sparsam mit Strom um!

Strom in Deutschland ist aufgrund gesetzlicher Abgaben und Steuern im Vergleich zum Preis für andere Länder relativ teuer. Halten Sie ein Elektroherd verbrauchen viel Strom.

Wohnungen mit Heizeinrichtungen haben häufig einen sehr hohen Stromverbrauch. DEW21 nimmt keinen Bargeld entgegen und bescheid Sie deswegen auch nicht zu Hause!

Was passiert, wenn nicht gezahlt wird?

Zahlen Sie nicht, müssen wir Sie kosten. In den meisten Fällen werden die Kosten für die Nachzahlung von Ihnen über die Nebenkostenabrechnung zu Ihrer Miete. Bitte prüfen Sie die Unterlagen von Ihrem Bankkonto (SEPA, Lastschriftverfahren). Haben Sie kein Bankkonto oder bevorzugen Sie Barzahlung, können Sie Ihre Beiträge über die DEW21-Gaszahlstelle (Mo-Fr von 8 bis 20 Uhr, Sa von 8 bis 18 Uhr) gegen eine Gebühr von 5,- € vornehmen.

Wichtig:
Wenn Sie nicht zahlen, werden wir den Energieversorger informieren, um Ihren Strom abzuschalten. Dies kann zu erheblichen Schäden an Ihren Elektrogeräten führen. Bitte zahlen Sie Ihre Rechnungen pünktlich.

Wichtig:
Strom- und Gasversorgung der Wohnung wird, wenn Sie nicht zahlen, von DEW21 abgestellt. Sie sind auch gesetzlich verpflichtet, Zugang zum Zähler zu ermöglichen.

Wie können Sie kündigen?

Die Grundversorgungsverträge kann von Ihnen jederzeit ohne Angabe von Gründen (Bsp. für Fix- und variable Tarife) zu anderen Anbietern kündigen. DEW21 und andere Energieeffizienten bieten auch individuelle Sonderverträge an. Diese sind für Mieter geeignet. Lassen Sie uns Ihre Kündigung wissen.

Ich kann nicht zahlen, was kann ich tun?

Lesen Sie uns bitte sofort wir Sie wissen, wenn Sie nicht bezahlen können. Rufen Sie uns unter der Nummer 0231.544.3044 an. Wir vereinbaren dann mit Ihnen, was zu tun ist. Auch die verschiedenen Schuldnerberatungsstellen in Dortmund und die Verbraucherzentrale Dortmund beraten Sie und helfen Ihnen nach das Sozialamt und das JobCenter zur Verfügung, wenn Sie Sozialleistungen beziehen. Dort können in Ausnahmefällen auch andere Möglichkeiten, wie z.B. Nachlassverfahren, Sozialleistungen, etc. besprochen werden.

Wichtig:
-> Verbraucherzentrale NRW, Beratungsstelle Reinholdstraße 7-9, 44135 Dortmund
-> Angebote zur Migrationsberatung für Zuwanderer bei der Stadt Dortmund

Wichtig:
Wenn Sie statische Lasten wegen nach dem BGB übertragen direkt an ein Abnahmeverfahren, erhalten Sie die monatlichen Abschläge für den Strom (inkl. Nebenkosten) auf dem Konto (Bsp. für Fix- und variable Tarife).

Wichtig:
Strom- und Gasversorgung der Wohnung wird, wenn Sie nicht zahlen, von DEW21 abgestellt. Sie sind auch gesetzlich verpflichtet, Zugang zum Zähler zu ermöglichen.

Wie können Sie kündigen?

Die Grundversorgungsverträge kann von Ihnen jederzeit ohne Angabe von Gründen (Bsp. für Fix- und variable Tarife) zu anderen Anbietern kündigen. DEW21 und andere Energieeffizienten bieten auch individuelle Sonderverträge an. Diese sind für Mieter geeignet. Lassen Sie uns Ihre Kündigung wissen.

How will consumption be billed?

Each year, you will receive a bill by post. In order for this to happen, your meter will be read by an approved agent or we will send you a meter reading. Please let us know what your current meter reading is.

Important:
Let us know your current meter reading every 3 months, by telephone, e-mail, letter or online via de21.de, MIET-KONT@de21.de or www.de21.de. We will then adjust your monthly advance payments. This saves paying high additional payments.

Be economical with electricity!

In Germany, electricity is expensive compared to other countries due to statutory fees and taxes. In particular, electric heaters are expensive, especially used to heat electricity.

Apartment with night storage heaters (these are electric heaters) often consume a lot of electricity.

Important:
In other cases, DEW21 does not accept agents with your name.

What happens if no payment is made?

If you do not pay, we have to send out cut-off meters and this causes additional costs. In the interim, we will stop the supply of electricity. We will then inform you about the cut-off of electricity and the costs incurred.

Important:
If you attempt to connect a sub-meter, you will be fined. If you do not wish to obtain electricity, you do not only risk your own life and that of other inhabitants, you also commit a crime (StGB § 246: Theft of electricity). This is a criminal offence. If you do not wish to obtain electricity, you are also obliged to enable access to the meter.

How can you terminate the supply?

You can terminate the basic supply contract in writing (letter, fax, e-mail) with a notice period of two weeks. DEW21 and other energy companies will then terminate the contract. These often have fixed terms and longer termination notice periods.

My energy.

Basic provision of energy in Dortmund
In Germany, energy supply companies supply electricity and natural gas. In Dortmund, unless you have decided to have a different supplier or the energy supply to your apartment is arranged via the owner, „Dortmunder Energie- und Wasserversorgung GmbH (DEW21)“ is your supplier of electricity and natural gas. „Dortmunder Netz GmbH (DONNETZ)“ is responsible for the technical operation and servicing of Dortmund's supply network.

Who has to pay for the electricity?

In general, the tenant of an apartment pays for the electricity. However, this can be different in some cases. Please check the contract documents by post.

Important:
The landlord or owner is responsible for the registration and is also not allowed to demand money from you for the electricity supply. If you have a contract with DEW21, you are not allowed to conclude with another supplier. Please let us know if you have any special circumstances. Please let us know if you move!

How will consumption be billed?

Each year, you will receive a bill by post. In order for this to happen, your meter will be read by an approved agent or we will send you a meter reading. Please let us know what your current meter reading is.

Important:
Let us know your current meter reading every 3 months, by telephone, e-mail, letter or online via de21.de, MIET-KONT@de21.de or www.de21.de. We will then adjust your monthly advance payments. This saves paying high additional payments.

Be economical with electricity!

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Apartment with night storage heaters (these are electric heaters) often consume a lot of electricity.

Important:
In other cases, DEW21 does not accept agents with your name.

Wer muss den Strom bezahlen?

Den Stromverbrauch zahlen in der Regel die Mieter. In Mietverträgen ist dies aber auch anders geregelt. Bitte prüfen Sie die Vertragsunterlagen per Post.

Wichtig:
Der Vermieter oder Hausverwalter ist verpflichtet, für die Anmeldung zuständig und darf von Ihnen auch kein Geld für einen Stromvertrag verlangen. Nur für Anmietern und alle Stromverträge mit dem Hausverwalter abgeschlossen. Melden Sie sich auch bei uns, wenn Sie umziehen!

Folgende Daten mit:
-> Datum der Wohnungsbekanntgabe,
-> Adresse der Wohnung (inkl. Postleitzahl),
-> Name der Mieterin oder des Mieters,
-> Übergabe- und/oder Abnahmeprotokoll (inkl. Mietvertrag und Abnahmeprotokolle aller Mieter)

I cannot pay. What should I do?

If you cannot pay, please let us know straight away. Please call us on 0231.544.3044. We will then arrange a solution and tell you what you can do. We will also inform you about the various debt counselling offers in Dortmund. In addition, Dortmund's consumer advice centre will provide advice and help with your difficulties. In addition, the consumer advice centre will be available to help you with a loan in exceptional circumstances. You can obtain further information from:

Wichtig:
-> Verbraucherzentrale NRW, Beratungsstelle Reinholdstraße 7-9, 44135 Dortmund
-> Angebote zur Migrationsberatung für Zuwanderer bei der Stadt Dortmund

How can you terminate the supply?

You can terminate the basic supply contract in writing (letter, fax, e-mail) with a notice period of two weeks. DEW21 and other energy companies will then terminate the contract. These often have fixed terms and longer termination notice periods.

Energy mea.

Alimentarea de bază cu energie în Dortmund
Energia electrică și gazele metan sunt furnizate în Germania de către companii de alimentare cu energie. În Dortmund, compania „Dortmunder Energie- und Wasserversorgung GmbH (DEW21)“ este furnizorul de energie electrică și gaze metan în cazul în care nu optați pentru alt furnizor sau alimentera de către proprietar. Pentru funcționarea tehnică și întreținerea rețelei de alimentare a orașului Dortmund este responsabilă compania „Dortmunder Netz GmbH (DONNETZ)“.

Important:
Principiul general este că chiriașul plătește pentru energia electrică și gazele metan. Cu toate acestea, acest lucru poate să nu fie întotdeauna așa. Verificați documentele contractuale înainte de a semnata contractul și să vă informați despre toate opțiunile de plată pentru energie electrică și gaze metan înainte de a semnata contractul.

How will consumption be billed?

Each year, you will receive a bill by post. In order for this to happen, your meter will be read by an approved agent or we will send you a meter reading. Please let us know what your current meter reading is.

Important:
Let us know your current meter reading every 3 months, by telephone, e-mail, letter or online via de21.de, MIET-KONT@de21.de or www.de21.de. We will then adjust your monthly advance payments. This saves paying high additional payments.

Che trebuie să plătească gazul metan?

În fiecare an, veți primi o factură prin poștă. În ordinea pentru ca acest lucru să se întâmple, va trebui să fiți citit de un agent aprobat sau să vă trimitemi o citire a contorului pentru a vă informați despre ultima citire a contorului și despre toate opțiunile de plată pentru energie electrică și gaze metan înainte de a semnata contractul.

Important:
În cazul în care chiriașul plătește pentru gazele metan și energia electrică, este posibil să nu fie întotdeauna așa. Verificați documentele contractuale înainte de a semnata contractul și să vă informați despre toate opțiunile de plată pentru energie electrică și gaze metan înainte de a semnata contractul.

Cum trebuie să se plătească?

În fiecare an, veți primi o factură prin poștă. În ordinea pentru ca acest lucru să se întâmple, va trebui să fiți citit de un agent aprobat sau să vă trimitemi o citire a contorului pentru a vă informați despre ultima citire a contorului și despre toate opțiunile de plată pentru energie electrică și gaze metan înainte de a semnata contractul.

Important:
Principiul general este că chiriașul plătește pentru energia electrică și gazele metan. Cu toate acestea, acest lucru poate să nu fie întotdeauna așa. Verificați documentele contractuale înainte de a semnata contractul și să vă informați despre toate opțiunile de plată pentru energie electrică și gaze metan înainte de a semnata contractul.

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Important:
Principiul general este că chiriașul plătește pentru energia electrică și gazele metan. Cu toate acestea, acest lucru poate să nu fie întotdeauna așa. Verificați documentele contractuale înainte de a semnata contractul și să vă informați despre toate opțiunile de plată pentru energie electrică și gaze metan înainte de a semnata contractul.

Cum se calculează consumul?

Principiul general este că chiriașul plătește pentru energia electrică și gazele metan. Cu toate acestea, acest lucru poate să nu fie întotdeauna așa. Verificați documentele contractuale înainte de a semnata contractul și să vă informați despre toate opțiunile de plată pentru energie electrică și gaze metan înainte de a semnata contractul.

Important:
Comunicăți-ne imediat contorul dumneavoastră a înregistrat 3 luni pe rând în același mod, astfel încât să vă putem informa despre toate opțiunile de plată pentru energie electrică și gaze metan înainte de a semnata contractul.

Economisiți Energia electrică!

În Germania, din cauza taxelor și impozitelor stabilite prin lege, energia electrică este mai scumpă în comparație cu alte țări. În special, încălzirea cu încălzire electrică și iluminatul consumă multă energie electrică.

Locuitorii cu sisteme de încălzire cu stocare de energie electrică și gaze metan sunt aparate electrice care consumă multă energie electrică pe timp de noapte în loc să consume multă energie electrică în timpul zilei.

Important:
În alte cazuri, DEW21 nu acceptă agenți cu numele tău.

Housing / Living in Dortmund

Се се întâmplă atunci când consumul nu este acționar?

În cazul în care nu plătiți, trebuie să vă vominați. În cazul în care consumul nu este acționar, înseamnă că consumul este în termen de plată și trebuie să plătiți. Dacă nu plățiți în termen de plată, consumul nu este acționar și trebuie să plătiți în termen de plată. Dacă nu plățiți în termen de plată, consumul nu este acționar și trebuie să plătiți în termen de plată.



Important: Consumul nu este acționar în cazul în care consumul nu este în termen de plată și trebuie să plătiți în termen de plată. Dacă nu plățiți în termen de plată, consumul nu este acționar și trebuie să plătiți în termen de plată.

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Моята енергия.

Основно енергоснабвяване в Дортмунд
Електричеството и газът в Германия се доставят от енергоснабвяващи дружества. В Дортмунд, Dortmund Energie- und Wasserversorgung GmbH (DEWZ) (Дортмунд Енерджи-уод Ватерсверсоргунг ГмбХ) е Вашият доставчик на електричество и газ, ако не избере друг доставчик или енергоснабвяването на Вашето жилище е договорено от собственика. За техническата експлоатация и техническата поддръжка на захранващата мрежа в Дортмунд е компетентен „Дортмунд Нейц ГмбХ“ (Dortmunder Netz GmbH).

Кой трябва да плати тока?

Обикновено комуникацията ток се заплаща от собственика на жилища. За да се избегне това, трябва да се договори плащането на тока. В Дортмунд, DEWZ (Dortmunder Netz GmbH) е Вашият доставчик на електричество и газ, ако не избере друг доставчик или енергоснабвяването на Вашето жилище е договорено от собственика. За техническата експлоатация и техническата поддръжка на захранващата мрежа в Дортмунд е компетентен „Дортмунд Нейц ГмбХ“ (Dortmunder Netz GmbH).

Кой трябва да плати газа?

Ако според нас самият гражданин да плати, за импотенциално разходване на енергията на Вашия адрес, трябва да платите за импотенциално разходване на енергията на Вашия адрес. Ако според нас самият гражданин да плати, за импотенциално разходване на енергията на Вашия адрес, трябва да платите за импотенциално разходване на енергията на Вашия адрес.

Как трябва да се извърши плащането?

Плащането на енергията се извършва през месечни суми на основата на данни (вкл. 10-15, 20 до 100 евро) съгласно показанията на измервателните уреди. Плащането на енергията се извършва през месечни суми на основата на данни (вкл. 10-15, 20 до 100 евро) съгласно показанията на измервателните уреди. Плащането на енергията се извършва през месечни суми на основата на данни (вкл. 10-15, 20 до 100 евро) съгласно показанията на измервателните уреди.

Пестете тока!

Точка и грешница в състояние на другите електрически уреди и принадлежности са основни причини за загуба на енергия. Проверете електрическите уреди и принадлежности за загуба на енергия. Проверете електрическите уреди и принадлежности за загуба на енергия.

Как се отчита консумацията?

Вашето жилище е оборудвано с измервателни уреди за измерване на консумацията на енергията. Плащането на енергията се извършва през месечни суми на основата на данни (вкл. 10-15, 20 до 100 евро) съгласно показанията на измервателните уреди. Плащането на енергията се извършва през месечни суми на основата на данни (вкл. 10-15, 20 до 100 евро) съгласно показанията на измервателните уреди.

Какво става, ако не бъде платено?

Ако не платите, трябва да Ви прекратят подаването на енергията. Плащането на енергията се извършва през месечни суми на основата на данни (вкл. 10-15, 20 до 100 евро) съгласно показанията на измервателните уреди. Плащането на енергията се извършва през месечни суми на основата на данни (вкл. 10-15, 20 до 100 евро) съгласно показанията на измервателните уреди.



Ако не платите, трябва да Ви прекратят подаването на енергията. Плащането на енергията се извършва през месечни суми на основата на данни (вкл. 10-15, 20 до 100 евро) съгласно показанията на измервателните уреди. Плащането на енергията се извършва през месечни суми на основата на данни (вкл. 10-15, 20 до 100 евро) съгласно показанията на измервателните уреди.

Как мога да прекратя договора?

Договора за енергията може да бъде прекратен само в изключителни случаи. Проверете условията на договора за енергията. Плащането на енергията се извършва през месечни суми на основата на данни (вкл. 10-15, 20 до 100 евро) съгласно показанията на измервателните уреди. Плащането на енергията се извършва през месечни суми на основата на данни (вкл. 10-15, 20 до 100 евро) съгласно показанията на измервателните уреди.

Не мога да платя, какво мога да направя?

Собственикът на жилища, ако не може да плати, трябва да плати в срок. Плащането на енергията се извършва през месечни суми на основата на данни (вкл. 10-15, 20 до 100 евро) съгласно показанията на измервателните уреди. Плащането на енергията се извършва през месечни суми на основата на данни (вкл. 10-15, 20 до 100 евро) съгласно показанията на измервателните уреди.

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Benim enerji.

Dortmund'da Enerji Dağıtım
Алманияда електрик и догагаз енерги дагитим фирмалар тарифиндан дагитимактадир. Dortmund'da elektrik ve doğalgaz tedarikçiniz, başka bir tedarikçi seçemediğiniz veya evinizin enerji beslemesi mal sahibii tarafından belirlenmiş ise "Dortmunder Energie- und Wasser-versorgung GmbH (DEWZ)" firmasıdır. Dortmund dağıtım şebekesinin teknik işletim ve bakımı konusunda "Dortmunder Netz GmbH (DONETZ)" yetkilidir.

Elektrikçi kim öder?

Elektrikçiler, tüketimi kural olarak bir konum kiralacı öder. Bu amaçla enerji dağıtım şirketi ile bir sözleşme imzalanır. Bir sözleşme bir konum devralmasından önce. Elektrikçiler, tüketimi kural olarak bir konum kiralacı öder. Bu amaçla enerji dağıtım şirketi ile bir sözleşme imzalanır. Bir sözleşme bir konum devralmasından önce.

Doğalgaz kim öder?

Birine doğalgaz hizmeti sağlamak için bir sözleşme imzalanır. Bu amaçla enerji dağıtım şirketi ile bir sözleşme imzalanır. Bir sözleşme bir konum devralmasından önce. Elektrikçiler, tüketimi kural olarak bir konum kiralacı öder. Bu amaçla enerji dağıtım şirketi ile bir sözleşme imzalanır. Bir sözleşme bir konum devralmasından önce.

Tüketim nasıl hesaplanır?

Her yıl sizde posta yoluyla bir fatura gönderilir. Bunun için saygı bir tam saygı durumunuza bileşimlenmiş için bir posta kartı gönderilir. Elektrikçiler, tüketimi kural olarak bir konum kiralacı öder. Bu amaçla enerji dağıtım şirketi ile bir sözleşme imzalanır. Bir sözleşme bir konum devralmasından önce.

Ödeme yapılmadığında ne olur?

Ödeme yapılmadığında, taze bulaşma hizmetleri kesilir. Elektrikçiler, tüketimi kural olarak bir konum kiralacı öder. Bu amaçla enerji dağıtım şirketi ile bir sözleşme imzalanır. Bir sözleşme bir konum devralmasından önce. Elektrikçiler, tüketimi kural olarak bir konum kiralacı öder. Bu amaçla enerji dağıtım şirketi ile bir sözleşme imzalanır. Bir sözleşme bir konum devralmasından önce.

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طاقتي.

الإنجاز الأساسي ياتقطة في دورتموند
يتم في ألمانيا نقل التيار والطاقة الطبيعي عبر شركات التزويد بالطاقة. „Dortmunder Energie- und Wasserversorgung GmbH (DEWZ)“ (مجموعة دورتموند للإنجاز بالطاقة والمياه) هي مزودة التيار والطاقة الطبيعي في دورتموند عند عدم اختيارك مزود آخر أو في حالة (الطاقة على تزويد شبكة الطاقة من خلال المالك شخص متفرقة (Dortmunder Netz GmbH (DONETZ)) (مجموعة دورتموند لتزويد المياه والكهرباء). بالتشغيل التقني لشبكات الإنجاز في دورتموند ومساكنها.

من يتحمل عليه حساب تكلفة التيار؟

عادة ما يتحمل المستهلك (المستهلك) تكلفة التيار الكهربائي. الكهرباء يتم توزيعها على جميع المستهلكين. الكهرباء يتم توزيعها على جميع المستهلكين. الكهرباء يتم توزيعها على جميع المستهلكين.

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Attachment 15: Sample letter to the landlord to make a damage report

Samer Abdullah
Leopoldstr. 35
44135 Dortmund

To:
DOGEWO
In trust to Herrn Müller
Saarlandstr.15
44367 Dortmund

Dortmund, 01.01.2017

Damage report: faulty heating

Dear Mr. Müller,

This is in regard to our telephone conversations from last week when I informed you of the complete outage of the heating in our apartment.

To my sorrow so far no handyman has contacted me regarding repairs.

As you can imagine, a faulty heating in January has made our apartment basically uninhabitable. Inside temperatures have dropped to 18°C, which is intolerable. Health implications, especially for our small children, can no longer be ruled out.

I therefore ask you urgently to make sure the heating is repaired by January 15th (14day deadline). If not, I see myself forced to take other measures, such as contracting a plumber to repair the damage at your expense.

You can reach me via the following telephone number: 0231/45678910

Regards,

Samer Abdullah (important: sign by hand)

Service Book for Immigrants

Waste disposal



Waste disposal

In Dortmund the EDG is in charge of waste disposal, street cleaning and winter road maintenance.

The entire waste used to be stored at dumpsites. This form of waste disposal is problematic though since it can cause severe environmental damage. Rain brings contaminants (for example from old batteries) into the ground water and via ascending gases that form at the dumpsite the risk of arises. That's why since 2005 nationwide only inorganic substances, so substances that don't corrode (such as metal) are allowed to be stored at dumpsites.

Thanks to large investments the two first dumpsites in Dortmund (in Huckarde/Deusen and in Grevel)

The alternative to dumpsites are garbage incinerators. They are problematic for the environment as well. An incinerator was supposed to be built in Dortmund as well, but that would have been very expensive and the citizens protested against it for environmental reasons. That's why the EDG made contracts with incinerator sites in Hamm, Iserlohn and Hagen to take Dortmund's residual waste there. Residual waste is the part of the garbage that can't be utilized, can't be stored at a dumpsite and therefore has to be incinerated.

Of course, using the waste incinerator for residual waste costs money which the ones creating the garbage, the people living in Dortmund, have to pay. These costs are included in the utility costs of an apartment or house.

For amount of residual waste that has to be incinerated to be as small as possible the EDG implemented a system for waste separation.

Waste separation – what gets sorted how?

For every residential house in Dortmund the EDG supplies

have by now been turned into green landfills. So today it is possible to mountainbike on the "Deusenberg" and spent leisure time outside, and you can take walks on the "Greveler Alm".

1994 a third dumpsite was built, the "Deponie Dortmund Nordost". It's the most modern dumpsite worldwide and is visited by experts. In this dumpsite water seeping in the ground is collected and cleaned. Also, the gas from the dumpsite is exhausted and used for generating electricity as well as for district heating. Only a little part of Dortmund's daily collected waste can be stored at this dumpsite.

bins that are emptied weekly or bi-weekly. These bins have different colors: grey, yellow, brown and blue. The colors signify what may be disposed of in them.

Grey is for "residual waste": cigarette butts, vacuum cleaner bags, animal droppings, diapers, sanitary pads, tampons, cotton wool, rubber, leather, porcelain, stockings, light bulbs and so on. Residual waste is incinerated.

Yellow is for "recyclables". Those are small electrical appliances (cellphones, hair dryer, irons etc.), light packaging (yoghurt pots, bottles for fabric softener, tubes, household foils, tin cans, CDs and DVDs, items made of metal (pot, pans, cutlery, tools) and of plastic (freezer cans, buckets, bins, toys).

Important:
before getting rid of appliances, take out all batteries and dispose of them separately.

This waste is brought to and sorted at the recycling depot in Lindenhurst. After that they are recycled. The whole process is

called Recycling.

Brown is for "biodegradable waste", or just bio waste

This means kitchen garbage (fruit- and vegetables leftovers, eggshells, coffee filters with coffee grounds, tea bags), botanic waste (cut flowers, lawn cuttings) and sawdust. Bio waste is brought to a processing plant and made into compost that is then used as fertilizer in gardens.

Blue is for "waste paper"

Any garbage made of paper (newspaper, magazines, flyers, catalogues, paper bags) and cardboard (egg cartons, shoe cartons. In order for fitting as much waste paper into the designated bins, you should make sure to shred or crush spacious boxes (e.g. from a new TV) and so on beforehand. Waste paper gets recycled and made into for example environment friendly notepads no tree had to be cut down for.

If there is no blue bin at the house, you can bring waste paper to your nearest larger collection container. There you also find containers for glass was-

te and clothes you want to give away. Just as new paper as well as paper packaging can be made from waste paper, old glass can be made into new bottles. That's why glass is sorted by color. Old clothes are sorted as well. Usable clothes are sold and torn ones are used for example in insulation material for car doors.

The locations for those larger collection containers can be found online. You can put your address into the search bar and get the ones located closest to you:

<https://www.edg.de/de/entsorgungsdienstleistungen/rein-damit/info-service.htm>

Recycling depots for bulk garbage

Leaving an apartment, decluttering, alteration work and renovations all produce waste that is too big for normal bins. Apart from that, some kinds of waste can be dangerous for people or the environment and therefore shouldn't be left in the normal garbage.

These kinds of waste have to be brought to the recycling depots which can be found in six different districts in Dortmund. Here, the trash is sorted and forwarded to different kinds of recycling processes and made into new products. Dangerous trash is disposed of in an ecofriendly way. Bringing trash to the recycling depots serves the protection of natural resources and the environment.

Many kinds of waste can be brought to the recycling depot even though some recyclables can of course also be put into

the yellow bin at home, such as CDs or small electric appliances. Leaving trash at the depots is free. Only if you want to get rid of bulk waste, construction rubble and renovation trash or gardening waste you have to pay a small fee.

The following kinds of waste are not worth the way to a recycling depot because accumulate in higher amounts and you can dispose of them differently: Many grocery stores, drugstores and hardware stores have bins at their exits for single use batteries as well as rechargeable ones. Drugs that are past their shelf life or are not needed anymore can be handed in at any pharmacy where they are disposed of responsibly. Waste oil can be brought to a place that sells motor oil.

The EDG offers three different options to get rid of your waste if you don't have a chance to get to a recycling depot yourself:

1. Electrical appliances pick-up service:

For a fee, the EDG picks up large electrical appliances (such as refrigerators, washing machines, dryers, electrical ovens, computers, monitors) as well as small appliances at your home. You should think about whether you actually need this service, since electrical appliances can be disposed of in other ways. So when buying a new appliance you should check if the offer includes the pick-up and disposal of the old one. Apart from that, you can bring 5 appliances to EDG recycling depots free of charge. This might be worth borrowing a friend's car and drive there your-

self. As mentioned above, small electrical appliances can also be thrown into the yellow bin

2. Recyclables pick-up service

Die EDG also picks up large items made of plastic (garden furniture, large watering cans, laundry baskets, buckets, toys) or metal (bicycles, radiators, metal doors, small animal cages, laundry drying racks) as well as old fabric items (clothes, shoes, curtains, bed ware, towels) for free. Textilien (z.B. Kleidung, Schuhe, Vorhänge, Bettwäsche, Handtücher) ab.

3. Bulk waste service

For a fee the EDG also picks up bulky waste. That means things like bedframes, slatted frames, wooden ladders, mattresses, upholstered furniture, shelves, closets, chairs, wooden tables and also carpets.

You have to put the items that you want to have picked up in a well visible way on the sidewalk. If you put it out too early, others might add to the pile. Since you have to give an exact list to the EDG of the items you want to have picked up beforehand, they might not take things with them that are not on their list or the fee is higher than previously stated. The money for pick-up has to be



If you want to use one or more of the three services, you can find the necessary forms to order the EDG online (eee.edg.de) or you call the EDG service at 0231 9111 111 and make a pick-up appointment..

Waste disposal

given to the driver before they start loading the trash into the truck. You'll be given a receipt.

Citizens' collaboration

This system of waste separation only works right when every citizen follows the rules. That is not difficult and easily organized. You just sort the trash when first throwing something away in your apartment. You can just use separate garbage bins for residual waste, one for recyclables, one for bio waste and a basket for waste paper and glass. Even little children have fun with this and casually learn to do something for the environment. Also, you should try to avoid creating trash by taking fabric bags with you when shopping for groceries instead of buying plastic bags at the store.

Why do you get in trouble with your neighbors when disregarding the rules of waste separation?

The city of Dortmund determines the fee for waste disposal newly for each year. The size of the bins for residual waste (grey bin) depends on how many peo-

ple within an apartment have the address listed as their main residence. The EDL calculates 20 liters per person and week and supplies bins of corresponding size. By that estimation the EDG assumes that people are following the rules of waste separation, meaning packaging is put into the free-of-charge yellow bin, bio waste is put into the brown one and paper and glass are taken to the containers.

For example, a three-person-household gets a 120-liter bin for residual waste that is emptied every two weeks. A 4-person household gets two 80-liter bins. If there are six apartments within an house and for example 27 residents they get a 1100 liter bin (both with bi-weekly emptying).

The costs for a grey bin of 120 liters is 216,86 € (as of 2017)
The costs for a bio waste bin of 120 liters is 111,66 € (as of 2017)

This amounts to 328,52 €.

This means that every family member of the three-per-

son-household causes waste disposal costs of 109,50 per year. It only gets problematic if the household's entire trash is dumped into the grey bin without any concern for waste separation. Another problem would be if more people than registered live in an apartment. They cause trash but aren't considered in the EDG's calculation for bin sizes.

The supplied grey bins won't be enough then. The trash gets placed beside it which looks bad and also attracts vermin such as rats and it also brings about an additional fee from the EDG.

The result is that the landlord is asked by the EDG to order more bins, which of course is more expensive. These additional costs are allocated among the tenants via the utility costs. But usually not only people receiving ALGII and whose utility costs are covered by the welfare agency or the job-center are living in a house. Other tenants have to pay higher fees for waste disposal which is especially frustrating when they do follow the rules of waste separation.

Service Book for Immigrants



Women's Rights

Women: rights and special protection

Women and men are equal, it's said. It's enshrined in the federal republic's constitution, but sometimes reality belies the law. Because in reality sexes aren't always equal. That is why women have to be espe-

cially protected. Within the last 100 years a lot has happened for women regarding politics and laws. In the following we describe the concrete options women and their children have in Dortmund.

Women's rights are human rights

Everywhere in the world people suffer harm to their rights. Their culture or religion doesn't play a role in this. It even goes so far that girls are aborted before they are born or killed shortly after, sometimes they are married off to older men when they are just girls. Many wives are subjected to their husband's violence. There are threatened, hit or sexually abused. Genital mutilation, compulsory sterilization or forced marriage are still tolerated norms in many countries. Women are often financially and family-dependent on their husbands or male relatives. Sexual violence is a weapon in war that mostly targets women. This is another reason for women to flee.

The awareness of the injustice of violence against women has been on the rise since the eighties and nineties and has led to juridical improvements worldwide, thanks to the association TERRE DE FEMMES as well as many women's rights organizations. In 1993 it was established that each member of the United Nations would juridically determine violence against women within the public and private sphere to constitute a violation of human rights. A woman has the right to a non-violent life. Since then women can claim their due rights at the UNO. Concerning crimes such as rape, sexual enslavement and coercion to pro-

stitution, since 1998 even the International Court of Justice can be brought in if national courts fail. (See Stolle and Robben. 2004: 11pp)

Within the last 100 years the rights of women and men in Germany have gradually been aligned. Some laws have been changed. For example, in 1990 the men's right to corporal punishment has been rescinded, meaning the right of a man to punish a woman in order to enforce and uphold his cultural, familial or personal norms. (See Stolle and Robben. 2004: 10)

Einige weitere Änderungen im Sinne der Frau (Liste unvollständig):

- Some other changes made regarding women (List not complete):
- In 1918 women are given the right to vote
- In 1949 the equality of men and women gets enshrined within the constitution
- In 1950 joint education of boys and girls is introduced
- Since 1954 married women are allowed to work in public service
- In 1961 Elisabeth Schwarzhaupt becomes Germany's first female federal minister
- In 1970 the prohibition for women to play soccer is rescinded
- In 1976 the first women's shelters open
- Since 1977 married women can have a job without having

to ask their husbands for consent (before husbands had to be asked for permission and they had to co-sign the contract)

- In 1979 the law that men and women have to be treated equally at work is established
- Since May of 1997 marital rape is a felony
- 2001 saw the first (voluntary) self-commitment of corporations to put women in leadership roles
- In 2002 the Protection Against Violence Act became established law: If a perpetrator knowingly violates/harms the body, the health or freedom of a victim, the courts can prohibit them from entering a shared living space as well as forbid them from having any contact with their spouse and children for extended periods of time. (See Stolle and Robben. 2003: 12pp)
- In 2005 Angela Merkel becomes Germany's first female chancellor
- In 2013 a mandatory female quota is established
- In 2016 sexual law amends "No means NO"

Grievances today

Even though there are many laws and regulations in place to protect women, wives and children, in reality some are disregarded or ignored. The following statistics presented to our guides by the city

of Dortmund's equal opportunity officer Maresa Feldmann during a training event in 2016 show how far we still have to come in terms of equality:

- 90% of all single parents are women
- 6% of leadership positions in large businesses are held by women
- The percentage of women employed in jobs with modest pay is 71% and they make up 90% of people working low-paying jobs
- The pay gap between men and women is approximately 20%.

Since 1985 the office of equality (former women's office) in Dortmund is working for equal opportunities within the city. The goal is to promote equality between the sexes (gender mainstreaming). That means that equality of men and women should be integrated and lived in all spheres of life. This goes especially for the work field: in economics working hours are supposed to be increased for women and their kind of job should be one securing a livelihood. Women should increasingly be hired for leadership positions and get the them pay men get for the same work. Since March of 2016 anew project (corporate mentoring) gives qualified refugee women insights into the working sphere in Germany. The integration of refugee women into the working processes is supposed to get the women motivated to join.

Informational and educational work with girls and women plays a crucial role. They have to learn not to put up with oppression and violence any longer and to claim their rights and autonomy.

Domestic abuse

Violence within a family and in the private sphere (e.g. by the hand of a partner, spouse or relative) is the most common form of violence. Domestic abuse takes different shapes and forms: the visible kind of physical abuse where women are hit or kicked by men, punched, choked or thrown down staircases and so on...

It is visible through injuries or bruises on the woman's body. The invisible violence is the psychological, the sexualized, social and economic abuse. Men torture their wives by isolating them from others. Surveillance, vigorous monitoring, and financial control are the keywords. They take these actions to enforce their own interests. Some men are so emotionally dependent on their wives that they fear they might lose them. That makes them want to control them even more. And thus, their own home becomes the most dangerous place for some women.

Abuse, intimidation, humiliation and sexual violence are part of the everyday life of many women and children. They sometimes endure these situations for years. Why do they do that? They are ashamed or scared. After all, the perpetrator is their living husband and father. Even neighbors, relatives and friends don't interfere in family matters. And the violent partners try to isolate the women. In many cases men show regret after their acts. They want to make up for them. The women hope for the situation to never occur again and keep silent. The humiliation of being powerless against the partner, to be at their mercy traumatizes the women.

Repeated physical pain and psychological injuries lead women to give up on themselves, to deny themselves an opinion of their own and to become indifferent and closed-off. Fear and helplessness make them fulfill the perpetrator's wishes. Added to that are feelings of guilt. All this keeps women from breaking this vicious circle and getting help. (See Stolle and Robben. 2004: 79pp)

Women who do manage to break away often consult women's counseling offices of women's shelters. See attachments for counseling offices in Dortmund.

How can a woman protect herself and her children?

A man who perpetrates acts of physical or sexual violence is committing a crime. This can only be followed up on if the woman presses charges against him. She can ask for protection.

The one doing the hitting goes away, the one getting hit stays: that way the courts make sure the man can't get to the woman or their children at their home, their work place or school. Women contacting the counseling offices have access to these measures and more. (See attachment for counseling offices in Dortmund.)

In an acute case of emergency women can contact a women's shelter directly. These are houses where women find refuge. The addresses are secret. Men are not allowed inside. Women of all nationalities can find short-term refuge here, free of charge. With children or without. A women's shelter can only be contacted by phone.

Women's Rights

How often does domestic violence occur?

According to information from the women's counseling office in Dortmund one in 4 women of all social classes is affected by domestic violence. Usually men get violent more than once. Violence in refugee housing is also an issue. 3 in 4 women experience violence in these shelters. It comes from partners, strangers, house mates or the personnel at the shelter. Especially when a majority of men is living at a house there is little to no room for women to withdraw.

What can a woman do to protect herself within a shelter?

Report incidents to management or even the police. The police can get the perpetrator out of the home. The family court can ban perpetrators from coming back. What kind of help do women get at counseling offices?

It's all about counseling. Topics are: Health, psyche, relationship problems of couples or within families, social and financial counseling, grief and loss, even eating disorders. Only female translators are permitted to join sessions,

either confidants or official translators. Counseling can be anonymous and the women working at the offices treat anything discussed confidentially. It is possible to arrange childcare. Counseling can be done in person, via phone or e-Mail.

How do I talk about this?

If asked, most women want to talk about it. Rarely do they start discussing the topic on their own. The center of these conversations are the appreciation and respect. It's about the respective woman's needs and wishes. Whatever is done has to be ok with the woman.

However, if there is an acute danger, the police will be called. The women will then get active support to manage everyday life.

Getting away from violence – ports of call and counseling offices:

Three institutions for grow up women (18 and older) of all nationalities:

- Women's counseling office Dortmund (Frauen helfen Frauen e.V.)

- Women's shelter Dortmund
- Office for equal opportunity Port of call for girls (p to 18years old)
- Girls' shelter "Mäggie"

Emergency phone numbers:
Nationwide line – violence against women

08000 - 116016
(staffed 24/7, every day)

Addresses:

Women's counseling office Dortmund (Frauen helfen Frauen e.V.)

Märkische Str. 2012- 2018
44141 Dortmund
Tel. 0231/52 10 08

Women's shelter Dortmund

Tel. 0231/800081

Office for equal opportunity

Friedensplatz 1
44137 Dortmund

Girls' Shelter „Mäggie“

Dickhofskampf 4 44227 Dortmund

Refugee shelter for female refugees

Barcelonaweg 14
44269 Dortmund-Aplerbeck



Sources for content:

- Stolle, Christa; Robben, Heike: *Zum Beispiel Frauenrechte*. Lamuv Verlag, Göttingen 2004.
- Kombi-Schulung Stadt Dortmund Gleichstellungsbüro und Frauenberatungsstelle Dortmund