

Arriving in Denkendorf

How to get along in Germany as an asylum seeker

This guide has been compiled by members of the "Denkendorfer Betreuungskreis Flüchtlinge" (Denkendorf Care Circle for Refugees or DBF). It provides useful information for your everyday life in Germany. It is based on the leaflet "Arriving in Germany" with kind permission of its publishers the "Freundeskreis Asyl Ostfildern e.V." www.fk-asyl-ostfildern.de

1st edition January 2016



Denkendorfer
Betreuungskreis
Flüchtlinge

Contents

1. Community housing	4
1.1. House rules	
1.2. Overnight guests	
1.3. Peace at night	
1.4. Fire protection	
1.5. Kitchens	
1.6. Toilets	
1.7. Dealing with borrowed objects	
1.8. Notice board	5
2. Responsibility for the community housing	5
3. Volunteers from the Denkendorf Care Circle for Refugees	5
3.1. Language lessons	
3.2. Leisure activities	6
3.3. Bicycles	
3.4. Other donations	
3.5. Volunteer guidance	
3.6. Public library	7
4. Buses and trains	7
4.1. Tickets	
4.2. Traveling to Stuttgart (VVS)	8
4.3. Traveling to Esslingen	
4.4. Baden-Württemberg-ticket	
4.5. Traveling without a valid ticket	9
4.6. Residents' bus Denkendorf	
5. Health	10
5.1. Visit to the doctor	
5.2. Medicine on prescription	
5.3. Other medicines	

6. Shopping and contracts	11
6.1. Family pass	
6.2. Contracts	
6.3. Mobile phones	
6.4. Radio and television	
6.5. Shops of the "Tafel"	
6.6. Shopping in Denkendorf	12
6.7. Postal deliveries	13
7. Bank account	13
7.1. Bank card and PIN	
7.2. Statements of your account	
7.3. Shopping with a bank card or with cash	14
8. Documents	14
8.1. ID card	
8.2. Protection against abuse and fraud	
9. Justice/Court	14
10. Work	15
11. Appointments	15
12. Correspondence	15
13. Interaction between men and women	15
Emergency telephone numbers and Emergency services	16





1. Community housing

1.1. House rules

When you move into your accommodation you will receive house rules for living together. These are necessary when many people live together in a confined space in order to keep conflicts to a minimum.

If there are conflicts, please only use words to resolve these. You have considerable freedom in Germany. This should however not affect others who share accommodation with you.

1.2. Overnight guests

It is not allowed to have overnight guests.

1.3. Peace at night

Everyone should keep quiet between 10 pm and 6 am so that others may sleep. Loud conversations or loud music are not allowed during this period. If you want to listen to music at night, please use headphones. Loud music during the day may also be a nuisance to others. Please show some consideration for your roommates. It is also their accommodation.

1.4. Fire protection

Under no circumstances may you turn off smoke detectors or damage fire extinguishers. In case of fire these devices may save your life and ensure the safety of all residents.

1.5. Kitchens

Please clean and tidy up the kitchen immediately after cooking. Take all your belongings with you afterwards. Open food-waste may attract pests, mice and rats. The kitchen and other rooms will be your home for some time. The other residents will also appreciate a clean and tidy kitchen.

1.6. Toilets

Please leave the toilets clean. In each toilet you will find a brush to clean it. Ensure that the brush is clean again after use. If you need cleaning agent for the toilet, ask the caretaker to provide some.

1.7. Dealing with borrowed objects

Please treat things which do not belong to you with special care. In case of damage, including damage to your accommodation and its surroundings, you may be reported to the police.

1.8. Notice board

The notice board contains information for example on festivals in and around Denkendorf as well as on leisure activities offered by the "Denkendorf Care Circle for Refugees". Please do not remove any information from the board.

2. Responsibility for the community housing

The caretaker, employees of the AWO and the district office are responsible for your accommodation. On the notice board you will find a list of their responsibilities as well as the times when you can reach them.

3. Volunteers from the Denkendorf Care Circle for Refugees

There is a group of volunteers from the Denkendorf Care Circle for Refugees who will be happy to assist you with everyday life. Many speak English, some also French. They will also come to visit you and talk to you if you wish so.



Denkendorfer
Betreuungskreis
Flüchtlinge

3.1. Language lessons

For a good start in Germany it is vital to learn the German language. If you want to work here you need to speak, read and write in German.

The Denkendorf branch of the VHS Esslingen offers German lessons several times a week. **Please attend these classes regularly.** There are different levels of language classes. You will find the lesson times on the notice board in your accommodation.

Speak out in class if you do not understand something. Be open and ask questions. Learning a new language with others can be rather frustrating at times. If you practice, however, you will get there. Be patient with yourself and do not give up.

You may find pleasure in talking to people, being able to ask the way, read signs and letters and write your own texts and e-mails.

If you have been officially recognized as a refugee, you need to attend an integration course. This will then take place for example at the Denkendorf branch of the VHS Esslingen. You will find it much easier to follow this course if you have already acquired a basic knowledge of German from the preliminary language classes.

3.2. Leisure activities

From time to time leisure activities are on offer. Information will be found on the notice boards in your accommodation. If you do not understand this information, please ask someone to translate it for you. If you would like to take part in an activity, please add your full name (Christian name, surname and **room number**) to the registration list. If the number of participants is limited, those who registered first will take part in the activity.

3.3. Bicycles

Residents of Denkendorf have donated bicycles which have been serviced by DBF volunteers. We are happy to provide you with a bicycle. We kindly ask you to handle your bicycle with care and always use a bicycle lock. Please pay attention to the car traffic and if possible cycle on bicycle paths. For your own safety we recommend that you wear a bicycle helmet. If there is something wrong with the bicycle, we would be happy to assist you with repairing it.

3.4. Other donations

Residents of Denkendorf have also donated clothes and household goods which you may receive free of charge for your personal use. Please only take what you need for your own personal use. The sale of donated goods is not allowed.

3.5. Volunteer guidance

There are many volunteers who are willing to accompany you to appointments - to doctors and local authorities, to register at the town hall or at language schools etc. Please remember that all volunteers have family, are often employed, but are still prepared to take the time to help you. Out of respect for the volunteers please be on time at the meeting point and remember the appointment.



3.6. Public library

There is a public library in Denkendorf. There you will find media for learning German, dictionaries as well as films, music and German audio books. You may use the public library free of charge for reading and learning. You can also make printouts there. If you want to surf the internet without an ID, you may do so. It costs 50 cent for

15 minutes. You may also borrow individual media for € 1 per item. Alternatively, if you pay an annual fee of 11 €, you may then surf the internet or borrow any media for free for a whole year. For movies you pay a fee of 0.50 € per film in addition to the annual fee. They can be borrowed for one day only. Please ask the library staff when you must return the media. If you return items too late, a penalty fee will be charged. Treat the borrowed media carefully. If you return them damaged, you will have to pay for them.

The opening times of the public library in Furtstrasse 10 are:

Tuesday	2 pm till 7 pm
Wednesday	9 am till 12 am, 2 pm till 6 pm
Thursday	2 pm till 6 pm
Friday	2 pm till 6 pm
Saturday	9 am till 12 am.

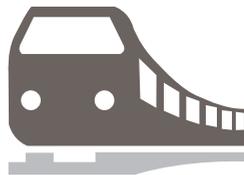
4. Buses and trains

4.1. Tickets

A single ticket costs 2,40 € for 1 zone, 2,80 € for 2 zones and 4 € for 3 zones. For a return journey you need to buy 2 single tickets, alternatively you can purchase a 4-strip-card. It costs 9,10 € for 1 zone, 10,60 € for 2 zones and 15,20 € for 3 zones. This allows you to travel to Stuttgart and back twice.

Please note: The 4-strip-card has four strips. **Before each trip** you have to stamp one strip. The stamping machines are located in the bus and in the underground directly at the entrance. If you forget to stamp your card, you have no valid ticket and may therefore have to pay a penalty. Up to 4 people may travel on a 4-strip-card. One strip has to be stamped for each person. The tickets are also valid for the **S-Bahn**. There, **you will only find the stamping machines at the entrance to the platforms**, but not on the trains.

If you travel as a group (with a maximum of five people), we recommend a **group-day-ticket (Gruppen-Tages-Ticket)**. This costs 11,80 € for 2 zones, 16,40 € for 4 zones and 19,30 € for the whole VVS network. With this group ticket up to five people may travel as often as they like within the valid zones for a whole day.



If you have to travel several times a day as a single person, we recommend a day ticket. With this day ticket you may travel as often as you like within the valid zones for a whole day. A **day ticket (Tagesticket)** for one person costs 6,80 € for 2 zones, 10,80 € for 4 zones and 15,00 € for the whole VVS network.

You may purchase the tickets on the bus or at the ticket machines located at the bus stop. Ask somebody to assist you if necessary. If you are **under 21 years of age** (and do not have a "Scool-Abo"), we recommend a **junior pass (Junior-Ticket)**. This junior pass costs **21,30 € per month** and is valid for the whole network. From Monday to Friday it is only valid from 2 pm onwards, on weekends (Saturday and Sunday) and on bank holidays it is valid without time limit. The rates quoted are valid for 2016.

4.2. Traveling to Stuttgart

You reach the city of Stuttgart and the main station using bus no. 119 and the underground no. 7 = **U7** in the direction of **Mönchfeld** (final destination). You take the bus to the stop **Nellingen**, where you change to the underground **U7**. On your return journey take the U7 in the direction of **Ostfildern** (final destination). There you change to bus no. 119.

4.3. Traveling to Esslingen

Take bus no. 119 to Esslingen. You need a 2-zones-ticket (price above). Bus no. 119 only passes through Denkendorf in one direction.

4.4. Baden-Württemberg-ticket

The Baden-Württemberg-ticket is valid from 9 am to 3 am the following day. It allows you to use the following types of trains within the whole of Baden-Württemberg: IRE, RE, RB, S-Bahn as well as any local trains. It is also valid on most public bus services. The Baden-Württemberg-ticket is **not valid in IC, EC and ICE trains**. If you get caught in an IC, EC or ICE with a Baden-Württemberg-ticket, you will have to pay a fine of 60 € in addition to the price difference of a valid ticket. The Baden-Württemberg-ticket takes up to 5 people in the second class. It costs 23 € for one person plus 5 € for each additional person.

4.5. Traveling without a valid ticket

Buses and trains are often checked. The ticket inspectors do not necessarily wear uniforms. Traveling without a valid ticket will cost you a fine of at least 60 €. You will have to show your identity card, notes will be taken and a demand for payment will be issued. You may then carry on your journey. You have to settle your fine within two weeks. For the underground services the fine is paid at the SSB office located at Charlottenplatz in Stuttgart, for trains and the S-Bahn network the fine is paid at Stuttgart main station or at the station in Esslingen. You may also settle your fine by bank transfer. This information can also be found on the demand for payment. It is possible for the fine to be waived following a written request (underground network only) although this is uncommon and in any case only applies to the first offence. If you have been caught three times without a valid ticket, you will be reported to the police. You may then be sentenced to a large fine or even imprisonment. We strongly advise you to travel with a valid ticket.

The risk otherwise for you is too high. Remember, you will only receive your residence permit and electronic ID card when all legal and criminal proceedings against you have been settled. This applies to all types of criminal offences. With the VVS App you may call up information on all train times:

www.vvs.de/fahrplan/mobilefahrplanauskunft/vvs-app



4.6. Residents' bus Denkendorf

There is a residents' bus in Denkendorf which runs through the town 7 times a day from Monday till Friday. The fare is 1 € per journey.

Tickets may be purchased in advance at the following shops in town:

Schuhhaus Daferner, Schäfersteige 50

Schreibwaren Deuschle, Karlstraße 6 und Schäfersteige 53

Kloster-Apotheke, Uhlandstraße 2

Kreissparkasse, Berkheimer Straße 2

Der Supermarkt Kuhn, Köngener Straße 10

Rathaus Apotheke, Friedrichstraße 6

Denkendorfer Bank, Karlstraße 1

Rathaus Zimmer 14, Furtstraße 1 - Gemeindekasse EG

Martin-Luther-Haus, Goethestraße 50

Some shops may refund the fare when shopping there. Children up to 8 years can travel free of charge on the residents' buses. Time tables are available from the civil office located in the town hall.

5. Health

5.1. Visit to the doctor

Your health insurance will cover acute illnesses during the asylum procedure. The social worker from the Malteser will arrange medical appointments for you. If necessary the town hall will issue one health insurance certificate per quarter which allows you to visit the local doctor (addresses can be found on the notice board in your accommodation). You may then be transferred by the local doctor to a specialist for further examination if required. He will issue a referral which you then show to your social worker who will support you in your application to meet the costs. If you see the specialist without showing your social worker the referral and without waiting for the confirmation that the costs will be met, you will have to settle the medical bill yourself. Once the Landratsamt has authorized the visit to the specialist, your social worker will then arrange an appointment for you and a volunteer from the Denkendorf Care Circle for Refugees will accompany you to the specialist.



5.2. Medicine on prescription

Any medicine prescribed by the doctor will only partly be paid by the health insurance. You will have to pay one part yourself. You may be exempted from this additional payment when you have very little money. This exemption is available from your social worker. Please obtain the exemption before you go to the pharmacy to purchase your medicine. This exemption has to be renewed every three months. This exemption does not apply automatically to all types of prescriptions and depends on the prescribed medicine. The prescription shows two boxes in the upper left corner: if "Gebühren befreit = exempt from charges" is ticked, you will not have to pay anything in addition. Generally, these prescriptions are printed on red forms.

5.3. Other medicines

There are also medicines available which you may purchase without a prescription. Generally, these are simple pain killers (for headaches or colds). Please tell the pharmacist what you need. The pharmacist may then recommend you a medicine, which you will have to pay yourself. Many pharmacists speak English.

6. Shopping and contracts

6.1. Family pass

There are two different family passes for families or for single parents with at least one child. Both passes have to be applied for at the town hall's social services office. The **communal family pass (Gemeinde-Familienpass)** offers reductions to the public swimming pool, to the public music school etc. The **Baden-Württemberg family pass (Landes-Familienpass)** offers vouchers for the zoo "Wilhelma", for the fairy park in Ludwigsburg and for several museums.

6.2. Contracts

We do not recommend you to sign a contract on-the-spot (immediately). It is worthwhile comparing prices with other providers, shops and organizations. Please be careful with contracts or so called special offers which are said to be valid only for that day. Such contracts may contain unfavourable terms and conditions.

6.3 Mobile phones

The warning regarding contracts applies especially to mobile phones. Be careful if you are asked to sign a contract immediately. You may otherwise get a rather expensive mobile phone free of charge, but the contract itself turns out to be very high priced. **Important:** a mobile phone contract is always fixed for **24 months** and cannot be cancelled earlier. You have the option to purchase a prepaid card and a mobile phone without a contract. It is worthwhile comparing prices.

6.4. Radio and television

You have to register your radio and television with the offices of the public broadcasting organizations ARD and ZDF. Registration forms are available from the town hall's civil office.

6.5. Shops of the "Tafel"

With a special permit you have the possibility to buy cheap food, clothing etc. at the following shops:

Diakonie-und Tafelladen Ostfildern-Nellingen

Hindenburgstraße 48

- Household goods, clothing for ladies, men and children
- Children's books and toys, nursery goods
- Food

Opening times:

Monday, Tuesday, Thursday and Friday: 2 pm till 5.30 am

Wednesday: 9 am till 1 pm

You may apply for permits every fortnight on **Thursdays** between 2 and 4 pm.

Bring along:

- documents of residence,
- identity card with proof of your present address
- If existing: Job centre documents,
all notification of asylum seekers services
- Passport photograph

You reach Nellingen using bus no. 119, stop Hindenburgstrasse.

CARIsatt - Esslinger Tafel

Neckarstraße 21

70 to 90 per cent cheaper than a supermarket:

- bakery products such as bread, bread rolls, Brezeln, cakes
- milk and milk products such as butter, cheese, yogurt, quark, full cream etc.
- vegetables of the season and fruit
- sausage, fish, readymade salads, frozen foods, sweets etc.

Opening times: Monday to Friday 11 am till 2.30 pm

You may apply for permits on **Tuesdays and Thursdays** between 10 am and 12.30 am.

Bring along:

- documents of residence,
- identity card with proof of your present address
- If existing: Job centre documents,
all notification of asylum seekers services
- Passport photograph

You reach CARIsatt using bus no. 119, stop Esslingen Pliensauturm.

6.6. Shopping in Denkendorf

You have several possibilities to do your food shopping in Denkendorf:

Lidl, Albstraße 2

Nahkauf, Köngener Straße 10

Penny, Rechbergstr. 5

Treff3000, Berkheimer Straße 1



nahkauf

PENNY.

**Treff
3000**
Der Marken-Discounter

If you are looking for a bakery, butcher's, fruit and vegetables shop, please approach someone out of the group "accompaniment = Begleitung". The shops have now and again special offers (food, clothing and others), which are only available for a limited period of time. Details on special offers are to be found in advertising brochures or on special notice boards in front of the shops.

Sharing: A special campaign running in some shops in Denkendorf: you will find receipts hanging in the Schill bakery, with the butcher's Munz and in the fruit and vegetable market Steimer which you are welcome to take. You may for example use them to get bread or bread rolls, a portion of meat or fruit and vegetables free of charge, since someone else from Denkendorf has already paid for the goods.

6.7. Postal deliveries

If you order something via the internet, you should make sure to be at home when the goods are delivered. If you are not at home, the delivery man takes the parcel with him and leaves a collection note. This note shows the address where you may pick up your parcel. There your parcel will only be handed out to you on presenting this collection note as well as your identity card.

7. Bank account

7.1. Bank card and PIN

You should never pass either your bank card or your secret number (PIN) on to another person. If you would like to withdraw money from your account, just use the cash dispensers provided by your bank, if possible. An additional fee may be charged if you use machines from other banks. The machine will tell you if there is an additional fee. Here you have the choice of either stopping the process at this point or accepting the additional fee.

The bank card is only valid with your signature on the back of the card.

7.2. Statements of your account

Your bank provides you with a statement of your account at least once a month.

You may choose to print them out free of charge directly at your bank or have them sent to you by post for a small fee.

Important: Please keep the bank statements. You need them for example when you register with the job center seeking for work. Some banks ask for an account management fee. Fees may differ from bank to bank. Ask at the bank, before you open up an account.

7.3. Shopping with a bank card or with cash

When shopping with your bank card, make sure there is enough money on your account. If you do not know the present balance of your account, you may check your account balance at the cash dispenser (free of charge). If you pay with your bank card and your account is not sufficiently covered, you will pay a high rate of interest. If you are not sure, it is better to pay in cash.

8. Documents

8.1. ID card

If you have permission to stay, you are obliged to live in the community allocated to you. Nevertheless you may travel within Germany. To avoid problems at a police check, always carry your ID card with you. Having been officially recognized as a refugee or as a politically persecuted person, you are entitled to register for a **"Fiktionserklärungsausweis"**. This ID is regarded as a temporary ID and immediately allows you to exercise your new rights. You may then travel freely and without permission throughout Germany. This temporary ID card is valid for three months. You should have received your residence permit as well as your refugee pass before the end of this period. If not, the temporary ID card will be extended. In order to protect it well, the ID should be kept in plastic wrapping.

The **refugee pass (Flüchtlingspass)** costs 59 € (37.50 € up to the age of 24 years). As for the residence permit, you need a **biometrical passport photograph (biometrisches Passfoto)**. These photos cost between 7 € and 15 €.

8.2. Protection against abuse and fraud

Under no circumstances should you lend your ID card or bank card to another person.

Whoever has access to your personal data as well as to your bank account details, may abuse them and order goods or sign a contract in your name. Always carry your documents with you or lock them away, never leave them lying around. They could be photographed and the data could be misused.

9. Justice/Court

If you commit a crime like drug abuse or dealing with drugs, it is only a question of time before the police will catch you. If you had been previously convicted, you risk losing the right to remain in Germany. If you have been convicted, there will be a negative entry in your criminal record certificate. Possible employers may ask to see your criminal record certificate when you apply for a job. Your chances to find work will then be very limited. Every police investigation will be stored in the police files for a long time.

10. Work

After three months you may apply for a work permit from the immigration office. The chances to get a job will nevertheless be rather limited, since you probably do not speak German. Take the chance of a one-Euro-job offered by the local community or some societies and local clubs.

These are often simple jobs such as clearing up, cleaning, cutting the lawn or the hedges and do not require training or a fair command of German. You may keep your wage (a maximum of 84 € a month) without deduction. In addition, you receive a VVS ticket when doing more than 40 hours community work per month. This is also a very good opportunity to learn German.

11. Appointments

If you have an appointment with the local authority, with the job centre or with the doctor, you must be there on time. This also applies to your German classes and personal appointments for example invitations for a dinner.

If you are unable to meet an appointment, you have to cancel it well in advance and arrange a new appointment.

Doctors demand a **charge of 40 €**, if you do not turn up for an appointment.

12. Correspondence

You will receive a lot of forms and documents. These will be used as a reference from time to time. It is therefore important to store them safely in a file.

13. Interaction between men and women

In Germany and most European countries it is custom to shake hands when saying hello or goodbye. This applies equally to both men and women.

It is regarded as very impolite to refuse shaking hands with somebody. Men and women have equal rights and obligations.

If you are unsure and have questions, members of the Denkendorf Care Circle for Refugees will be happy to assist you.

Emergency telephone numbers

Police: 110

Fire department: 112

Emergency doctor: 112

Emergency services

If you become seriously ill during the night or on weekends and urgently need to see a doctor, refer to the accident and emergency department at Esslingen hospital.

Telephone number: **0711 31030**

In very urgent cases, when you are unable to get to the hospital, you may call an ambulance.

Ambulance: 19222