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Everyday Life

Information

Are you new to Germany? To make it a little easier to find your way around in everyday life, here are some practical tips.

There is more information [here](#).

Mobility

All places in your new city/town and the surrounding areas can be easily reached by public transport. A healthy, inexpensive and environmentally friendly alternative to get from A to B is a bicycle.

Public transport

Public transport is available to you so you can make your way around Hagen. This includes bus and rail.

- Travelling without a ticket is punishable by a fine! A valid ticket is required for every trip. Otherwise you will pay a large penalty.

Tickets can be found [here](#):

Bicycles

If you know that you will be living in Hagen for a longer period, it is worth buying a bike. This is cheaper than travelling with public transport.

Important traffic regulations for cyclists:

- Always drive on the right-hand side of the road
- Do not drive side by side other vehicles, but behind each other
- If there is a cycle path, you must ride on the cycle path (always on the right side of the road in the direction of travel).
- Only children up to 11 years of age are allowed to cycle on footpaths
- Using a mobile phone on a bicycle is prohibited.

Purchase and repair of a bicycle:

When you buy your bike, make sure that it is equipped as follows and therefore safe to drive. Otherwise, you will have to pay a fine when subject to a police check.

- Front and rear lights
- Front and rear reflectors
- Reflectors in the spokes (2 per wheel)
- Reflectors on the pedals

- Bell
- Two independent brakes

Long-distance public transport

If you want to travel by long-distance train, you can obtain all the information you need at the main station.

Information on connections and fares by train is available from the travel centre and information desk at the main station, 📍 Berliner Platz 1, 58089 Hagen.

You can obtain information by telephone at 📞 [030586020930](tel:030586020930).

It is also possible to obtain information about rail travel online via 🌐 [Internetseite der Deutschen Bahn AG](#) and via a Bahn App like the DB Navigator (for [Apple](#) and [Android](#)).

The Hagen central train station is optimised for disabilities. If you need help getting on and off the bus, you can call the telephone number 📞 [03065212888](tel:03065212888) to pre-book a mobility aid. For journeys in Germany, this should be done by 20:00 The day before travelling, 48 hours before travelling internationally.

The station mission helps people in need and is located on platform 8/10

🕒 Monday-Friday, 12:00 – 17:00

📞 [0233123340](tel:0233123340)

📞 [01759378393](tel:01759378393)

Local public transport

Germany has a good public transport system. [In Hagen](#), only the bus runs because there have been no trams for a long time.


There is a well-planned network with many different means of transport. As these are well connected, you only need one ticket for all modes of transport. The price of the ticket depends on how many stops you travel to.

There is a [service centre and a customer centre](#) for information, tickets and subscriptions.

ServiceCenter Hagen HST

📍 [Körnerstraße 25, 58095 Hagen](#)


✉️ info@hst-hagen.de

 [+49 \(0\) 8006504030](tel:+49(0)8006504030)


 <https://www.hst-hagen.de/>

KundenCenter Hauptbahnhof

 [Graf-von-Galen-Ring 24, 58095 Hagen](#)

 [+49 \(0\) 23312080](tel:+49(0)23312080)

 <https://www.hst-hagen.de/>

 Important: The service hotline costs money (the normal rates of your landline/mobile phone provider apply).

[Here](#) you can get information in six different languages: Albanian, Arabic, English, French, Serbian and Serbo-Croatian.

Car driving

Getting your driving licence

You don't have a valid driving licence?

To get a German driving licence, you will need to prove your identity.

An initial issue will require attendance at a driving school followed by a theoretical and practical test.

That is why before registering for driving lessons, you should ask the "Führerscheinstelle" (Driving Licence Office) whether you will be permitted to take the test at all.

Driving lessons are very expensive. Ask in advance at the driving school about how much they will cost.

Further information can be obtained [here](#) from the driving licence authority or driving licence office.

Having a foreign driving licence converted

You would like to drive in Germany and are already in possession of a driving licence from your home country?

If you have a foreign driving licence, you can drive with it in for up to six months after your first register in Germany. If your driving licence is not in Latin script, you will need an international driving licence from the country that issued the licence from the start. After six months, you need to have certain types of driving licences recognised.

You can continue to use your driving licence without transferring it if you obtained it in an EU or EEA state (Iceland, Liechtenstein, Norway). If you have been issued HGV or bus classes there, please note their validity (classes C, C1, C1E, CE, D, D1, D1E and DE).

Driving licences from non-EU countries such as Syria, Iraq or Afghanistan are usually not recognised in Germany. You must retake the theoretical and practical exams.

In addition to German, the theoretical exam can be taken in the following languages: Arabic, Turkish, Spanish, French, Russian, Polish, Romanian, Italian, Portuguese, Greek and English.

But learning programmes are also offered in various other languages.

The practical test is conducted exclusively in German, that means you must be able to understand the driving examiner.

In Germany, you always need to have your driving licence with you while you are driving a vehicle. Driving without a valid driving licence is a criminal offence.

Further information can be obtained [here](#) from the driving licence authority or driving licence office.

The registration of a car

You have a car or a trailer? Or are you buying a car?

And you want to drive your car in Germany?

Then you must go to the [“Zulassungs-Stelle” \(Registration Office\)](#). There you can register the car.

The following documents are required when registering your vehicle:

- Registration documents
- Electronic confirmation of insurance (proof of “Kfz-Haftpflichtversicherung” [motor vehicle liability insurance])
- Proof of a valid general inspection certificate (TÜV)
- Official photo ID (identity card or passport)
- SEPA direct debit mandate for the collection of vehicle tax

The following is also required if you are represented by someone else:

- Written power-of-attorney
- Declaration of consent on the disclosure of motor vehicle tax circumstances (tax arrears audit)
- Official photo ID of the authorised representative

You can get more information [here](#).

IMPORTANT:

You must have insurance for your car.

The insurance for the car is called: “Kfz-Haftpflicht-Versicherung”.

Perhaps you have an accident with the car.

In doing so, you damage something on another car.

And the accident is your fault.

Then your “Kfz-Haftpflicht-Versicherung” (motor vehicle liability insurance) will pay for the repair of the other car.

You must first take out a policy known as “Kfz-Haftpflicht-Versicherung” (motor vehicle liability insurance) for your car.

Then you can register the car at the “Zulassungs-Stelle” (Registration Office).

Note on the environmental zone

You may only enter this area with a valid green sticker on your vehicle. It is possible to get a special exemption permit in some cases.

Since 01.01.2012, the "Ruhr Area" low emission zone has been in force. Accordingly, there is a large contiguous low emission zone in the Ruhr area.

The Hagen low emission zone has been in force since 1 January 2012. Vehicles without an environmental badge were initially affected by the entry ban.

The third stage of the low emission zone has been in force since 1 July 2014. This means that since this date, only drivers with a green sticker are allowed to enter the Hagen environmental zone. Vehicles with yellow and red stickers are therefore no longer permitted to enter this zone.

[Here](#) you will find all the necessary information on restrictions for motor vehicles as well as contact persons in the administration and forms for applications.

Parking in Hagen

The Hagen car park guidance system - tested by ADAC as the best in Germany - ensures that you can find a free parking space quickly and stress-free. On the access roads to the city centre of Hagen you will find signs to the individual multi-storey car parks with details of available parking spaces. This allows you to navigate to the nearest car parks and parking spaces.

Parking in Hagen city centre

- Theater Karree multi-storey car park, Neumarktstraße, 150 parking spaces
Monday to Saturday: 07:00 – 24:00, Sunday and public holidays: 10:00 – 24:00
- Aral multi-storey car park, Stresemannstraße, 320 parking spaces
Always open
- Mittelstadt multi-storey car park, Bergischer Ring, 305 parking spaces
Monday to Friday: 07:00 – 21:00, Saturday: 07:00 – 19:00, Sunday: as required
- Galeria Kaufhof multi-storey car park, Hochstraße, 83 parking spaces
Monday to Friday: 08:00 – 20:15 - Exit until 20:15, Saturday: 08:15 – 20:15 - Exit until 20:15,
Sunday and public holidays: closed
- Volme Galerie multi-storey car park, Holzmüllerstraße, 850 parking spaces
Monday to Sunday: 07:00 – 22:00
- Hagen city hall gallery multi-storey car park, Potthofstraße, 430 parking spaces
Monday to Saturday: 08:30 – 21:00
- City car park Körnerstraße, 376 parking spaces
Monday to Saturday: 07:00 - 22:00, Sunday and public holidays: closed
- Underground car park Sparkassen-Karree, 140 parking spaces
Monday to Saturday: 07:00 – 01:00, Sunday and public holidays: closed
- Volme multi-storey car park, Märkischer Ring, 515 parking spaces
Monday to Friday: 06:00 - 20:30, Saturday: 08:30 – 18:30

- Springe car park, Dödterstraße, 110 parking spaces
Monday to Sunday: 06:00 – 23:00
- Springe underground car park, 240 parking spaces
Monday to Wednesday: 07:00 – 01:00, Thursday to Saturday: 07:00 – 06:00, Sunday and public holidays: 10:00 – 01:00
- Potthofstraße car park, 44 parking spaces
Always open
- Peek&Cloppenburg (P&C) car park, Hochstraße, 85 parking spaces
Always open
- Scherfig car park, Hochstraße, 70 parking spaces
Always open
- Berliner Platz multi-storey car park (central train station), 98 parking spaces
Monday to Saturday: 06:00 – 24:00, Sunday and public holidays: 08:00 – 24:00
- Graf von Galen Carrée multi-storey car park, 180 parking spaces
Monday to Friday: 06:00 – 22:00, Saturday: 06:00 – 18:00, Sunday and public holidays: as required
- RING 1 car park, Böhmerstraße 4, 83 spaces
Open all day (parking ticket machine)
- Böhmerstraße car park, Bergstraße, 30 spaces
Always open
- Bettermann car park, Märkischer Ring, 150 parking spaces
Always open

More car parks

- Stadium car park, Ischeland, 400 spaces (unguarded)
- Landgericht car park, Beethovenstr. (unguarded)
- Emilienplatz car park, 69 spaces (parking ticket machine)
- Stadthalle car park, 360 spaces (parking ticket machine)
- Humboldtstraße car park, 90 spaces (parking ticket machine)
- Springmannstraße car park (unguarded)
- Bergstraße car park, WOS Centre (parking ticket machine)

In the [interactive city map](#) you can call up all car parks, disabled parking spaces and bus stops, among other things. You can find more information [here](#).

Parking permits

Residents in certain districts of Hagen can obtain resident parking permits and are allowed to park their vehicles there without a parking ticket. The resident parking permit is available for 30.70 euros per year. You can find more information on this and other special parking permits [here](#).

Car sharing

If you want to do without your own car, you can simply share a car with other Hagen residents ("car sharing"). Costs are usually incurred for the kilometres and the time used. Depending on

the purpose, the size can be freely selected – from a small car to an estate car for larger transport needs. The following car sharing services are available in Hagen:

 www.flinkster.de



www.ruhrautoe.de



www.willmobil.de

Car pooling

Even if the [public transport](#) system is good, sometimes you just have to travel by car. Are you always driving alone on longer routes? Save money, protect the environment at the same time and meet new people – all this with carpooling! The [commuter portal](#) helps you to find the right carpool to your destination. Your own carpool services can also be posted there.

Cycling

If you know that you will be living in Hagen for a longer period, it is worth buying a bike. It is cheaper than taking public transit.

Important road rules for cyclists (excerpt):

Find out about the general traffic regulations in Germany, particularly the right of way.

- Always drive on the right-hand side of the road
- Do not drive side by side other vehicles, but behind each other
- If there is a cycle path, you must ride on the cycle path (always on the right side of the road in the direction of travel).
- Only children up to 11 years of age are allowed to cycle on footpaths
- It is forbidden to cycle while using a mobile phone

It is dangerous if you end up on the tram lines with your tyres. You can fall over.

A helmet protects you from serious head injuries if you fall.

You are not allowed to cycle when under the influence of alcohol. You can lose your car driving licence because of this.

Purchase and repairs:

When you buy your bike, make sure that it is equipped as follows and, therefore, safe to ride. Otherwise, you will have to pay a fine when subject to a police check.

- Front and rear lights
- Front and rear reflectors
- Reflectors in the spokes (2 per wheel)
- Reflectors on the pedals
- Bell
- Two independent brakes

Bicycles for hire:

 www.metropolradruhr.de

The cycling network in NRW:

 www.radverkehrsnetz.nrw.de

Cycling tour suggestions:

[Here](#) you can find more information about cycle paths in Hagen.

Liability insurance

In Germany, you have to pay for damage that you cause to someone without intending to do so. This applies if someone is injured, something is broken or if someone loses money as a result of the damage. For example, if you have an accident in road traffic or if your child breaks a window with a ball.

In Germany, you can take out private liability insurance. This insurance pays for damages for you and your family, including your children. It is up to you to decide whether you want to take out this insurance. But we recommend that you do.

The [consumer advice centre in Hagen](#) will help you if you have any questions about insurance. They can tell you which insurance policies are important.

Broadcast licence fees

Germany has independent radio, television and online services from ARD, ZDF and Deutschlandradio. They report in a way that is free from economic and political influences. For this, all people pay money together. This is called “broadcasting fees”.

According to the law: In Germany, a broadcast licence fee must be paid for each dwelling. However, only one person per flat has to pay the broadcast licence fee. This currently costs 18.36 euros per month and must be paid to the licence fee service of ARD, ZDF and Deutschlandradio. Further information can be found in the following information sheet ([here](#) also in English, French, Spanish, Russian, Chinese and Arabic) and on the [website of the broadcast licence fee](#).

Some people can be exempted from this payment. For example, if you receive benefits under the Asylum Seekers Benefits Act or other social benefits. An application must be submitted for exemption from the broadcast licence fee.

You can find the application for an exemption [here](#).

Internet and free Wi-Fi

In your own apartment

If you live in your own apartment, you can set up Internet (WiFi), but you must pay for it yourself. You will need to set up contracts with Internet providers which include monthly payments and usually have a minimum term of 24 months. They are often combined with a landline, telephone connection and TV.

Wi-Fi hotspots in Hagen

You can use **free** Wi-Fi at numerous locations in Hagen:

- Friedrich-Ebert-Platz
- Museumsplatz in front of the Kunstquartier
- Berliner Platz (in front of the main railway station)
- Central Citizen Centre (Bürgeramt) in Rathausstraße
- Citizen Centre (Bürgeramt) Hohenlimburg
- Vehicle registration and driving licence office
- City hall square Hohenlimburg
- Citizen Centre (Bürgeramt) Boele
- Waiting zones Regulatory Authority (Ordnungsamt) Böhmerstraße
- Adult education centre in Wehringhausen
- Music school, public library and district libraries

As an asylum seeker in Germany, you unfortunately have no legal right to internet access (Wi-Fi) in your accommodation. So there is normally no Wi-Fi in the accommodation facilities. If there is a telephone connection in the accommodation, you have the option to sign up for a Wi-Fi contract yourself. Talk to the other people living in the accommodation about the cost. Consider whether a contract that you can cancel at any time would be better than a contract that runs for a long time (2 years, for example). Talk to your accommodation facility management team first and, before entering into a contract, ask whether Wi-Fi is technically possible and how you can give the technician access to the building.

Current Account (Girokonto)

A current account (Girokonto) is an account for people who want to make payments via a bank. You can access the money in your current account at any time. Make sure you have enough money in your account for all withdrawals and payments.


With a current account (Girokonto), you can:

- transfer money
- receive cashless payments (disbursements from offices/public authorities/social benefits are often cashless, meaning they are transferred directly to a personal current account (Girokonto))
- set up standing orders
- Use direct debit services
- Cash a cheque, make cashless payments with an EC/Maestro card
- withdraw money at the bank counter or an ATM
- print your bank statements

Opening an account

Decide which bank you want to open an account with. Make an appointment to open the account. Please bring one of your identity documents with you: “Ankunftsnachweis” (proof of arrival), “Aufenthaltsbewilligung” (residence permit), identity card. If there is no current address on the identification document, please also bring a certificate of registration or a comparable document. If your asylum process is ongoing or if you have tolerated status and no ID, you also usually have the right to open a Girokonto. Your official proof of arrival or toleration certificate is then enough to use as ID. You can find a form to apply for a basic Girokonto on the website of the [Verbraucherzentrale NRW](#). This also has more information, such as what you can do if your application to open an account is rejected.

- Once the account has been opened, you will receive an EC card with a four-digit PIN code. Sign the back of the EC card and memorise your PIN code. You will need the PIN code for cashless payments and to withdraw money from ATMs. **Make sure you keep your card and your PIN code separate!**
- If you wish to withdraw cash, it is best to use the ATM of the bank where you have your account. Withdrawals are then free of charge. If the PIN code is entered incorrectly three times at the ATM, the EC card is withdrawn and blocked. If this happens, you must contact your bank.
- If you lose your EC card or it is stolen, have it blocked immediately. Tell them your sort code and your account number. Then ask your bank for a new EC card.

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Different banks offer current accounts with different conditions. Find out exactly how much a current account (Girokonto) costs each month and what services the bank offers.

If you do not speak German or English, please bring an interpreter with you.

Contracts and mobile phones

Contracts in Germany

In Germany we have what is known as freedom of contract. If you want to use a smartphone, rent a flat, or join a gym, for example, you will have to enter into a contract (either verbal or written). Always pay close attention to what the contract says: How is the total price calculated? Are there additional monthly fees besides a one-off payment?

Contracts are binding and have to be followed. You can only terminate a contract within the notice period stated. If you are not sure if you can pay the ongoing costs or whether you have understood everything correctly, do not sign the contract, otherwise you could commit a criminal offence.

Very important: Never sign something that you have not understood or been able to read. Otherwise, you may sign a contract or agreement that requires you to pay something. It is sometimes very difficult to undo this. Always check and compare several services and decide at your leisure. Do not let anyone push you for a signature.

Cell phone

In Germany, mobile numbers begin with a 0. For calls from abroad the 0 is omitted. Instead, the international dialling code +49 or 0049 must be dialled.

In Germany, there are two different types of mobile phone contracts: **pre-paid contract** and **fixed-term contract**. The prepaid contract does not have a fixed term. The fixed-term contract has a minimum contract period. This contract is automatically renewed if you do not cancel. If you do not want the contract to be automatically renewed, you must cancel in writing. Pay attention to the notice period.

Ten important questions concerning taking out a contract:

- What is the basic fee? Does the fee increase after a certain time?
- Is there a minimum monthly fee?
- How long is the contract period (e.g. 12 or 24 months)?
- If I don't terminate the contract, will it be renewed automatically?
- When do I have to cancel if I do not want to extend the contract?
- How much are the fees for setting up, changing or deactivating?
- What is the charging period? Do you have to pay each and every minute you start?
- How much does a minute cost (different/own network)?
- What are the costs for buying a mobile phone with and without a contract?
- How much does Internet access cost?
- How much does it cost to call abroad?

Think about which flat rate is the best for you and find out what the flat rate doesn't cover and what the extra costs will be.

If you would like to cancel your mobile phone contract, you can use the interactive letter template provided by the "Verbraucherzentrale" (Consumer Advice Centre) of North Rhine-Westphalia:



[Sample letter for the termination of a mobile phone contract](#)

Taxes and tax returns

In Germany, you have to pay tax on your income. If you are employed, you will receive the net amount of your salary, which means that your taxes have already been deducted by your employer. If you are self-employed, you must pay tax on your income yourself.

Tax identification number

The tax identification number is an 11-digit number that is important for income tax purposes. Your employer needs this number in order to deduct tax correctly. If you do not have the number in your documents, you can request it from the registration office or in writing from the [Federal Tax Office](#).

Help with your tax return

If you need help with your tax return, it is best to contact your local [income tax association](#). If you have further questions, you can also contact the [tax office](#).

Living

Housing benefit

If you and your household (this means family, partner or children – not roommates/housemates) earn a lower amount of money, you can apply for a subsidised flat or house. You need a Housing Entitlement Certificate to be eligible for this. Under certain conditions, you are also entitled to housing benefit. If you get money from the state for yourself and your family, you will not usually need to apply for housing benefit.

Information

Are you new to Germany? Moving to a foreign country involves many questions and a lot of work. Everyday life and some German ways of life are very foreign to many refugees and migrants. To make it a little easier for you to navigate everyday life, [here](#) are a few practical tips.

Find a flat independently




Before you start looking for a flat, you should think about which neighbourhood you would like to live in. For example, ask yourself: Where are the nearest shops? How long does it take to get to school or work? Is public transport easily accessible? Is the neighbourhood suitable for families? It is also important to find out which important offices or contacts are nearby. It helps if you have a basic knowledge of German so that you can communicate when looking for accommodation.

There are many large housing associations in Hagen that offer flats at fair prices. You can find these companies on the internet. Some examples are

 <https://www.wohnungsverein.de/>

 <https://www.ewghagen.de/>


 <https://www.hagewe.com/>


In addition to adverts in newspapers, there are also many websites on which flats are offered for rent or sale. These housing companies also often post their listings on sites such as  [Immobilienscout24](#),  [Immowelt](#) or  [eBay classifieds](#).

Nice and affordable flats are in high demand, which is why it can sometimes take a long time to find the right flat. But don't let this discourage you. If you are already living in a flat, remember that you usually have to give three months' notice. This gives you plenty of time to prepare for the move.

Found a flat - What then?

Moving house can be stressful and costly. Normally you have to organise the move yourself and you can ask for help from friends and family.

If you receive social benefits, your benefit provider must receive a copy of the signed tenancy agreement and the landlord's confirmation of residence. Inform the staff at your benefit provider about your new home as soon as possible. Also take the opportunity to talk to them about the furniture for your new home. If the job centre has approved the move in advance, certain costs for the move can be covered. You can find the most frequently asked questions and answers about moving and the job centre [at](#)  [here](#).

You can buy inexpensive furniture at second-hand shops such as  [Werkhof Hagen](#).

Waste and disposal

Waste is part of everyday life. Because waste can accumulate anywhere: In the household, during leisure time or at work. It is important to handle the individual materials correctly, because by disposing of them correctly, we all make a valuable contribution to our environment and cleanliness in Hagen.

Residual waste:

Food scraps, cigarette butts and much more belong in the residual waste bins. The residual waste bins in Hagen are emptied by the Hagen waste disposal company.

What belongs in the residual waste? You can find all the information [here](#).

When are the rubbish bins emptied? All information can be found in the [HEB collection calendar](#).

Waste paper:

Old paper products such as newspapers, cardboard boxes or cardboard packaging can be recycled. Waste paper can be disposed of free of charge in Hagen via the [blue bin](#) or the [public waste containers](#).

What belongs in waste paper? You can find all the information [here](#).

When are the waste paper bins emptied? All information can be found in the [HEB collection calendar](#).

Packaging (yellow bag):

Packaging made of plastic, metal or aluminium belongs in the yellow bag. The yellow sacks are collected once a month by the [AHE company](#).

What belongs in the yellow bag? You can find all the information [here](#).

When are the yellow bags collected? All information can be found in the [HEB collection calendar](#).

Bulky waste:

Bulky waste includes furniture or other household items that cannot be disposed of with the residual waste. The HEB offers a [collection service](#) for bulky waste. Bulky waste can also be handed in at the [waste incineration plant recycling centre](#).

Important: Putting out bulky waste without a collection appointment is illegal dumping and will be penalised with a fine. The HEB customer office (☎ [023313544-4444](tel:023313544-4444)) will be happy to advise you on all the options for disposing of bulky waste.

What belongs to bulky waste? You can find all the information [here](#).

Used glass:

Old glass bottles can be disposed of free of charge in [public containers](#) or at [recycling centres](#).

What belongs in the bottle bank? You can find all the information [here](#).

Electronic waste:

Electronic devices such as televisions, smartphones and washing machines contain many important raw materials that can be recycled. Under no circumstances should electronic devices be disposed of with residual waste.

Electronic devices can be handed in free of charge at the recycling centres at the waste incineration plant (📍 [Am Pfannenofen 39](#)) or at the Oberrahmer recycling centre (📍 [Oberrahmerstraße 10](#)). Certain retailers must also accept electrical appliances free of charge.

The HEB also offers a (chargeable) [collection service](#) for appliances.

All information on electrical appliances can be found [here](#).

Harmful substances:

Paint residues, cleaning agents, old oil or aerosol cans are hazardous substances that must never be disposed of with residual waste. Hazardous waste can be disposed of free of charge at the [hazardous waste collection centre](#) at the Hagen waste incineration plant. Pollutants can also

be handed in free of charge at the Umweltmobil on over 50 dates. All dates can be found [here](#).

What is hazardous waste? You can find all the information [here](#).

Deposit containers for used glass, used paper and used clothing:

There are numerous public containers in the city of Hagen where you can dispose of used glass, paper and clothing free of charge. You can find an overview of all locations [here](#).

Other types of waste - where to put which waste?

Old clothing, garden waste, medicines and much more. There are other types of waste for which there is a lot to consider in terms of collection and disposal.

You can find an [overview](#) of all the important information [here](#).

Recycling centres & collection points:

Hagen's waste disposal company operates four collection points and recycling centres in the city. Numerous different types of waste and recyclable materials can be handed in there.

📍 Waste incineration plant recycling centre ([Am Pfannenofen 39](#))

📍 Obernahmer recycling centre ([Obernahmerstraße 10](#))

📍 Haspe recycling centre ([Tückingstr. 2z](#))

📍 Drop-off point HEB depot ([Fuhrparkstraße 14-20](#))

Garden waste or other green cuttings can be handed in at the composting facility of the Hagen business enterprise:

📍 Donnerkuhle composting plant ([Hohenlimburger Straße 7](#))

You can find all information about the drop-off options and opening hours [here](#).

Defect report:

Do you see illegal dumping or a broken street lamp? Report it via the City of Hagen defect reporter. You can find the defect reporter [here](#).


Customer service and advice:

- HEB customer office (☎ [023313544-4444](tel:023313544-4444)) or @ kundenservice@heb-hagen.de; 🕒 Mon-Thu 7 a.m. to 5 p.m., Fri 7 a.m. to 12.30 p.m.)

Customer service waste incineration plant (☎ [023313544-3868](tel:023313544-3868))

Hazardous waste collection centre (☎ [023313544-4152](tel:023313544-4152))

Consumer advice centre (☎ [023316973301](tel:023316973301); 🌐 <https://www.verbraucherzentrale.nrw/beratungsstel...>)

Hagen direkt, telephone service of the city of Hagen ( [02331207-5000](tel:02331207-5000))

Environmental Agency of the City of Hagen ( [02331207-3523](tel:02331207-3523))

Leisure and sport

Exercise and sport are important for everyone. They help us to have fun, relax, stay fit and live a healthy life. Sport is also a good way to make friends in a new environment and settle in quickly.

This is not possible if you just sit at home, but rather if you are active outdoors in nature, in parks or on sports fields. Sport knows no cultural or national boundaries and is often understood even without a common language.


Especially at school and in sports clubs, there are many opportunities to socialise with others through sporting activities. This not only helps to get to know new people, but also to learn the German language and integrate more quickly.

Sports facilities, sports clubs and swimming pools

Swimming pools

Swimming is a great way to exercise regularly. The swimming pools in Hagen have everything you need for a great day in the water. From sauna and wellness for relaxation to water slides and diving platforms for more fun. Hagenbad GmbH operates two outdoor pools, an indoor pool and the Westfalenbad. The Westfalenbad is one of the largest pools in North Rhine-Westphalia and offers more than 2,000 square metres of water on a 70,000 square metre site. It is divided into three areas: the sports pool area, the leisure pool area and the sauna area with wellness facilities.

Further information about the swimming pools in Hagen can be found here:

-  [Hagenbad](tel:02331207-5000)
-  [Westfalenbad](tel:02331207-3523)

Sports facilities

Hagen is a true sports city! There are a total of 61 sports halls and gyms, seven of which are club-owned. There are also seven grass pitches (three of which are club-owned), ten artificial turf pitches (one of which is club-owned) and five small artificial turf pitches. For tennis enthusiasts, there are 15 tennis courts, one of which is owned by the club. There are also two mountain bike trails that start at the Stadtgarten and are between 11 and 22 kilometres long. There is an exercise trail in Ennepe Park in Haspe, as well as skating and boules facilities.

The largest sports facility in Hagen is the Sportpark am Ischeland with the Krollmann Arena, an indoor arena with space for 3,100 spectators. The Ischeland Stadium, which can accommodate 17,000 people, is also located nearby. There is also a modern shooting centre in Wehringhausen, a kart racing track at Selbecke and a nine-hole golf course in Tiefendorn.

Not forgetting the beautiful lakeside areas at Hengsteysee and Harkortsee, which are particularly popular with water sports enthusiasts.

For general questions about sport in Hagen, you can contact the Sport Service Centre:

Servicezentrum Sport der Stadt Hagen

📍 [Freiheitsstraße 3, 58135 Hagen](#)

🌐 https://www.hagen.de/web/de/fachbereiche/fb_szs/f...

You can find more information about sport, clubs and sports youth in Hagen [at](#) 🌐.

Current sports offers

Open offer from the Hagen City Sports Association:

Street Defense

Self-defence course for women aged 18 and over

When? Weekly, on Thursdays from 18.00 to 19:30

Where? Quamboni, Dödterstraße 12, 58095 Hagen

The course is free of charge.

Just turn up and join in. Please don't forget sportswear and trainers.

Libraries

A library or bookshop is a facility where you can borrow books, magazines, CDs, learning aids and learning materials to take home. You can also read and study there in peace and quiet. You can also use many digital services from home, such as eBooks and audio books, newspapers and magazines, eLearning or music streaming. For this purpose, you should get a library card.

The Hagen city library has branches in Haspe and Hohenlimburg in addition to the centrally located main branch.

Main branch of Hagen City Library

📍 [Springe 1, 58095 Hagen](#)

Haspe district library

📍 [Kölner Straße 1 \(im Torhaus\), 58135 Hagen](#)

Hohenlimburg district library

📍 [Stennertstraße 6-8, 58119 Hagen](#)

[Here](#) you can find out about the services and opening hours.

You can find further services categorised by topic [here](#).

[Here](#) you can find information on the rates for the library card.

The Hagen city library also offers a free language club for immigrants that does not require registration. You can find information [here](#).

Other important libraries can be found at the FernUniversität Hagen, the South Westphalia University of Applied Sciences and the Hagen City Archive in the Historical Centre in Eilpe. All these institutions have combined their media holdings under the name "Inforaum" Hagen in a Hagen library catalogue, which can be accessed online [here](#).

Culture

Cultural Office of the City of Hagen

The Hagen Cultural Office organises and supports cultural projects. It supports culture in the city and helps with independent cultural work. We plan and organise cultural programmes and festivals with other institutions! We make culture accessible to everyone. The Kulturbüro Hagen makes culture stronger in our city. We promote creative processes in Hagen. We bundle cultural activities. We make culture possible for small groups and new ideas.

Cultural growth

We promote creative processes in Hagen. We support initiatives and cultural activities. We create space for new ideas.

Cultural diversity

We encourage everyone in Hagen to participate in culture. We create space for dialogue between different people. We want everyone to be able to use our programmes. We don't want anyone to be afraid to come to us.

Cultural education

We show children and young people culture. Together we discover how exciting cultural exchange can be. We are happy to help young people realise their creative ideas.

Further development of culture

We develop culture further. In doing so, we pay attention to the interests and needs of our city and the people who work in culture. Inspiration from outside helps us to do this.

Exchange

We communicate openly and respectfully. We learn from and with our project partners and from our visitors. This enables us to develop further.

Contact persons

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Diversity is good for you festival

The "Vielfalt tut gut"-Festival is a big festival in Hagen where many cultures and people come together. It's about respecting and understanding each other, regardless of our culture or religion. The festival helps to ensure that everyone in our city gets along well.

The festival has been held in Dr Ferdinand-David-Park in Hagen since 2008. Over 40 groups, clubs and other organisations from Hagen take part and celebrate togetherness. There are great activities to take part in, arts and crafts, games for children, information stands and delicious food from many different countries. Music and dance can be seen on the stage - from traditional songs to modern music. In the afternoon there are many performances by children and young people from Hagen and in the evening local and regional bands play.

Would you like to take part in the largest intercultural festival in Hagen with your organisation/club? Then you can register to either set up a stand, present your organisation or group, offer delicious food or perform on stage.

You can register using the [form](#) until 13 April. Only clubs and groups from Hagen may participate. We look forward to seeing you at „Vielfalt tut gut“-Festival 2025!

🌐 <https://www.vielgut.de/>

Contact under: @ hallo@vielgut.de

Current cultural events

Vielfalt tut gut-Festival 2025

The "Vielfalt tut gut-Festival" is a big festival in Hagen where many cultures and people come together. Various groups, clubs and other organisations from Hagen celebrate togetherness.

The date for the festival in 2025 has been set: on Saturday, 28 June 2025, we look forward to welcoming you to Dr Ferdinand-David-Park from 3 pm to 11 pm.

If you would like to take part in the stage programme or have a stand at the festival, please register your association or group by 13 April using our [form](#).

Hagen Summer of Culture: Muschelsalat

Every Wednesday during the summer holidays is Hagen Cultural Summer. The cultural summer is called Muschelsalat. The name comes from the venue, the concert shell in the Volkspark. Once again this year, great artists are taking part. Music, acrobatics and theatre - there's something for everyone. The events are free of charge and outdoors.

09.07.2025: DA CRUZ at 19:30 in the Volkspark

📍 Körnerstraße/ Karl-Marx-Straße, 58095 Hagen

The band Da Cruz makes music to dance to. Their songs mix many styles: for example pop from Brazil, bossa nova, afrobeat and hip-hop. The result is a very special sound. The music is catchy - and gets your legs moving. Singer Mariana comes from Brazil. She is sometimes strong, sometimes soulful on stage. Many people around the world love her music.

16.07.2025: KIBAB at 19:30 in the Volkspark

📍 Körnerstraße/ Karl-Marx-Straße, 58095 Hagen

KIBAB is a big band with ten musicians. They make music that is fun and invites you to dance. Their style is a mixture of Balkan music, jazz and electro. They play many instruments: Wind instruments, drums, bass, piano - and they also sing. Fast rhythms alternate with beautiful melodies. A real summer highlight!

23.07.2025: KETEKALLES at 19:30 in the Volkspark

📍 Körnerstraße/ Karl-Marx-Straße, 58095 Hagen

Ketekalles are five women from Spain, Chile, Venezuela and Argentina. Their music is a mixture of rumba, flamenco and punk rock. They sing with a lot of feeling and full of energy.

The band is reminiscent of a music movement from Spain: mestizo music. It is political, powerful - and simply puts you in a good mood.

30.07.2025: Circus and dance from 19:30 at the Ennepe-Park

📍 Kölner Straße 53, 58135 Hagen

Tridiculous with the programme Die Show

Tridiculous are three men with many skills. They make music, breakdance, do acrobatics and make jokes. Their show is fast, funny and full of surprises. They play live music - sometimes even during a somersault! They use their bodies, instruments and voices. "Tridiculous" means: The three silly ones - and that is exactly their motto: fun, movement and great ideas.

With the support of the Haspe district council.

06.08.2025: Great theatre at 19:00 in the Kampfbahn Boelerheide

📍 Kapellenstraße 30, 58099 Hagen

The NN Theater with their theatre play Holmes & Watson

Many people in Europe are afraid: of war, poverty, flight and conflict. There are also problems in the UK: populism, hatred and Brexit. Time for Sherlock Holmes and Dr Watson! With courage, humour and a clear mind, they search for the truth. A ghost dog on the moor, a curse on the Baskerville family - but often everything is different than it seems. The NN Theater Köln turns the well-known story into an exciting and political piece of theatre. It is serious, funny and easy to understand. Theatre for everyone - with humour against fear.

With the support of the North District Council.

13.08.2025: Theatre for young and old from 19:30 in the Hameckepark

📍 Am Pfannenofen, 58099 Hagen

MStage TanzART: Alice und ihre Schatten

The theatre group MStage plays outside in the park. The play is directed by the artist Mona Stöcker. The play is called "Alice - und ihre Schatten" and is inspired by Alice in Wonderland. Alice is travelling through a fantasy world. She meets her own shadows - which stands for feelings, dreams and thoughts. People of all ages can be amazed. The play is poetic, magical and lovingly produced - with lots of actors and actresses and fantastic images.

With the support of Sparkasse an Volme und Ruhr.

20.08.2025: Contemporary circus from 19:30 in the Stadtgarten

📍 Stadtgartenallee, 58099 Hagen

Collektiv ContAKT with the play Foley

Foley is a modern circus piece with live music. Five artists and a musician show how different a team can be - and how music can bring them together. The music is made live: with vocals, beatbox, saxophone and more. Everything is recorded and immediately played back as a beat. A red cable connects the stage - it brings chaos, but also cohesion. Foley is full of movement, emotion and fun. An experience between acrobatics and sound.

With the support of Bezirksvertretung Mitte.

Religion

Freedom of religion

The principle of the freedom of religion is in force in Germany. It is guaranteed by the Basic Law. You can practise your faith as you see fit, as long as you do not violate the Basic Law. It is also prohibited to discriminate against people on the basis of their religion, for example when looking for a job. Religious freedom also includes accepting the faith of others. Germany does not have a state church. State and religion are largely separate.

That means, for example:

- All people are allowed to freely choose and practice their own religions and beliefs
- Everyone also has the freedom not to be religious - those who do not believe in God are allowed to say so publicly
- People of different religions and faiths may marry among themselves
- Marriage only counts as legally binding if it is entered into at the Registry Office (Standesamt). Marriages entered into exclusively within the framework of a religion are not legally binding in Germany.
- Religious laws do not govern the legal system in Germany

Religious practice

There are many different religions in Germany. Many people follow a particular religion. They organise themselves in their own communities. For example, in a church, mosque or synagogue.

Contact with a community is important. Here you can celebrate worship together. It makes it easier to socialise with your fellow human beings. There are various groups or meetings for this. Find out more on the community's website. You can also call or introduce yourself in person.

[Here](#) you will find an overview of the various religious communities in Hagen.

[Here](#) you will find a city map with the locations of the religious communities in Hagen.

Lesbian, gay, bisexual, trans, queer and intersex (LGBTQI+) people

People of different religions, different genders, different places of origin and different political views all live together peacefully in Germany and have the same rights. This also applies to sexual orientation and gender identity. Lesbian, gay, bisexual, transgender, queer and intersex

(LGBTQI+) people have the same rights as anyone else in Germany.

For official documentation, Germany has recently added a third option, “divers”, to the traditional “female” and “male”. In Germany, transgender individuals can have their name and gender legally changed. Women are allowed to fall in love with and marry other women in Germany; the same is true for men.

Many LGBTQI+ people have fled their countries of origin due to discrimination and travelled to Germany. If you are a refugee who is lesbian, gay, bisexual, transgender, queer or intersex, you can find support, community and social contact and information from the many LGBTQI+ organisations in Germany.

In Hagen, for example, AIDS-Hilfe is supporting the "Queerfugees/Queers of Colour Hagen" project. Regular meetings and individual consultations are offered. There is also assistance with the asylum process. They also cook together and talk about the German language.

You can find more information here:

Queerfugees Group

Meeting place for LGBTQI+ people with a migration or refugee background without age restrictions

 [017660309709](tel:017660309709)

 [Facebook](#)

queerschlag youth group


For all young people

 @queerschlag@aidshilfe-hagen.de

 [Facebook](#)

Aidshilfe Hagen e.V.

 [Aidshilfe Hagen e.V.](#)

 Körnerstr. 82c, 58095 Hagen

 @info@aidshilfe-hagen.de

Queer Refugees

At the Lesbian and Gay Association in Germany (LSVD) - Project "Queer Refugees Germany" you will [find](#) contact details of other organisations as well as further information.

 @queer-refugees@lsvd.de

[Here](#) you can find meeting points for the LGBTQI+ community in Hagen and NRW.

