

Table of Contents

Living	2
Waste separation and deposits (Pfand)	2
Energy and the environment	3
Broadcast licence fees	3
Housing search	4
Renting an apartment	5
Rental contract (Mietvertrag) and security deposit (Kaution)	5
Cost absorption by the Job Centre and housing benefit	6
In Your Own Home	7
House regulations, household waste separation and saving energy	7
Internet, TV and Radio Licencing Fee (GEZ)	9

Living

Waste separation and deposits (Pfand)

Rubbish belongs in a rubbish bin.

Rubbish must not be thrown on the floor or out of the window.

Waste separation is good for nature.

What goes in which bin?

In the district of Neustadt a. d. Waldnaab you have to separate the waste:

Paper, glass, plastic, organic waste, residual waste

The rubbish goes into different bins:

- Residual waste -> black bin (Residual waste is: Nappies, handkerchiefs, cooked Essensreste...)
- Paper -> blue bin
- Plastic, light packaging -> yellow bag
- Organic waste -> brown bin
- Glass -> Collection containers at designated locations in the municipalities
- Tinplate, cans -> Collection containers at designated places in the municipalities
- old clothes -> Collection containers at designated places in the municipalities
- Problem waste -> Collection twice a year; more information can be found [here](#).
- Bulky waste -> Collection twice a year; further information can be found [here](#).

You can find more information on waste separation [here](#).

You can find a video about waste separation [here](#).

The respective bins are emptied regularly.

To do this, you must place the bin by the road.

You can find out when which bin is emptied [here](#).

If you need a new roll of "yellow bags", stick a note with the inscription "Neue Gelbe Säcke, bitte" to one of the full bags when you collect it.

If you live in shared accommodation, you will find the collection dates of the rubbish collection on the information board of your accommodation.

What do I need to know about "Pfand"?

In Germany, there is something called "Pfandpflicht" for certain drinks packaging.

When you buy plastic bottles, glass bottles or drinks cans in a supermarket, you pay a few extra cents.

If you take them back to a collection point for empty bottles and cans in a supermarket (usually a machine), you can get this money back. This is called "Pfand".

There are two different types of these specific bottles:

Disposable bottles (which are recycled) have a square symbol with a can and a bottle, and an arrow wrapped around them. This is the Deutsche Pfand-System GmbH company logo. You will

get 25 cents back for each bottle or can with this symbol.

Reusable bottles (which are washed and refilled) will either have no symbol at all, a “blue angel” or the word “Mehrweg(-Flasche)”, “Leihflasche” or “Pfandflasche”. You will get 15 cents back for each reusable bottle. You will get 8 cents back for each beer bottle.

💡 This “Pfand” system does not apply to drinks cartons.

Energy and the environment

You need gas and electricity for your home. They provide power for the various devices you use. You probably use electricity or gas for cooking. Your washing machine also needs electricity. And so does your phone. Some devices use more power than others. So when you buy a new device, you should always check its energy consumption. Lots of devices use power even when in standby mode, even though they are basically switched off. The best way to stop this is a power strip than can be switched off. All you have to do is flick one switch, and multiple devices are disconnected.

Many homes are heated using gas. You will often pay your supplier for this monthly in advance. Then they recalculate your usage once a year. Sometimes you will have to pay more. Sometimes you will get some money back. If electricity and gas are expensive, it’s a good idea to save money each month. That means you have enough money if you need to pay more later on.

💡 If you use energy sparingly, you save money. It’s also good for the environment. Find out [here](#) how to heat and ventilate your home correctly and save energy.

The main place you need water is in the bathroom. But you also need it in the kitchen, for cooking and washing up. It’s a very good idea to save water. It means you pay less for water, sewage and energy for heating the water.

💡 Tips for saving water: Install a low-flow showerhead. Shower rather than having a bath. Repair any leaking taps. Install a button in your toilet to stop flushing.

More tips and useful information can be found at the [Consumer Advice Centre \(Verbraucherzentrale\)](#).

Buying new devices

When buying new devices, always check the energy label. This will show how efficient the new device is. A wide range of products have an energy label. This includes lights, washing machines, TVs and heaters. Energy efficiency classes and information about product characteristics, such as power and water consumption or volume, make it simple to compare different devices. Energy-efficient devices can save you hundreds of euros a year.

💡 There is an app for the energy label. It can help you compare energy information for selected products. The app also tells you how to use the products efficiently. The app is available in German and English from the [Google Play Store](#) and the [Apple App Store](#).

Broadcast licence fees

Independent news reporting is very important.
Germany has independent radio, television and online services.
These are provided by ARD, ZDF and Deutschlandradio. They report in a way that is free from economic and political influences.
For this, all people pay money together. This is called a license fee.

According to the law: In Germany, a broadcast licence fee must be paid for each flat.
However, only one person in each home has to pay the broadcast licence fee.
It costs €18.36 per month. The money must be paid to the Fee Services department of ARD, ZDF and Deutschlandradio.
See the following [information sheet](#) for more information.
It is available in [simple language](#) here.
Or visit the [broadcast licence fee website](#). This website is available in multiple languages.

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

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

Housing search

Unfortunately, it sometimes takes several months to find a suitable flat in the district of Neustadt a. d. Waldnaab.
It is important to be patient when things are not going as well as you hoped.

As soon as you have a residence permit, you are generally obliged to move out of the shared or decentralised accommodation.
You will need to find your own place to live.
If you don't have a job and thus aren't earning money, the Job Centre will pay your rent.

💡 Important: There are restrictions if the Job Centre is paying for your accommodation (size of the living space, upper rent limit). In the case of non-recognised refugees who have an exit permit (Auszugserlaubnis), the Social Welfare Office (Sozialamt) is responsible.

💡 Important: Once you have found an apartment, you should not sign the lease immediately. The Job Centre or the Social Welfare Office (depending on who is responsible for you) must definitely check and approve the tenancy agreement before it is concluded.
This requires a precise breakdown of the cost of the accommodation.

You will be supported by our apartment guide when looking for an apartment.

Frau Ulla Roscher-Geuss
📍 WoFA – Wohnungslotsin Diakonie Weiden
Sebastianstraße 18 , 92637 Weiden

☎ [+49 \(0\) 9613893124](tel:+49(0)9613893124)

☎ [+49 \(0\) 15161669508](tel:+49(0)15161669508)

@wohnungslotsin@diakonie-weiden.de

You can find housing offers for example:

- in the "Neuer Tag", the regional daily newspaper
- on the Internet with various real estate providers -> [immo.onetz](#), [immoscout](#), ...

You can also contact local housing associations:

 [District housing association Neustadt a. d. Waldnaab](#)

Knorrstraße 1
92660 Neustadt

 [+49 \(0\) 9602917000](#)

Renting an apartment

Rental contract (Mietvertrag) and security deposit (Kaution)

Rental contract

The amount of rent you pay is agreed in the rental contract.

If the tenant signs the contract, he also agrees to the rental payment.

The rent consists of the base rent, additional costs (refuse collection, operating costs) and heating costs.

The contract stipulates when the rent will be paid.

If the rent is increasingly not paid on time, this can lead to termination of the lease contract.

You need to read the lease carefully.

If you do not understand everything, ask somebody who can help you.

The lease contract is very important.

Once the contract is signed, it cannot be cancelled so quickly!

The contract must include the following points:

- Name and address of the landlord
- Address of the rental object
- Living space in m²
- Number of rooms
- Amount of the net base rent
- Agreed amount of operational costs
- Amount of heating costs
- Total rent

- Amount of damage deposit

If you agree with what the lease says, then sign the contract.

Deposit

The damage deposit is a security for the landlord.

The amount of the security deposit is a maximum of three months' basic rent.

When you move out of the property, you will get the money back, provided that you have not caused any damage.

Cost absorption by the Job Centre and housing benefit

Cost absorption by the Job Centre

If you are unemployed and receive benefits from the Job Centre, the Job Centre pays the rent (basic rent incl. service charges and heating costs).

However, only if you are in need of help and the rent is reasonable (not too high).

Each Job Centre sets its own upper rent limit, which can sometimes even vary within the same area of responsibility. Rent upper limit means: The Job Centre sets a maximum amount for the rent.

If your rent is more expensive, you have to pay the rest yourself.

Here you can find more information on the rent cap in the district of Neustadt an der Waldnaab and the city of Weiden.

[Information sheet on removals](#)

What do you need to know?

💡 Important: If you have found a flat and the rent is paid by the Job Centre, you must not sign the tenancy agreement straight away.

- It is essential that the Job Centre checks and approves the appropriateness of the rent (accommodation costs) before concluding the tenancy agreement.
- The Job Centre's decision on the appropriateness and acceptance of the deposit is communicated in a written rent confirmation.
- It is important that a tenancy agreement or at least a rental offer with all minimum information about the flat is already available.
- It is important to note that the tenancy agreement must already be signed by the landlord, but not by the tenant.

Deposit

The Job Centre can grant the deposit on a loan basis upon application.

On a loan basis means: They are lent the money and have to pay it back.

As a rule, this is unproblematic and is granted for reasonable accommodation costs.

The deposit is usually paid directly to the landlord by the Job Centre.

The repayment of the loan to the Job Centre is automatically deducted from the monthly standard benefits (usually a maximum of five per cent per borrower) and retained.

Initial equipment

If you receive benefits from the Job Centre, you have the possibility to apply for initial equipment for furniture and furnishings.

You will be paid a lump sum depending on the number of persons, the size of the flat and the equipment required.

The initial equipment includes furniture, mattresses and, if not available in the flat, a cooker, sink, refrigerator and washing machine.

It is important that the **application** is made **before the furniture is purchased** .

You can buy cheap and used furniture at [Werkhof](#) , for example.

Attention: It may take a while before the money is paid out!

In addition, the Job Centre has the right (and uses this right) to assess the flat in order to check the need for the initial equipment.

If it is discovered that, for example, furniture is already available that has not been demonstrably borrowed (in writing!), there is no further entitlement to initial furnishing for these items.

Info for refugees

When you move out of shared accommodation, you are **not** allowed to take the furniture of the accommodation with you.

If you then need furniture, you can apply to the Job Centre for initial furnishings.

Housing benefit

Do you and your dependants living in the household earn little money?

Under certain conditions, you are entitled to housing benefit at .

If you receive money from the state for you and your family (e.g. citizen's allowance), you usually do not need to apply for housing benefit.

You can find more information on housing benefit here:

[Housing benefit](#)

In Your Own Home

House regulations, household waste separation and saving energy

House regulations

The cohabitation of many or more people in one house requires mutual consideration and tolerance.

The landlord has the option of defining certain rules for the coexistence of tenants in a block of flats.

These will then be laid down in the Hausordnung, or 'house rules'.

The main contents will be:

- Quiet times/noise
- Waste disposal
- Use of common areas
- Ventilation

Waste separation

Waste must be disposed of in the designated bin.

There are different bins for plastic, paper and cardboard, fruit and vegetables (organic waste) and other waste.

Please adhere to [waste separation](#), as much of the waste is reused and it is an important part of environmental protection.

- What goes in which waste bin?
- When are the waste bins emptied?
- Where is there a recycling point?

You can find information under [waste management](#). You can also use the [WasteApp](#).

If you have any further questions, please contact the waste advisory service of the district of Neustadt an der Waldnaab.

 [09602793530](tel:09602793530)

Saving energy through ventilation and proper heating

Make sure you ventilate regularly (open the window fully for five minutes at least three times a day) and heat properly.

This prevents mould from forming and saves energy.

You can find detailed information and helpful tips here in: [German](#), [English](#), [Russian](#), [Arabic](#)

How and where can energy be saved?

Saving energy means achieving the desired "performance" with less end energy (electrical power, combustibles and fuels).

But it also means simply doing without something for once.

We can save energy everywhere: in the household, in industry and commerce and in transport.

This will pay off sooner or later through the energy costs saved.

This brings double benefits: for the environment and for the wallet.

In this checklist you will learn how to use as little electricity and hot water as possible and thus save money.

To prevent mould from forming in your home, it is important to heat and ventilate properly.

The checklist is available in [German](#), [English](#), [Arabic](#), [Kurdish](#) and [Dari](#).

Internet, TV and Radio Licencing Fee (GEZ)

Internet and TV

Providers can be freely selected here.

It is important to note that the minimum contract duration is usually 24 months.

Termination is only possible in special cases.

Broadcasting fee (GEZ) - compulsory

Independent news reporting is very important.

Germany has independent radio, television and online services.

These are provided by ARD, ZDF and Deutschlandradio.

They report in a way that is free from economic and political influences.

For this, all people pay money together. This is called a license fee.

According to the law: In Germany, a broadcast licence fee must be paid for each flat.

However, only one person in each home has to pay the broadcast licence fee.

It costs €18.36 per month.

The money must be paid to the Fee Services department of ARD, ZDF and Deutschlandradio.

More information (also in other languages) is available here: [Broadcasting fee](#)

Some people can be exempted from this payment.

For example, if you receive benefits under the Asylum Seekers Benefits Act or other social benefits.

An application must be submitted for exemption from the broadcasting fee.

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