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## Services of the City of Aschaffenburg

### Points of contact

#### "Bürgerservice" (Citizens' Service)

At the "Bürgerservice" (Citizens' Service), you can take care of many different matters, such as:

- Registering, changing or deregistering your place of residence (registration, change of registration, deregistration)
- Apply for identity cards and passports for German nationals
- Apply for eID cards for EU citizens
- Vehicle registration
- Apply for "Kulturpässe" (cultural passes) and "Familienpässe" (family passes)
- Residents' parking permits
- "Führungszeugnisse" (Certificates of good conduct)
- Certifications

As a rule, an [appointment](#) must be made, in order for a personal visit must be arranged. However, some matters can also be dealt with online via the [dedicated Citizens' Service Portal](#). Learn more about the Citizens' Service Portal in this [video](#).

City of Aschaffenburg

#### **Citizens' Service Office**

Dalbergstr. 15

63739 Aschaffenburg

Phone [06021/330555](tel:06021/330555)

E-mail: [buergerservice@aschaffenburg.de](mailto:buergerservice@aschaffenburg.de)

[Homepage of the Citizens' Service](#)

Are you unsure who to contact with your question? Then it is best to call the switchboard:

City of Aschaffenburg

#### **Switchboard - General Information**

Phone [06021/3300](tel:06021/3300)

#### **Standesamt (Registry Office)**

The Registry Office is responsible for the certification of many different things. These include, for example:

- Marriages/weddings/marry
- Registration of newborn children
- Death of close relatives
- Request for documents
- Leaving churches or religious communities
- Name change

An appointment is required for all services provided by the registry office. Appointments can be made by telephone from Monday to Thursday between 8:00 AM and 4:00 PM.

City of Aschaffenburg

**Registry Office**

Dalbergstraße 15

63739 Aschaffenburg

Phone: 06021/3300

E-mail: [standesamt@aschaffenburg.de](mailto:standesamt@aschaffenburg.de)

Homepage of the registry office

More information about the registry office in [easy language](#).

All contact details for the registry office can be found [here](#).

**"Jugendamt" (Youth Welfare Office)**

The "Jugendamt" (Youth Welfare Office) of the City of Aschaffenburg accompanies children and young people as they grow up and supports families with many services. With approximately 170 employees, it is one of the largest municipal offices. The Youth Welfare Office is broadly staffed and includes, for example, Coordinating Child Protection, the Youth Cultural Centre (JUKUZ), Child Guidance Counsellors, the General Social Service (ASD), the Youth Court Assistance, the Advance Maintenance Payments and also the Youth Social Work at Schools (JaS)

Contact:

City of Aschaffenburg

**Jugendamt (Youth Welfare Office)**

Office No. 231

Dalbergstraße 15

63739 Aschaffenburg

Phone 06021/3301324

E-mail: [jugendamt@aschaffenburg.de](mailto:jugendamt@aschaffenburg.de)

Further information on the Jugendamt (Youth Welfare Office) can be found on the municipal homepage.



## Equality Office

The Equal Opportunities Office of the City of Aschaffenburg supports the City of Aschaffenburg in ensuring that the constitutional mandate of Article 3 of the Basic Law (GG) is implemented and that action is taken in accordance with the Bavarian Equal Opportunities Act and the General Equal Treatment Act (AGG).

Key task areas:

- Information and counselling in case of disadvantages, discrimination, professional and family difficulties
- Referral to other authorities and counselling centres
- Development of measures to promote gender equality
- Public relations work through own lectures, publications, events, training, exhibitions, etc.
- Cooperation with counselling centres, women's groups, organisations and initiatives

Contact:

City of Aschaffenburg  
**Equal Opportunities Office**  
 Dalbergstraße 15  
 63739 Aschaffenburg  
 Tel.: 06021/3301419  
 E-mail: [gleichstellungsstelle@aschaffenburg.de](mailto:gleichstellungsstelle@aschaffenburg.de)  
[Homepage of the Equal Opportunities Office](http://www.aschaffenburg.de/gleichstellung)

## Commissioner for the Disabled

The Disability Officer (Behindertenbeauftragte) is a central contact point for people with disabilities. He or she represents the interests of people with disabilities in the City of Aschaffenburg and works closely with the relevant associations. She is also available for personal counselling sessions for citizens and institutions.

City of Aschaffenburg

**"Amt für soziale Leistungen" (Office for Social Services)**

Dalbergstraße 15

63739 Aschaffenburg

Phone 06021/3301439

E-mail: [behindertenbeauftragte@aschaffenburg.de](mailto:behindertenbeauftragte@aschaffenburg.de)

Homepage of the Disability Commissioner

Further information for people with disabilities is available on the [Homepage of the City of Aschaffenburg](#)

## **SKV - Language and cultural mediators**

Language and cultural mediators (in German: SKVs for short) are people with and without a migration background who translate during conversations as a neutral authority. They are subject to binding confidentiality and receive intercultural training from the City of Aschaffenburg for their work. The service is free of charge for all citizens of Aschaffenburg and institutions based in the city.

### **Flyer on language and cultural mediators (SKV) - multi-lingual**

The language and cultural mediators can be requested by institutions (e.g. offices, schools, day-care centres, doctors' surgeries, etc.) or private individuals.

**Private individuals** can only request language and cultural mediators in person at the office hours of the integration management. **Office hours are on Mondays from 12-15.** Please bring proof of the date for which a language and cultural mediator is needed.

Requirements:

- You live in the Aschaffenburg city area.
- The event will take place in the City of Aschaffenburg.
- The request must be made at least 7 days before the respective appointment in the office hours on Mondays.

Further information about the consultation hour can be found [here](#).

**Institutions** can request language and cultural mediators by e-mail to [SKV@aschaffenburg.de](mailto:SKV@aschaffenburg.de) request. Again, the following also applies: Requests must be made at least 7 days in advance. The service is limited to citizens who live in Aschaffenburg, even if the appointment takes place in the city area.

Contact:

City of Aschaffenburg

**Integration Management**

Auhofstraße 9  
63741 Aschaffenburg  
Telephone: [06021/3301207](tel:060213301207)  
Email: [skv@aschaffenburg.de](mailto:skv@aschaffenburg.de)  
[Homepage of the language and culture mediators](#)



**Key words: Interpreter, Interpreting, Translator, Translation**

### **Social assistance of the City of Aschaffenburg**

Finding counselling and support in social emergencies is a first step towards overcoming difficult life situations

The flyer "Where can I find help?" from the City of Aschaffenburg provides an overview of the various support services in Aschaffenburg. It contains addresses of counselling centres, affordable shopping facilities, financial assistance, landlords and leisure activities.

The flyer is available at the town hall, online [here](#) and as a PDF:  
[Where can I find help 2019](#)

### **Office for IT and Digital Strategy**

Digital developments have changed the lives and daily routines of people everywhere, including in Aschaffenburg. The city has a clear ambition to actively shape the process of digitalisation, in order to maintain and improve the quality of life of its citizens.

To manage this development, the Office for IT and Digital Strategy was established within the city administration in summer 2020. The team is made up of different areas: In addition to specialists from the areas of IT planning and system administration, experts on the topics of e-government & digitalisation for the administration, smart city development and participation are also an important part of the team. The expert advisor is the third mayor of the City of Aschaffenburg, Eric Leiderer.

Together with the people of Aschaffenburg, the Office for IT and Digital Strategy is developing ideas and measures to use digitalisation processes for sustainable urban development. Technological sovereignty, the protection of personal data and close cooperation with companies, associations, federations and scientific institutions from the region are important factors in this. More on the Office's guidelines can be found [here](#)

### **The Digital Shop at Roßmarkt 11**

In order to create a direct and low-threshold contact point for all citizens, the Digital City Lab was founded at Roßmarkt 11. The Digital City Lab is the think tank of the Office for IT and Digital Strategy and the interface for citizens between the analogue and digital worlds.

Contact:

City of Aschaffenburg  
**Office for IT and Digital Strategy**  
Dalbergstraße 15  
63739 Aschaffenburg  
Phone 06021/3300  
E-mail: digital@aschaffenburg.de  
Homepage of the Office for IT and Digital Strategy



### Planning, building and living

Aschaffenburg is a popular place to live. The city is changing. Private and public building measures were planned and realised over centuries. Aschaffenburg will continue to develop in the future. Planned or realised building projects always give new impetus to the city.

Information on current urban development topics and support with questions about building and living in Aschaffenburg can be found here.

Information for builders and homeowners is available here.

Further information and advice centres on the topic of "Building and Housing" can also be found here.

### Environmental and consumer protection

The Aschaffenburg advice centre of the VerbraucherService Bayern im KDFB e.V. provides independent and neutral advice to interested parties on various topics. These include, for example:

- Consumer law
- Finance
- Construction financing
- Insurance
- Retirement provision
- Nutrition
- Energy

Contact:

VerbraucherService Bayern im KDFB e.V.  
**Advice Centre Aschaffenburg**  
Room Meeting room building, ground floor  
Dalbergstraße 15  
63739 Aschaffenburg

Phone [06021/3301218](tel:06021/3301218)

E-mail: [aschaffenburg@verbraucherservice-bayern.de](mailto:aschaffenburg@verbraucherservice-bayern.de)

[Homepage of the Consumer Protection Bavaria, Advice Centre Aschaffenburg](#)

In addition, the [Office for Environmental and Consumer Protection](#) provides information on current developments and projects in nature, environmental and consumer protection.

## **Citizen participation**

### **Participate - Have your say - Get involved - Help shape the future**

The City of Aschaffenburg wants to involve its citizens directly in opinion-forming and decision-making processes in order to shape their living and working environment together with them.

There are a variety of participation opportunities for young and old.

Further information is available [here](#).

## **Complaints Office under the General Equal Treatment Act**

The Equal Opportunities Office is the complaints body under the General Equal Treatment Act. There is information and counselling on disadvantages, discrimination, professional and family difficulties. Employees and civil servants are supported in returning to work during and after raising a family. The Equal Opportunities Office's leaflets on the topics of "Single Parents", "Violence against Women", "Bullying", "Separation/Divorce", "Sexual Harassment" and "When Relatives Need Care" are available on the website of the Equal Opportunities Office.

Contact:

City of Aschaffenburg

Equal Opportunities Office

Dalbergstr. 15

63739 Aschaffenburg

Phone [06021/3301419](tel:06021/3301419)

E-mail: [gleichstellungsstelle@aschaffenburg.de](mailto:gleichstellungsstelle@aschaffenburg.de)

[Homepage of the Equal Opportunities Office](#)

## **Citizens Service – Online**

The City of Aschaffenburg offers a 24/7 online service.

### **Online appointment**

A number of services can now be used from the comfort of your own home, such as making an appointment at the Citizen Service Office.

The [appointment can be organised online](#) here.



## Online services of the Citizens' Service Bureau

Registration certificates, deeds, personalised number plates, applications for postal voting documents, residents' parking permits and much more are now part of the online services and much more are now part of the online services of the City of Aschaffenburg.

[Click here to go to the online services of the City of Aschaffenburg and the Citizens' Service Office.](#)

## Newsletter

In order to receive news, reports, event information and specialist information from the city administration, it is possible to subscribe to various free newsletters.

### The following newsletters can currently be subscribed to:

- **Newsletter of the City of Aschaffenburg:** Online registration is possible [here](#).
- **Newsletter for families:** Registration by e-mail to [familien@aschaffenburg.de](mailto:familien@aschaffenburg.de)
- **Inclusion Newsletter:** Registration by e-mail to [bildungsbuero@aschaffenburg.de](mailto:bildungsbuero@aschaffenburg.de)
- **Newsletter on new building plots and lettings:** Online registration is possible [here](#).

## Municipal calendar of events

Aschaffenburg is a lively city. Every day there are several events for very different interests and target groups.

On the [homepage of the City of Aschaffenburg](#), the municipal calendar of events provides a daily overview of events and activities.

## Municipal services

### WiFi hotspots

#### Sign up and start surfing! - free WiFi in Aschaffenburg

Stadtwerke Aschaffenburg offers free Internet access via WiFi at selected locations in the City of Aschaffenburg. After a short registration, access is available to all Stadtwerke customers, citizens and guests of the city.

Further information is available on the [Stadtwerke Aschaffenburg homepage](#).

### Public transport

Information on bus timetables can be found on the homepage of the [Verkehrsbetriebe am Bayerischen Untermain](#) or on the [homepage of the Stadtwerke Aschaffenburg](#).

The [Kulturpass](#) offers discounts on monthly tickets for adults and on day tickets for children. The discounts only apply to buses within the City of Aschaffenburg.

On all Saturdays in the year, bus travel on VAB bus lines within the city area is free of charge.

## Energy and electricity

Anyone who rents an apartment in Germany usually has to deal with the electricity provider themselves and ensure that the bill is paid. The choice of electricity provider is left to the tenant. The costs for gas are usually included in the so-called "warm rent" ("Warmmiete"), but there are exceptions.

For electricity, tenants pay an estimated amount once a month, which is also called a "Abschlag" (deduction).

Once a year, a review is conducted: How much electricity was used? If you use more electricity than you have already paid for with the instalments, you have to pay extra. If you use less, you get your money back.

In the case of electricity and gas, there is a free choice of supplier. For water, you have to use the local supplier.

You can find out more about the services offered by Stadtwerke Aschaffenburg [here](#).

## Car-sharing

In collaboration with the association "Verkehrsclub Deutschland" the Aschaffenburg municipal utilities also offer car-sharing. Registration for car-sharing takes place once for interested parties via the VCD.

A personal user card is then issued. With this, the car sharing vehicles can be opened. The key is stored in the glove compartment of the car. The booking of a vehicle is done online.

Further information is available on the [Stadtwerke homepage](#).

## The environment and waste disposal

Whether it concerns organic waste, waste paper, residual waste, scrap metal, waste glass, plastic, electronic waste – every day, a lot of waste, rubbish and recyclables accumulate in Aschaffenburg. Rubbish that cannot be disposed of in household waste is accepted by the two recycling centres in the wider Aschaffenburg region:

- Fürther Straße 13, 63743 Aschaffenburg
- Mörsiesenstraße 55, 63741 Aschaffenburg

Not all waste materials can be disposed of free of charge. Any items disposed of which are in good condition will be resold in the recycling centre shops at reasonable prices.

Further information is available on the [Stadtwerke homepage](#).

## "Fundbüro" (Lost Property Office)

### Have you lost something?

Have your keys gone missing? Lost your wallet? If you have lost something, you might be lucky and it was left in the "Fundbüro" (Lost Property Office).

In the city's Lost Property Office, all lost and found items are stored. The rightful owners can contact the Lost Property Office or search online in the virtual Lost Property Office to find out whether the item has been handed in.

Escaped animals are taken in at the Aschaffenburg animal shelter [06021/89260](tel:0602189260) or [tierinfo@tierheim-aschaffenburg.de](mailto:tierinfo@tierheim-aschaffenburg.de).

### **Have you found something?**

Lost property can be handed in at the Lost Property Office or at the information desk on the ground floor of the town hall (Citizens' Service Office [Bürgerservicebüro]).

Outside of opening hours, lost property can also be handed in with the Aschaffenburg Police (Lorbeerweg 1, Nilkheim).

More information is available on the [homepage of the Lost Property Office](#)..

The virtual Lost Property Office can be found [here](#).

Contact:

City of Aschaffenburg  
**Public Order and Road Traffic Office**  
Wermbachstr. 30  
63739 Aschaffenburg  
Phone: [06021/3301466](tel:060213301466)  
E-mail: [fundbuero@aschaffenburg.de](mailto:fundbuero@aschaffenburg.de)  
[Homepage of the Lost Property Office](#)

### **The City of Aschaffenburg as an employer**

The City of Aschaffenburg is a modern, innovative administration. The services provided by the city and its employees range from classic administrative tasks to activities in the fields of technology, construction or culture, as well as work in the social and health sectors. Only a few employers can offer this diversity.

Employees of the City of Aschaffenburg can continuously develop, take on responsibility and actively shape the future of Aschaffenburg.

[Training with the City of Aschaffenburg](#)

[Job advertisements with the City of Aschaffenburg](#)



**Contact with the city administration and the city council**

## Offices and services

To find out which department in the city's administration body is responsible for which concern and which service, there is a keyword search from A to Z on the city homepage.

[Click here to search for services from A to Z.](#)

In addition, there is a quick overview of the municipal administration in Aschaffenburg, sorted by departments. This way you can find the right contact persons, telephone numbers or addresses. In addition to the services, other important institutions in the City of Aschaffenburg are also listed in alphabetical order.

[Click here to search for services from A to Z.](#)

## Stadtrat (City Council)

The City Council consists of the Lord Mayor and 44 City Council members, each elected for a term of six years. The City Council administers the city through its resolutions. The city council members do not hold a general political mandate, i.e. they are not parliamentarians. In accordance with the principle of representative democracy, they exercise a free mandate, are bound only by their conscience and are not bound by instructions.

[Click here for more information on the Aschaffenburg City Council.](#)