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# Welcome

## Welcome to Landau

### Things to know about Landau

Landau is in the Palatinate (Pfalz) region, in the southern part of [Rhineland-Palatinate](#), between the Rhine and the Palatinate Forest. There are a few large cities in the area: Karlsruhe to the south, and Ludwigshafen and Mannheim to the north. Around 46,000 people live in Landau. There are eight city districts: Arzheim, Dammheim, Godramstein, Mörlheim, Mörzheim, Nußdorf, Queichheim and Wollmesheim. There are lots of fields and vineyards there. The people here celebrate lots of wine festivals.

Landau has a university and several schools. Our town features lots of parks, a zoo, swimming pools and other [recreational opportunities](#).

Landau is a welcoming, cosmopolitan town. People of lots of different skin colours, origins and religions live here. The Landau [Integration Concept](#) is a guide for peaceful coexistence among all people in Landau.

### City map

Are you looking for a city map? Here is a city map of Landau. The city map is free of charge. It works offline and has a navigation function.

How to get the city map: Download the app MAPS.ME. You can find the app in the Play Store on Android. It is free. This is how it works: Download a map of your federal state. [Landau](#) is located in Rhineland-Palatinate. Then, download the city map for Landau: [Download from MAPS.ME in the Play Store on Android](#).

Are you looking for a printed city map of Landau? You can find it online.



### About Integreat

This guide will support you in your everyday life. Here you will find important addresses, contact persons, and tips and tricks to help you find your way around.

The "Guide to Everyday Life" has several sections. Each section deals with a different subject: Doctors, schools, German courses,... There is also a chapter with ideas for what you can do in



your spare time. We update the information and list of recreational activities regularly. Please check the app frequently to get the latest information on events and deals.

We have tried to write the app using the simplest language possible.

You can also use this app offline. Once you have Internet access again, the app will update itself.

We hope that we can help you settle into life in Landau.

## Registration

When **German and EU citizens** move to Landau, they must register at the **Citizens' Office (Bürgerbüro)** within two weeks. Children aged 15 and over have to come along. You will need the following documents to register:

- Identity card or passport with residence permit or visa
- For children: Child's passport, child's ID card or birth certificate
- [Landlord confirmation](#)

### Address:

#### [Bürgerbüro](#)

[Marktstraße 50](#)

76829 Landau

Tel: [06341 - 13-3266](#)

### Opening times:

Monday and Wednesday, 09:30 – 16:00

Tuesday, 07:30 – 12:30

Thursday, 07:30 – 12:30 and 14:00 – 18:00

Friday, 09:00 – 12:30

Saturday, 09:00 – 11:00

**Foreigners from a non-EU country and asylum seekers** have to register with the **Immigration Office**.

#### [Ausländerbehörde](#)

[Klaus-von-Klitzing-Straße 2](#)

76829 Landau

Tel: 06341 - 13-3240

### Opening times:

Monday, 08:30 – 12:00

Tuesday, 08:30 – 12:00 and 14:00 – 16:00

Wednesday, 08:30 – 12:00

Thursday, 14:00 – 18:00

Friday, 08:30 – 12:00

Please bring all documents, proofs of identity, passports and certificates from your home country. **Important:** Please bring an interpreter if you do not speak German well yet.

If you have submitted your asylum application to the [Federal Agency for Migration \(BAMF\)](#) (first Interview), you will receive an identity card (Aufenthaltsgestattung) from the Immigration Office. You must carry your identity card with you at all times.

Do you have children? Children between the ages of 6 and 15 must go to school. You must register your children at the Bureau for Foreigners. Then register the children at school.

## Advice, help, where to go

### Immigration counselling centres for adults (ages 27+)

**Immigration counselling** at the Caritas-Zentrum Landau is available for all immigrants living in Landau and the district of Südliche Weinstraße who are older than 27.

The counselling is free of charge.

It provides support and information on the following topics:

- Arrival in Germany
- Residence law
- Bringing family members to join you
- Language courses
- Integration courses
- Education and careers
- Social welfare services
- Difficulties making contact with people / isolation
- Discrimination

#### Contact:

[Caritas-Zentrum Landau](#)

[Königstraße 39/41](#)

76829 Landau

Tel.: [06341 93550](tel:0634193550)

Email: [caritas-zentrum.landau@caritas-speyer.de](mailto:caritas-zentrum.landau@caritas-speyer.de)

There is a dedicated counselling centre for adolescents and young adults between 12 and 27 years old: [Youth immigration counselling](#).

### Youth Immigration Services (Jugendmigrationsdienste)

**Youth Immigration Services** support young immigrants aged between 12 and 27. They help them settle into life in Germany quickly and provide support on the following topics:

- Questions about general orientation
- School, education, career
- Personal questions
- Financial and legal matters

**Contact:**

[CJD Landau Jugendmigrationsdienst](#)

[Im Justus 1](#)

76829 Landau

Tel: [06341 / 9876633](#)

Email: [michael.wahrheit@cjld.de](mailto:michael.wahrheit@cjld.de)

Appointments to be made by phone

**Meeting people and getting help**

Address:

**Café Asyl e.V.**

[Karl-Sauer-Straße 8](#)

[cafeasyl.landau@gmail.com](mailto:cafeasyl.landau@gmail.com)

<https://www.facebook.com/cafeasyllandau/>



The Café Asyl association has the aim of making life easier for refugees in a new and foreign country, and supporting them with integrating into society. The services offered by Café Asyl comprise three key pillars:

**1. Individual language support and learning assistance**

By appointment

Contact: [sprachkurs@cafeasyl-landau.de](mailto:sprachkurs@cafeasyl-landau.de)

**2. Office hours**

every Monday 16:00 – 18:00

Karl-Sauer-Straße 8

**3. Bicycle workshop**

Bicycle repair

When: in summer every Friday from 10:00 – 12:00

**4. Day-to-day support**

Daily as required and by prior arrangement



**Stadtteilbüro Landau-Süd**  
Bismarckstraße 28 · 76829 Landau  
Tel. 144610 / 930062

Ökumenisches  
Sozialzentrum  
Landau e.V.



### **Stadtteilbüro Landau-Süd**

Bismarckstr. 28

Tel. 06341/93 00 62

The Stadtteilbüro Süd advises and helps residents of the Landau Sü district

- with educational issues and any problems at school
- in relationship crises and after a separation or divorce
- with debts and other financial issues
- for questions about child benefit, housing benefit, basic income support, Hartz IV, etc.

It also offers group and support services for children and young people, and opportunities to meet around the district.



**Mehr  
Generationen  
Haus**  
Landau in der Pfalz

### **Mehrgenerationenhaus Landau**

Danziger Platz 18

Tel: 06341/13-5180

The Mehrgenerationenhaus is a meeting point for all people regardless of their age, origin, gender, social or cultural background. The Mehrgenerationenhaus offers counselling and support for a range of problems in day-to-day life. It also offers a wide range of leisure activities.



### **Haus der Familie**

Kronstraße 40

Tel: 06341/985818

The Haus der Familie provides courses and meet-up events on many topics that are relevant for children and families.

## **Domestic violence within a marriage or family/sexual abuse**

### **Counselling for violence within families, stalking, sexual violence, sexual abuse and violence against children**

#### **Interventionszentrum gegen Häusliche Gewalt Südpfalz**

Nordring 15c

76829 Landau

06341 - 3819-22

info@haeusliche-gewalt-landau.de

Counselling is aimed at all adults who are affected by domestic violence and/or stalking. Most of those affected are women, but the help is also for men. Counselling is principally provided in German, but also in Turkish and Russian. Individual counselling sessions are available as well as longer-term support and accompaniment and aftercare. A moderated self-help group is held for women.

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### **Counselling and shelter for women and their children, who are affected by violence (available 24 hours):**

#### **Frauenhaus Landau (women's shelter)**

Tel: 06341 - 89626

Mobile: 0170 - 8341889

Email: frauenhaus-landau@t-online.de

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### **Counselling and women's shelter for women and girls, who are affected by violence** **Aradia Landau**

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[Moltkestr. 7](#)  
76829 Landau  
Tel: [06341 - 83437](tel:06341-83437)

Here you will receive support if you have been affected by violence, or if you would like to support a woman who is threatened by violence.

Support options include:

- Being accompanied to appointments with doctors, the police or the courts
- Referral to lawyers, therapists and clinics

Here you will find women with whom you can speak and share your experience.

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**Nationwide emergency telephone number for cases of (sexual) violence against women and children [Helpline for women experiencing violence](#)**

Tel: [0800 0116 016](tel:0800-0116-016)

The [multilingual information flyer](#) "Hilfe bei Gewalt gegen Frauen" ("Help in cases of violence against women") contains information in German, French, English, Turkish, Russian, Polish, Arabic and Farsi/Dari.

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**Counselling and support in cases of sexual abuse, violence, children in danger, separation, divorce, court proceedings and legal advice**

**[Deutscher Kinderschutzbund Landau - Südliche Weinstraße](#)**

[Nordring 31](#)

76829 Landau

Tel: 06341 - 141414

Email: [geschaeftsstelle@blauer-elefant-landau.de](mailto:geschaeftsstelle@blauer-elefant-landau.de)

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**Emergency phone number for the police**

Tel: [063412870](tel:063412870) or 110

If you require help in an acute emergency situation, notify the police. The police department is available around the clock. Once you have called the police, they will arrive immediately. They will do everything possible to help you out of your dangerous situation and protect you from violence. If you make an emergency call, please note the following: Try to stay calm and speak clearly, even if that may prove difficult in many different situations. Remember to provide **your name** and telephone number for any queries and explain **what you need help with**. Briefly describe **what has happened** so that the police on the other end of the line can roughly gauge how many police officers are needed, so that you really receive the help you need. Please note that you may only end the phone call or replace the receiver when the man or woman at the operations centre tells you to do so.

## **Support in emergencies and crisis situations**

### **General social counselling**

#### **Advice and help for people in difficult living situations:**

- In financial emergencies



- For legal issues related to social, financial and personal emergencies
- For personal problems with marriage, relationships, education and life issues, in crises and conflicts
- Mediation for financial assistance and benefits in kind

### **Caritas-Zentrum Landau**

Königstraße 39 – 41

76829 Landau

Tel: 06341 - 9355-0

### **Haus der Diakonie**

Westring 3a

76829 Landau

Tel: 06341 - 4826

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## **Support for people with a mental impairment**

### **Lebenshilfe Landau SÜW e.V.**

Albert-Schweitzer-Straße 13

76877 Offenbach

Tel: 06348 - 9832-0

E-mail: info@lebenshilfe-ld-suew.de

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## **Addiction counselling**

### **Addiction Support Unit**

Reiterstraße 19

76829 Landau

Tel: 06341 - 995267-0

Counselling centre for legal and illegal drugs as well as other addictions such as gambling addictions.

### **Aids-, Drogen- und Jugendhilfe e.V. Landau**

Weißburger Str. 2b

76829 Landau

Tel: 06341 - 88688 or 06341 - 19411

Counselling centre for young people who have questions about AIDS, need support with drug problems and/or want to talk to someone in confidence .

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## **Counselling for psychological issues**

### **Beratungsstelle für seelische Gesundheit -- sozialpsychiatrischer Dienst**

Arzheimer Straße 1

76829 Landau

Tel: 06341 - 940-606

## **Counselling Centre for Securing Housing**



The **Counselling Centre for Securing Housing** supports people who are threatened by homelessness or have lost their home. It can help you with the following topics:

- Personal questions
- Contacting landlords and benefit authorities
- Examination of recourse to short-term subsistence entitlements
- Clarification of further claims under social legislation
- Finding and securing new housing

**Contact:**

[Caritas-Zentrum Landau](#)

Königstraße 39/41

76829 Landau

Tel: [06341 / 9355135](tel:06341_9355135)

Email: [steffen.mather@caritas-speyer.de](mailto:steffen.mather@caritas-speyer.de)

Appointments to be by phone

## Counselling for people in debt

If you are in debt and do not know how to deal with your financial problems, you can find counselling and support here.

[Arbeiterwohlfahrt Landau](#)

[Karl-Sauer-Str. 8](#)

76829 Landau

Tel.: [06341 - 83613](tel:06341_83613)

**Office hours:**

Monday – Thursday, 9:00 AM – 12:00 PM and 2:00 PM – 4:00 PM

Friday, 9:00 AM – 2:00 PM

## Consumer Advice Centre

The [Consumer Advice Centre](#) (in German: Verbraucherzentrale) is an independent organisation (NGO) that works on behalf of citizens, offering them support when they experience problems with businesses. The members of staff at the Consumer Advice Centre will advise you on any questions you have, lend their support and provide you with information. The Consumer Advice Centre provides help with questions relating to

- Contracts
- Insurance
- Apartments, electricity, heating
- Money, credit

- Health, nutrition

**Contact:**

Kreisverwaltung Südliche Weinstraße

[An der Kreuzmühle 2](#)

Room 022

Tel.: [06341 / 940470](tel:06341940470)

**Consultation hours:** every Wednesday 10 am - 3 pm

**Counselling against extremism**

**Help and counselling regarding extremism**

**[Salam Advisory Centre to combat Islamic radicalisation \(Beratungsstelle Salam gegen islamistische Radikalisierung\)](#)**

Tel.: [0800 - 7252610](tel:08007252610)

Email: [salam@lsjv.rlp.de](mailto:salam@lsjv.rlp.de)

Counselling and support for:

- young people who are at risk of being radicalised for religious/Islamic reasons,
- young people who would like to distance or remove themselves from extremist tendencies,
- Relatives and friends of young people who are at risk of becoming (or have already) radicalised,
- Teachers, social workers and other professionals.

Counselling is offered in German, English and Arabic, as well as in other languages through translation. It can be anonymous upon request. It is confidential and free, and the counselling centre offers house calls anywhere in Rhineland-Palatinate to those who would like them.

**Advisory Board for Migration and Integration**

Rhineland-Palatinate has had advisory councils for migration and integration since 1994. These advisory boards are elected every five years - on a common election day throughout the state.

The Advisory Council for Migration and Integration in Landau represents the interests of people with a history of migration. People from different countries and cultures sit on the advisory board. There are eight members who are directly elected. There are also four members from the city council, who are appointed by the city council.

The advisory board helps to make politics in Landau good for all people - no matter what country they come from, what culture they have or what they believe in. It can advise politicians.

If you work on the advisory board, you can help shape politics in Landau. If you have any questions, please contact the chairman of the advisory board.

Office: Town Hall



## Beirat für Migration und Integration | Interessenvertretung von Migranten

📍 [Marktstraße 50, 76829 Landau in der Pfalz](#)

✉ [@bmi@landau.de](mailto:@bmi@landau.de)

☎ [+49 \(0\) 6341135050](tel:+49(0)6341135050)

🌐 <https://www.landau.de/Verwaltung-Politik/Stadtpol...>

The [Advisory Board for Migration and Integration](#) is a citizens' advisory board elected by people from a wide range of countries of origin. The Advisory Board for Migration and Integration aims to foster equal coexistence between people of different nationalities, cultures and religions living in Landau. The Advisory Board for Migration and Integration organises the following events:



### Volunteer support

In Germany, many people help out without getting paid for their work. This is called "volunteering". Many Landau residents help newcomers from other countries who have not yet adjusted to life in Landau. These volunteers can help you to find your bearings in your new home environment, participate in leisure and sport activities, and learn your first German language skills. If you have questions about daily life, you can ask the volunteers. They can

assist in many ways, such as helping you to understand a letter written in German, letting you know where there are cheap shopping options, or explaining how the bus system works. The volunteers can also help you with opening a bank account.

You can find more information on volunteering under ["Getting involved and volunteering"](#).

## Important offices

### Ausländerbehörde (Immigration Office)

**Address:**

[Immigration Office](#)

[Klaus-von-Klitzing-Straße 2](#)

76829 Landau

Tel: [06341 - 13-3240](#)

**Opening hours:**

Monday, 08:30 – 12:00

Tuesday, 08:30 – 12:00 and 14:00 – 16:00

Wednesday, 08:30 – 12:00

Thursday, 14:00 – 18:00

Friday, 08:30 – 12:00

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### What you can do at the Immigration Office:

- Register and deregister the residence of third-country nationals (non-EU states)
- Issuance and extensions of residence permits (Aufenthaltstitel)
- Issue and extend a temporary residence permit (Aufenthaltsgestattung) in an ongoing asylum procedure
- Application for work permits for temporary residents (Aufenthaltsgestattung) and persons with exceptional leaves to remain (Duldung)
- Invitation of foreign guests (affidavit of support), insofar as there is a visa requirement
- Leaving the country
- Naturalisation

Important: Please bring all documents, proofs of identity, passports and certificates from your home country. Please bring an interpreter if you do not speak German well yet.

You are required to carry a valid residence permit (Aufenthaltstitel), temporary residence permit (Aufenthaltsgestattung) or exceptional leave to remain (Duldung) with you at all times.

### Social Welfare Office (Sozialamt)

**Adresse:**

[Sozialamt Landau](#)  
[Friedrich-Ebert-Straße 5](#)  
76829 Landau  
Tel.: [06341 - 13-5000](tel:06341-13-5000)

**Öffnungszeiten:**

Montag: 8:30 – 12:00 Uhr  
Dienstag: 8:30 – 12:00 Uhr  
Mittwoch: 8:30 – 12:00 Uhr  
Donnerstag: 14:00 – 18:00 Uhr  
Freitag: geschlossen

Vom Sozialamt erhalten hilfsbedürftige Personen, die arbeitsunfähig sind, [Sozialhilfe](#). Alle Arbeitsfähigen (unter 65 Jahren) erhalten Hilfe zum Lebensunterhalt (ALG II bzw. Hartz IV) beim [Jobcenter](#).

Die Sozialhilfe steht nur Menschen zu, die sich nicht selbst helfen können und die sonst keine weiteren Leistungen erhalten. Zur Sozialhilfe gehören unter anderem die

- Hilfe zum Lebensunterhalt
- Grundsicherung
- Hilfen zur Gesundheit
- Eingliederungshilfe für behinderte Menschen
- Hilfe zur Pflege
- Hilfe zur Überwindung besonderer sozialer Schwierigkeiten
- Hilfe in anderen Lebenslagen

**Asylbewerberleistungen**

Beim Sozialamt erhalten Sie während des Asylverfahrens Leistungen nach dem Asylbewerberleistungsgesetz. Diese umfassen monatlich einen Geldbetrag, der die Kosten für Essen, Kleidung, Hausrat, Nachrichtenübermittlung abdeckt. Zusätzlich wird die Unterkunft bezahlt. Eine Grundeinrichtung ist vorhanden (Bett, Tisch, Stuhl, Schrank, Kochgelegenheit, Kühlschrank, Waschmaschine), Fernseher und Internetzugang nicht. Auch Geduldete erhalten Leistungen des Sozialamts.

Beim Bezug von Leistungen nach dem Asylbewerberleistungsgesetz sind Erwerbseinkommen, Bezug von Kindergeldleistungen, sonstige Einkommen und Vermögen anzugeben. Wird dies verschwiegen, werden unberechtigt erhaltene Leistungen zurück gefordert.

Wenn Sie krank sind und zum Arzt müssen, bekommen Sie im Sozialamt den Krankenschein. Weitere Informationen zu Arztbesuchen und Krankenschein bekommen Sie [hier](#).

**[Wohngeld](#)**

Haushalte, die ein geringes Einkommen haben und keine Transferleistungen wie Grundsicherung oder Leistungen aus ALG II erhalten, können beim Sozialamt Wohngeld beantragen. Das Geld ist ein Zuschuss für die Miete.

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**[Bildung und Teilhabe](#)**



Wenn Eltern Sozialhilfe, ALG II oder Wohngeld bekommen, können sie für ihre Kinder Leistungen des Pakets Bildung und Teilhabe beantragen. Kinder und Jugendliche bekommen pro Jahr 100 Euro für Schulbedarf, 10 Euro monatlich fürs Mitmachen bei Sport, Kultur und Freizeit (z.B. Musikschule oder Sportverein), einen Zuschuss für das gemeinschaftliche Mittagessen in der Schule, im Hort oder in der Kita (der Eigenanteil der Familien liegt bei 1 Euro täglich), sowie Lernförderung, wenn Schüler das Lernziel nur dadurch erreichen.

Mit Fragen zu Wohnungen wenden Sie sie bitte an das Gebäudemanagement Landau:

**Adresse:**

[Langstraße 9a](#)

76829 Landau

Tel.: [06341 - 13-8000](#)

**Jobcenter (Job Centre)**

**[Jobcenter Landau - Südliche Weinstraße](#)**

[Johannes-Kopp-Str. 2](#)

76829 Landau

Tel: [06341 - 958-840](#)

**Opening hours: Reception - Employment agency**

Monday and Tuesday, 08:00 – 12:00 and 13:00 – 16:00

Wednesday, 08:00 – 12:00

Thursday, 08:00 - 12:00 and 13:00 – 18:00

Friday, 08:00 – 12:00

**Opening hours: Benefits officer**

Monday, 08:00 – 12:00

Tuesday, closed

Wednesday, 08:00 – 12:00

Thursday, 14:00 – 18:00

Friday, closed

The Job Centre is your port of call if you find yourself unemployed and in need of assistance: it pays financial benefits, but also offers support finding work and qualifications depending on individual needs. For example, it can help to locate a language course, vocational guidance or recognition of certificates. For more information on counselling and support with entering the employment market, [click here](#).

If you have a temporary residence permit (Aufenthaltsgestattung), meaning your asylum procedure is still ongoing, then the Employment Agency (Agentur für Arbeit) is where you go for career support.

**Steps after a positive decision**

You have received a positive decision from the Federal Office for Migration and Refugees (BAMF). This means that the asylum process has come to a positive conclusion and you have been recognised as a refugee. The following steps await you:

**First personal visit**

- You will have to go to the Jobcenter during opening hours and apply for benefits there
- You will be registered as a client there
- Your background will be registered
- A consultation appointment will be arranged. Once with the Benefits Department and the Employment Service
- You will be registered as a jobseeker

## **2. Benefits department**

- The application for benefits will be submitted to the competent benefits officer with an appointment.

## **3. Employment agency**

- Obligatory integration course or confirmation of participation in an integration course.
- If you have documents about school attendance, training, references, recognition of qualifications obtained abroad etc., please bring them with you.
- Report on special skills (craftsmanship, language skills, etc.).
- Consider in advance which work area is favoured.

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

## **Employment Agency (Agentur für Arbeit)**

### **Agentur für Arbeit**

Johannes-Kopp-Str. 2

76829 Landau

Tel.: 0800 - 4555500

If your asylum procedure is still ongoing (temporary residency permit) or if you have a "Duldung" (temporary postponement of deportation), the Federal 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).

Are you recognised as a refugee? Then the [Job Centre](#) is your point of contact for counselling and placements on the job market.

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## **Child benefit (Kindergeld)**

Families with children receive child benefit. Child benefit must be requested from the [Family Fund](#) at the Employment Agency.

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

The Youth Welfare Office (Jugendamt) can help you with questions about your child.



## **Jugendamt**

**Friedrich-Ebert-Straße 3**

76829 Landau

Tel: **06341 - 13-5100**

### **Opening hours:**

Monday, Tuesday, Wednesday, 8:30 – 12:00; 14:00 – 16:00

Thursday, 08:30 – 12:00; 14:00 – 18:00

Friday, 8:30 – 12:00

### **Services and options offered by the Youth Welfare Office (Jugendamt)**

#### **Youth welfare/ help with raising children**

There are various youth welfare services and assistance, e.g. day-care centres for children, Haus der Jugend/ youth clubs, advice centres and counselling at the Youth Welfare Office (Jugendamt).

The responsibilities of youth welfare are regulated in a federal law, Sozialgesetzbuch (Social Welfare Code) VIII, the Kinder-und Jugendhilfegesetz Kinder-und Jugendhilfegesetz (KJHG; Child and Youth Welfare Act).

Parents are responsible for nurturing and raising their children.

Youth welfare supports young people in their development and helps to prevent or reduce disadvantages.

It also helps to protect children and youth from danger and to maintain or create positive living conditions for young people and their families.

#### **Jugendarbeit**

The idea here is that girls and boys can pursue their interests and meet each other in their free time.

#### **Day-care centres, nurseries, children's day care and after-school care centres**

This provides children with the opportunity to play and learn with other children, and for the parents, childcare gives them the opportunity to work.

#### **Help with raising children**

If parents cannot (or can no longer) cope with raising their children, they can go to the Youth Welfare Office and receive counselling.

Children and youth also have the right to contact the Youth Welfare Office (Jugendamt) if they have problems with their parents.

The Social Service in the Youth Welfare Office (Jugendamt) provides counselling for children, young people and parents.

The decision on what help is necessary and appropriate is discussed together with the parents and youth.

The Youth Welfare Office (Jugendamt) usually covers the costs of this assistance.

In addition to providing counselling on all issues related to parenting, the Youth Welfare Office (Jugendamt) offers counselling in the psychosocial field, in school matters, in cases of



separation and divorce, and in matters of personal care.

The Youth Welfare Office (Jugendamt) is responsible for unaccompanied minor refugees.

You can find the areas of responsibility and phone numbers [here](#).

## Residents' Office (Bürgerbüro)

### Address:

[Bürgerbüro](#)

[Marktstraße 50](#)

76829 Landau

Tel.: [06341 - 13-3266](#)

### Hours:

Monday and Wednesday, 7:30 AM – 4:00 PM

Tuesday, 7:30 AM – 12:30 PM

Thursday, 7:30 AM – 12:30 PM and 2:00 PM – 6:00 PM

Friday, 9:00 AM – 12:30 PM

Saturday, 9:00 AM – 11:00 AM

The most important responsibilities of the Residents' Office are:

- Registering residence/address
- Applying for a passport, child's passport, personal ID
- Having documents officially authenticated
- Lost and found office

## Standesamt (Registry Office)

### Address

[Standesamt](#)

[Marktstraße 50](#)

Tel: [06341 - 13-3270](#)

### Opening hours:

Monday, Tuesday, Wednesday and Friday, 08:30 – 12:00

Tuesday 14:00 - 16:00

Thursday, 14:00 – 18:00

The registry office has many responsibilities. You can get married here as well as register children when they are born.

### An overview of its responsibilities

- Certification of births and deaths
- Marriages and life partnerships
- Acceptance of church resignations

- Name changes
- Issue of documents (birth certificate, death certificate, marriage certificate)

## Asylum

### How it works

Information on the asylum process can be found on the [website of the Federal Office for Migration and Refugees](#).

You are registered in Germany. What happens next? The next steps are explained here:

#### 1. Personal application for asylum

- You can apply for asylum at the Federal Office for Migration and **Refugees (BAMF)**.
- **Important:** You can only submit your application in person, you cannot send it by post.
- You will receive the appointment and the responsible BAMF office with your proof of arrival. If you have not received an appointment, ask your accommodation manager.

#### 2. First interview appointment (asylum application)

You must report to the [Immigration Office](#) after your first appointment.

#### 3. Personal hearing

- The second interview date is the hearing itself.  
You can watch an informative film on the topic of consultation, which is currently available in 10 languages: [Preparatory film for the hearing](#). The BAMF decides on your application for asylum. After that, it will send you its decision.

##### a) The decision is negative

- If the decision is negative and you want to contest it (i.e. you do not agree), contact a lawyer immediately or go to the migration counselling service at Caritas.
- If you decide to leave voluntarily, you can get financial support for your new start in your home country.

##### b) The decision is positive, i.e. you have been recognised. What are the next steps?

**Probationary certificate or electronic residence permit (eAT):** Immediately after the BAMF notification has been delivered, it is necessary to acquire an identity document. To do this, go to the [Immigration Office](#), and then to the Social Welfare Office. You will get money from the Job Centre if you do not have a job. You need to apply for this from the Job Centre.

Here you can find [videos on the asylum process](#) in different languages.

### Benefits according to the Asylum Seekers Benefits Act

You will receive benefits from the Social Welfare Office during the asylum procedure in accordance with the Asylum Seekers Benefits Act.

These include a monthly sum of money to cover the costs of food, clothing, household goods

and communications.

Accommodation is also paid for. Basic facilities are available (bed, table, chair, cupboard, cooking facilities, refrigerator, washing machine), television and internet access are not. Persons with exceptional leave to remain also receive benefits from the Social Welfare Office.

→ When receiving benefits under the Asylbewerberleistungsgesetz (Asylum Seekers Benefits Act), income from gainful employment, receipt of child benefits, other income and assets must be stated.

If this is concealed, unjustified benefits will be reclaimed.

If you are ill and have to go to the physician, you will receive the health certificate at the Social Welfare Office. Further information on physician's visits and health certificates can be found [here](#).

If you have your own [bank account](#), your benefits will be transferred to your account.

Travel costs are usually covered by the personal allowance.

If a trip is necessary (e.g. to meet your duty to cooperate in the asylum process, trips to obtain a passport or repatriation counselling), the district will cover the travel costs for the trip (your caseworker in the benefits department will apply for this).

In this case, you must apply for the costs to be covered by the respective benefits office **before** the costs are charged.

After a waiting period of 18 months, you will usually receive what are known as **“analogue benefits”** in accordance with the Benefits for Asylum Seekers Act.

These benefits are larger than the basic benefits and are in accordance with the social welfare benefits in the twelfth book of the Social Code (SGB XII).

If the Sozialamt (Social Welfare Office) does not automatically pay these analogue benefits after 18 months, you can apply to the Social Welfare Office for conversion.

### **Guaranteed minimum pension for job seekers / unemployment benefit II**

Anyone who is recognised as a refugee or asylum seeker and has received a residence permit from the Ausländerbehörde (Immigration Office) cannot receive any further benefits under the AsylbLG.

After completing your asylum procedure, the Job Centre is responsible for securing your livelihood and finding you a job placement. Payments shall cease at the end of the month in which recognition was granted. A request must then be made in due time to the responsible [Job Centre](#)!

### **Residence status**

Everyone in Germany has an ID card. This ID helps to identify people. As an asylum seeker, you also need an ID card. This allows the authorities to recognise your status. Your status determines whether you are allowed to work or not.

The ID card contains important information, for example

- What is the person's name?
- When and where were they born?
- What citizenship do they have?
- Why and how long are they allowed to stay in Germany?
- Where are they allowed to live?
- Are they allowed to work?
- How long is the document valid?

## There are 6 different documents:

### 1. proof of arrival

Status: Asylum seeker

Background: You have told the authorities that you need asylum. The authorities have registered you in the system. However, you have not yet applied for asylum. This card is valid until you submit your application. You submit the application to the Federal Office for Migration and Refugees (BAMF).



### 2. residence permit

Status: Asylum seeker

Background: You have applied for asylum. A group of people will decide on your application. This often takes a very long time. This permit is valid until the decision is made. The Federal Office for Migration and Refugees (BAMF) decides on the asylum application. Has your application been rejected as unfounded? Then you can appeal against it. You can do this at the administrative court. You are allowed to stay in Germany until the administrative court has made a decision.

The residence permit contains conditions regarding employment, housing and spatial restrictions.

You are not allowed to work without the authorisation of the foreigners authority!



### 3. fictitious certificate

Status: Recognised refugees

Background: You have submitted an application to the foreigners authority. This application is intended to extend your right to stay. The authority then often issues a certificate. This certificate authorises you to stay. This is important because your application has not yet been processed.

The fictitious certificate does not have a passport photo.



### 4. residence permit

Status: (not only) foreigners with a positive asylum procedure (refugees, beneficiaries of subsidiary protection, deportation ban recognised in the BAMF decision)

Background: The residence permit is limited in time. It can be extended or converted into a permanent residence permit in accordance with the statutory provisions.

- Basis for permanent right of residence
- Opens up the possibility of a later permanent right of residence (settlement permit)
- Unrestricted access to the labour market without a work permit
- Responsibility for placement in employment or financial benefits: [job centre](#)



### 5. toleration

Status: Tolerated persons (=rejected asylum seekers)

Background: Negative asylum decision

A tolerated stay is a suspension of deportation and not a legal stay! It is granted if deportation is currently not possible for legal, factual, humanitarian or personal reasons.

You need a work permit from the [foreigners authority](#).



## 6. settlement permit

Status: Permanent residence permit (highest degree of permanence)

The settlement permit is the only permanent title and authorises you to take up any gainful employment.



## Bringing family members to join you

### Bringing family members to join you

Family members of those with subsidiary protection also receive asylum.

You can find more information on this at the BAMF website: [Bringing family members to join you \(BAMF\)](#)

## Family asylum

### Born in Germany:

A child who is born in Germany usually receives the same nationality as their parents. In other words, the child is not automatically given a German passport. If a child is born to parents following their application for asylum, the law offers the possibility – for the protection of children under particular requirements – for their own asylum procedure. To do so, the parents (of which at least one of them is still in the asylum process) or the Immigration Office

must inform the Bundesamt (Federal Office) of the birth. In the interest of the new-born, the asylum application is automatically considered submitted. The parents can submit particular reasons for asylum for the child.

## Return

Asylum seekers and refugees can choose to return to their home countries. If you would like to return to your home country to live there permanently, you can **leave Germany voluntarily**. There are various forms of support for this, including financial support.

You can obtain information on voluntary departure with no obligation from the Immigration Office. The Immigration Office can help you with your journey.

You can find out what to consider and what the advantages of voluntary return are in the following flyer (PDF) from the Federal Agency of Migration and Refugees.

[German](#)

[English](#)

[Albanian](#)

[Arabic](#)

[Farsi](#)

[French](#)

[Pashto](#)

[Russian](#)

[Serbian](#)

## Permanent residence

### Permanent residence

Niederlassungserlaubnis (settlement permit) according to Section 9 Aufenthaltsgesetz  
However, this basic norm is modified for certain cases of application by further norms in the Aufenthaltsgesetz (Residence Act), e.g. Section 26 Residence Act for holders of humanitarian titles.

With the Niederlassungserlaubnis (settlement permit), you can live and work in Germany without time or location limits.

### Requirements (selected):

- Legal residence in Germany for at least five years (earlier study and training times are calculated at 50 percent)
- Valid residence permit that was not issued for a temporary purpose (study) or for humanitarian reasons
- No threat to public safety (e.g. in the case of significant criminal offences)  
Proof of secure living costs and housing
- Proof of sufficient retirement planning (at least 60 months obligatory contributions or voluntary contributions to state pension insurance in Germany)



- Sufficient German language skills and a foundation knowledge of the legal and social order and living conditions in Germany – proven, as a rule, by successful participation in an integration course

or

- by means of certificates and proofs of studies for vocational training completed in Germany or other proof of language skills.

Further documents may be required in individual cases.

Further information on the requirements can be found [here](#), at the [Immigration Office responsible](#), or at an [immigration advice centre](#).

## **Permanent residence - EU as per Section 9a Aufenthaltsgesetz (Residence Act)**

The permission for permanent residence – EU (Daueraufenthalt – EU) is a permanent residence permit and offers the same rights as the Niederlassungserlaubnis (settlement permit). With the permission for permanent residence, you can live and work in Germany without time or location limits.

Furthermore, you can fundamentally also live, work or study in the countries of the European Union (with the exception of Ireland, Denmark, Great Britain), (special requirements apply for individual countries).

### **Requirements (selected):**

- Legal residence in Germany for at least five years
- Your livelihood and that of your family members is guaranteed
- Proof of secure living costs and housing
- Proof of sufficient retirement planning (at least 60 months obligatory contributions or voluntary contributions to state pension insurance in Germany)
- Sufficient German language skills and a foundation knowledge of the legal and social order and living conditions in Germany – proven, as a rule, by successful participation in an integration course. With regard to certain residence titles, however, the granting of a permit for permanent residence in the EU is excluded, e.g. in the case of a residence permit for certain humanitarian reasons or for the purpose of education. Whether a Niederlassungserlaubnis (settlement permit) or an Erlaubnis zum Daueraufenthalt – EU (permission for permanent residence) is better for you depends on your individual circumstances.

## **EU citizens, late repatriates and skilled workers**

### **EU citizens**

If you are a citizen of a member state of the EU, you can, in principle, enter Germany legally and live in Germany (Freedom of Movement Act/EU). As an EU citizen, you have access to work.

If you are coming to Germany permanently, you must register at the Residents' Registration Office (Einwohnermeldeamt) in your municipality. You will need a valid identity card or passport from your country of origin.

Remember that if you are not working, under some circumstances, you will not be entitled to social benefits in Germany for the first 5 years of your stay.

The Migrationsberatungsstellen (Immigration Counselling Centres) and the Jugendmigrationsdienst (Youth Migration Service) are also open to you.

### **Late repatriates**

After you have received your entry form in your country of origin, you may enter Germany. Upon recognition as a late repatriate, you will receive German citizenship. The decisive factor here is German ethnicity. The legal basis for the acceptance of ethnic German repatriates is the Federal Expellees Act (BVFG).

After you enter Germany, the Federal Office of Administration in Friedland will assign you a district (one in Landau, for example) and will accommodate you there if you cannot find private accommodation.

The Migrationsberatungsstellen (Immigration Counselling Centres) for adults and the Jugendmigrationsdienst (Youth Migration Service) are also open to you.

You can find further information on the [website of the Federal Office of Administration](#).

You can find a Federal Office for Migration and Refugees (BAMF) brochure in German and Russian [here](#).

### **Immigration of Skilled Workers**

The Fachkräfteeinwanderungsgesetz (Skilled Workers Immigration Act) regulates the targeted immigration of qualified skilled workers from third countries.

The aim is to enable those skilled workers to come to Germany that companies urgently need, in order to meet the significant demand for personnel. This includes individuals with a recognised university degree or with qualified vocational training (subject to prior assessment to determine the equivalence of a person's qualification).

Skilled workers from third countries need a visa to look for a job in Germany. A prerequisite for the visa is that a person's livelihood can be secured during this time. Other requirements, such as German language skills, must also be taken into account.

The Migrationsberatungsstellen (Immigration Counselling Centres) for adults and the Jugendmigrationsdienst (Youth Migration Service) are also open to you.

More information can be found here:

[Make it in Germany](#)

[Video on the recognition of foreign professional qualifications – in English](#)

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### **Accelerated procedure for skilled workers (since 01.03.20)**

Employers may apply to the competent Ausländerbehörde (Immigration Office) for an accelerated procedure for skilled workers on behalf of the foreign national who wishes to enter Germany to reside there, in accordance with Sections 16a, 16d, 18a, 18b and 18c Paragraph 3.

(currently only possible to a very limited extent due to the Coronavirus pandemic)

## Helpful websites and apps

### [Website of the Federal Agency for Migration and Refugees \(BAMF\)](#)

Information portal of the BAMF; Welcome to Germany

- [in German](#)
- [in English](#)
- [in Turkish](#)
- [in Russian](#)

[Arrival app](#): Guide for quick, all-round orientation for refugees

[Refugee Guide](#) - Guidance on German culture and customs in lots of languages

The website: [Handbook Germany](#)

Handbook Germany provides A-Z answers about life in Germany using videos and texts. It has important tips on the asylum process, housing, health, work and education, as well as kindergarten, university and much more. This website is available in [Arabic](#), [Farsi](#), [Pashto](#), [French](#), [Turkish](#), [English](#) and German.

## Emergency numbers

If you are in an emergency and need help, you can call these numbers:

Fire brigade	112
Police	110
Ambulance	112
Emergency medical services	06341 / 19292

Women's shelter in Landau	06341 / 89626 or 0170 / 834 18
Emergency number for women and girls	06341 / 83437
Child protective services	06341 / 141420
Domestic violence intervention services	06341 / 3819 - 13
Poisoning emergency number	06131 / 19240

**The emergency numbers always work, even if you have a prepaid card with no credit/money!**

Important information for an emergency call 112:

Who is calling (your name)?

Where did it happen? (address)?

What happened?

How many injured or sick people are there? What type of injuries or illnesses are there? Are they children or adults?

What type of injuries or illnesses are there?

Stay calm. Speak slowly and clearly so that it is easy to understand you. Do not end the call. The emergency service/police will end the call when all necessary information has been collected.

Important to note: Emergency numbers should only be called in a life-threatening situation, when there is no other help available. "Life-threatening" means that you are worried that a person may die if they do not get help. Emergency admittance to hospital should also only happen in life-threatening situations. You should only call an ambulance if the ill or injured person cannot be transported with their own car or by taxi.

## Addresses from A to Z

[AAW - Arbeitskreis für Aus- und Weiterbildung e.V.](#)

Im Justus 1

76829 Landau



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[Agentur für Arbeit](#)

Johannes-Kopp-Str. 2  
76829 Landau

[Aids-, Drogen und Jugendhilfe e.V. Landau](#)

Weißburger Str. 2b  
76829 Landau

[Aradia Landau](#)

Moltkestraße 7  
76829 Landau

Ärztlicher Bereitschaftsdienst

Cornichonstraße 4  
76829 Landau

[AWO - Arbeiterwohlfahrt Landau](#)

Karl-Sauer-Straße 8  
76829 Landau

[Ausländerbehörde - Amt für Recht und öffentliche Ordnung](#)

Friedrich-Ebert-Straße 5  
76829 Landau

Beratungsstelle für seelische Gesundheit - sozialpsychiatrischer Dienst

Arzheimer Straße 1  
76829 Landau

[Berufsbildende Schule Landau](#)

August-Croissant-Str. 27  
76829 Landau

[Bürgerbüro der Stadtverwaltung Landau](#)

Marktstraße 50, Altbau  
76829 Landau

[Café Asyl Landau e.V.](#)

Karl-Sauer-Straße 8  
76829 Landau

[Caritas-Zentrum Landau](#)

Königstraße 39/41  
76829 Landau

[CJD - Christliches Jugenddorfwerk Deutschlands e.V.](#)

Ostring 17-19  
76829 Landau

[Deutscher Kinderschutzbund Landau - Südliche Weinstraße](#)

Nordring 31  
76829 Landau

[Er-lebt Gemeinde Landau](#)

Marie-Curie-Straße 3



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76829 Landau

[Fachstelle Suchthilfe](#)

Reiterstraße 19

76829 Landau

Foodsharing Landau

Moltkestraße 9

76829 Landau

[Fundbüro Landau in der Pfalz](#)

Marktstraße 50

76829 Landau

[GML - Gebäudemanagement der Stadtverwaltung Landau](#)

Langstraße 9A

76829 Landau

[Handwerkskammer \(HWK\)](#)

Am Altenhof 15

67655 Kaiserlautern

[Haus am Westbahnhof](#)

An 44 Nr. 40A

76829 Landau

[Haus der Diakonie](#)

Westring 3a

76829 Landau

[Haus der Familie - Evangelische Familienbildungsstätte](#)

Kronstraße 40

76829 Landau

[Haus der Jugend](#)

Waffenstraße 5

76829 Landau

[Haus Südsterne e.V.](#)

Weissenburger Straße 30

76829 Landau

[Industrie- und Handelskammer \(IHK\)](#)

Ludwigsplatz 2-4

67059 Ludwigshafen

[Interventionszentrum gegen Häusliche Gewalt Südpfalz](#)

Nordring 15c

76829 Landau

[Jobcenter Landau - Südliche Weinstraße](#)

Johannes-Kopp-Str. 2

76829 Landau

[Jugendamt](#)

Friedrich-Ebert-Straße 3  
76829 Landau

[Kinderkleiderkammer Stadtmission](#)

Bismarckstraße 23  
76829 Landau

[Kinderladen des Kinderschutzbundes](#)

Stadtschreibergasse 4  
76829 Landau

[Kleiderkammer Deutsches Rotes Kreuz \(DRK\)](#)

Rheinstraße 34  
76829 Landau

[Klinikum Landau-Südliche Weinstraße](#)

Bodelschwinghstraße 11  
76829 Landau

[Landauer Suppenküche Terrine Landau e.V.](#)

Bismarckstraße 23  
76829 Landau

[Landauer Tafel e.V.](#)

Friedrich-Ebert-Straße 13  
76829 Landau

[Lebenshilfe Landau SÜW e.V.](#)

Albert-Schweitzer-Straße 13  
76877 Offenbach

[Mehrgenerationenhaus Landau](#)

Danziger Platz 18  
76829 Landau

[Museum für Stadtgeschichte](#)

Maximilianstraße 7  
76829 Landau

[Pfarrei Mariä Himmelfahrt Landau](#)

Marienring 4  
76829 Landau

[pro familia Landau](#)

Xylanderstr. 21  
76829 Landau

[ProfeS Gesellschaft für Bildung und Kommunikation mbH](#) - Anerkennungsberatung

Karl-Ziegler-Straße 4  
76829 Landau

[ProfeS Gesellschaft für Bildung und Kommunikation mbH](#)

Max-von-Laue-Straße 3



76829 Landau

[Ruhango Markt des Freundeskreises Ruhango - Kigoma](#)

Im Justus 4

76829 Landau

[Schulamt - Amt für Schulen, Kultur und Sport der Stadtverwaltung Landau](#)

Maximilianstraße 7

76829 Landau

[Stadtbibliothek Landau](#)

Heinrich-Heine-Platz 10

76829 Landau

[Stadtteilbüro Landau-Süd](#)

Bismarckstr. 28

76829 Landau

[Sozialamt der Stadtverwaltung Landau](#)

Friedrich-Ebert-Straße 5

76829 Landau

[Standesamt](#)

Marktstraße 50

76829 Landau

[Universität Koblenz-Landau, Campus Landau](#)

Fortstraße 7

76829 Landau

[Vinzentius-Krankenhaus](#)

Cornichonstraße 4

76829 Landau

[Volkshochschule \(VHS\) Landau e.V.](#)

Maximilianstraße 7

76829 Landau

## **Advisory Board for Migration and Integration**

Rhineland-Palatinate has had advisory councils for migration and integration since 1994. These advisory boards are elected every five years - on a common election day throughout the state.

The Advisory Council for Migration and Integration in Landau represents the interests of people with a history of migration. People from different countries and cultures sit on the advisory board. There are eight members who are directly elected. There are also four members from the city council, who are appointed by the city council.

The advisory board helps to make politics in Landau good for all people - no matter what country they come from, what culture they have or what they believe in. It can advise politicians.

If you work on the advisory board, you can help shape politics in Landau. If you have any questions, please contact the chairman of the advisory board.

Office: Town Hall

## Beirat für Migration und Integration | Interessenvertretung von Migranten

 [Marktstraße 50, 76829 Landau in der Pfalz](#)

 [@bmi@landau.de](mailto:@bmi@landau.de)

 [+49 \(0\) 6341135050](tel:+49(0)6341135050)

 <https://www.landau.de/Verwaltung-Politik/Stadtpol...>

[The Advisory Board for Migration and Integration](#) represents immigrants in politics in Landau. The Advisory Council is a citizens' advisory council elected by foreigners from a wide range of countries. The Advisory Board for Migration and Integration consists of eight directly elected members and four members of the Town Council. It promotes the interests of people of different nationalities, cultures and religions living in Landau. It has an advisory and supervisory function in political decisions.

As a member of the Advisory Council for Migration and Integration, you have the opportunity to participate in politics in Landau. If you have any questions, please contact the chairperson of the advisory board.

Offices: Town Hall

[Marktstr. 50](#)

Tel: [06341 / 13-1102](tel:06341131102)