

# Welcome to Filderstadt



## A manual for refugees

# Introduction and Acknowledgements

Originally this information was compiled by members of the AK ASYL Ostfildern e. V. for refugees in Ostfildern. We thank the group for kindly giving permission to adapt the information to our local needs in Filderstadt. The revised and adapted version was done by Mr H. Reinecker (AK Asyl) and some other members of AK Asyl Filderstadt.

Mr T. Manal (Stadt Filderstadt) was in charge of the layout and graphic design.

Translations by Ms B. Bühner-Koscholke and Ms B. Scek.

Thanks go to the City of Filderstadt for generously supporting the publication of this booklet.

Newcomers to Filderstadt will find useful tips and information for everyday life in Germany in general and Filderstadt in particular. We do hope that this little brochure can help the reader to get along in the new surroundings and avoid the typical traps and snares that life in a foreign country and culture has in store for everybody, and some have had to pay dearly for their ignorance.

With reference to the source this brochure may be downloaded free of charge: [www.akafi.de](http://www.akafi.de)

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# 1. Living in the shared lodgings

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**Shared lodgings are temporary accommodation for refugees who are waiting to make an application for asylum or who are still waiting for their recognition as political refugees.**

## **1.1. Rules for the shared lodgings / shelter**

When you move into your lodging you will be given a copy of the “Rules”. Please, do read them! When many people are crowded together it is vital that everybody respects the rules, thus avoiding conflicts.

Please show consideration for the youngsters who attend schools or swimming-pools near your shelter.

## **1.2. Overnight visitors**

Guests are not allowed to stay overnight.

## **1.3. Night’s rest**

From 10 p.m. to 6 a.m. please be quiet and respect your neighbours’ sleep. No loud talking, no loud music, please. Use headphones if you want to listen to music at night.

## **1.4. Fire protection**

There have been smoke detectors and fire extinguishers installed. It is strictly forbidden to damage or remove them. They are there for your security and can save lives.

## **1.5. Kitchen**

Please clean the kitchen directly after cooking. Do not leave litter or leftovers in the kitchen or in any other place. That would attract rats, mice and other pests.

Don't forget that the shelter is your temporary home. Keep it tidy, in your own interest.

## **1.6 Toilets**

Make sure the toilet is clean when you leave it. There is a brush next to every toilet.

## **1.7. Careful treatment of things**

Please do not treat things that are for use by the general public with care.

Please do not demolish or destroy furniture or equipment in or around the shelter. Vandalism will be reported to the police.

Ask sb. to show you how to operate the washing machines.

## **1.8. Pin-Board**

In the lodgings there are pin-boards for information about leisure activities, language courses, meetings in the tearoom in Sielmingen and more information on activities in and around Filderstadt organized by schools, churches or the volunteers of AK Asyl (especially basic language courses and help with your homework for the classes).

Please do not remove these notices, others will want to read them, too.



## 2. Personnel in your lodgings

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The "Landkreis Esslingen" is responsible for the refugee shelters. AWO have been assigned to look after the social welfare of the occupants.

### 2.1 Social workers of AWO (Arbeiterwohlfahrt)

- **Ms Sonja Sambeth-Weber**, (division manageress)  
Mobile phone: 0152 / 28 63 21 35  
Mail: [sambeth-weber.sonja@awo-es.de](mailto:sambeth-weber.sonja@awo-es.de)
- **Mr Peter Zillich**, (Sielmingen, 48 Seestraße)  
Mobile phone: 0170 / 99 56 245  
E-Mail: [zillich.peter@awo-es.de](mailto:zillich.peter@awo-es.de)
- **Mr Alexander Armbruster** (Bernhausen and Plattenhardt)  
Mobile phone: 01577 / 42 22 02  
E-Mail: [armbruster.alexander@awo-es.de](mailto:armbruster.alexander@awo-es.de)

#### **Office hours Sielmingen, 48 Seestraße:**

Monday: 9.30 a.m. - 12.00

Wednesday: 2 p.m. - 4 p.m.

Friday: 9.30 a.m. - 12.00

#### **Office hours Bernhausen, 9/1 La Souterrainer Straße:**

Tuesday: 10.00 a.m. – 12.00

Thursday: 2 p.m. – 4 p.m.

#### **Office hours Plattenhardt, 2 Weilerhau:**

Monday: 2 p.m. – 4 p.m.

Wednesday: 10.00 a.m. – 12.00

Friday: 10.00 a.m. – 12.00

Office hours may change. Please check the notices on the doors or pinboards.

## **Their responsibilities are:**

- support in everyday situations / problems
- support in legal matters, finding a lawyer for you
- reading and explaining letters and documents
- help to fill in forms
- help to write letters in reply to questionnaires etc.
- help in difficult financial fixes
- help in case of illness, contact hospitals, trauma therapists
- support and mediation in conflicts in the shelter
- advice and support in case of voluntary return to country of origin

## **2.2. The Warden**

- **Mr Paul Steinhauer** (Landratsamt)  
E-Mail: [Steinhauer.Paul@lra-es.de](mailto:Steinhauer.Paul@lra-es.de)

### **Office hours Sielmingen, 48 Seestraße**

Monday, Wednesday and Friday: 9.30 a.m. - 12.00 noon

Tuesday: 1.30 p.m. – 3 p.m.

### **Office hours Bernhausen, 9/1 La Souterrainer Straße**

Monday and Wednesday: 11.45 – 12.45

### **Office hours Plattenhardt, 2 Weilerhau**

Monday and Wednesday: 10.30 – 11.30

Office hours may change. Please check the notice on the door at 48 Seestraße and on the pinboards in the other shelters.

## **Responsibilities:**

- He is in charge of the building in general.
- He helps in difficult situations and with problems.
- He has all rights of the householder, can forbid sb. to enter or tell people to leave the grounds of the lodgings.
- He checks the fire alarm devices and fire extinguishers.
- He hands out medical insurance papers and cheques.
- He assigns the rooms to the occupants.
- He gets you tickets for the interview at BAMF.
- He hands out cash if appropriate

### 2.3. The Caretaker

- **Mr Bernd Egetemair** (Sielmingen, 48 Seestraße)  
E-Mail: [gemeinschaftsunterkunftfilderstadt@lra-es.de](mailto:gemeinschaftsunterkunftfilderstadt@lra-es.de)
- **Mr Marian Stabla** (Bernhausen and Plattenhardt)  
E-Mail: see above  
The caretakers have no fixed office hours, they come on demand / when needed. Apply to warden.

#### **Responsibilities:**

- maintenance of equipment, repairs
- getting rooms/ beds ready for newcomers
- check on cleanliness

### 2.4. Security service

The personnel of **Euro Security** are on duty 24/7 in the shelters at Bernhausen and Plattenhardt.

Your contact person at Bernhausen, 9/1 La Souterrainer Straße

**Mr Emi Avdi**

Mobile phone: 0157-77009095

Your contact person at Plattenhardt, 2 Weilerhau

**Mr Irfan Avdi**

Mobile phone: 0157-52877090

## 3. Institutions of the town council



### General office hours:

Monday – Friday: 8 a.m. – 12 noon

Tuesday afternoon: 2 p.m. – 5 p.m.

Thursday afternoon: 2 p.m. – 6 p.m.

### 3.1 Ausländerbehörde / Office for refugees

You will find the office for refugees in no.16 Rosenstraße, Bernhausen. It is a general office for asylum-seekers. Here residence permits or settlement permits are issued. And you can apply for passports or for substitutions of passports. Also the decision if the family is allowed to join you is taken there.

**Contacts:** [abh@filderstadt.de](mailto:abh@filderstadt.de)

**Office hours:** see general office hours (above)

### 3.2. Social services

The office for social services is in no. 5 Martinstraße, Bernhausen. They provide assistance for people in all communal accommodations. Social Services advise on questions about social legislation and all other issues of daily life.

**Contact person:** Mr Rudolf Ott

**Contact:** Ph.: 0711/7003-360 and [rott@filderstadt.de](mailto:rott@filderstadt.de)

**Office hours:** see general office hours (above)

### 3.3. Office for family affairs, school affairs and clubs or other associations

The office is located at no. 5 Martinstraße, Bernhausen. This is the agency responsible for issuing the Filderstadt family pass (“Familienpass”). The contact person for the volunteers involved with helping the refugees can also be found here.

**Contact for “Familienpass”:** Ms Carmen Lang

**Contact:** Ph.: 0711/7003-357 and [amt40@filderstadt.de](mailto:amt40@filderstadt.de)

**Office hours:** see general opening hours (above) room 104

**Contact for volunteers:** Mr Tibor Manal

**Contact:** Ph.: 0711/7003-415 and [tmanal@filderstadt.de](mailto:tmanal@filderstadt.de)

**Office hours:** see general opening hours, page 8 (room 121)

### 3.4 Citizens' Centres

The citizens' centres will assist with the registration of individuals as residents of Filderstadt.

➤ There are Citizens' Centres in all 5 parts of Filderstadt:

**Bernhausen:** Dr.-Peter-Bümlein-Platz 1

**Plattenhardt:** Uhlbergstraße 37

**Bonlanden:** Oberdorfstraße 10

**Harthausen:** Grötzing Str. 7

**Sielmingen:** Rathausplatz 1

**Office hours:** see general opening hours, page 8

Closed on Wednesday afternoons

Thursday afternoon: 4 p.m. – 6 p.m.

**Bernhausen only:** additionally open on Sat. 10 a.m. - 1 p.m.

### 3.5 Language courses, evening classes

The office of "Volkshochschule" (VHS) is located at no. 13/1 Schulstraße, Plattenhardt. The VHS offers German language classes for beginners and advanced learners. These courses also involve integration courses.

Advisory hours: Tuesday 2 p.m. – 3.30 p.m.

Thursday 2 p.m. – 4 p.m.

For integration courses please contact Ms Patricia Manger

Phone: 0711/77 39 470 Mail to: [pmanger@filderstadt.de](mailto:pmanger@filderstadt.de)

#### **Opening hours:**

See general opening hours, page 8

Closed on Wednesdays

### 3.6. Public library

The Public Library is at no. 16 Volmarstraße in Bernhausen. You can borrow books and videos there, you can photocopy things and there is free WLAN available.

For more information look at the pin-board in the lodgings.

## 4. Volunteer helpers

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There is a group of volunteers who are organised in the so-called Arbeitskreis Asyl. They are organised in different groups to help you with various problems of everyday life.

Most of these people speak English or French, some speak other languages as well.

Besides the people organised in AK Asyl there are more people who support refugees.

### 4.1. Language courses

Learning the language is essential for a good start in Germany. If you want to work here you need to be able to read and write and speak the German language.

Volunteers offer language courses for small groups on different levels or individual lessons. Both are free of charge, but the teachers expect you to attend regularly.

If you have got the status of “recognized refugee” you are requested to enrol at VHS (Volkshochschule / evening classes) for integration courses. As the legal situation changes again and again please ask the social workers in your lodging for the current regulations.

It will be much easier for you to succeed in the integration courses if you have already got basic knowledge of German. So join the volunteers’ courses and attend regularly.

Please ask the social workers who to contact for basic courses or look for information on the pin-board.

### 4.2. Help in everyday life

Volunteers and the social workers of AWO can make appointments for you and accompany you to offices, doctors, lawyers.

These people mostly have jobs and family. If they offer their time to help you, please show your respect by being on time.

### **4.3. Second-hand clothes**

#### **“Kleiderkammer” at 48 Seestraße in Sielmingen**

For male refugees there is a “Kleiderkammer” in the basement of 48 Seestraße in Sielmingen where you can get hand-downs. Besides clothes you can get there towels, bags, rucksacks for free, but only for your own need.

Opening hours are:

Every 2<sup>nd</sup> Thursday of the month: 2 p.m. – 4 p.m.

Every 4<sup>th</sup> Friday of the month: 10 a.m. – 12.00 noon

#### **“Schatztruhe“: Second-hand goods**

This institution is run by the Gospel Choir of the church. Here you can get second-hand clothes, for males, females and children as well as household items, toys, bed-linen, whatever Filderstadt people give them as a donation.

Address: no. 10 Weidacher Straße in Bernhausen

Open every Thursday and Saturday: 9.30 a.m. – 1.30p.m.

Closed during school holidays.

### **Second-hand clothes of the RED CROSS**

At no. 26 Georg-Schurr-Straße in Sielmingen the Red Cross offers for a small fee second-hand clothes in good condition for males and females, also bed-linen, blankets and more.

Open every 2<sup>nd</sup> Wednesday of the month, 3 p.m. – 6 p.m.

Contact: Ms Uschi Weinmann, phone 07158-63939

E-Mail: [Ursula.Weinmann@gmx.de](mailto:Ursula.Weinmann@gmx.de)

### **4.4. “Teestube”**

This tearoom is run by AK Asyl Filderstadt in close cooperation with Dietrich-Bonhoeffer- Grammar School in Sielmingen. In this tearoom at no. 48 Seestraße, Sielmingen, which is open every 1<sup>st</sup> and 3<sup>rd</sup> Friday of the month, from 5 p.m. to 7 p.m., you can get into contact with local people *and* fellow refugees for tea, talk and cake in a friendly atmosphere. It's free of charge.

## 4.5. Leisure activities

At the moment there exist the following sports activities:

- On Wednesdays at 7 p.m. football (soccer) on the sports grounds in Seestraße, Sielmingen
- On Fridays from 10 p.m. soccer in the gym of Eduard – Spranger Grammar School in Bernhausen.
- On Saturday mornings in the “Soccer Hall” in Bonlanden

In nearly all parts of Filderstadt there is the chance to join the training of the different sports clubs. (See pin-boards)

Occasionally there are other activities like excursions, going swimming etc. All these activities are advertised on the pin-board of your shelter (in German and often in English). If you are interested in taking part, please enter your name and room number and the name of your lodgings in the list on the board. Often the numbers of participants are restricted.

**Note: First come first served!**

## 4.6. Bikes

On every 1<sup>st</sup> and 3<sup>rd</sup> Saturday of the month there is a bike workshop (“**BIKE FIX**”) from 3 p.m. - 5 p.m. at no. 8 Hauptstraße, Sielmingen. For a small fee you can get a used bike there or someone will help you with smaller repairs of your bike.

For your own safety please wear a helmet when cycling. And buy a lock for your bike; there are bike thieves!

## 4.7. Filing letters and documents

In the course of time you will get quite a lot of letters, forms, and documents. It's of paramount importance to keep these papers. In the basement of no. 48 Seestraße AK Asyl have provided get files and index sheets which make it easy to file all important documents and letters. Again members of AK Asyl will gladly help you to get organized.



## 5. Public Transport

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### 5.1. Bus routes in Filderstadt

Several bus routes connect all parts of Filderstadt. The most frequently used are: 76 / 77 / 35 and 37. The number of the bus line that serves the bus stop is printed on the time-table.

A very convenient way of finding the right bus connection is via internet: "efa Stuttgart" ( = electron. Fahrplanauskunft). Just type in the name of your bus stop and the name of the place where you want to go and klick the "Anfordern" – button.

### 5.2. How to get to Stuttgart

It takes you about half an hour to get to the city centre of Stuttgart by S-Bahn (suburban train). The nearest S-Bahn station is in Bernhausen. Trains run every thirty minutes. There are bus services to Bernhausen station. From Harthausen and Plattenhardt it is more convenient to take a bus to the S-Bahn station in Echterdingen.

From each part of Filderstadt there run buses to the S-Bahn:

- Bonlanden: Bus No 76, No 35 → Bernhausen/S-Bahn
- Harthausen: Bus No 77 → Echterdingen/S-Bahn
- Plattenhardt: Bus No76, No77, No35 → Echterdingen/S-Bahn
- Sielmingen/Seestraße: Bus No 37 → Bernhausen/S-Bahn or you can walk.

A **single ticket** for 3 zones is 4.00 €. You will need two single tickets to get to Stuttgart and back. It is a bit cheaper to buy a **ticket for 4 rides**, which costs 15.20 € for 3 zones. You can buy it on entering the bus. Just say "Mehrfach, 3 Zonen" to the bus driver. The tickets are valid for bus and train, you stamp it once when you start your trip and once on the return trip. The stamping-machines are at the yellow posts on the bus or on the platforms of the S-Bahn.

In Stuttgart you may use the underground (U-Bahn) as well to continue your journey. (No more stamping necessary.)

If you share the 4-journey-ticket with a friend or three friends every person must get a stamp! Don't forget stamping or you do not have a valid ticket. This will cost you 60.00 € if a ticket-collector checks the ticket!

If you have to make several journeys on the same day it pays to buy a **day ticket**, 3 zones, for 10.80 € or 15.00 € for the complete net. With the day ticket you can travel and change trains as often as you want on that day.

If you are a small group of max. 5 persons it's cheapest to buy a **group- day- ticket**, 3-4 zones, for 16.40 € or 19.30 € for the complete net.

All prices are as from January 2016. They may change in the course of the year.

### **5.3. Baden-Württemberg-Ticket**

This ticket is valid for the complete state of Baden-Württemberg from 9 a.m. to 3 a.m. next day for **up to 5 persons**. It costs 23.00 € for the first person and only 5 € for every extra person.

### **5.4. No travelling without ticket**

On all trains there are frequent checks by plain-clothes ticket inspectors to see if passengers hold valid tickets. If you can't show a valid ticket you will be fined 60 €. You have to show your "Aufenthaltsgestattung", they write down your particulars, you get a paper (= request for payment) with which you can continue your journey. The fine must be paid within 14 days.

If you are caught a second time without a ticket you are reported to the police and you may have to appear in court. This has serious consequences for your application of political asylum. It will delay your recognition. This applies to all other offences as well. You must by all means keep a clean record!



## 6. Health

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### 6.1. Going to the doctor's

During the whole period of waiting for your recognition as a refugee you've got health insurance. The warden, Herr Mayr at no. 48 Seestraße in Sielmingen, fills in the medical insurance paper. With this paper you can get an appointment and visit a General Practitioner. If necessary the GP gives you a referral to a specialist for further examinations and treatment. Please give that paper to the Social Worker in your hostel. She /He will ask the OK from Landratsamt Esslingen and you can see the specialist. If you go and see a doctor without the consent of Landratsamt you will have to pay the doctor's bill yourself.

A social worker will help you to make an appointment, and a volunteer of AK Asyl can accompany you if you wish.

### 6.2. Prescriptions

Normally people have to pay a little amount of money themselves if they buy medicine at the chemist's ("Apotheke"). As you do not have much money the social worker in your lodgings can give you a certification that you need not pay anything for the prescribed medicine. The certificate must be renewed every three months.

### 6.3. Prescription-free medicine

At the "Apotheke" you can also get medicine for minor ailments without prescription. These are for example pain killers, sleeping pills, cough mixtures and the like. You tell the chemist what trouble you have and he will suggest what to buy. You must pay for this medicine yourself.

All chemists speak and understand English, at least a little.

## 6.4. Help in emergencies

If you fall ill at night or outside the official surgery hours of the doctor and need immediate help: Contact the emergency service and talk to the doctor on duty:

**“Leitstelle Ärztlicher Notfalldienst”**

Monday – Thursday from 7 p.m.

**Phone: 116 117**

From Friday evening throughout the weekend go directly to the casualty department (“Notaufnahme”) of the Filderklinik at no.7 Im Haberschlei, Filderstadt-Bonlanden.

On Friday and before holidays: 7 p.m. – 11 p.m.

Saturday, Sunday and holidays: 8 p.m. – 11 p.m.

**Phone: 0711/ 7703-1890**

**Don't forget to take your ID with you if you go to a consultation!**

In extremely urgent cases, if you can't get to the hospital on your own, you can call an **ambulance: 0711/ 19222**

In case of serious accidents and life-threatening situations e.g. a heart attack call the **emergency doctor** on duty: **phone 112.**

On the phone say:

- your name
- where you are at the moment
- what happened
- describe the condition of the person / the injuries

Ring off only after you have been asked to do so, because the call will be saved / registered.



## 7. Shopping and contracts

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### 7.1. Shopping at supermarkets

The big supermarkets (Aldi, Lidl, Penny, Rewe, Edeka) have special offers every week (Food and other goods). You can study these offers outside, in the shop windows, or grab a flyer at the shop. Mind you these offers are only effective for one week.

There is a Turkish shop in Plieninger Straße, opposite the church in Bernhausen, and near the airfield there is a department store, “Real”. They do food on the ground floor and clothes, household articles, toiletries, TV etc. on the first floor. In the building there’s a Vodafon shop (mobile phone contracts) and a Kabel BW kiosk (TV, internet)

At all supermarkets you can return plastic bottles and glass bottles at machines in the entrance area. You get a receipt stating how much money you get back. Please produce this little slip of paper when you pay at the cash desk and the cashier will take the amount off your bill.

For each plastic bottle you’ll get 25 cents back – so help protecting the environment and profit yourself at the same time. You can get plastic carrier bags at the cash desk, but they cost money (10 or 20 ct.). So better bring your own canvas bag or rucksack.

**Customers are urgently requested not to take shopping trolleys home!**

## **7.2. Tafelladen / Diakonieladen**

The two shops are in one big hall.

At “Tafelladen” you can buy food at reduced prices, but you need a special ID (“Ausweis”) that entitles you to shop there. The social workers of AWO can give you this ID – paper.

At “Diakonieladen” everybody can buy cheap second-hand clothes, shoes, furniture and household articles. The goods vary, because they only sell what has been donated by people.

The **address** for both shops is:  
no. 51 Echterdinger Straße in Bernhausen.

### **Opening hours:**

Mon / Wed / Thurs / Friday: 10.00 a.m. - 2 p.m.

Tuesday: 10.00 a.m. - 12.30 and 2 p.m. - 5 p.m.

## **7.3. Contracts and special offers**

It's never a good idea to sign a contract at once! Be very careful and mistrustful if people try to hurry you. Take the paper home, read it again carefully, compare with other offers and ask somebody's advice. Volunteers of AK Asyl are glad to help.

## **7.4. Mobile phones**

What was said above in 7.3. applies especially to contracts for mobile phones. In many cases you get an expensive mobile for free, but then the contract is very expensive. And you can't get out of the contract, because you signed for 12 or even 24 months.

A better idea is to buy a prepaid card and not sign a contract. Buy a cheap mobile phone yourself.

If you buy a mobile phone plus contract only the SIM-card of your provider will work with this mobile, no other SIM-cards work. Always check and compare prices carefully.

## 7.5. Delivery of parcels

If you have ordered something on the internet you should be at home when the parcel is delivered. There are a couple of delivery services. Below find details about the two most frequently used delivery services:

**DHL:** If you are not at home the postman leaves a note for you. It tells you to collect the parcel at the local post-office next day or within a week. You must show your “Aufenthaltsgestattung” as an ID.

**DPD:** This delivery service leaves a message when you are not at home. Via internet you can choose the date of delivery if you know the number of the parcel (delivery code).

They come again the next day and a third time. After three delivery attempts the parcel is returned to the sender.



## 8. Bank accounts

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### 8.1. Bankcard and PIN

When opening a bank account, it is advised to always deposit a small amount of money (approx. 10 €) in order to avoid charges.

You should never give your Bankcard and / or PIN to another person. If you want to withdraw money from your account, it is advisable to use the Automated Teller Machine (ATM) provided by your bank/ a branch of your bank. Withdrawals at ATMs of other banks usually are subject to extra charges (a certain percentage of the withdrawal or at least 5 €).

You should sign the back of your bankcard as soon as you receive it. The signature must correspond to the one in your identification papers because some merchants will compare the two signatures. If the bankcard has not been signed, somebody else could fraudulently use it.

### 8.2. Cash Payments and Bankcards

When shopping, it is best to pay in cash. If you would like to pay using your bankcard, you should know whether or not, you have sufficient funds at your disposal. If you are not sure you can check the balance in your account at the ATM.

If you pay with the card without having sufficient funds your bank will not pay the business. This is going to be rather expensive for you: First of all the bank will charge a fee of approx. 2.50 € for the return of the debit invoice. And on top of this the store will also charge approx. 10 €.

For periodical payments (cellphone fees, rent) you should issue a standing transfer order (“Dauerauftrag”). The bank will then automatically transfer the funds each month.

### 8.3. Banking statements

You should get your banking statement at least every month. You can do this at the statement printer in your bank without any charges. If you do not get your statement the bank will send it to you by mail, which is subject to charges of about 1€.

**Important:** Sometimes you need to prove that you have paid certain invoices. Therefore, you should keep the banking statements in the small folder which you will receive from your bank. If you need to get statement copies at a later date from your bank these are subject to charges of at least 2.50 € per copy.

**Also important:** Some banks charge at least 2.50 €/month for the maintenance of the account if the balance of your account is negative. Therefore it is advisable to keep at least 5 € in your account. As long as you receive your benefits in cash, you should deposit the money in your account. If you keep on withdrawing money from your account without sufficient funds you will have to pay extremely high interest to the bank. Once the Landratsamt pay the benefits pay by cheque or direct deposit to your account you should always keep at least 5 € in your account.



## 9. Documents

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### 9.1. Identity card

Once you have your residence permit, you are obliged to live in the community assigned to you (“Wohnsitzauflage”). But you are allowed to travel within Germany. If you do not carry the residence permit on your person, in case of police control this might pose a problem. If you have received the recognition as a refugee or as politically persecuted from the “Bundesamt für Migration und Flüchtlinge” you are entitled to apply for a “Fiktionserklärungsausweis”.

This is a temporary document. It entitles you to use your newly acquired rights. It allows you to travel without special permit in Germany. The document is valid for three months. By this time, you should have received your residence permit and your refugee passport. If you do not receive the residence permit on time, the “Fiktionserklärungsausweis” needs to be renewed.

For protection it is advisable to keep the ID in a plastic cover. Members of the Arbeitskreis Asyl will gladly assist you to buy such a protective cover.

The cost for the refugee pass is 59 € (up to age 24: 37.50 €). To apply for it you will need, as also for the residence permit, a biometric passport photograph. Depending on the quality of the pictures, the cost will vary from 7.00 € to 15.00 €.

### 9.2. Precautions against misuse and fraud

Never surrender your ID or your bankcard to another person. Whoever has access to your personal data and details of your banking account might misuse them. Always protect your data. If left lying around somebody could take pictures of your ID or your bankcard and use it to make purchases on the internet. Always keep your documents on you or securely locked up in your locker.



## 10. General

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### 10.1. Finding a job

Three months after your registration in Filderstadt you can try to find a job. You do this on your own. When you have found something you ask for a form at the office for refugees in Bernhausen. The firm who would give you employment must fill in the details and you return the form to the office in Rosenstraße, Bernhausen. There the so-called “Vorrangprüfung” is done, which means they check if another citizen of EU-countries is waiting for such a job. If so, you don’t get permission to do this job. Unfortunately this happens quite often.

After 15 months this “Vorrangprüfung” is no longer necessary. You have the same chances as everybody else who qualifies for the job. But still you need the form from “Ausländerbehörde” and they must give the green light. You can find a job with the help of “Agentur für Arbeit”.

The Job Centre is <b>not</b> the appropriate address for you. They deal with people who lost their jobs and get social benefit payment (Harz IV).
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The address for “Agentur für Arbeit” is no. 4 Stadionstraße in Echterdingen, only a few steps from the S-Bahn station. To get an appointment for an interview you need to get registered by telephone: 0800 4 5555 00, and after you have come through press number 8 to get the right extension. You now have to give information about the following: name/ address in Filderstadt / place of birth / schooling / school-leaving certificate / apprenticeships? / work experience? This information is saved and then you will be offered an appointment in Echterdingen. It is best if you ask a volunteer to help you with the phone call, but you must be present, like stand next to him / her to confirm that he / she may speak for you. A volunteer can accompany you to

the interview if you want to have help. If the Agentur für Arbeit offers you a job you again need the form from Ausländerbehörde, you get the permission to work for this special firm and it is written down in your Aufenthaltsgestattung.

Occasionally the city or clubs offer so-called “1- € jobs” like cleaning, cutting hedges, weeding – jobs for which you do not need much command of the German language. The money you get for these jobs, up to 84 € , you can keep without getting less pay from Landratsamt.

## **10.2. Justice / Court**

If you commit a criminal offence (for example drug dealing) it is only a matter of time until the police will find you. If you have a criminal record you might jeopardize your continued residence in Germany. A notation in your certificate of good conduct might reduce your chances of getting a job. Employers in Germany are entitled to request such a certificate from prospective employees.

## **10.3. Appointments**

If you have an appointment at an office, at the doctor's etc. you are expected to be on time. The same applies to starting time of language courses, appointments with volunteers.

If you can't go to the appointment you should phone and cancel the appointment, best on the day before. Some doctors charge up to 40 Euros if you do not turn up at the appointed time.

## **10.4. Equal rights for men and women**

Equality of men and women is a law in Germany.

In most European countries it is customary to shake hands to greet someone or to say good-bye. This applies to men and women.

To refuse shaking a proffered hand is extremely impolite.

**Space for your own notes:**

# Important telephone numbers and emergency instructions

Police: 110

Fire: 112

Ambulance / emergency doctor: 112

## Emergency medical service:

If you become ill during the night or at the weekend and you really need medical help urgently please contact “**Rettungsdienst**”: **Phone: 0711 / 19 222** or go directly to the emergency department at Filderklinik, no.7 Im Haberschlag in Filderstadt-Bonlanden.

Monday – Thursday: 7 p.m. till next morning

**Phone: 116 117** (Leitstelle ärztlicher Notdienst)

Friday and before holidays: 7 p.m. - 11 p.m.

Sat., Sun., and holidays: 8 a.m. - 11 p.m.

**Phone: 0711 / 77 030-1890**

**Don't forget to take your ID with you if you go to a consultation!**

## Social workers:

Ms Sonja Sambeth-Weber: 0152 / 28 63 2135

Mr Peter Zillich: 0170 / 99 56 245

Mr Alexander Armbreister: 01577 / 42 22 02

## For further information:

Arbeitskreis Asyl Filderstadt

[www.akafi.de](http://www.akafi.de)

[www.facebook.com/refugees.welcome.to.filderstadt](https://www.facebook.com/refugees.welcome.to.filderstadt)