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### Important offices and public authorities

### Important offices

### **Immigration and Naturalisation Office**

In order to be able to live as a non-German national in Germany, you need a residence permit (Aufenthaltstitel) (visa, residence permit, EU Blue Card, or permanent residence – of which there are two slightly different forms, "Niederlassungserlaubnis" and "Erlaubnis zum Daueraufenthalt"). In order to apply for a residence permit, you need to go to the <a href="Immigration Office">Immigration Office</a>.

### **Contact:**

Department of Public Safety and Order

Immigration and Naturalisation Office

Ground floor and 1st floor

### **₽**Böhmerstraße 1, 58095 Hagen

### I'm moving to Hagen from abroad or from another municipality - what do I have to do?

Promptly after your arrival in the country, or soon after your move from another municipality, you must register your residence in person at the <u>Citizen Centre</u> (<u>Bürgeramt</u>).

It is only possible to visit the Citizen Centre by prior appointment. You can make an appointment <u>here</u>.

## What documents do I need to apply for a residence permit (issue or extension) at the Immigration Office?

The documents required may vary depending on the purpose of your stay.

### A distinction must be made between the following purposes of residence:

- · For family reunification
- · For gainful employment
- For training
- · For humanitarian reasons

### As a rule, the following documents are required:

- · A duly filled in application
- A valid national passport
- Proof of livelihood (e.g. payslip for the last three months, notification from the Job Centre, affidavit of support)
- 1 current, biometric photograph





- Certificate of employment/employment contract
- Declaration of residence/tenancy agreement
- Means of payment for payment of the fee (payment is possible in cash or preferably by debit card)

After you have made an appointment, you will receive another e-mail with the documents you need to submit your application.

All applicants aged six and over must appear in person to have their fingerprints taken.

### Where can I get a visa?

The visa must be applied for at the German mission in your home country. The "Ausländerbehörde" (Immigration Office) is usually involved by the German mission abroad in the visa procedure. The German mission abroad decides whether you receive a visa. You can get more information here.

Information on how to apply is usually available on the website of the respective German mission abroad or from the "Auswärtiges Amt" "Federal Foreign Office".

The "Fachkräfteeinwanderungsgesetz" (Skilled Workers Immigration Act) came into force on 01.03.2020 and, with it, the new regulation on the accelerated procedure for skilled workers. Responsibility for this lies solely with the "Zentralstelle Fachkräfteeinwanderung NRW" (Central Office for Skilled Labour Immigration NRW) in the city of Bonn. For more information, click here.

### What are the tasks of the Immigration Office?

The municipal Immigration Office is responsible for issuing, extending or refusing these temporary or permanent residence documents, depending on the status of the individual under immigration law (asylum seeker, foreign student and employee, recognised refugee or a person obliged to leave the country ["tolerated persons"] etc.).

Residence documentation includes:

- Visa
- · A residence permit with corresponding legal basis depending on the reason for entry
- EU Blue Card
- Settlement permit (Niederlassungserlaubnis)
- · Permission for permanent residence EU
- Certificate of permanent residence
- Residence card
- · Permanent residence card
- Temporary residence permit (Aufenthaltsgestattung)
- Probationary permit (Fiktionsbescheinigung)
- Exceptional leave to remain (Duldung)
- · Cross-border certificate

The "Ausländerbehörde" (Immigration Office) is also responsible for the enforcement of obligations to leave the country and the implementation of deportation measures.





### What do I have to know in general?

Employment: Depending on the reason for your entry into the country, the law regulates whether you are allowed to work or not. Find out more about this at your "Ausländerbehörde" (Immigration Office)!

Valid documents: Please also make sure that your residence document is renewed in good time.

Obligation to keep your passport on your person: As a third-country national, you are subject to the obligation to keep your passport on your person when entering and staying in Germany. Your national passport and the residence document are independent documents. Please ensure that you always apply for a new national passport from your home authority in good time.

Appointments: In principle, an <u>appointment</u> is required for the extension of residence permits (electronic residence title or "eAT").

Travel: Check whether you are allowed to travel abroad with your residence documents. Find out more about this at your "Ausländerbehörde" (Immigration Office)!

### Where can I get advice on naturalisation?

Here you can get advice on naturalisation issues.

In order to be able to offer you detailed and personal counselling, application and counselling interviews are only held by prior <u>appointment</u> with the responsible case worker.

### Citizens' office

The citizens' offices in Hagen are responsible for various important services, such as registration matters and identity documents. If you are new to Hagen or would like to make changes to your personal details, the citizens' office is the right place to go.

### Important tasks of the citizens' offices:

- Registering your place of residence
- · Applying for ID cards and passports
- Change of registration
- Processing birth, marriage and death certificates
- · Various registration matters

### Registration after moving





If you have moved into a new home in Hagen, you must register with one of the citizens' registration offices within two weeks of moving in. This is a legal obligation. However, you can only register after you have actually moved into the flat.

Important information on registration:

### **Documents required:**

- · Your national passport
- · Identity documents of all persons to be registered
- Landlord's confirmation of residence: You will receive this from your landlord or landlady. It confirms that you have moved into the flat.
- Appearance of all persons to be registered: All persons must appear in person.
- Further information:
- If you come from a non-EU country, you must also register with the foreigners authority.
- For married persons: Please bring a marriage certificate with you.
- For children under the age of 18: The child's birth certificate is required.

### **♀** Important notes:

- Registration can only take place after you have actually moved into the flat.
- It is important that your name is affixed to the letterbox and doorbell so that mail is delivered correctly.

### Making an appointment:

It is necessary to make an appointment to visit the Bürgeramt. You can book your appointment online.

Make an appointment: Making an appointment at the Hagen Citizens' Office

### Opening hours and locations:

The citizens' offices in Hagen are located both centrally in the city centre and decentrally in the various city districts. You can find the opening hours and locations <u>here</u>.

### Immigration from abroad:

If you are married, you will also need a marriage certificate. For children who are not yet 18 years old, you must show the birth certificate. There are special rules on how to deal with documents from other countries in Germany. These rules also apply here.

### Social welfare office/social assistance

The social welfare office is responsible **for implementing social assistance.** Social welfare includes various services that support people in difficult circumstances. These include

- Basic income support in old age and in the event of reduced earning capacity
- · Care assistance
- Help with living expenses





- Integration assistance for disabled people
- Assistance to overcome particular social difficulties
- · Assistance with health
- · Assistance in other life situations

The Social Welfare Office also offers counselling and support on these topics. You can find more information on the benefits on the website of the Social Welfare Office.

### How do I apply for social assistance?

At the social welfare office, you must provide information about your financial situation, e.g. whether you own valuables such as jewellery or money. You will also have to sign some documents and declarations. Please bring all your papers and all the people listed on your residence permit with you.

At the social welfare office you will also receive a cheque for your living expenses, which you can exchange for cash (euros) at a bank. The amount must be sufficient until your next appointment with the Social Welfare Office (approx. 1 month). You will not receive any more money until the next appointment.

### The Social Welfare Office will also help you with

- Vouchers for initial baby equipment and for your child's school supplies
- Money for train tickets to interview appointments
- · Sickness certificates and authorisations for operations or other medical procedures
- Education and participation package (BUT)
- Measures for the integration of refugees
- Activity and employment programmes
- · Applications for redistribution or exemption from compulsory housing

### Counselling and contact:

To apply for social assistance, you must come in person.

Important note: Please make an appointment with your case worker in advance by telephone. The first letter of your surname determines who your contact person is.

### Parliner Platz 22, 58089 Hagen

Opening hours: Mondays to Fridays from 8.30 a.m. to 9.30 a.m.

You can find your contact person on the website of the Social Welfare Office.

If you are unable to attend in person, a person you trust can also speak on your behalf with a written power of attorney. The authorised representative must be able to present their identity card or passport.

**NOTE:** Please clarify this with your case officer beforehand.

Other tasks of the social welfare office:

· Pension counselling





- · Senior citizens' office
- · Housing and care counselling

### Youth Welfare Office

### The youth welfare office

Children's rights (best interests of the child) must be observed when bringing up children and young people. You can find out more about this in the chapter <u>Living together in Germany</u>. The Youth Welfare Office helps with the upbringing of children and young people. It ensures that children's rights are respected. Anyone, including children and young people, can contact the Youth Welfare Office if they have problems. The help is free of charge.

The tasks of the Youth Welfare Office:

- The Youth Welfare Office supports young people so that they develop well.
- It helps parents if they have questions about parenting.
- It protects children and young people if they are in danger.
- It ensures that children and families have good living conditions.
- It helps to ensure that nobody is disadvantaged.

When your child is born, the Youth Welfare Office will contact you at home after a few weeks and introduce themselves. You will then receive a folder with information and offers for your family.

Unaccompanied refugee minors also receive help from the Youth Welfare Office.

In Hagen, the <u>Department of Youth and Social Affairs</u> is responsible for the Youth Welfare Office. It deals with all issues relating to social security and youth welfare.

Educational and material assistance as well as counselling in a wide range of life situations is provided in the Social City Hall on Berliner Platz, in many local contact points and in numerous in-house facilities and counselling centres.

The range of services includes

26 of its own day care centres, 12 youth centres and numerous advice centres (such as educational counselling, the children and youth office, <u>drug counselling</u>, the school psychology service, the advice centre for foreign children and young people, BAföG, <u>guardianships</u>, <u>notarisation</u>, <u>guardianships</u> and <u>trusteeships</u>).

### Address:

Fachbereich Jugend und Soziales

Parliner Platz 22, 58089 Hagen





### **Jobcenter**



### Tasks of the Job Centre

The Job Centre is your contact in the event of unemployment and need of assistance and implements the tasks described in the Second Book of the German Social Security Code (SGB II):

- · Getting people into work and vocational training
- · Making use of support services and funding opportunities
- · Information and advice
- · Support to take up and maintain gainful employment
- · Paying cash benefits for living expenses and an apartment
- Financial support for children and young people for school, sport and culture

The Job Centre can facilitate these special services:

- Attending further integration language courses provided by the "BAMF" (Federal Agency of Migration and Refugees)
- · Trying out different career options
- · Support with the recognition of certificates and degrees
- Placement in employment and qualification opportunities specifically set up or suitable for refugees

Job Centre staff are not allowed to pass on information about Job Centre clients. As a voluntary accompanying person, you will need to have power of attorney which must be completed in full and signed by both parties.

All of our services are available regardless of your nationality. However, you must have a permanent residence in Hagen and be allowed to work in the German employment market.

If you have a residence permit (asylum process still ongoing) or a temporary suspension of deportation (asylum procedure legally rejected), then the <u>Employment Agency</u> is responsible for answering any questions you may have about careers and employment.

### Steps after a positive asylum decision

You have received a positive decision from the BAMF, so the asylum process has come to a positive end – in other words, you have been recognised as a refugee or received asylum protection.

Here are the next steps you need to take:





### 1. Personal visit

- You must go to the Job Centre during opening hours
- There you will be registered as a client
- Your background will be registered
- A counselling appointment is made with the "Leistungsabteilung" (benefits department)
  and an appointment is made with the "Arbeitsvermittlung" (employment service)
- You will be registered as a jobseeker

2nd Benefits department

# IMPORTANT: There are no counselling sessions without an appointment

· Benefits are applied for with an appointment with the responsible benefits officer

3rd Job placement service

# IMPORTANT: There are no counselling sessions without an appointment

- If you have certificates or letters saying that you are required to attend an integration course or confirming that you have taken part in an integration course, bring them with you
- If you have documents relating to school attendance, training, work certificates, recognition of qualifications obtained abroad, etc., please bring these with you
- Tell the staff about your special skills (craftsmanship, language skills, etc.)
- Think in advance about which area of work interests you

### Benefits according to the SGB II

If you have not yet worked in Germany, or have worked for less than a year and are now unemployed, you are normally entitled to benefits according to the SGB II regulations. You receive these benefits via the Job Centre.

### These include:

- · Benefits for subsistence
- Costs of accommodation and heating
- Advice, referral and integration services

Basic income support is intended to strengthen the personal autonomy of the person receiving assistance and those living with them in a community of need (this could be, for example, a family or civil partnership). It is intended to help them earn their living independently of basic income support and to support you. An overview of the current benefits is available here.

<u>Here</u>, you can find a summary of the essential benefits and services which can help you improve your chances of finding a job and help you to integrate.





IMPORTANT: Please discuss your issue with the case officer responsible for you.

### Address for visitors:

Hagen Job Centre

Parliner Platz 2, 58089 Hagen

### **Contact options**

Service Center: 02331367580

Mon-Fri 08:00 to 18:00

New application hotline: 0233136758100

Fax: 0233136758740

@jobcenter-hagen@jobcenter-ge.de

### Our opening hours

Monday: 08:00 to 13:00

Tuesday: 08:00 to 13:00

Closed on Wednesday

Thursday: 08:00 to 16:00

Friday: 08:00 to 13:00

Please also remember to bring the relevant documents for your appointments, such as passports, certificates, birth certificates, tenancy agreements, employment contracts or similar documentation.

### Agentur für Arbeit (Employment Agency)



### Bundesagentur für Arbeit

Agentur für Arbeit Hagen

The Employment Agency is your most important point of contact regarding employment. If you are looking for a job or for help choosing a career in Germany, or need your qualifications recognised, etc., you should contact the Employment Agency (Agentur für Arbeit).





If your asylum process is still ongoing (temporary residence permit (Aufenthaltsgestattung)) or if you have an exceptional leave to remain (Duldung), the Employment Agency is your point of contact for questions concerning the transition from school to work (career guidance), job placement, advice on continuing vocational training, and employer advice (employer service).

Have you been recognised? Then the <u>Job Centre</u> is your point of contact for counselling and job placements.

### **Hagen Employment Agency**

Mariengasse 3, 58095 Hagen

**080045555-00**, (employee)

### **Phone hours**

Monday - Friday: 08:00 - 18:00

This call is free of charge for you!

### Opening hours

Monday: 08:00 - 13:00 Tuesday: 08:00 - 13:00 Wednesday: 08:00 - 13:00

Thursday: 08:00 - 13:00 and 14:00 - 18:00

Friday: 08:00 - 18:00

 $\mathbb{Q}$  Please use only the postal address for your letters to the Employment Agency:

Hagen Employment Agency, 58080 Hagen

### @Hagen@arbeitsagentur.de

Here you will also find the contact form.

### Registry office

The registry office has various tasks. For example, when a child is born, the parents must register the birth at the registry office. This is called "notarisation of the birth". Even if you want to get married, you have to register your marriage at the registry office.

### The tasks at a glance

- Marriages
- Notarisation of births
- Notarisation of deaths
- Name changes





Issuing certificates (birth certificate, death certificate, marriage certificate)

The best way to contact the registry office is by telephone or e-mail. You can find the contact details at  $\bigcirc$  on the registry office website.

 $\mathbb{Q}$  The letter assignment is based on the man's surname or, in the case of same-sex couples, on the older partner.

If you have general questions, you can also contact the Hagen registry office by e-mail.

### **Marriages**

Getting married is something very special. That's why we would like to support you in your preparations.

Even if you do not live in Hagen, you can still get married with us. In this case, however, you must first register the wedding at the registry office responsible for your place of residence.

### Marriage registration - what does that mean?

If two people want to get married, they must register in person at the registry office. To do this, you need an appointment with the registrar. Which registrar is responsible for you depends on the man's surname. For same-sex couples, it depends on the older partner.

If you cannot come to the registration together, one of you can also authorise another person, i.e. send someone else to do everything for you.

There is a special form for this which you must use:

- Marriage registration form
- Power of attorney if someone else is doing the registration

### How long is the registration valid?

The marriage registration is valid for six months. This means that you should get married at least two weeks before this period expires.

### What documents do you need?

- If you or your partner
  - have a foreign nationality, were born abroad or were married abroad, then you should definitely ask your registry office which documents you need to bring with you.
- If you are a German citizen, were born in Germany and have never been married abroad, you will need
  - Identity card or passport
  - Notarised printouts from the birth register (not necessary if you were born in Hagen)
  - Certificate of residence if you do not live in Hagen
- If you were previously married:
  - Your identity card or passport





- A certified printout from the birth register
- The marriage certificate of your last marriage, with a note that it has been dissolved (e.g. by divorce)
- Documents relating to other previous marriages (e.g. divorce decrees)
- A certificate of residence if you do not live in Hagen
  - · And if you have children together:
  - · The child's birth certificate

You can obtain a certified printout from the register of births from the registry office in your place of birth. In North Rhine-Westphalia, this costs from 10 euros. The price may vary in other federal states or cities.

If your birth or previous marriages were registered in Hagen, you do not need to bring the documents with you - the registry office already has them.

You can obtain a certificate of residence from the residents' registration office in your place of residence.

### What does it cost?

For German nationals, registration for marriage costs 50 euros (plus the certificates on the wedding day, from 14 euros).

If one of you is from abroad, it will cost 75 or 90 euros, depending on your case (plus certificates).

If you are not getting married at your local registry office, there is usually an additional 40 euros (in NRW).

If you want to get married in a special place or at a special time, there may be additional costs.

### **Certificate request**

You can request various types of certificates from the registry office.

The following certificates are available:

- Birth certificate
- · Notarised printout from the register of births
- Marriage certificate
- Notarised printout from the marriage register
- Civil partnership certificate
- · Notarised printout from the civil partnership register
- Death certificate
- Notarised printout from the death register
- · Multilingual certificate

### Requirements / necessary documents:





- If you come in person (by appointment): Identity card or passport, possibly a written power of attorney
- Informal written requests: Please use the <u>form</u> to request the certificate or send an e-mail.

### Fees:

- Each certificate costs 15.00 euros.
- Each additional certificate of the same type costs 7.50 euros.
- You can pay in person (by appointment) in cash or by card.
- For written requests, you can enclose a crossed cheque.

If you request the certificates by e-mail, you can transfer the fee to the following account:

- · Bank: Sparkasse an Volme und Ruhr
- IBAN: DE23 4505 0001 0100 0004 44
- BIC: WELADE3HXXX
- Reason for payment: "Reference number: 203599000010, surname, first name, request for certificate from registry office"

We will send you the certificates as soon as we have received the payment. The processing time is up to three weeks. Please understand that queries cannot be answered during processing.

### **Opening hours:**

Certificates can only be requested in writing or online. Please use the <u>form</u> to request the certificates. If you wish to pay by credit card or PayPal, please use the <u>appropriate form</u>.

If you have any questions, you can contact us by telephone:

Monday to Friday: 11:00 to 12:00 (except public holidays and bridging days)

- A F: \( +49 (0) 23312075130
- **G J**: **\** +49 (0) 23312072848
- **K,W J: \( +**49 (0) 23312073547
- L O: 4 +49 (0) 23312075121
- **P S: \( +**49 (0) 23312073548
- Sch,St,T V: \ +49 (0) 23312075857

### Name change and name declaration

If you want to change your <u>first name or surname</u>, the <u>registry office</u> is responsible for this.

### What the registry office does:

- It will advise you if you have any questions about changing your first name or surname.
- It processes and decides when you submit an application to change your first name.
- It processes and decides if you wish to change your surname.





Because other matters often have to be dealt with first at the registry office, it is best to contact directly before submitting an application.

#### What is a name declaration?

A name declaration is an official notification that you wish to change your name or establish something about your name.

There are different types of name declarations:

- 1. Reassumption of birth name This means:
  - When your marriage is over, you can go back to your old surname (before marriage).
     Deciding on a married name Especially if you got married abroad, you can say which surname you would like to have as your joint married name.
- 2. Add your own birth name to your married name This means
  - You can use your old name in addition to your new surname.

Cancel this addition - This means:

- If you no longer want your old name in addition.
- 4. Adaptation of foreign names to German law (Art. 47 EGBGB) This means:
  - If your name originates from another country and you now wish to be called according to German law (e.g. in the case of naturalisation).
- 5. Name declaration for ethnic German repatriates (§ 94 BVFG) This means:
  - If you have moved to Germany from another country, you are allowed to change your name so that it complies with German law.

### What you need to bring with you:

- Your identity card or passport
- For certain cases you will also need:
  - If you want your old name back after a divorce:
    - · The divorce decree
    - If the spouse is deceased: the death certificate
  - If you decide on a married name (even after marriage abroad):
    - Both spouses must come in person.
    - · Marriage certificate or an extract from the family register
  - If you are adding the maiden name to the married name or cancelling it:
    - · Marriage certificate or extract from the family register
  - · For ethnic German repatriates:
    - A certificate as a late repatriate or a displaced person's identity card

### What it costs:

- The declaration for ethnic German repatriates (§ 94 BVFG) is free of charge.
- For all other declarations under civil law (BGB) you pay 25 euros.
- A certificate of name change costs 10 euros extra.

### Still important:





Every case is a little different. That's why you can get advice without obligation. You can find the contact persons at  $\bigcirc$  on the website or directly at the registry office.

### Lost property office

Have you lost your keys or wallet? Perhaps it has been handed in to the lost property office. Lost property is kept in the lost property office for a certain period of time. If you find something, you should hand it in there.

If you have lost something, you can call the telephone number  $\bigcirc$  023312075776 to find out whether the item has been handed in to the lost property office. You can also make an appointment to collect it. The opening hours  $\bigcirc$  are:

- Mondays and Tuesdays: 8:30 to 12:00 and 14:00 to 17:00
- Wednesdays and Fridays: 8.30 a.m. to 12.00 p.m.
- Thursdays: 8:30 to 12:00 and 14:00 to 18:00

<u>Here you</u> can check whether your lost item has already been handed in to the lost property office.

You can also hand in lost items at all Citizens' Offices during this time.

