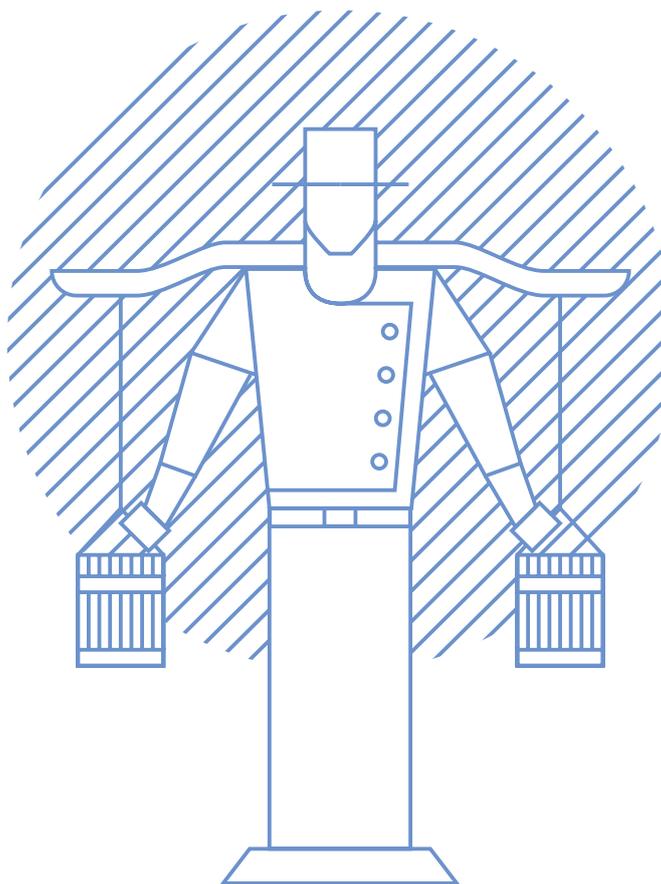
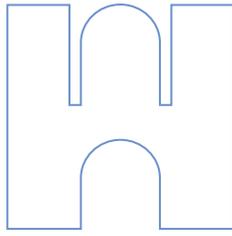




# INFOMAPPE FÜR DIE WOHNUNGSSUCHE IN HAMBURG

**ENGLISH**





Moin moin, and welcome to Hamburg! We hope that you will settle in well, meet new people and find friends. To feel at home in Hamburg you will surely want to find your own apartment.

Maybe you have already started searching, maybe you're just about to start. As soon as you are allowed to, do go ahead and start looking! Finding an apartment or a room in Hamburg can be a long and difficult process. Don't let this discourage you.

We created this information pack to help you with the individual steps to finding an apartment or your own room. You will come to realise that there are lots of different things to consider, so try and get as much input as possible: ask your friends and acquaintances, information centres, the 'Fachstelle für Wohnungsnotfälle' or the social workers in your accommodation for help on specific questions and obstacles. We at "Die Insel Hilft e.V." are happy to support you at our regular 'Sprechstunde'. Feel free to contact us with your concrete questions and problems.

We would like this information pack to help as many people as possible find adequate housing in Hamburg. Please share it with anyone who might find it useful.

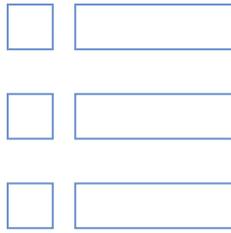
**Content:** Gesa Alexander, Katrin Heine, Twyla Michnevich, Dawid Noch, Milan Röhrich

**Design:** Morten Bredehöft

**Logo:** Katinka Krieger; kriegerart.com

We wish you good luck on your search for a new home!

This information pack has been compiled by us volunteers to the best of our knowledge. As details are subject to change, we advise you to double check our sources for updates. You can find the respective links at the bottom of each page. All information is accurate to the best of our knowledge, without guarantee.



## TABLE OF CONTENTS

### **Preparation**

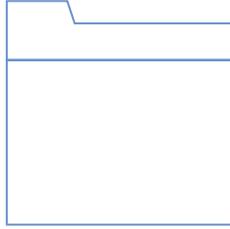
1. Application Portfolio for Viewing Apartments **Page 4**
2. Upper Limits for Rent and Apartment **Page 5**
3. Documentation of Search for an Apartment **Page 6**
4. 'SCHUFA-Auskunft' Application Form **Page 8**

### **Search for an apartment**

5. Diagram: How and Where to Search for an Apartment **Page 9**
6. Housing Cooperatives and Housing Associations **Page 10**
7. Housing Cooperatives and Housing Associations in Hamburg (List) **Page 11-15**
8. SAGA Application Form **Page 16**
9. WGs/ Wohngemeinschaften **Page 17**
10. Wohnbrücke **Page 18**
11. Realtors **Page 19**

### **Support**

12. Tenants' Associations **Page 20**
13. Glossary **Page 20-23**
14. Die Insel Hilft e.V. - Contact Information **Page 24**



## APPLICATION PORTFOLIO FOR VIEWING APARTMENTS

### 1. CHECKLIST FOR VIEWING APARTMENTS

#### Must be included:

- Photocopy of identification card
- Photocopy of proof of income (salary slip and/ or 'Bescheid' from the Jobcenter or Sozialamt)
- Photocopy of confirmation of urgency ('Dringlichkeitsbestätigung')
- Photocopy of SCHUFA-Auskunft

#### Can be included if available:

- Completed application form for tenancy ('Mietinteressentenbogen')
- Photocopy of proof of German language course
- Photocopy of letter of recommendation from current accommodation or legal guardian ('Betreuer\_in')

## 2. UPPER LIMITS FOR RENT AND APARTMENT SIZE WHEN CLAIMING BENEFITS

For all persons claiming benefits in Hamburg (i.e., receiving money monthly from the Jobcenter or Sozialamt) the following upper limits apply for rent and apartment size:

Please find the household size that applies, depending on how many people in total will live in the apartment. The gross rent and apartment size refer to the maximum values allowed. The gross rent consists of the net rent in addition to the 'kalte Betriebskosten'. The full amount of water and heating costs only are assumed by the Jobcenter, regardless of the gross rent. After viewing an apartment, please present the paper detailing the apartment specifications available at the viewing appointment to the Jobcenter or Sozialamt. Please ask for a written confirmation that they will cover the costs of the rent and the deposit ('Kautiön'). You must provide the institution or person offering the apartment with this confirmation as quickly as possible. Without this confirmation, you may not sign a rental contract.

Household size	I. Gross rent regular	II. Gross rent + 15%	III. Gross rent + 30%	Apartment size
1 Person	463,50 €	533,03 €	602,55 €	50 m <sup>2</sup>
2 People	556,20 €	639,63 €	723,06 €	60 m <sup>2</sup>
3 People	681,75 €	784,01 €	886,28 €	75 m <sup>2</sup>
4 People	772,65 €	888,55 €	1004,45 €	85 m <sup>2</sup>
5 People	987,46 €	1135,58 €	1283,70 €	97 m <sup>2</sup>
6 People	1109,62 €	1276,06 €	1442,51 €	109 m <sup>2</sup>
For each additional person	+ 122,16 €			m <sup>2</sup>

### I. Bruttokaltmiete ('Bruttokaltmiete') regulär

For all persons claiming benefits in Hamburg (i.e., receiving money monthly from the Jobcenter or Sozialamt) the following upper limits apply for rent and apartment size:

### II. Gross rent ('Bruttokaltmiete') + 15%

If you are currently living in refugee housing ('Flüchtlingsunterkunft'), then as you are without a private home ('Wohnungslos') your rent may exceed the respective upper limit by 15%:

### III. Bruttokaltmiete + 30%

If you have been searching for an apartment unsuccessfully for at least six months, your rent may exceed the respective upper limit by up to 30%. However, the unsuccessful search must be carefully documented, with at least two attempts per week within the timespan of six months.

These may include:

- Formal invitation from tenant or landlord to a viewing appointment ('Wohnungsbesichtigung')
- Confirmation of application for a housing cooperative such as SAGA GWG or other housing providers
- Proof of contact via telephone and/or in person with a person/organisation renting out an apartment
- Proof of attendance at an open viewing appointment

In order to document these attempts you may use the template provided (see pp.6-7).

Source: Fachanweisung zu § 22 SGB II

<http://www.hamburg.de/basfi/fa-sgbii-kap03-22/4269084/fa-sgbii-22-kdu/>

<http://www.hamburg.de/basfi/ah-sgbii-kap03-22/8006916/ah-sgbii-22-sgbxii-35/>

Accessed: 19.01.2017

### 3. DOCUMENTATION OF SEARCH FOR AN APARTMENT

To prove your search for an apartment was unsuccessful, it must be carefully documented. You must document at least two attempts per week. This may include contacts via telephone or in person, as well as viewing appointments. You are welcome to use this template for documentation.

It is essential that you receive written confirmation from the Jobcenter and/or Fachstelle für Wohnungsnotfälle that they will cover the costs of the rent before you sign a tenancy contract. You may use the template below to file your request:

Sehr geehrte Damen und Herren,

hiermit beantrage ich die Übernahme der Kosten für Unterkunft und Heizung für die vorgelegte Wohnung. Gemäß der Fachanweisung zu § 22 SGB II, Punkt 3.1.2. habe ich die sechs Monate andauernde, vergebliche Wohnungssuche dokumentiert (siehe Anhang), woraus sich die über dem Höchstwert liegende Miete ergibt. Ich bitte Sie um die Erstellung einer Mietübernahmeerklärung.

Mit freundlichen Grüßen \_\_\_\_\_

#### CONTACTED VIA TELEPHONE/ IN PERSON:

Person/ organisation	Address/ Branch	Date	Time	Name of person contacted/ staff member	Result/ purpose of call
<b>Example</b> SAGA GWG	Geschäftsstelle Wilhelmsburg, Krieterstraße 18, 21109 Hamburg	02.09.2016	10 a.m.	Fr. Müller	I asked if there are any open offers for an apartment, but was told none are available

### 3. DOCUMENTATION OF SEARCH FOR AN APARTMENT

#### VIEWING APPOINTMENTS

Name and address of organisation/ address of apartment	Name of person contacted/ staff member	Date	Time	Result
<b>Excmple</b> Erlerring 1, 21109 Hamburg	Fr. Müller	02.09.2016	10:00	Absage



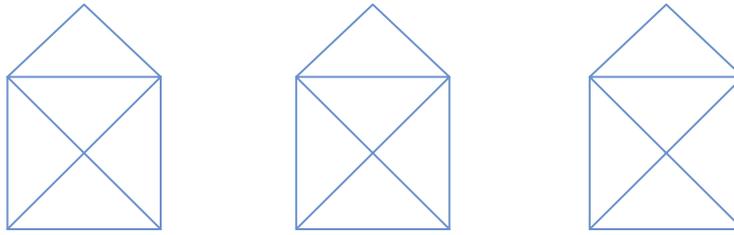


# WOHNUNGSSUCHE

## 5. WHERE AND HOW CAN YOU SEARCH FOR AN APARTMENT?

	<b>Online real estate portals:</b> immobilienscout24.de, immonet.de, immowelt.de, immobilienmarkt.de
	<b>On websites listing apartments for rent from private persons:</b> ebay-kleinanzeigen.de, wohnungsboerse.de
	<b>With the help of programs designed specifically for refugees:</b> wohnbruecke.de, fluechtlinge-willkommen.de
	<b>By registering with housing cooperatives:</b> Page 10
	<b>Housing associations:</b> saga.hamburg vonovia.de
	<b>Flatsharing websites:</b> wg-gesucht.de, wg-suche.de, studenten-wg.de, wohngemeinschaft.de, wghamburg.net
	<b>By commissioning a realtor:</b> Page 19

Note: the sources and websites listed here are a selection.  
**There are many more!**



## 6. HOUSING COOPERATIVES AND HOUSING ASSOCIATIONS

**Housing cooperatives** rent out apartments.

If you want to rent a specific apartment from a cooperative, you must become a member by buying shares. The amount of shares you must buy depends upon the size of the apartment.

The Jobcenter and Sozialamt offers loans to cover the price of the shares. You must pay off the loan in monthly instalments. For this purpose, a maximum of 10% of the money you receive from the Jobcenter or Sozialamt every month is automatically withheld.

In order to qualify, you must apply for the loan from the Jobcenter before you sign the tenancy contract. When you move out of the apartment, the cooperative refunds the costs of the shares. Should your loan for the shares not be paid off by the time you move out, the Jobcenter receives the amount it is still owed. If the cooperative makes a profit during your time as a member, they will pay you a certain fraction of the profit every year.

Some housing cooperatives reserve a certain quota of apartments as social housing, for persons holding a 'Wohnungsberechtigungsschein' (see table on the following page). Please make sure you closely follow the instructions given in the table if you are looking to find an apartment through a housing cooperative.

On the following pages all housing cooperatives in Hamburg are listed detailing their address, opening hours as well as instructions for registration. Please consult the list if you would like to find an apartment through a housing cooperative. Below the list of housing cooperatives you can find further information, including address and instructions for registration. On page 16 you will find SAGA's application form.

**Housing associations** are commercial firms that rent out affordable apartments. In contrast to housing cooperatives, you are not required to purchase shares. Instead, when moving in you make a deposit ('Kaution') which may not exceed three times the net rent. The Jobcenter or Sozialamt may make the deposit for you, provided you apply before signing the tenancy contract.

The two largest housing associations in Hamburg are SAGA and Vonovia.

## 7. HOUSING COOPERATIVES AND HOUSING ASSOCIATIONS IN HAMBURG, PAGE 1/6

Here is a list of all housing cooperatives in Hamburg, detailing addresses, opening hours and instructions for registration.

Housing Cooperative	Registration	Updates on Available Apartment
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**Allgemeine Deutsche Schiffszimmerer Genossenschaft eG**

Fuhlsbüttler Straße 672  
22337 Hamburg  
Tel.: 040 638000

Only in person during office hours:  
Mo. - Wed.: 07.30 - 16.30  
Thurs.: 07.30 - 18.00  
Fr.: 07.30 - 12.00

Sent via post

**Comment:**

*It is essential to specify your interest in both privately financed living space AND social housing (this will be integrated into one application)*

**Altonaer Spar- und Bauverein eG**

Max-Brauer-Allee 69  
22765 Hamburg  
Tel.: 040 3890100

Online or in person during office hours:  
Mo. - Wed.: 07.30 - 16.30  
Thurs.: 07.30 - 18.00  
Fr.: 07.30 - 12.00

Sent via email

**Baugenossenschaft Dennerstraße-Selbsthilfe eG**

Hufnerstraße 28  
22083 Hamburg  
Tel.: 040 2020030

Only in person during office hours:  
Wed.: 09.00 - 12.00 / 13.00 - 18.00

Sent via email/post

**Baugenossenschaft der Buchdrucker eG**

Steilshooper Straße 94  
22305 Hamburg  
Tel.: 040 6970810

Registration by completing a questionnaire, either online or in person during office hours:  
Mo., Wed. & Thurs.: 09.00 - 16.00  
Tues.: 09.00 - 17.00

Sent via email/post

**Baugenossenschaft dhu eG**

Buchsbaumweg 10a  
22299 Hamburg-Winterhude  
Tel.: 040 5149430

Application via telephone for a specific apartment, listed online under 'Mietangebote'

Via telephone (if an appointment for viewing the apartment hasn't already been made)

**Baugenossenschaft Finkenwerder-Hoffnung eG**

Uhlenhoffweg 1a  
21129 Hamburg  
Tel.: 040 31186600

Application via telephone for a specific apartment, listed online under 'Vermietung > Wohnungsangebote'

**Comment:**

*An application form is filled out at the viewing appointment, including all the relevant contact details*

## 7. HOUSING COOPERATIVES AND HOUSING ASSOCIATIONS IN HAMBURG, PAGE 2/6

### Housing Cooperative

### Registration

### Updates on Available Apartment

**Baugenossenschaft FLU-  
WOG-NORDMARK eG**

Wiesendamm 9  
22305 Hamburg-Barmbek  
Tel.: 040 5310910

Online or in person during office hours:  
Tues. & Thurs.: 08.00 - 18.00

Everything via email:  
1st response: confirmation of registration (for 6 months)  
2nd response: Should a suitable apartment become available during these 6 months, you will be contacted again

**Comment:**

*It is essential to complete 2 application forms (one with and one without the 'Dringlichkeitsbestätigung') JUST BEFORE the 6 months are up, you need to call to update your registration*

**Baugenossenschaft freier  
Gewerkschafter eG**

Willy-Brandt-Straße 67  
20457 Hamburg  
Tel.: 040 2111000

Online or in person during office hours:  
Mo. - Thurs.: 09.00 - 17.00

Sent via email/post

**Baugenossenschaft Fuhlsbüttel eG**

Sengelmannstraße 185  
22335 Hamburg  
Tel.: 040 595333

Online application for a specific apartment listed on their website. There will be an appointment for viewing the apartment, which should be attended if you are interested. If the apartment meets your expectations then the next step will be to fill out the application form provided at the viewing appointment

Werden per E-Mail zugeschickt

**Comment:**

*After completing the application form, a meeting at one of the branches will follow. To this you must bring: 2 copies of your passport/ID card, and a salary slip for the last 3 months*

**Baugenossenschaft Hamburger  
Wohnen eG**

Försterweg 46  
22525 Hamburg  
Tel.: 040 5400060

Only in person during office hours:  
Tues.: 8.00 - 18.00  
Wed. & Thurs.: 8.00 - 16.30

Sent via email/post

**Comment:**

*Large pets unwanted, and a positive 'SCHUFA' is necessary*

**Baugenossenschaft KOLPING eG**

Eulenkamp 18  
22049 Hamburg  
Tel.: 040 689486040

Application via telephone for a specific apartment, listed online under 'Freie Wohnungen'

Sent via email/post

**Bauverein der Elbgemeinden eG**

Heidrehmen 1  
22589 Hamburg  
Tel.: 040 244220

Online or in person during office hours:  
Mo. - Wed.: 8.00 - 15.00  
Thurs.: 10.00 - 18.00

Werden per Post zugeschickt

**Comment:**

*It is essential to complete 2 application forms (one with and one without the 'Dringlichkeitsbestätigung')*

## 7. HOUSING COOPERATIVES AND HOUSING ASSOCIATIONS IN HAMBURG, PAGE 3/6

Housing Cooperative	Registration	Updates on Available Apartment
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**Bauverein Reiherstieg eG**  
Georg-Wilhelm-Straße 127a  
21107 Hamburg  
Tel.: 040 7524890

Online application for a specific apartment, listed on the website under 'Wohnungsangebote'

Sent via email

**Eisenbahnbauverein Harburg eG**  
Rosentreppe 1a  
21079 Hamburg  
Tel.: 040 764040

Online application for a specific apartment, listed on the website under 'Wohnungsangebote'. In addition, it is possible to opt for a search agent (computerised filter). This must be updated every 6 months

Sent via email

**Gartenstadt Hamburg eG**  
Wohnungsgenossenschaft  
Bernner Allee 31 a  
22159 Hamburg  
Tel.: 040 6441060

Only in person during office hours:  
Wed.: 15.00 - 18.00

Sent via post

**Comment:**

*It is essential to specify your interest in both privately financed living space AND social housing, for which a 'Wohnungsberechtigungsschein' (this will be integrated into one application)*

**HARABAU Hamburg-Rahlstedter Baugenossenschaft eG**  
Bargtheider Straße 99  
22143 Hamburg  
Tel.: 040 6736090

Online application for a specific apartment, listed on the website under 'Wohnungsangebote'

An appointment for viewing the apartment will be arranged directly, either per telephone or sent via email

**Comment:**

*If you receive unemployment benefits ('ALG II') you may only apply for social housing, not privately financed living space*

**Hamburger Lehrer-Baugenossenschaft eG**  
Lokstedter Steindamm 74a  
22529 Hamburg  
Tel.: 040 5600780

Online application for a specific apartment, listed on the website under 'Wohnungsangebote'

Sent via email

**HANSA Baugenossenschaft eG**  
Lämmersieth 49  
22305 Hamburg  
Tel.: 040 69201110

Online or in person during office hours:  
Tues.: 9.00 - 18.00  
Thurs.: 9.00 - 12.00

Sent via email

**Comment:**

*If the application is filled out online then it is necessary to call 1-2 days later, confirming the information. If this isn't done the application will not be completed*

## 7. HOUSING COOPERATIVES AND HOUSING ASSOCIATIONS IN HAMBURG, PAGE 4/6

### Housing Cooperative

### Registration

### Updates on Available Apartment

**Hanseatische Baugenossenschaft Hamburg eG**

Lämmersieth 9  
22305 Hamburg  
Tel.: 040 299090

Application form must be filled out online ('Interessentenbogen')

Sent via post

**Comment:**

It could be a disadvantage having a 'Dringlichkeitsbestätigung', so it is absolutely necessary to specifically state your interest for both: privately financed living space AND social housing (this will be integrated into one application)

**mgf Gartenstadt Farmsen Mieter- und Wohnungsbaugenossenschaft eG**

Bramfelder Weg 35  
22159 Hamburg  
Tel.: 040 6455720

Only in person during office hours:  
Tues.: 9.30 - 12.00  
Thurs.: 14.30 - 19.30

Sent via email/post

**Comment:**

*Unbedingt spezifisch angeben, dass Interesse für frei finanzierte Wohnungen UND öffentlich geförderten Wohnraum besteht (wird dann in eine Bewerbung integriert)*

**Mietergenossenschaft Falkenried- Terrassen eG**

Falkenried 34g  
20251 Hamburg  
Tel.: 040 4205421

Only in person during office hours:  
Mo., Wed. & Fr.: 10.00 - 12.00  
Wed.: 18.00 - 19.00

Sent via email

**Vereinigte Hamburger Wohnungsbaugenossenschaft eG**

Hohenfelder Allee 2  
22087 Hamburg  
Tel.: 040 2515120

Application form must be filled out online ('Interessentenbogen')

Sent via email

**Comment:**

It is essential to specify your interest in both privately financed living space AND social housing (this will be integrated into one application)

**Walddörfer Wohnungsbaugenossenschaft eG**

Volksdorfer Damm 188  
22344 Hamburg  
Tel.: 040 6044760

Online application for a specific apartment listed on their website under 'Freie Wohnungen'. There will be an appointment for viewing the apartment, which should be attended if you are interested. If the apartment meets your expectations then the next step will be to fill out the application form provided at the viewing appointment

Sent via email/post

**Wohnungsbaugenossenschaft Gartenstadt Wandsbek eG**

Gartenstadtweg 81  
22049 Hamburg  
Tel.: 040 6969590

Online application for a specific apartment, listed on the website under 'Wohnungen > freie Wohnungen'

Sent via email/post

## 7. HOUSING COOPERATIVES AND HOUSING ASSOCIATIONS IN HAMBURG, PAGE 5/6

### Housing Cooperative

### Registration

### Updates on Available Apartment

**Wohnungsbaugenossen-  
schaft "Süderelbe" eG**

Kleinfeld 86  
21149 Hamburg  
Tel.: 040 7020520

Only in person during  
office hours:  
Mo. - Thurs.: 09.00 - 12.00  
Mo. & Tues.: 14.00 - 16.00  
Thurs.: 14.00 - 18.00

Sent via email/post

**Comment:**

The registration must be updated every 3 months, preferably via telephone integrated into one application)

**Wohnungsbaugenossenschaft  
Gartenstadt Wandsbek eG**

Gartenstadtweg 81  
22049 Hamburg  
Tel.: 040 6969590

Online-Bewerbung auf eine spezifische  
Wohnung, welche unter 'Wohnungen > freie  
Wohnungen' aufgelistet wird

Werden per E-Mail/  
Post zugeschickt

**Wohnungsbaugenossenschaft  
KAIFU-NORDLAND eG**

Sophienallee 33  
20257 Hamburg  
Tel.: 040 4317020

Online application for a specific  
apartment, listed on the website under  
'Vermietung > Wohnungsangebote'

Sent via email/post

**Wohnungsgenossenschaft Ham-  
burg-Wandsbek von 1897 eG**

Gladowstraße 20  
22041 Hamburg  
Tel.: 040 6828770

Only in person during office hours:  
Mo.: 07.30 - 12.00 / 13.00 - 18.00  
Tues. - Thurs.: 07.30 - 12.00 / 13.00 - 16.00  
Fr.: 07.30 - 12.00

Sent via email

**Comment:**

*It is essential to specify your interest in both privately financed living space AND social housing (this will be integrated into one application)*

**Wohnungsgenossenschaft  
von 1904 e.G.**

Landwehr 34  
22087 Hamburg  
Tel.: 040 4230080

Only in person during office hours:  
Mo. - Thurs.: 08.00 - 17.00  
Fr.: 08.00 - 12.00

Sent via email/post

**Wohnungsverein Hamburg von 1902 eG**

Angerstraße 3  
22087 Hamburg  
Tel.: 040 2519270

Application form must  
be filled out online  
(‘Interessentenbogen’)

Sent via post

**Comment:**

*It is essential to specify your interest in both privately financed living space AND social housing (this will be integrated into one application)*

## 7. HOUSING COOPERATIVES AND HOUSING ASSOCIATIONS IN HAMBURG, PAGE 6/6

### Housing Associations

### Registration

### Updates on Available Apartment

#### **SAGA Unternehmensgruppe**

Poppenhusenstraße 2  
22305 Hamburg  
Tel.: 040 42666 0  
kontakt@saga.hamburg  
<https://www.saga.hamburg/>

Online, per telephone or in person (opening hours depend on the branch, see comments)

You will be asked to fill out the application form ('Mietinteressentenbogen', provided on the next page) at every apartment you wish to apply for

Sent via email/post

#### **Comment:**

*Please find the location and opening hours of the branch responsible for your district online.*

*It is essential to specify your interest in both privately financed living space AND social housing. A copy of your 'Wohnberechtigungsschein' must be provided during registration*

#### **Vonovia**

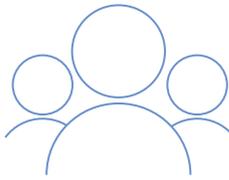
Mittelstraße 10C  
22851 Norderstedt  
Tel.: 0234 414 700 000 (Deutsch,  
Englisch und Türkisch)  
0234 414 700 017 (Arabisch)  
<https://www.vonovia.de/>

Online application for a specific apartment, listed on the website under 'Zuhause finden > Hamburg'

**Tip:** call the office in the first week of every month to ask whether there are any suitable offers

Sent via email/post

If there is a suitable apartment available the details will be discussed on the phone



## 9. WG'S / WOHNGEMEINSCHAFTEN

A **Wohngemeinschaften (WGs)** is a shared accommodation with other people, who are usually unrelated. Each person has their own room, however bathroom, toilet and kitchen are shared. In Germany, most young adults, students, trainees and some older individuals choose to live in a WG.

In most WGs there is a casual, friendly atmosphere, with people sometimes cooking together and supporting one another in daily life.

A different type of WG, the so-called 'Zweck-WG', is more anonymous, with people sharing an apartment mainly for the purpose of lowering rent costs.

If you would like to move into a WG, you may search for vacancies online. Several websites list offers for free WG rooms, for which you can apply. If you have friends or relatives with whom you would like to live, you can also rent an apartment together and form a new WG. Occupancy is usually limited to one person per bedroom.

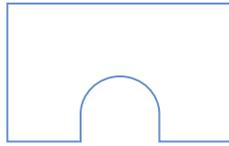
*There is a website specifically devoted to finding WGs for refugees, it is called [www.fluechtlinge-willkommen.de](http://www.fluechtlinge-willkommen.de). Other websites that list WG offers are: [www.wg-gesucht.de](http://www.wg-gesucht.de), [www.studenten-wg.de](http://www.studenten-wg.de), [www.wohngemeinschaft.de](http://www.wohngemeinschaft.de).*

When applying for a WG room, it is advisable to write a short passage about yourself. This will increase your chance of being invited to visit the WG and meet its members. In this text you could write about your interests, hobbies, education, home country, eating habits (Vegetarian? Vegan? Halal?) and your expectations of living in a WG.

Below is a template which you could use to apply for a WG room. You can write in either English or German.

Hello, my name is \_\_\_\_\_. I would like to apply for the WG room you have listed. The earliest date I could move in on is \_\_\_\_\_ .  
I come from \_\_\_\_\_ and have been living in Hamburg since \_\_\_\_\_ .  
I speak \_\_\_\_\_ .  
I am \_\_\_\_\_ years old. My job/ my occupation is \_\_\_\_\_ .  
My hobbies are \_\_\_\_\_ .  
I would be very happy if I could visit you and your apartment in person.  
Kind regards, \_\_\_\_\_

**Note:** If you live in a typical WG, you and the other inhabitants will usually not be related or financially co-dependent ('Bedarfsgemeinschaft'). This is important if you receive unemployment benefits II (money from the Jobcenter or Sozialamt, for example 'ALG II'), as you will probably receive more money than if you were member of a 'Bedarfsgemeinschaft'.



## 10. WOHNBRÜCKE

The **'Wohnbrücke'** is an organisation created specifically to support refugees in Hamburg in finding an apartment.

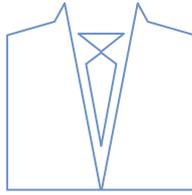
The idea is that refugees trying to find an apartment are paired up with local supporters (individuals), so-called 'Wohnungslotse'. Your 'Wohnungslotse' will accompany you for an extended period while you find an apartment and make yourself at home. Therefore, you and your 'Wohnungslotse' must sign up as a pair at the 'Wohnbrücke'.

To become a 'Wohnungslotse' one must take part in a three-hour training course covering important aspects of tenancy law and other tools for finding an apartment. Your 'Wohnungslotse' is there to support you during your search as well as after you have signed a rental contract, functioning as a link between you and your landlord\_lady. In addition, the 'Wohnbrücke' is there to offer you and your 'Wohnungslotse' guidance and resources.

After you and your 'Wohnungslotse' have successfully signed up at the 'Wohnbrücke' you will have a meeting with a member of their staff to discuss the conditions of the arrangement, your expectations, and any other questions. In order to increase your chances of finding an apartment, we would like to suggest that you be open about your demands and expectations. Should the 'Wohnbrücke' find a suitable apartment for you they will suggest it to you. You will then have the opportunity to visit the apartment with your 'Wohnungslotse' and hopefully, should you like the apartment, sign the tenancy contract.

The 'Wohnbrücke' only provides whole apartments – that means no WG's – and the tenancy contracts always run for an indefinite period.

*You can find further information and register at: <http://www.wohnbruecke.de/>*



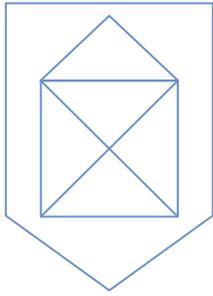
## 11. REALTORS

You may search for an apartment with the help of a **realtor**. Either the person looking for an apartment, or the owner who wants to let the apartment can commission a realtor. Whoever commissions the realtor must pay the fee ('Provision'/'Courtage'). If you commission a realtor it is best draw up a written contract agreement, stating that you will be charged a fee as soon as the realtor has found a suitable apartment for you. You must be careful when commissioning a realtor, as they may ask you to pay for

***Note: this fee is only due after you have signed the tenancy contract, never before. It may not exceed the sum of 2 months rent plus 19% VAT (value added tax).***

services they have not (yet) delivered. Therefore, keep in mind the following tips:

- In Germany, anyone can call themselves a 'realtor' ('Makler\_in'). Try to find a realtor that has formal qualification and bears the title 'Immobilienkaufmann' or 'Immobilienfachwirt'. This means that the realtor has done vocational training and exams on the subject.
- Verbal contracts with realtors are legally valid, but we advise you to make the contract in writing. This way, you have better proof of the agreed terms, and misunderstandings are easier to avoid. The contract should state exactly how high the fee is, and when it is due.
- A good realtor will not rush or pressure you to sign the rental contract so that they can receive their fee. Remember: only pay the realtor after signing the contract.
- The realtor may only charge you for successfully finding an apartment, and not for traveling costs or viewing appointments, unless this is explicitly stated in the contract.
- Realtors may not demand a fee if they are simultaneously the owner, manager or janitor of the apartment.
- The Jobcenter and Sozialamt does not pay for realtors. You must pay the fee yourself.



# HILFESTELLUNG

## 12. MIETER\_INNENVEREINE IN HAMBURG

Below you can find a list of tenants associations in Hamburg. Tenants associations represent the interests of their members and offer information and tips on all areas of tenancy law. If you have a conflict with your landlord\_lady, tenants associations are a good source of professional advice. The Jobcenter and Sozialamt may cover the cost of the membership fee. Please apply for this before you register.

Landesverband hamburgischer  
Mieterschutz e.V.

Schillerstraße 47-49  
22767 Hamburg-Altona  
(direkt am Bahnhof Altona)

### Contact Details

Tel.: 040 39 53 15  
Fax: 040 3 90 69 92  
E-Mail: [info@mieterschutz-hamburg.de](mailto:info@mieterschutz-hamburg.de)  
[www.mieterschutz-hamburg.de](http://www.mieterschutz-hamburg.de)

### Opening Hours

Mo, Tues, Wed: 15.30 to 19.00

### Fees

Yearly Membership: 48.00 €  
Admission fee: 8.00 €

Interessenverband  
Mieterschutz e.V.

Fuhlsbüttler Str. 108  
22305 Hamburg  
(S-Bahn Barmbek)

### Contact Details

Tel: 040 690 74 73  
Fax: 040 690 36 63  
Email: [hamburg@iv-mieterschutz.de](mailto:hamburg@iv-mieterschutz.de)  
[www.iv-mieterschutz.de/](http://www.iv-mieterschutz.de/)

### Fees

Yearly Membership: 49.50 €  
Legal expenses insurance  
for tenancy law: 65.45 €

Mieterverein zu Hamburg von  
1890 r. V.

Beim Strohhouse 20  
20097 Hamburg  
(bei den U- und S-Bahnstationen Berliner Tor)

### Contact Details

Tel: 040 8 79 79 0  
Fax: 040 8 79 79 110  
E-Mail: [info@mieterverein-hamburg.de](mailto:info@mieterverein-hamburg.de)  
[www.mieterverein-hamburg.de](http://www.mieterverein-hamburg.de)  
Tenants-Support (Mieter-Telefon):  
040 8 79 79345

### Opening Hours

Mon-Fri: 8.30 to 18.00 Uhr  
Sa: 10.00 to 16.00 Uhr

### Anrufszeiten

Mon-Thurs: 10.00 to 17.00  
Fri-Sat: 10.00 to 14.00

### Fees

75,00 € jährlicher Mitgliedsbeitrag  
15,00 € Aufnahmegebühr

Even if you are not a member you can call and receive general information on tenancy policies.

Mieter helfen Mietern ·  
Hamburger Mieterverein e.V.

### Contact Details

Information centers: [www.mhmhamburg.de/mhm-beratungsstellen.html](http://www.mhmhamburg.de/mhm-beratungsstellen.html)

### Fees

Yearly membership: 65.00 €  
Legal expenses insurance (optional): 29.00 €  
no admission fee

## GLOSSAR

<b>Antrag auf Bestätigung der Kostenübernahme</b>	After viewing an apartment, please present the paper detailing the apartment specifications available at the viewing appointment to the Jobcenter or Sozialamt. Please ask for a written confirmation that they will cover the costs of the rent and the deposit ('Kautions'). You must provide the institution or person offering the apartment with this confirmation as quickly as possible. Without this confirmation, you may not sign a rental contract.
<b>Arbeitslosengeld I</b>	<i>see Leistungen nach SGB III</i>
<b>Arbeitslosengeld II</b>	<i>see Leistungen nach SGB II</i>
<b>Ausstattung</b>	The furnishing of an apartment. For example, this describes the style of windows, how the bathroom is furnished, or how the kitchen is equipped. Well-furnished apartments are usually more expensive.
<b>Befristeter Mietvertrag</b>	A fixed-term tenancy contract, which means that you are usually required to move out when the contract expires. Normally, tenancy contracts are made for an indefinite period, ending only after an active and specific termination.
<b>Betriebskosten</b>	These are the costs which must be paid to the landlord_lady in addition to the net rent. Together they make up the total rent (Gesamtmiete). They include the costs for house cleaning (entrance and hallway), garbage disposal, the janitor, water (hot and cold), and heating. Sometimes the costs for heating and hot water are NOT included in the Nebenkosten, but listed separately. Never included in the Nebenkosten are the costs for electricity (Stromkosten), telephone and internet, or the Rundfunkbeitrag.
<b>bezugsfertig ab</b>	= <i>Bezugstermin</i>
<b>Bezugstermin</b>	The date on which you can move into the apartment. This is usually the date on which the contract commences.
<b>Bruttokaltmiete</b>	The gross rent, made up of the Nettokaltmiete and the Betriebskosten, excluding the cost of water and heating.
<b>Courtage</b>	= <i>Maklercourtage</i>
<b>Dringlichkeitsbestätigung</b>	Some apartments in Hamburg are reserved for people who are in great need, for example people who are living in emergency accommodation. As proof you must provide a confirmation of urgency (Dringlichkeitsbestätigung). This is only issued upon request by departments for housing emergencies. Note: a Dringlichkeitsbestätigung is not to be mistaken with a 'Dringlichkeitschein'.
<b>Einkommensnachweis</b>	Proof of income, stating your monthly income either through employment or by other means. It may be in the form of a salary slip or statement re. unemployment benefit II (ALG II) from the Jobcenter. You are required to provide proof of income when applying for an apartment.
<b>Einverständniserklärung zur Einholung von Auskünften bei der SCHUFA</b>	<i>see SCHUFA</i>
<b>Genossenschaft</b>	Housing cooperatives offer apartments for rent. A housing cooperative is made up of a collection of individuals, with the aim of providing their members with an apartment. To become a member you must buy shares (this happens automatically when renting an apartment through a housing cooperative) (see p.10).
<b>Genossenschaftsanteile</b>	Shares of a housing cooperative. These are bought when moving into an apartment offered by a housing cooperative. In buying them, one becomes a member of the housing cooperative and earns voting rights. The Jobcenter offers loans to cover the cost of the shares. The amount of shares you are required to buy varies depending on the housing cooperative and the size of the apartment (see p.10).

<b>Gesamtmiete</b>	The total rent (sometimes called Bruttomiete) is made up of the net rent (Nettokaltemiete) plus all of the Nebenkosten (cold Nebenkosten and the cost of water and heating).
<b>GEZ</b>	= <i>Rundfunkbeitrag</i>
<b>Haftpflichtversicherung</b>	A liability insurance. This is one of the most important insurances. It covers the cost of accidental damage to the property of third parties. This insurance would cover the following cases, amongst others: if you or one of your children cause accidental damage to the house or grounds, or if accidental flooding or fire in your apartment causes damage to your neighbors' apartments.
<b>Hauptmieter_in</b>	The main tenant(s) who are listed in the tenancy contract with the landlord_lady or housing corporation, and are therefore responsible for the apartment.
<b>Hausordnung</b>	The house rules, that all tenants of an apartment building must comply with. For example, these determine any safety regulations and so-called 'Ruhezeiten' (during which tenants are asked to keep quiet). These rules will either be part of the tenancy contract, or else be hung in the hallway.
<b>Hausratsversicherung</b>	A homeowner's insurance covering the cost of damage to your apartment, furniture or technical devices by water, fire, etc.
<b>Heizkosten</b>	Heating costs for central heating and warm water. These are independent of the tenancy contract and are paid directly to the heating firm (which you may choose).
<b>Kaltemiete</b>	= <i>Nettokaltemiete</i>
<b>Kaution</b>	A financial deposit due to the landlord_lady or housing corporation when moving into an apartment. By law, the amount may not exceed triple the Nettokaltemiete. The Jobcenter can provide a loan to cover the cost. The deposit is a security for the landlord_lady in the eventuality that the rent is not paid, or should there be damage to the apartment at the end of the tenancy. If no such damage exists, the deposit is refunded to the tenant or Jobcenter.
<b>Kündigung</b>	Termination of the tenancy contract by the landlord_lady or tenant. In consequence of the termination, the tenant must move out. Tenants may terminate the contract with a period of notice (Kündigungsfrist), without having to give specific reasons. The landlord_lady must give specific reasons, and give a period of notice of at least three months. In exceptional cases, the landlord_lady may terminate the tenancy immediately, without a period of notice.
<b>Kündigungsfrist</b>	Period of notice. This determines the length of time between termination of tenancy contract and the date of moving out. Typically, the period of notice is three months for the landlord_lady.
<b>Leistungen nach Asylbewerberleistungsgesetz (AsylbLG)</b>	The money (benefits) received through the Grundsicherungs- und Sozialamt.
<b>Leistungen nach SGB II</b>	The money (benefits) received through the Jobcenter, such as unemployment benefit II ('Arbeitslosengeld II' or 'ALG II', also referred to as 'Hartz 4').
<b>Leistungen nach SGB III</b>	The money (benefits) received through the employment agency ('Arbeitsagentur'), such as the unemployment benefit I ('Arbeitslosengeld I' or 'ALG I').
<b>Leistungen nach SGB XII</b>	The money (benefits) received through the Grundsicherungs- und Sozialamt.
<b>Makler_in</b>	A realtor. You may commission a realtor to help you search for an apartment. The realtor receives a commission fee (Maklercourtage) (see p.20).
<b>Maklercourtage</b>	A commission fee received by realtors for successfully finding an apartment for a tenant. The maximum amount of the commission fee may not exceed double the Nettokaltemiete plus VAT (Mehrwertsteuer). The fee must only be paid once the realtor has successfully found an apartment to the liking of the tenant, never before (see p.20).
<b>Maklerprovision</b>	= <i>Maklercourtage</i>

<b>Mehrwertsteuer (MwSt)</b>	<i>Value Added Tax (VAT) on consumer items, which is 19% in Germany.</i>
<b>Miete kalt</b>	= <i>Nettokaltniete</i>
<b>Miete warm</b>	= <i>Gesamtmiete</i>
<b>Mieter_in</b>	The tenant.
<b>Mieter_innenverein</b>	Tenants associations represent the interests of their members and offer information and tips on all areas of tenancy law. If you have a conflict with your landlord_lady, tenants associations are a good source of professional advice. The Jobcenter or Grundsicherungs- und Sozialamt may cover the cost of the membership fee. Please apply for this before you register (see p.21).
<b>Mieter_innenschutzbund</b>	= <i>Mieter_innenverein</i>
<b>Mietübernahmebestätigung</b>	= <i>Zustimmung des Jobcenters bzw. Grundsicherungs- und Sozialamt zur Übernahme der Mietkosten</i>
<b>Mietvertrag</b>	The tenancy contract. This is a contract between the landlord_lady or housing corporation and the tenant. Herein are stated: the monthly rent, Nebenkosten, size and furnishing of the apartment, rights and responsibilities of the tenant, and regulations for terminating the tenancy.
<b>Möbliert</b>	Including furniture (in a room or apartment). A room or apartment that is furnished is usually only available for subletting (Zwischenmiete).
<b>Nebenkosten</b>	<i>see Betriebskosten</i>
<b>Nettokaltniete</b>	The net rent. This only covers the use of the apartment, and is exclusive of Nebenkosten, operating costs (Betriebskosten), heating costs (Heizkosten) and electricity costs (Stromkosten).
<b>Private Vermieter_innen</b>	Individuals (not corporations) renting out apartments they own in which they themselves do not live.
<b>Provision</b>	= <i>Maklercourtage</i>
<b>Rundfunkbeitrag</b>	A compulsory broadcasting fee to be paid for by every household for the use of the public broadcasting services (T.V. and radio) If you receive unemployment benefits II (Leistungen nach SGB II) you may apply for exemption from this fee. To do so, you must complete an application via the following website: <a href="http://www.rundfunkbeitrag.de/buergerinnen_und_buerger/formulare/befreiung_oder_ermaessigung_beantragen/index_ger.html">www.rundfunkbeitrag.de/buergerinnen_und_buerger/formulare/befreiung_oder_ermaessigung_beantragen/index_ger.html</a>
<b>SAGA</b>	The SAGA GWG is the municipal housing corporation in Hamburg, which rents out a large number of apartments (see p.16).
<b>SCHUFA</b>	The SCHUFA is a private company which keeps credit records of private individuals in Germany. It creates a score that describes your creditworthiness. The score may be requested by companies and landlords_ladies, with whom you want to enter into a contract. When signing a tenancy agreement, you will often be asked to sign a paper enabling the landlord_lady to gain access to your SCHUFA record (Einverständniserklärung zur Einholung von Auskünften bei der SCHUFA). You may be required to request the SCHUFA-Auskunft yourself (see form, p.8).
<b>Stromkosten</b>	Electricity costs, not included in the total rent (Gesamtmiete) nor Nebenkosten, and are not paid for by the Jobcenter or Sozialamt. Exceptions to this are electricity costs for flow heaters and night storage heaters ('Nachtspeicherheizung'). You may choose the provider.
<b>Telefonkosten/ Internetanschluss</b>	The costs for telephone and internet. These are not included in the total rent (Gesamtmiete), and you may choose the provider.

<b>Untermiete</b>	Subletting means to rent an apartment or room from the main tenant of an apartment, who in turn is renting it from the landlord_lady. This means that you have no tenancy contract with the landlord_lady, only with the main tenant. However, the landlord_lady must be informed and approve of the subletting. You may either sublet (an) individual room(s) for a fixed term or indefinitely, or the entire apartment for a fixed term.
<b>Verfügbar ab</b>	= Bezugstermin
<b>Vermieter_in/ Vermietung</b>	The person/ corporation providing the apartment and collecting the rent.
<b>Warmmiete</b>	= <i>Gesamtmiete</i>
<b>WG</b>	= <i>Wohngemeinschaft</i>
<b>Wohnberechtigungsschein</b>	Specific social housing apartments in Hamburg are reserved for people with a low income. The rent for these apartments is comparably low. To apply for these apartments, your eligibility must be confirmed through a paper, the so-called Wohnberechtigungsschein (Dringlichkeitsbestätigung or '§5-Schein'). To obtain this, you must file an application at your district authority ('Bezirksamt').
<b>Wohnbrücke</b>	An organisation created specifically to support refugees in Hamburg in finding an apartment. The idea is that refugees trying to find an apartment are paired up with local supporters (individuals), so-called 'Wohnungslotsen' (see p.18).
<b>Wohngemeinschaft</b>	Shared accommodation with other people, usually unrelated. Each person has their own room, however bathroom, toilet and kitchen are shared (see p.17).
<b>Wohnungsangebot</b>	An offer to view a specific apartment and apply for it if you are interested. Usually more than one person will receive such an offer for each apartment.
<b>Wohnungsbesichtigung</b>	The viewing appointment for an apartment you are interested in. Here, you may view the apartment and ask questions. Usually, other parties interested in the apartment will also be present. If you would like to rent the apartment you may be asked to fill out an application form with your contact details.
<b>Wohnungsübernahme</b>	Before you move into an apartment, there is an appointment at which the apartment is formally handed over ('Wohnungsübernahme'). Here, you will view the apartment together with the landlord_lady who will explain details about the apartment, the cellar and attic (if included), and hand over the keys. It is very important that the condition of the apartment, including any pre-existing damage, is documented in writing and including photos.
<b>Wohnungsunternehmen</b>	Housing Associations are commercial firms that rent out affordable apartments (see p.6).
<b>Zustimmung des Jobcenters bzw. Grundsicherungs- und Sozialamt zur Übernahme der Mietkosten</b>	If you receive benefits from the Jobcenter or 'Grundsicherungs- und Sozialamt' and want to move into a new apartment, then you must ask the responsible authority (either Jobcenter or 'Grundsicherungs- und Sozialamt') before signing the contract whether they will cover the costs for the rent. You can check whether an apartment fulfills the formal criteria of size and rent independently (see §2).
<b>Zwischenmiete</b>	A fixed-term subletting agreement for a room or apartment in which the starting and ending date of tenancy are pre-arranged. Such rooms/apartments are commonly already furnished (möbliert).



**DIE INSEL HILFT e.V.**

Erlerring 1  
21109 Hamburg

**Telefon**

040 35 62 86 67

**Webseite**

[fluechtlingshilfe.org](http://fluechtlingshilfe.org)

**E-Mail**

[sprechstunde@inselhilfe.org](mailto:sprechstunde@inselhilfe.org)