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Housing

I live in shared accommodation

Many people who do not have their own home live in shared accommodation. Moving into their own home is not always possible. On the one hand, because there are too few flats locally. Secondly, because there are special rules for immigrants. For example, many immigrants have a residence requirement ("Wohnsitzauflage"). The residence requirement stipulates the area in which you are allowed to live. If you would like to move to another location despite having a residence restriction (e.g. because your family lives in another federal state), you must submit a [redistribution application](#) ("Umverteilungsantrag"). If you live in shared accommodation, there are rules on how long you are allowed to stay away from the accommodation. Please contact the immigration office for more information. The following tips can help you in shared accommodation:

Respectful coexistence

People of different origins or religions may live in shared accommodation. Please treat each other in a respectful and friendly manner. If you feel disturbed by other people, try to talk to them. Problems must never be solved by force. Contact persons for problems can be found further down on this page.

Hygiene and cleanliness

It is important to pay attention to hygiene and cleanliness in shared accommodation. Your own living space and the communal areas should be kept clean and tidy. This applies in particular to toilets and showers. The communal areas should be cleaned and tidied, especially after use. Pay attention to your personal hygiene and observe the rules on waste separation.

Illnesses and emergencies

Your social welfare office has given you the telephone numbers of local doctors and pharmacies. Outside opening hours, you can call the medical on-call service on 116 117 or the dental emergency service on 01805 98 67 00.

If you suspect that you have an infectious disease (e.g. coronavirus, tuberculosis, hepatitis, scabies), please keep your distance from other people. Contact your social welfare office or care service by phone or email. They will tell you what to do next.

In an emergency, please call the emergency services on 112.

Waste separation

In order for waste to be collected, it must be placed in the correct bins:

- Packaging: Yellow bin
- Waste paper: Blue bin

- Organic waste: Brown bin
- Residual waste: grey/black bins

[Here](#) you will find information in [English](#), [German](#), [Arabic](#), [French](#), [Russian](#) and many other languages.

Further information here: [Waste separation | Handbook Germany](#)

Rest periods

In general, we ask you to be considerate of your neighbours. Music systems, radios and televisions should not be too loud. This applies especially at lunchtime (13:00 to 15:00), at night (22:00 to 6:00) and all day on Sundays and public holidays.

Safety

Safety is particularly important in shared accommodation. Therefore, please observe the following rules: No objects may be placed in the corridors so that the escape routes (in the event of a fire) always remain clear. There is an absolute smoking ban in the shared accommodation! Open fires in the flat, on the balcony, in the house or in the open spaces are not permitted. If possible, avoid bringing flammable items of furniture, e.g. carpets, curtains or wooden furniture into the accommodation. These represent an additional safety risk.

Smoke detectors, fire extinguishers, fire blankets and first aid kits are there for your safety and must never be removed, damaged or even destroyed. Never attempt to make any changes to heating systems, electricity, telephone or water pipes. Your own heating or air conditioning appliances or other household appliances may only be used with the permission of your social welfare office. Please ensure that the appliances are in good condition. Defects in such appliances can be fatal for you!

Strangers in the shared accommodation

Of course you are allowed to receive visitors in the shared accommodation. It is important that your guests adhere to the rules. Overnight stays by strangers are only permitted with prior authorisation. The beds of your flatmates may not be used by your guests.

Please note: Guests who do not adhere to the rules may be expelled from the accommodation by staff or banned from the house.

Please remember: You are jointly responsible for ensuring that your guests comply with the rules, show consideration for your flatmates and do not damage or take anything with them.

Help with problems

Problems with the house :

- If there are problems in your accommodation, such as a faulty tap, please inform the caretaker.


Problems with a fellow resident :

- If you are unable to resolve a dispute on your own, contact a [counselling centre](#).

General questions :

- Get in touch with the responsible contact person in the municipality/city:
 - Contact persons in Hellenthal:
Hellenthal Social Welfare Office
Rathausstraße 2, 53940 Hellenthal
gemeinde@hellenthal.de
 - Contact persons in Bad Münstereifel:
Bad Münstereifel social welfare office
Marktstraße 11-15, 53902 Bad Münstereifel
Mr Aloui [+49 \(0\) 2253505152](tel:+4902253505152)
Mrs Bongartz [+49 \(0\) 2253505293](tel:+4902253505293)
sozialamt@bad-muenstereifel.de
 - Contact persons in Dahlem:
Department 4, [+49 \(0\) 2447955538](tel:+4902447955538)
Mrs Schröder [+49 \(0\) 16097997454](tel:+49016097997454)
 - Contact persons in Nettersheim:
Social welfare office
Mr Breinig [+49 \(0\) 248678140](tel:+490248678140)
r.breinig@nettersheim.de
 - Contact persons in other municipalities:
Please contact your local [social welfare office](#).

Violence and grief:

- In the event of violence against children and young people, contact the youth welfare office immediately or call the police!
- These [counselling centres](#) can help you with many questions.
- There are special counselling services for [women](#) and [men \(in German\)](#).
- LGBTQIA+: You can find support here:  [Queer regulars' table](#)

Further information, for example on the question "When can I move into a flat?" can be found at [Refugee Accommodation | Handbook Germany](#)

I'm looking for an apartment

How can I search for an apartment?

There are several ways to look for an apartment:

1. On the Internet: Enter "Wohnung Kreis Euskirchen" or "Wohnung [Ihre Stadt/Ihr Dorf]". You can also go directly to the most common platforms, for example [ImmoScout24](#), [immowelt.de](#), [immonet.de](#), [ebay-kleinanzeigen](#). There are also groups on Facebook in which apartments are offered from time to time, for example the [NETT-WERK Euskirchen](#).
2. Look at the local newspapers: Blickpunkt, Wochenspiegel, Kölner Stadtanzeiger, Rundschau.
3. Ask friends and acquaintances. Maybe they know someone who rents out an apartment or have tips for the search.

4. If you have a certificate of eligibility for housing ("Wohnberechtigungsschein" (WBS)), you can register with Eugebau. Eugebau builds social housing and will let you know when an apartment is available. Here is the [form](#).

If you have found an ad that you like, write to the contact person or call them, introduce yourself briefly and ask for a viewing appointment. If you don't speak enough German, let another person help you. Be accompanied to the viewing appointment by a person who speaks good German.

Important: If you receive support from the job center or the social welfare office, there are specifications as to which apartment you are allowed to look for (for example, how high the rent may be). Please find out about this from the job center or the social welfare office before your search (more on this in the chapter "[I need financial support](#)").

Which documents do I need to find an apartment?

Sometimes landlords want special forms, so feel free to ask. As a rule, however, you will need the following documents:

- Personal cover letter in which you introduce yourself
- SCHUFA information (More information in different languages can be found [here](#))
- Copy of your ID
- Copy of the salary statements of your work or copy of the proof that you receive support from the job center or the social welfare office
- The certificate of eligibility for housing ("Wohnberechtigungsschein" (WBS)), if you have one

Place the documents neatly in a folder and take the folder with you to the viewing appointment. Some landlords want to have the documents by e-mail. So have the documents ready in a PDF as well.

Who can help me find accommodation?

In the district of Euskirchen there is the Carerer Project ("Kümmerer-Projekt") of Caritas Euskirchen. The employees help with the search for an apartment.

kuemmerer@caritas.eu.de

[+49 \(0\) 2251813270](tel:+4902251813270)

Wilhelmstraße 46, 53879 Euskirchen

More information can be found [here](#).

What do I do if I don't have enough money to pay rent?

[On this page](#) you will find information on financial support.

How can I increase my chances of finding accommodation?

- Be quick! Try to respond to an ad as soon as it's published.
- Be punctual, respectful and dress seriously when viewing the apartment.
- Seek help from a person who speaks good German and will help you communicate with the landlord. Landlords are often afraid of language barriers. That's why it's good to know that if you have problems, there is a person who can mediate.
- Make active contacts! For example, you can volunteer (more info [here](#)), join a sports club (more info [here](#)) or get involved in a religious community. It is easier to find an apartment through acquaintances and recommendations.
- If you live in shared accommodation: Ask the staff of the care service for a short letter of recommendation (positive appearance in the accommodation, voluntary work, etc.) You can use this letter for your application.

What do I have to pay attention to when I sign a rental agreement?

Under no circumstances should you transfer money before you have signed the rental agreement.

Once you have the rental agreement, read it at your leisure and check that all the information is correct. If you are unsure whether the rental agreement is correct, ask acquaintances, friends or at the "Kümmerer-Projekt" (see above).

It is customary for you to transfer a deposit ("Kaution") to the landlord or landlady in addition to the first month's rent. The landlord/ landlady decides how much the deposit is. However, the deposit must not be more than three months' rent. The exact amount is stated in the rental agreement. When you move out again, the landlord/ landlady will check whether you leave the apartment as it is written in the rental agreement. If this is not the case and there is damage to the apartment, for example, the landlord/ landlady uses the deposit for repairs. If everything is in order, you will get the deposit back.

Important information in different languages on finding accommodation can be found on these pages:

[Finding accommodation | Handbook Germany](#)

[Accommodation and registration \(make-it-in-germany.com\)](#)

I need financial support

If you don't have enough money for rent, there are several ways to get help:

- Housing benefit ("Wohngeld")
- Support from the job center or social welfare office
- Certificate of eligibility for housing ("Wohnberechtigungsschein" (WBS))
- Cheap furniture and items for the home

These possibilities are briefly explained here:

Housing benefit ("Wohngeld")

Housing benefit is a subsidy for rent.

When can I apply for housing benefit?

You can apply for housing benefit if you:

- work, but do not earn enough, or
- are a pensioner or resident of a nursing home for the elderly and do not have enough money, or
- study and do not receive BAfÖG, or
- receive Arbeitslosengeld I or Kurzarbeitergeld

Important: If you already receive other social benefits (for example Bürgergeld, basic benefits under the Asylum Seekers Benefits Act or Berufsausbildungsbeihilfe) you cannot apply for housing benefit. This is because the rent is already included in these social benefits. You are also not allowed to apply for housing benefit if you have a residence permit that requires you to secure your livelihood independently (for example, Niederlassungserlaubnis, visa for studying, visa for work). If you are unsure, ask at the Foreigners' Registration Office.

[Here](#) you can calculate whether you receive housing benefit and how much.

How do I get housing benefit?

You must submit an application to the housing benefit authority ("Wohngeldbehörde") in your municipality. You can find the application for housing benefit [here](#).

If you need help with the application, please contact the [Migration Counselling Service for Adult Immigrants \(MBE\)](#), the [General Social Counselling](#) Service or [The Application Workshop](#).

Which authorities ("Wohngeldbehörde") are responsible?

- **For people from Bad Münstereifel:**
Rathaus Bad Münstereifel
Marktstraße 11-15, 53902 Bad Münstereifel
info@bad-muenstereifel.de
- **For people from Blankenheim, Dahlem, Hellenthal, Kall, Nettersheim and Schleiden:**
Rathaus Kall
Bahnhofstraße 9, 53925 Kall
posteingang@kall.de
- **For people from the city of Euskirchen:**
Rathaus Euskirchen

Kölner Straße 75, 53879 Euskirchen

wohngeldstelle@euskirchen.de

- **For people from Mechernich:**

Rathaus Mechernich

Bergstraße 1, 53894 Mechernich

info@mechernich.de

- **For people from Weilerswist:**

Rathaus Weilerswist

Bonner Str. 29, 53919 Weilerswist

gemeinde@weilerswist.de

- **For people from Zülpich:**

Rathaus Zülpich

Markt 21, 53909 Zülpich

buergermeister@stadt-zuelpich.de

Support from the job center or social welfare office

When can I apply for support from the job centre or social welfare office?

If you do not meet the requirements to apply for housing benefit, you can apply for support from the job center or the social welfare office.

Important: Be sure to talk to the job center or the social welfare office before looking for an apartment! In the conversation, you will clarify under what conditions the job center or social welfare office can support you financially. For example, there are specifications on how big an apartment may be and how high the rent may be. There is a page on the Internet where you can check whether an apartment is likely to be "zulässig" or not. This means whether the job center or the social welfare office will probably be able to pay the rent or not: [here](#). But: Even if the apartment is not "zulässig" according to this page, a closer examination by the job center or the social welfare office may show that they can pay the rent.

Which authorities are responsible?

- **For people from Blankenheim, Dahlem, Hellenthal, Kall, Nettersheim and Schleiden:**

Sozialamt Kreis Euskirchen, location Schleiden

The right contact person can be found [here](#)

or

Jobcenter EU-aktiv Office Kall

[Contact and Appointment Request](#)

[+49 \(0\) 2441771630](tel:+4902441771630)

- **For people from Mechernich and Zülpich:**
Sozialamt Kreis Euskirchen, Location Mechernich
You can find the right contact person [here](#)

or

Jobcenter EU-aktiv Mechernich Office
[Contact and Appointment Request](#)
[+49 \(0\) 244391210](#)

- **For people from Euskirchen, Weilerswist and Bad-Münstereifel:**
Sozialamt Kreis Euskirchen, Standort Euskirchen
The right contact person can be found [here](#)

or

Jobcenter EU-aktiv Euskirchen Office
[Contact and Appointment Request](#)
[+49 \(0\) 225177600](#)

Certificate of eligibility for housing ("Wohnberechtigungsschein" (WBS))

In Germany, there are so-called social housing ("Sozialwohnungen"). These are apartments that are subsidized by the state. These apartments are cheaper than other apartments. To rent such an apartment, you need a WBS. However, a WBS is no guarantee that you will get social housing.

There is a general and a targeted WBS:

- A general WBS is valid for one year. You are allowed to move into social housing throughout North Rhine-Westphalia.
- A targeted WBS is valid for a specific apartment. The application must be made in the town where the apartment is located.

Attention: With a WBS, you may only move into an apartment that is a certain size. You can get information about this from the office where you are applying.

When can I apply for a WBS ?

- If the income of everyone in your household is below a certain limit. This limit ("Einkommengrenze") varies from state to state. ([Here's](#) a calculator to check if you're below the limit.)

and

- If you have a residence permit for Germany that is valid for at least one year.

How do I get a WBS?

You must submit an application. This costs 5-20 €. You can get the application from the responsible authority. The authority will also tell you which documents you need to submit with the application.

Which authorities are responsible?

- **For people who live in the city of Euskirchen or who would like to move to the city of Euskirchen:**
Bürgerbüro Stadt Euskirchen
Kölner Straße 75, 53879 Euskirchen
[+49 \(0\) 2251140](tel:+4922511140)
Information: [Here \(German\)](#)
- **For people who live in the city of Mechernich or who would like to move to the city of Mechernich:**
City of Mechernich, Fachbereich 4 Citizens and Politics, Sozialer Wohnungsbau
Bergstraße 1, 53894 Mechernich
Mrs. Fries [+49 \(0\) 2443494444](tel:+492443494444)
a.fries@mechernich.de
Information: [Hier \(German\)](#)
- **For all other people:**
[Kreisverwaltung Euskirchen](#)
Jülicher Ring 32, 53879 Euskirchen
Mrs. Frohn [+49 \(0\) 225115541](tel:+49225115541)
silvia.frohn@kreis-euskirchen.de
Information: [Here \(German\)](#)

Tip: If you have a WBS, register on the Eugebau list. Eugebau is building social housing. Eugebau will let you know when social housing becomes available. You can register here: [Form Eugebau](#) .

Cheap furniture and items for the home

In Germany you can buy many things cheaply that have already been used but are still in good condition. This also includes furniture, crockery, bed linen, lamps, etc.

Private individuals sell these things, for example, on [ebay Kleinanzeigen](#) or in Facebook groups such as [NETT-WERK Euskirchen](#). Also, there are stores where you can buy second-hand things

donated by other people. There are two such shops in the district of Euskirchen:

- **"Möbelkino" in Euskirchen**
[Hochstraße 57, 53879 Euskirchen](#)
[+49 \(0\) 2251700050](#)
[More info \(German\)](#)
- **"Gemeinnütziges Kaufhaus" in Kall**
[Aachener Straße 52, 53925 Kall](#)
[+49 \(0\) 24418546](#)
[wirkstatt@gmx.de](#)
[More info \(German\)](#)

I have a new apartment

If you have just moved into a new apartment, you should consider the following things:

Registration and change of address

- Remember to register with your new address at the Citizens' Registration Office / Residents' Registration Office. The deadline for this is two weeks after the date of the move.
- Give your new address to the Foreigners' Registration Office as soon as possible. If you are still in the asylum procedure, you must also inform the BAMF of your new address immediately. Also inform all other authorities you deal with (job centre, social welfare office, tax office, ...) and your bank, your insurance company, school, etc. about your new address.
- Write your last name on the mailbox as well as on the doorbell.
- Consider whether you would like to place a "Nachsendeauftrag" with Deutsche Post. This will forward all letters to the new address. However, you have to pay money for this. Information can be found [here](#).

„Cold“ and „warm“ rent

As you can read in the rental agreement, the rent is usually made up of the „cold“ and „warm“ rent. The cold rent includes a basic amount of rent, to which are added the additional costs (for water, garbage and other things) and sometimes heating costs. This total amount is called warm rent and must be paid to the landlord. As a rule, the rent must be transferred to the landlord by the 3rd working day of the current month at the latest.

Electricity, Internet and GEZ

You have to conclude contracts for electricity and internet yourself. Portals such as [Verivox](#) or [Check24](#) help you find cheap offers. Make sure to use electricity sparingly since it can cause high costs. Sometimes appliances such as heaters or instantaneous water heaters (shower, sink) are also responsible for high electricity costs.

In Germany, every household has to pay fees (GEZ) for receiving television or radio. The amount currently corresponds to about €18.36 per month (as of July 2024). Under certain circumstances, you may be exempt from the fee. Information on this in various languages can be found here: [Broadcasting fee | Handbook Germany](#)

House rules

In an apartment building, there are often house rules. This can contain rules for living together, such as rest periods or maintenance of the property. Ask your landlord or landlady about the house rules and be sure to follow them. Violation of the house rules can lead to termination.

If you have problems with the landlord/ landlady or neighbors, don't wait. Please feel free to contact the Caritas "Kümmerer"-Project : [Caritas Association Euskirchen | "Carer" project \(erzbistum-koeln.de\)](#)

Waste disposal

In every house there are garbage cans for your household waste. The garbage cans are regularly emptied by the garbage collectors. Do not leave your garbage open or loose in other places. Make sure that you do not overfill garbage cans. If the bins are not enough, please call your landlord or landlady. Waste that is placed next to the bin is also not taken away by the garbage collector!

Important: There are different garbage cans for the different types of garbage. [Here](#) you will find information in [English](#), [German](#), [Arabic](#), [French](#), [Russian](#) and many other languages.

Ask your landlord or landlady whether you have to put the garbage cans on the street yourself. The garbage collection always comes on certain days. These days are in the "Abfuhrkalender". You can get the Abfuhrkalender from your municipality.

Important information in different languages on the subject of housing can be found on this page:

Wohnen | Handbook Germany