

Welcome package

First steps in Hamburg

Welcome to Hamburg!

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

On the following pages you will find helpful tips for your first steps in Hamburg. From necessary visits to the authorities to information on how to approach your search for an apartment and on learning German.

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

At the HWC, immigrants and people interested in immigration can find advice and support. You can find all our services listed on our [Hamburg Welcome Portal](#).

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

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

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

Friday 9 a.m. to noon

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

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YOUR FIRST STEPS IN HAMBURG

You will find some basic information in our welcome package. If you want to go directly to the topic in the document, click on the link (with page reference). For many topics there is also a link to further information on our website.



Search for suitable accommodation
How do I approach the [apartment search](#) (page 3)?
What do the [abbreviations](#) (page 12) in the housing ads mean?
[More information on the topic](#)



After moving: [Register your residence](#) (page 15) within two weeks.
How do I [book an appointment](#) (page 16)?
The [tax identification number](#) will be sent by mail after registration.



Immigrants from third countries require a [residence permit](#).
How can I find the relevant [immigration office](#) (page 21) for my application?



Language skills make it easier to settle. In Hamburg, you have a variety of opportunities to [learn German](#) (page 23).
[More information on the topic](#)



Here you will find an overview of [how to find a doctor](#) (page 25) and telephone numbers for **medical emergencies**.

You can find more information on these and other topics on our [Hamburg Welcome Portal](#):

- Go [job hunting](#) to be able to finance your living expenses.
- Some foreign professional qualifications must first be [recognized](#) in Germany.
- If you want to live and work in Germany for a longer period of time, you need a [bank account](#).
- If you live in Germany, you are required to have health insurance.
- You will receive your [social security number](#) as soon as you have [health insurance](#).
- Choose a [childcare facility](#) or [school](#) for your children and apply for [child benefits](#).

If you need advice on any of the above, feel free to contact the [Hamburg Welcome Center](#)

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How to find an apartment

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Step 1: Preparation

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

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

How close to your workplace should the apartment be?

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

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

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

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

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

Write down a few notes on each point.

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

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

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

Step 2: Where do I look?

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

Option 1: The Internet

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

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

Option 2: Cooperatives

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

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How do housing cooperatives work?

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

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

Option 3: Real estate agents

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

Option 4: Newspapers

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

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Step 3: The Rent

When looking for apartments, pay attention to the price.

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

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

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

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



Hamburg Welcome Center, Süderstraße 32b, 20097 Hamburg

www.welcome.hamburg.de

www.facebook.com/hamburgwelcomecenter



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

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

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

Broadcasting fees.

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

Internet and telephone

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

Security deposit

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

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

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

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

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

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Step 4: The Application

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

These documents should include:

Schufa information

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

Proof of salary or monthly income

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

Information on how to contact your previous landlord

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

(Short) resume

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

Proof of a guarantee (Bürgschaft)

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

Proof of your residence permit.

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

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

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

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

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Step 5: The viewing appointment (Wohnungsbesichtigung)

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

Important tips:

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

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

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

Whereby you will recognize a frivolous offer for accommodation:

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

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

II. No viewing appointment for the accommodation

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

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

III. Extremely favorable rent price

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

IV. The accommodation is not available anymore

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

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And finally: Wait

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

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

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

Good luck in finding a new home!

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WHAT DO THE ABBREVIATIONS IN ADS FOR ACCOMODATION MEAN?

Abk./abbr.	Bedeutung (DE)	meaning (EN)
1 Zi-Whg.	1 Zimmer-Wohnung	one-room home / apartment
2 ZKB	2 Zimmer, Küche, Bad	two-room home with kitchen and bath
2 ZKBB	2 Zimmer, Küche, Bad, Balkon	two-room home / apartment with kitchen, bath and balcony
2. OG	zweiter Stock	second floor (US) / first floor (GB)
Abst.	Abstandszahlung (z. B. für Vor-Mietereinbauten)	compensation (i.e. for furniture)
App.	Appartement	Studio Apartment
AR	Abstellraum	storage room
Bd	Bad (vgl. WC)	bath, bathroom
Bj.	Baujahr	year the building was built
BK	Betriebskosten	utility costs
BLK, Blk	Balkon	balcony
ca.	circa	approximately, approx., ca.
Court.	(Makler-)Courtage / -Provision	commission (for real estate agent)
DB	Duschbad	shower
DG	(ausgebautes) Dachgeschoss	(built out) attic
DHH	Doppelhaushälfte	semi-detached house
Doga	Doppelgarage	double garage
DT	Dachterrasse	roof-deck / roof terrace
Du	Dusche	shower
EB	Erstbezug	first time use
EBK	Einbauküche	built-in kitchen, fitted-in kitchen
EG	Erdgeschoss	first floor (US) ground floor (GB)
E-Hzg	Elektroheizung	electric heating
erl.	erlaubt	allowed
ETW	Etagenwohnung (auch: Eigentumsw.)	apartment is on one floor
EZW	Einzimmerwohnung	one-room home / apartment
F-Raum	Fahrradraum	bicycle room
Fb-hzg	Fußbodenheizung	underfloor heating
Feha / FeWo	Ferienhaus / -wohnung	holiday house / apartment
FP	Festpreis	fixed price
freist.	freistehend	free-standing
FW	Fernwärme	district heating
Gart, Gart-ant	Garten, Gartenanteil	garden / part of the garden
Gart.-Ben./Mitben.	Gartenbenutzung/mitbenutzung	use of a garden / shared garden
GD	Glasdach	skylight
Gem-Ant	Gemeinschaftsantenne	community antenna / block aerial
G-WC	Gäste-WC	guest WC / separate toilet
GZ-Hzg.	Gas-Zentralheizung	gas central heating
Hat	Haustiere	pets [allowed]
HP	Hochparterre	mezzanine, raised ground floor
inkl.	inklusive	including
jährl.	jährlich (per annum)	yearly (p. a.)
JM	Jahresmiete	yearly rent

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WHAT DO THE ABBREVIATIONS IN ADS FOR ACCOMODATION MEAN?

Abk./abbr.	Bedeutung (DE)	meaning (EN)
Kaut	Kaution	<i>security deposit</i>
KDB	Küche, Dusche und Bad	<i>kitchen, shower and bath</i>
Kfz-Einstpl.	Kraftfahrzeug-Einstellplatz	<i>parking spot</i>
kfr.	kurzfristig	<i>soon, short-term</i>
KM/kalt	Kaltmiete	<i>cold rent - not including utilities or heating</i>
KoNi	Kochnische	<i>kitchenet(te)</i>
KP	Kaufpreis	<i>selling price</i>
kpl.	komplett	<i>complete</i>
KT, Kt.	Kaution	<i>landlord's / security deposit</i>
Lux.	Luxus- / luxuriös	<i>luxury / luxurious</i>
m ²	Quadratmeter (Wohnungsgröße)	<i>square meter</i>
MC	Maklercourtage	<i>commission (for real estate agent)</i>
MM	Monatsmiete	<i>monthly rent</i>
möbl	möbliert	<i>furnished</i>
mod.	modern / modernisiert	<i>modern / modernized</i>
MP	Mietpreis	<i>rental price</i>
MS	Mietsicherheit	<i>deposit</i>
mtl.	monatlich	<i>monthly</i>
n.A., nA	nach Absprache	<i>special agreement / negotiable</i>
NB	Neubau (vgl. oben "Altbau")	<i>new building</i>
netto kalt	Nettokaltmiete	<i>net rent - not including utilities or heating</i>
neuw.	neuwertig	<i>like new</i>
NK	Nebenkosten	<i>utility costs</i>
NR	Nichtraucher	<i>non-smoker(s)</i>
Nsp.	Nachtspeicherheizung	<i>night storage heater</i>
off. Kamin	offener Kamin	<i>open fireplace</i>
OG	Obergeschoss	<i>upper floor</i>
ÖZ.-Hzg.	Öl-Zentralheizung	<i>oil central heating</i>
Pantry	Kleine Einbauküche	<i>small built-in kitchen / pantry</i>
Pk	Parkettboden	<i>parquet floor</i>
Prov., PV	(Makler-)Provision	<i>commission (for real estate agent)</i>
prov.fr.	provisionsfrei, ohne Maklergebühren	<i>no commission</i>
qm	Quadratmeter (Wohnungsgröße)	<i>square meter</i>
ren.-bed.	renovierungsbedürftig	<i>renovations needed</i>
RH	Reihenhaus	<i>town houses</i>
SZ	Schlafzimmer	<i>bedroom</i>
teilmbf	teilmöbliert	<i>partly furnished</i>
Terr	Terrasse	<i>terrace</i>
TG	Tiefgarage	<i>underground garage</i>
Tgw	Teilgewerblich nutzbar	<i>partially for commercial use</i>
Tiere	Tierhaltung	<i>pets allowed</i>
UG	Untergeschoss	<i>basement level</i>
Uml	Umlagen	<i>cost allocation / shares in the cost</i>
v. Priv.	Privatvermieter, ohne Maklercourtage	<i>to hire directly form the landlord / no commission (for real estate agent)</i>

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Abk./abbr.	Bedeutung (DE)	meaning (EN)
VB, VHB	Verhandlungsbasis	<i>negotiable</i>
VH	Vorderhaus	<i>front building</i>
VK	Vollkeller	<i>cellar underneath the whole house</i>
VS	Verhandlungssache	<i>negotiable</i>
warm	Warmmiete (inkl. Heiz- und Betriebskosten)	<i>warm rent (utilities and heating included)</i>
WB	Wannenbad	<i>bathroom with bathtub</i>
WBS	Wohnberechtigungsschein, auch § 5-Schein	<i>public housing permit</i>
WC	separate Toilette (vgl. Bad)	<i>separate toilet</i>
Wfl	Wohnfläche	<i>living space / area</i>
WG	Wohngemeinschaft	<i>shared apartment</i>
Whg.	Wohnung	<i>apartment</i>
WM	Warmmiete (inkl. Heiz- und Betriebskosten)	<i>warm rent - including utilities and heating</i>
WoKü	Wohnküche	<i>combination kitchen and living room</i>
z. verm.	zu vermieten	<i>for rent / to let</i>
.. ZB	... Zimmer mit Bad	<i>...-room flat / apartment with bath</i>
ZH, Zhzg	Zentralheizung	<i>central heating</i>
Zi.	Zimmer	<i>room</i>
... ZB	... Zimmer mit Bad	<i>ensuite</i>
... ZKB	... Zimmer, Küche, Bad	<i>... room flat / apartment with kitchen and bath</i>
... ZKBB	... Zimmer, Küche, Bad und Balkon	<i>...-room flat /apartment with kitchen, bath and balcony</i>
... ZKBD	... Zimmer, Küche, Bad und Diele	<i>...-room flat /apartment with kitchen, bath and hallway</i>
ZÖV	Zentrale Ölversorgung /-heizung	<i>central oil heating</i>

Checklist

Registration

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

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

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

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

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

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

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

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

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

An administrative fee of 12 euros will be charged.

Welcome package

Registration

To make an appointment online at a customer center click on the following link:
[Online appointment customer centers](#)

Um in einem Kundenzentrum online einen Termin zu vereinbaren klicken Sie auf folgenden Link:
[Online-Terminvereinbarung Kundenzentren](#)



Step 1: To start the booking process, click the red button "Hier starten" (start here).

Schritt 1: Um den Buchungsprozess zu beginnen, klicken Sie den roten Button „Hier starten“



Step 2: You can select a customer center to register your new address. To do so, click "Resident Services" (Einwohnerwesen).

If you are eligible, you can book an appointment at the Hamburg Welcome Center for Professionals. Find out more [here](#).

Schritt 2: Sie können zur Anmeldung Ihrer neuen Adresse ein Kundenzentrum auswählen. Dafür klicken Sie „Einwohnerwesen“.

Wenn Sie berechtigt sind, können Sie einen Termin im Hamburg Welcome Center for Professionals buchen. Mehr dazu [hier](#).



Step 3: You can read the privacy policy by clicking on the blue link "Datenschutzerklärung".

After that, the box must be ticked with blue. You can do this by clicking on the square.

After that click on "Weiter" (next)



Schritt 3: Sie können die Datenschutzerklärung mit Klick auf den blauen Link „Datenschutzerklärung“ lesen.

Danach muss das Kästchen mit blauen Pfeil versehen werden. Dies erreichen Sie durch Klicken auf das Quadrat.

Danach Klick auf „Weiter“

Welcome package

Registration

Hamburg Service
START ALLE DIENSTE

Start > Alle Dienste > Terminvergabe

Schritt 1 von 5
Terminvergabe - Einwohnerwesen

Über mich

Kontakt

Vorname
Max

Nachname
Mustermann

E-Mail
newcomers@welcome.hamburg.de

Telefon - Optional

Weiter

Step 4: Fill in the blanks, then click on "Weiter" (next).

Schritt 4: Füllen Sie die leeren Zeilen aus, danach Klick auf „Weiter“

Vorname = First name
Nachname = Last name
E-mail = your email address
Telefon = Phone number (optional)

Hamburg Service
START ALLE DIENSTE

Start > Alle Dienste > Terminvergabe

Schritt 2 von 5
Terminvergabe - Einwohnerwesen

Wofür suchen Sie einen Termin?

Bitte wählen Sie Anzahl der benötigten Dienstleistung(en) aus

Ausweise und Pässe

- Personalausweis, beantragen als Ausweispflicht (ab 16 Jahre)
- Personalausweis, beantragen vor Ausweispflicht (bis 16 Jahre)
- Personalausweis, Neuantrag nach Verlust, Diebstahl oder Namensänderung
- Personalausweis, Verlängerung
- Passport, Erst- oder Neuanfertigung
- Passport, Erneuer.
- Kinderausweis, Erst- und Neuanfertigung
- Personalausweis / Reisepass, AD/AN
- Elektronischer Identifizierungsausweis für Unternehmer und Angehörige des Europäischen Wirtschaftsraums, Ausstellung

Meldewesen

- Wohnsitz, Anmeldung als Hauptwohnsitz
- Wohnsitz, Ummeldung (innerhalb Hamburgs)

Step 5: On this page you specify your reason for the appointment. Search for "Meldewesen" below

Schritt 5: Auf dieser Seite geben Sie Ihren Grund für den Termin an. Suchen Sie weiter unten nach „Meldewesen“

Scroll down

Meldewesen

- 1 Wohnsitz, Anmeldung als Hauptwohnsitz
- 0 Wohnsitz, Ummeldung (innerhalb Hamburgs)
- 0 Verpflichtungserklärungen, Aufenthalt bis zu 3 Monate
- 0 Führerschein, Tausch
- 0 Fischereischein
- 0 Hundehaltung, Anmeldung

Step 6: To get an appointment for registration, you must select whether you moved to Hamburg from outside the city or got a new address within the city.

If you are newly registering in Hamburg, then enter the number of persons to be registered next to "**Wohnsitz Anmeldung als Hauptwohnsitz**" ("Residence registration as main residence")

If you have moved within Hamburg, enter the number of persons to be registered in the line below "**Residence, reregistration (within Hamburg)**" instead.

Meldewesen

- 0 Wohnsitz, Anmeldung als Hauptwohnsitz
- 0 Wohnsitz, Ummeldung (innerhalb Hamburgs)
- 0 Verpflichtungserklärungen, Aufenthalt bis zu 3 Monate
- 0 Führerschein, Tausch
- 0 Fischereischein
- 0 Hundehaltung, Anmeldung

Schritt 6: Um einen Termin für die Anmeldung zu bekommen, müssen Sie auswählen, ob Sie von außerhalb nach Hamburg zugezogen sind oder innerhalb der Stadt eine neue Adresse bekommen haben.

Welcome package

Registration

Wenn Sie sich in Hamburg neu anmelden, dann geben Sie die Anzahl der anzumeldenden Personen neben "[Wohnsitz Anmeldung als Hauptwohnsitz](#)" an

Wenn Sie innerhalb Hamburgs umgezogen sind, dann geben Sie stattdessen in der Zeile darunter "[Wohnsitz, Ummeldung \(innerhalb Hamburgs\)](#)" die Anzahl der anzumeldenden Personen an.

To go to the next page, you need to click "Weiter" (next) at the bottom of the page.

Um auf die nächste Seite zu gelangen, müssen Sie unten auf der Seite „Weiter“ klicken.

The screenshot shows a registration form with several dropdown menus. The first dropdown is labeled 'Hamburg, Anmeldung'. Below it are five more dropdowns with labels: 'Regalungen von Kopien behördlicher Dokumente zur Vorlage bei einer Behörde und für private Zwecke', 'Personalausweis, elektronischer Identifizierungsausweis', 'Fischereigabe Zahlung', 'Ordnungsamt, Aufhebungsbewilligung bereits registrierter Internet-Benutzer für Stimmabstufung 2', and 'Lebensversicherung, zur Vorlage für Rentenversicherung'. At the bottom, there is a red button labeled 'Weiter'.

Step 7: Here you can select your desired date. Enter the date from which you would like to search (1). Then specify the time frame in which you can keep an appointment (2). You can also restrict the days of the week: to do this, uncheck the boxes next to the days of the week to remove them from the search (3). Then click on "Termin suchen" (Search appointment) (4).

The screenshot shows the 'Ihr Wunschtermin' form. It has three main sections: 'Suche ab dem' with a date picker set to '17.05.2021' (labeled 1), 'Gewünschter Zeitraum' with a time range from '07:00' to '19:00' (labeled 2), and 'Möglicher Wochentag' with checkboxes for Mo, Di, Mi, Do, Fr, Sa (labeled 3). A blue arrow points to the 'Termin suchen' button (labeled 4).

Mo = Monday
Di = Tuesday
Mi = Wednesday
Do = Thursday
Fr = Friday
Sa = Saturday

Schritt 7: Hier können Sie Ihren Wunschtermin auswählen. Geben Sie das Datum ein, ab dem Sie suchen möchten (1). Dann legen Sie den Zeitrahmen fest, in dem Sie einen Termin wahrnehmen können (2). Auch die Wochentage können für die Suche eingeschränkt werden: dafür nehmen Sie die Häkchen neben den Wochentagen durch einen Klick auf das Kästchen daneben raus, um für diese Tage keine Terminvorschläge zu erhalten (3). Danach auf „Termin suchen“ klicken (4).

Welcome package

Registration

Suche ab dem: 24.05.2021

Gewünschter Zeitraum: 07:00 - 19:00

Termin suchen

Hier geht's am schnellsten

[Kundenzentrum Eimsbüttel](#)
ab 09:50 verfügbar, 09:50

Übersicht der Standorte

Select a customer center from the selection that appears below by clicking on the name of the customer center. You can select the appointment in the following step. You can use any customer center to register your residence.

Aus der nun erscheinenden Auswahl darunter ein Kundenzentrum aussuchen mit Klick auf den Namen des Kundenzentrums. Die Terminauswahl können Sie im nächsten Schritt vornehmen. Für die Anmeldung Ihres Wohnsitzes können Sie jedes Kundenzentrum nutzen.

Terminauswahl

Kundenzentrum Eimsbüttel

Grindelberg 62-66, 20144 Hamburg

Suche ab dem: 24.05.2021

Gewünschter Zeitraum: 07:00 - 19:00

Termin suchen

Wählen Sie ein Datum und eine Zeit aus

1. Tag auswählen: Do, 01. Juli

2. Verfügbare Termine für Do, 01. Juli: 09:50, 18:20

< Zurück

Weiter >

Step 8: Now select a suitable appointment from the displayed appointments and click on the date and time. If no date is suitable for you, you can click on the grey button "Zurück" (back) to select another customer center.

Once you have selected your desired date, you can click "Weiter" (next).

Schritt 8: Suchen Sie nun aus den angezeigten Terminen einen geeignet aus und klicken auf das Datum und die passende Uhrzeit. Kommt für Sie kein Termin in Frage können Sie auf das Klicken des grünen Buttons „Zurück“ ein anderes Kundenzentrum auswählen.

Haben Sie Ihren Wunschtermin ausgesucht, können Sie „Weiter“ klicken.

Welcome package

Registration

Hamburg Service

START ALLE DIENSTE

Start > Alle Dienste > Terminvergabe

Schritt 5 von 5

Terminvergabe - Einwohnerwesen

Bitte prüfen Sie Ihren Terminwunsch

Bitte buchen Sie den Termin mit der Schaltfläche am Ende dieser Seite.

Kontakt

Name: Max Mustermann
Telefon:
E-Mail: newscomers@welcome.hamburg.de
[Bearbeiten](#)

Anliegen

Meldewesen

Wohnsitz, Ummeldung (innerhalb Hamburgs) (1x)
[Bearbeiten](#)

Terminauswahl

Standort: KiZ Eimsbüttel
Zeit: Donnerstag, 01.07.2021 um 10:20 Uhr
[Bearbeiten](#)

Bitte mitbringen

Wohnsitz, Ummeldung (innerhalb Hamburgs)

- Wohnungsgeberbestätigung - zwingend erforderlich - ausgefüllt und unterschrieben
- Dokumente aller umziehenden Personen:
 - Personalausweis (Reisepass, sofern kein Personalausweis vorhanden ist)
 - Kinder (bis zum 18. Geburtstag): wenn vorhanden Ausweis und/oder Pass, sonst Geburtsurkunde; persönliche Anwesenheit ist nicht erforderlich.

Step 9: Check your appointment request. If all the information is correct, click "Termin verbindlich buchen" (book appointment) at the bottom of the page. If you want to change something, click on "Zurück" (back).

Schritt 9: Prüfen Sie Ihren Terminwunsch. Wenn alle Angaben korrekt sind, dann klicken Sie unten auf der Seite auf „Termin verbindlich buchen“. Wenn Sie etwas ändern möchten auf „Zurück“



Hamburg Service

START ALLE DIENSTE

Start > Alle Dienste > Terminvergabe

Terminvergabe - Einwohnerwesen

Der Termin wurde vereinbart

✓ Ihr Termin wurde verbindlich gebucht
Sie haben eine Bestätigung per E-Mail erhalten. Wir freuen uns auf Ihren Besuch an folgendem Standort: Kundenzentrum Süderseite

[Einen weiteren Termin vereinbaren](#) [Drucken](#)

Ihr Termin

Zeitpunkt: Donnerstag, 20.05.2021 um 12:45 Uhr

Aufruf

Ihr Termin hat die Aufrufnummer: **166**
Diese Nummer wird zeitnah zur vereinbarten Uhrzeit automatisch aufgerufen.
Ein Hinweis erfolgt auf dem Monitor im Wartezimmer.

Anreise

Kundenzentrum Süderseite
Neugraber Markt 5
21149 Hamburg

Fragen und Hilfe

Wenn Sie Ihren Termin stornieren oder ändern möchten, öffnen Sie bitte die an Sie gesendete Bestätigung E-Mail. Dort finden Sie den Link „Termin stornieren / ändern“ mit allen nötigen Funktionen.
Bei Fragen stehen wir auch telefonisch zur Verfügung. Unsere zentrale Service-Nummer ist die 040 115.

Bitte mitbringen

Wohnsitz, Anmeldung als Hauptwohnsitz

Grundsätzlich:

- Anmeldeformular - ausgefüllt (auch Name und Adresse des Vermieters) und unterschrieben (Formular gibt es auch vor Ort)
- Wohnungsgeberbestätigung - zwingend erforderlich - ausgefüllt und unterschrieben
- Dokumente aller umziehenden Personen:
 - Personalausweis und - sofern vorhanden - Reisepass
 - Kinder (bis zum 18. Geburtstag): wenn vorhanden Ausweis und/oder Pass, sonst Geburtsurkunde; persönliche Anwesenheit ist nicht erforderlich.

Now all steps are completed. You will receive an e-mail with an appointment confirmation and your personal number. Arrive a few minutes before your appointment and wait in the waiting area for your number to be called on the screens. Here you will also be told at which counter your request will be taken care of.

Jetzt sind alle Schritte abgeschlossen. Sie erhalten eine E-mail mit einer Terminbestätigung sowie Ihrer Aufrufnummer. Kommen Sie ein paar Minuten vor Ihrem Termin in das Kundenzentrum und warten im Wartebereich auf den Aufruf Ihrer Nummer über die Bildschirme. Hier wird Ihnen auch mitgeteilt, an welchem Schalter sich um Ihr Anliegen gekümmert wird.

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Welcome package

How to identify the relevant District Office

Which Department for Foreigners Affairs responsible for me?

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

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

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

Qualified professionals and managers, students and their families can also contact the [Hamburg Welcome Center for Professionals](#).

Welcome package

How to identify the relevant District Office

District Office (= „Bezirksamt“) Hamburg-Mitte

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

Department for Foreigners Affairs (= „Fachbereich Ausländerangelegenheiten“)

Klosterwall 2 (Block A), 20095 Hamburg

Phone: 040 / 428 54 – 1903

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

District Office Hamburg-Mitte

Customer Service Center Billstedt

Department for Foreigners Affairs

Öjendorfer Weg 9, 22111 Hamburg

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

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

Department of the Interior and Sports, Office for Migration

Hamburg Welcome Center

Süderstraße 32b, 20097 Hamburg

Phone: 040 / 428 39 – 5500

E-Mail: professionals@welcome.hamburg.de

District Office Altona

Department for Foreigners Affairs

Platz der Republik 1, 22765 Hamburg

Phone: 040 / 428 11 – 3120

E-Mail: Auslaenderangelegenheiten@altona.hamburg.de

District Office Eimsbüttel

Department for Foreigners Affairs

Grindelberg 62-66, 20144 Hamburg

Phone: 040 / 428 01 – 2819

E-Mail: Auslaenderangelegenheiten@eimsbuettel.hamburg.de

District Office Hamburg-Nord

Department for Foreigners Affairs

Kümmellstraße 7, 20249 Hamburg

Phone: 040 / 428 04 – 2981

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

District Office Wandsbek

Department for Foreigners Affairs

Schloßstraße 60, 22041 Hamburg

Phone: 040 / 428 81 – 2817

E-Mail: Auslaenderangelegenheiten@wandsbek.hamburg.de

District Office Bergedorf

Department for Foreigners Affairs

Weidenbaumsweg 21 (Eingang A), 21029 Hamburg

Phone: 040 / 428 91 – 2173

E-Mail: Auslaenderangelegenheiten@bergedorf.hamburg.de

District Office Harburg

Department for Foreigners Affairs

Harburger Rathauspassage 2, 21073 Hamburg

Phone: 040 / 428 71 – 2575

E-Mail: Auslaenderangelegenheiten@harburg.hamburg.de

Welcome package

Learning German

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

Types of providers

▪ Goethe-Institut

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

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

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

▪ Hamburger Volkshochschule (Adult Education Center)

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

▪ Commercial Schools

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

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

Searching for language courses on the internet

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

Welcome package

Learning German

Integration courses

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

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

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

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

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

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

Useful Website:

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



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



Welcome package

Ärzte, Zahnärzte und Notfallrufnummern

Some useful translations:

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

Emergency Numbers

- Emergency Medical Service/Emergency Doctor 112
- Poisoning Emergency Number 0551 19240
- Medical Advice (non life-threatening cases) 116 117
- Help and advice:
 - Police 110
 - Fire Department 112
 - Assistance for children and young adults 0800 1110333
 - Assistance for parents 0800 1110550
 - Blocking credit cards or EC cards 116 116

Are there obligations for choosing a doctor in Germany?

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

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

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

Patients Advice

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



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

