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Important offices

Citizens' office and registry office

The [Citizens' Office](#) offers many services for the citizens of Neuss. The following are probably of particular interest to you:

- Registration and re-registration in Neuss
- Identity card matters
- Notarisations
- Applying for a certificate of good conduct
- Registration matters after the birth of your child
- Marriage matters
- Change of address on documents
- Registration certificate
- Registration information
- Death matters
- Elections and voting

You can make appointments for passport and registration matters via [this link](#). Alternatively, you can also make an appointment by telephone. Under the link you will also find the submission of a landlord's certificate. You will need this certificate from your landlord confirming that you have actually moved into the flat for registration purposes.

If you have recently moved to Neuss, you must register with the following office within two weeks:

Bürgeramt Neuss

 [Market 2, 41460 Neuss](#)

 0 [2131903 232](#)

 buergeramt@stadt.neuss.de

 [Making an appointment at the Neuss Citizens' Office](#)

 **Attention !!! Meerbusch, Jüchen, Korschenbroich, Grevenbroich and Kaarst belong to the [Rhine district of Neuss](#)**

Registry office

The registry office has several tasks:

- Notarisation of births
- Marriages
- Issuing certificates
- Notarisation of deaths

- Change of name

Births

A birth certificate is the most important document for a newborn and for you as parents. Only when your child has a birth certificate will you receive child benefit from the state and be able to apply for health insurance.

The hospital is responsible for informing the registry office of the birth of a new child. They will need the following original documents:

- Birth certificates of the parents
- Marriage certificate of the parents
- National passports of the parents

Be sure to bring these documents with you to the hospital for the birth. You will receive your documents back in the post after a few days.

 If the father or mother was not born in the EU, you must have your birth certificates and marriage certificates legalised and translated. Your child cannot be registered at the registry office before this. Sometimes it takes several months before you receive the certificates. You should therefore contact your registry office (Standesamt@stadt.neuss.de) as soon as you find out about your pregnancy. They will tell you which documents you need to apply for and where.

Marriage

If you wish to get married, you must register this in writing at the registry office. If you would like to know which documents you need for the wedding, you can enquire here.

@Standesamt@stadt.neuss.de

 [Neuss registry office](#)

Integration Office

Why a foreigners authority?

In order to live in Germany as a foreigner, you need a residence permit. You can find more information [here](#).

Do you live in Neuss and have already registered with the [Citizens' Registration Office](#)?

In order for the Integration Office of the City of Neuss to be responsible for your affairs, you must first register your place of residence at the [Citizens' Office](#).

The Integration Office

 [Markt 2, 41460 Neuss](#)

 [02131905757](tel:02131905757)

 @Migration@stadt.neuss.de

 [Website of the Neuss Integration Office](#)

Opening hours:

Monday 8:00 - 16:00
Tuesday 8:00 - 16:00
Wednesday 8:00 - 16:00
Thursday 13:00 - 18:00
Friday 8:00 a.m. - 12:30 p.m.

The **Servicepoint** is the first point of contact for most people. There you can:

arrange appointments, collect residence permits and be assigned to the right case worker.

☎ [0 2131905 757](tel:02131905757)

@m igrat@stadt.neuss.de

You can [make](#) an appointment via the [service portal of the city of Neuss](#).

The Migration Department is divided into the following areas: **General residence matters, special residence matters, naturalisation.**

Integration and granting of benefits**Counselling**

If you would like [advice](#) on recognition, further training or similar topics, please contact the Municipal Integration Management (KIM).

🌐 www.rhein-kreis-neuss.de/KIM

📍 [Neumarkt 12, 41460 Neuss](#)

@k im@stadt.neuss.de

☎ [02131905788](tel:02131905788)

School enrolment

If you would like to register your children at a school, please make an appointment for a consultation at the [Municipal Integration Centre](#).

Volunteer [interpreters/guides](#)

You can ask the Integration Office for a language guide.

Language guides help with simple counselling or information sessions.
This support is provided on a voluntary basis.

Please contact the Integration Office.

☎ [02131905753](tel:02131905753)

@ integration@stadt.neuss.de

Support from [migrant self-organisations](#)

In Neuss, there are many different organisations run by and for migrants.

These are run on a voluntary basis and are very helpful for successful integration! Ask there too.

 [Market 2, 41460 Neuss](#)
 [Integration portal](#)

Benefits under the Asylum Seekers Benefits Act (draft MMI)

Some people receive special support when they apply for asylum. The benefits are regulated by a law. It is called the Asylum Seekers Benefits Act. In short: AsylbLG. The law stipulates what kind of assistance people can receive during their asylum procedure or other legal proceedings.

This assistance includes, for example

A place to sleep
food
clothing
Money for personal items

Who can receive benefits?

These people can receive benefits:

Asylum seekers
Persons with tolerated stay
Persons with foreign citizenship who have to leave the country

How do you get the benefits?

You must submit an application. You submit the application to the [Integration Office](#).

Do you have any questions? Then please contact the [responsible case officer](#). The specialists will be happy to help you!

Employment Agency

The Federal Employment Agency is responsible for everything to do with employment. If you are looking for a job, need help choosing a career in Germany, need your qualifications recognised or similar, the Employment Agency is your point of contact. In some cases, the employment agency will also cover the costs of job application training, a skills assessment (what can I do and how much is this in demand from employers?) or the provision of professional skills (including language courses). Talk to your responsible case worker about this.

The Employment Agency is responsible for you in the following cases:

- If your [asylum procedure](#) is still ongoing (Aufenthaltsgestattung)
- If you have a tolerated stay permit

- If you have been recognised and have been employed for at least one year subject to social insurance contributions.

Federal Employment Agency (Neuss)

 [Marienstr. 24, 41462 Neuss](#)

 Neuss@arbeitsagentur.de

 [08004555500](tel:08004555500)

 [021614049900](tel:021614049900)

 <https://www.arbeitsagentur.de/vor-ort/moenchengla...>

Job centre

If you have residence status and are unemployed or your salary is insufficient, the [job centre](#) will help you:

It will support you financially and help you find work. It will enable you to take part in a language course, arrange career counselling or have certificates recognised.

Job Centre Rhein-Kreis-Neuss

 [Karl-Arnold-Straße 20, 41462 Neuss](#)

 [0213112400](tel:0213112400)

 [job centre](#)

 If you have a **residence permit** or a **tolerated stay permit**, the employment agency is responsible for finding you a job and possible qualifications. During this time, your contact for applying for financial benefits is the [AsylbLG benefits](#) department.

Social welfare office

The **social welfare office** is responsible for providing social assistance. This includes the following benefits:

Basic security in old age and in the event of reduced earning capacity

Care assistance

Assistance 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 will advise and support you in all matters relating to these topics.

The social welfare office will ask you about your financial circumstances. You will therefore have to show whether you have any valuables such as jewellery or money. You will sign a number of documents and declarations. Please bring all your papers with you. All persons who are registered on your residence permit must accompany you to the appointment.

You will also receive the cheque for your living expenses here. You can exchange the cheque for cash (euros) at the bank. Please note that this money must last until your next appointment with

the social welfare office (approx. 1 month). You will not receive any money until your next appointment with the Social Welfare Office.

Social welfare office Neuss

📍 [Promenadenstr. 43-45, 41460 Neuss](#) (Entrance 8)

📍 [Neuss Social Welfare Office](#)

✉️ soziales@stadt.neuss.de

☎️ [02131905001](tel:02131905001)

Youth welfare office

The Youth [Welfare Office](#) supports parents and other guardians in bringing up children and young people. Anyone can contact the Youth Welfare Office free of charge, including children and young people if they have problems. Don't worry: the discussions are treated confidentially.

Responsibilities of the Youth Welfare Office:

- Supporting young people in their individual and social development
- Counselling and support for parents in parenting issues
- Protection of children and young people
- Positive living conditions for young people and families
- Prevention and reduction of disadvantages

When your child is born, the youth welfare office will contact you after a few weeks to make a home visit and introduce themselves. You will then receive a whole folder of information and offers for your child and your family. You must register your child at the [registry office](#) in the first few days after the birth if possible. You can find more information [here](#).

The Youth Welfare Office is also responsible for unaccompanied foreign minors. It works together with various organisations that offer accommodation and care and assume guardianship for the young people.

Youth Welfare Office Neuss

📍 [Michaelstr. 50, 41460 Neuss](#)

📍 [Youth Welfare Office Neuss](#)

☎️ [0 2131905 101](tel:02131905101)

✉️ jugend@stadt.neuss.de