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First steps

Willkommen in Dormagen - Welcome to Dormagen

You probably have many questions about life in Germany and living in Dormagen. With this app, we would like to give you a little guide to make your first time in a foreign city easier. We wish you a good integration into your new life and are available to answer any questions you may have.

Case management - specialist counselling for new immigrants

Case management - specialist counselling for new immigrants

If you have any questions or need support, the **integration team** in the Integration Department of the City of Dormagen will be happy to help you. **Case management** offers you comprehensive **counselling, assistance and coordination of your concerns**. Our goal is to work with you to develop a targeted assistance plan for all areas of your life and to offer you support in communicating with other authorities.

Case management can **help by** providing individual counselling and support on the following topics:

- Orientation and understanding
- Health
- Language
- Housing
- Work and qualification
- School
- Children
- Money
- Clubs
- Volunteer work
- Conflicts
- Finding the right contact person

Important to know:

- The counselling is aimed at all people with a migration background who have recently immigrated to Dormagen.
- Participation in case management is voluntary, free of charge and confidential.

Your contact persons in the integration team:

Ms Balikcioglu:

(responsible for accommodation: Welcome Centre and Rudolf-Harbig-Weg as well as Gabrielstraße Districts A-Z: Zons, St. Peter, Stürzelberg, Delrath)

☎ [02133/257-5782](tel:02133/257-5782)

@

jorjina.balikcioglu@stadt-dormagen.de

Mr. Fischer:

(responsible for accommodation: Wilhelm-Busch-Straße and flats A-G in Horrem, Broich, Gohr, Ückerath, Nievenheim)

☎ [02133/257-666](tel:02133/257-666)

@ richard.fischer@stadt-dormagen.de

Ms Holweg:

(responsible for accommodation: Zu den Maieichen, Rheinfelder Strasse, Lupinenweg as well as Bergiusstrasse districts: Mitte and Rheinfeld)

☎ [02133/257-639](tel:02133/257-639)

@ britta.holweg@stadt-dormagen.de

Ms Postert:

(responsible for shelters: Elsa-Brändström-Strasse and Walter-Reuber-Weg and districts N-Z: Hackenbroich, Hackhausen, Delhoven, Straberg, Knechtsteden)

☎ [02133/257-638](tel:02133/257-638)

@ ana-maria.postert@stadt-dormagen.de

Ms Hollweg:

(responsible for accommodation: Marie-Schlei-Strasse and flats H-Z in Horrem, Broich, Gohr, Ückerath, Nievenheim)

☎ [02133/257-235](tel:02133/257-235)

@ jule.hollweg@stadt-dormagen.de

Mr Ahmed:

(responsible for cross-district counselling on everyday issues)

☎ [02133/257-642](tel:02133/257-642)

@ dara.ahmed@stadt-dormagen.de

Ms Piskorz:

(responsible for shelters: Elsa-Brändström-Strasse, Walter-Reuber-Weg and Schwarzer Weg and districts A-M: Hackenbroich, Hackhausen, Delhoven, Straberg, Knechtsteden)

☎ [02133/257-348](tel:02133/257-348)

@ monika.piskorz@stadt-dormagen.de

We will deal with your questions and concerns during opening hours and by appointment:

New Town Hall, Paul-Wierich Platz 2, 41539 Dormagen

Monday, Tuesday, Wednesday, Friday 08.30 h to 12.00 h

Thursday 14.00 h to 18.00 h

The social workers can be reached here on the following days and times:

Bürgerhaus Hackenbroich, Salm-Reifferscheidt-Allee 20, 41540 Dormagen:

Mrs. Postert every Monday, Tuesday, Thursday and Friday.

Mrs. Piskorz every Monday, Wednesday and Thursday

Accommodation "Zu den Maieichen":

Mrs. Hollweg every Monday and Wednesday from 08:30 a.m. to 12:00 p.m.

Accommodation "Rudolf-Harbig-Weg

Mrs Balikcioglu every Friday from 08:30 a.m. to 12:00 p.m.

Welcome Centre "Kieler Straße

Mrs Balikcioglu every Tuesday from 08:30 a.m. to 12:00 p.m.

Accommodation "Walter-Reuber-Weg

Ms Postert every Monday from 15:00 to 16:00

Accommodation "Wilhelm-Busch-Straße

Mr Fischer every Tuesday

Accommodation "Schwarzer Weg

Mrs. Piskorz every Thursday from 14:00 to 17:00 hrs

Accommodation "Elsa-Brandström-Straße

Mrs Postert as needed and by appointment

Accommodation "Marie-Schlei-Straße"

Every Friday from 08:30 to 12:00 hrs

Foreigners' Office



Do you have questions about matters relating to aliens law?

The Aliens' Office of the City of Dormagen will provide you with competent and comprehensive advice.

For more information, see:

 [Aliens' Office of the City of Dormagen](#)

Residents' registration office

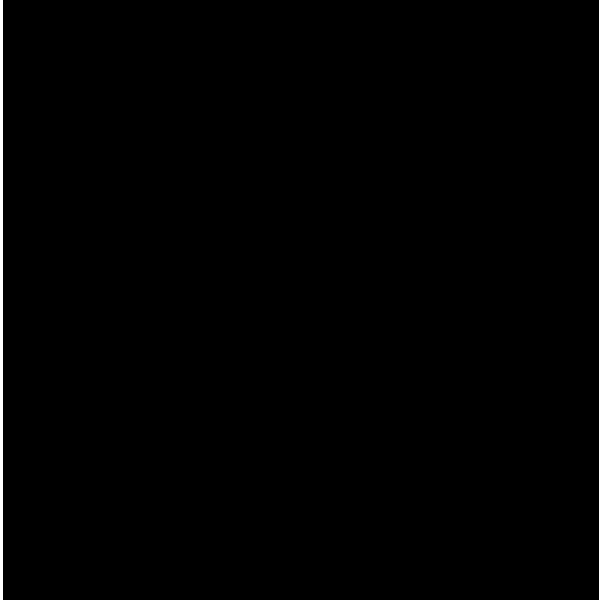


Once you have arrived in Dormagen and have accommodation, you must register as a resident at the Bürgeramt of the city of Dormagen.

Further information on this:

 [Bürgeramt of the City of Dormagen](#)

Banks



Legal tender in Germany is the euro. Only this is accepted as a means of payment in the vast majority of shops. There are two payment options in Germany.

Cash

This is the term used for hand-to-hand payment transactions. You can usually get cash at so-called EC machines (EC=Electronic Cash) with a bank card. You will not receive cash from the Town Hall or the Job Centre!

Please only buy as much as you have in cash!

Payments with Maestro (EC) or credit cards

For this you need an account from which payments with the respective card can and will be covered. The so-called EC card (Maestro) can be used for cashless payments in conjunction with a 4-digit pin number. To get hold of a Maestro card, you need a bank account.

Opening an account

It is important that you open a bank account as soon as possible after your arrival in Dormagen so that money can be transferred to you for your living expenses.

To do this, you will need your identity card/ passport/ BüMA and an interpreter. After you have opened an account, you will be sent a bank card and access data (PIN) to your bank account. Please do not show your access data to anyone you do not know in order to prevent a stranger from withdrawing money from your account.

To open an account, you must go to a bank in person. You can find the banks near the town hall here:

- VR Bank eG, Kölner Str. 103, Dormagen-Innenstadt.
- Deutsche Bank, Kölner Str. 28, Dormagen-Innenstadt
- Santander Consumer Bank, Kölner Str. 57, Dormagen-Innenstadt
- Targo Bank, Kölner Str. 118, Dormagen-Innenstadt
- Commerzbank, Kölner Str. 50, Dormagen-Innenstadt
- Deutsche Postbank AG, Römerstr. 27, Dormagen-Innenstadt
- Sparkasse, Kölner Str. 93, Dormagen-Innenstadt

In addition, there are branches of the above-mentioned banks in the individual districts, which can also be used to open an account.

Please note that at some banks you will need to make an appointment to open an account.