



**Welcome to Wolfschlugen,  
Esslingen county,  
Baden-Württemberg state of Germany or:  
How I can find my way around Germany as an asylum seeker.**

**June 2016**

**AK Asyl Wolfschlugen in cooperation with [www.fkasyl-ostfildern.de](http://www.fkasyl-ostfildern.de)**

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# **1. Shared Accommodation (GU)**

## **1.1. House Rules**

When you move into the house, you will receive a copy of the house rules, which provide rules regarding living together. These rules are necessary when many people live together in a relatively small area. The rules are in the best interests of all people living in the house. Please acquaint yourself with these rules and follow them. This will help minimise conflicts to the greatest possible degree. You do have liberties in Germany; however, you should not do anything that is to the detriment of anyone else living together with you.

Guests are not allowed to stay overnight in the shared accommodation.

## **1.2. Night's Rest**

Night's rest is to be observed between 22:00 (10 pm) and 06:00 (6 am).

Everyone in the house is to be calm and quiet during this time, so that the inhabitants can sleep. Loud conversations or even loud music is not allowed during this time. If you would like to listen to music at night, please use headphones. Please also think of the other people living with you: it is your house, too.

## **1.3. Fire Safety Regulations**

Under no circumstances may you disable the smoke alarm or damage the fire extinguisher. These devices save lives in the event of fire. They serve the residents' safety.

## **1.4. Kitchen**

From all water taps you will get drink water in good quality, no need to buy bottled water for coffee, tea and cooking. Please clean the kitchen immediately after preparing your meals. Please do not leave the kitchen in an untidy

State. Food that is left open will attract insects, mice and rats. This house will be your home for quite a while. The other refugees would also like to have a clean kitchen!

## **1.5. Toilets**

Please leave the toilets in a clean condition. You will find a toilet brush for cleaning in every toilet. Please also ensure that the brush is clean after it has been used. If you require other cleaning aids for the toilet, please ask the janitor to provide these. If everyone sticks to the rules there will be no trouble.

## **1.6. Dealings with Common Property**

Objects that do not belong to you but which you may use are to be treated with particular care. Wilful damage or destruction – even to the outdoor areas of the house – is property damage and will be reported to the police.

## **1.7. Pin board**

Important information regarding, e.g., a great variety of different events is found on the pin board, but also on recreational activities of the AK Asyl (voluntary offers). Please do not remove any current information. It is important for all housemates.

## **2. Responsibility for the GU**

See separate list also

### **1.1. Social Workers (AWO)**

**Johanna Schmidt**

The current office hours are listed on the office door or pinboard of each respective house. Tasks:

- Support with all questions and problems experienced in daily life
- Support with questions regarding asylum and labour law, assistance when searching for lawyers
- Reading and translation of letters and documents
- Assistance with financial problems, e.g. when agreeing on instalment payments,
- In the event of illness, assistance in finding clinics or trauma therapists

Johanna Schmidt,

mobile: 01709964312

### **2.2. Head of the House (District Administration)**

**Herr Kontschak/ Frau Schäffer**

The current office hours are listed on the office door or pinboard of each respective house.

Tasks:

- Has the domiciliary right
- Controls compliance with the prescribed fire safety regulations
- Occupation/change of the rooms
- Assistance with general questions, difficulties and problems
- Purchasing of the tickets for hearing appointments at the Federal Agency for Migration and Refugees (BAMF)
- Payment of cash payments or issuing cheques

See contact list

### **2.3. Janitor**

Herr Hütter

Tasks:

- Maintenance and monitoring of the facility (technology, repairs, etc.)
- Preparation of the rooms for new occupants
- Checking that everything is clean

## **3. Voluntary Helpers**

### ***Arbeitskreis Asyl Wolfschlugen***

It is a group of voluntary helpers . They have joined forces to help you with many little issues in daily life. Most of these people speak English, some French. There are also a number of voluntary helpers who simply drop by to visit or for a talk. Mediated by Leonie Hirschmüller, see contact list.

#### ***3.1. Language Teaching***

Learning German is an important prerequisite for a good start in Germany. If you would like to work, you must be able to speak German, and read and write it as well. In the house, a group of volunteers regularly offer German lessons during the week. Many of the volunteers are experienced teachers. Please participate in the language lessons regularly. There are different levels in the language courses. In addition, from time to time, intensive courses are offered. Advanced learners can use the language software Rosetta Stone. The teaching hours can be found on the pinboards in the houses.

Please: When you are at class, please do not say that you understand something if, in fact, you don't. Be honest! Ask questions and tell your teacher when you have difficulties understanding something. Learning a new language together with others in a class room can also be frustrating. But, when you practise you will make it! Be patient with yourself and don't give up! Not only is German a useful language to learn; one also is happy when one can communicate with people and ask them how to get somewhere, or when one can read information and letters and can write own letters and e-mails. We wish you every success! When you have been recognised as a refugee, you are obliged to visit an integration course. This takes place at adult education facilities, e.g in VHS Nürtingen, VHS Esslingen or Metis/Esslingen. If you already have basic German skills from the in-house language courses, it will be much easier for you to follow and understand the lessons in the integration course.

#### ***3.2. Recreational Activities***

From time to time, activities or trips will be planned. The information (German and English) can be found on the pinboards in the homes. If you do not speak any of these two languages, please ask someone to translate the information. If you would like to take part in one of the offers, please write your name (please first name and surname as well as your room number) on the notice. This simplifies the planning – for instance how many drivers and cars are needed. With some offers the number of participants is limited. Then the first persons to apply will be able to go along.

#### ***3.3. Bicycles***

News coming up soon. Name to contact is Mister Backmund. See contact list of the Arbeitskreis Asyl.

### **3.4. Donations Material**

Many citizens from Wolfschlügen donate clothing and household appliances for refugees. You can select clothing and household appliances for your personal needs. Please only take what you actually need. Trading donated items is not allowed. You find it in the Evangelisches Gemeindehaus, Schulstraße 8, Wolfschlügen, Opening hours: Tuesday: 3:00 – 6:30 pm, Wednesday: 5:00 – 7:30 pm

### **3.5. Help with Everyday Tasks**

There are a number of volunteers who'll accompany you to a number of different appointments on demand. Please contact Frau Schmidt in an urgent situation.

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All voluntary helpers have a family and are frequently also working, but they still take the time to help you. Please be punctual and wait at the agreed meeting point and do not forget the appointments, also as a sign of respect toward the voluntary helpers.

## 4. Buses and Trains

### 4.1. Trips to Stuttgart

The City of Stuttgart and Stuttgart's main train station can be reached with Bus 74 via Bernhausen station and S2 direction Schorndorf. The ticket to choose is for 4 zones, price 5,10€ one. Please contact your helpers and ask before you go on to public transportation first time.

### 4.2. Trips to Esslingen

You can choose busses and bus/train combinations. Bus 74 direction Nürtingen, change there to train R8 to Esslingen railway station. You need a 4-zone ticket, price 5,10€ one way. An other option is Bus 74 to Bernhausen and change to Bus 34 direction Esslingen, you need a 4 zone ticket, price 5,10€. Time you need to go Esslingen or Stuttgart can be between 40-65 minutes.

### 4.3. Baden-Württemberg Ticket

The Baden-Württemberg ticket is valid from 09:00 a.m. to 03:00 a.m. of the following day, (in each case 9 a.m., 3 a.m.). With it you can use the following trains throughout the whole of Baden-Württemberg: IRE, RE, RB and S-Bahn as well as the local trains, and it applies in almost all public buses. The Baden-Württemberg ticket is not valid for the IC, EC and ICE trains. When you travel with a Baden-Württemberg ticket by IC, EC or ICE and a conductor who could check you establishes this, you will have to pay a fine of 60 euros, in addition to the additional charge for having a valid ticket. Up to five persons can travel in the second class with the Baden-Württemberg ticket.

### 4.4. Travelling without a valid Ticket

**Don't go on public transportation without a valid ticket.** The buses and trains are frequently controlled to ensure that everyone has a valid ticket. The conductors do not wear uniforms. Travelling without a valid ticket costs 60 euros, which is the fine that has to be paid.

How it works: You have to present your ID card after which your data is noted and you will receive a receipt with a payment request. With this you can continue your trip. Within two weeks you will then have to pay the fine. You can do this either at the SSB office at Charlottenplatz for the underground "U-Bahn" trains or at the main train station in Stuttgart or Esslingen for the trains and "S-Bahn" trains. You can also pay the fine by making a bank transfer.

The info for doing this is written on the penalty ticket (the receipt with the payment request). It might be possible to receive a pardon for the first time, if you request this in writing (this applies for the U-Bahn trains) but this is not the rule. However, once your data has been captured and you are caught without a valid ticket for the third time, charges will be filed against you. In this case, not only do you risk having to pay a higher fine, but the court can also convict you to serve a prison sentence. Please do not travel by bus and train without a ticket. The risk is high for you: should charges be pressed, the consequences can be serious for you. Criminal proceedings have a negative



effect on your asylum proceedings and your residence. You will only receive your residence permit and an ID card once the criminal proceedings and the court case have been concluded. Incidentally, this also applies for all criminal proceedings. This means that you only have a valid fictional certificate and no electronic ID card. **This is not worth it!**

## **5. Health**

### **5.1. Visits to the Doctor**

In the course of the asylum procedure you are insured in the event of acute illnesses. The health insurance certificates, only then can you visit the family doctor. The social workers will inform you of who the family doctors in Wolfschlügen **Herr Wolfgang Ebert**, Hardterstraße 52 und **Herr Fischer**, Hirschstrasse 4.. Where necessary, the family doctors will transfer you to a specialist for additional investigations. For this you will receive a so-called transfer form. You must present this to the social worker. For this transfer to be paid for, the social worker must receive the authorisation from the health service (District Administration). If you go to a specialist with this transfer form yet without this authorisation, you will have to pay the doctor's invoice yourself. If the district administration agrees to the consultation by the specialist doctor, the social worker will make out an appointment for you; and a voluntary helper of the "Freundeskreis Asyl" will accompany you there.

### **Prescription Medication**

Medication prescribed by the doctor is only paid in part by the health insurance. You will have to pay a certain amount for the medication yourself. As you, as an asylum seeker, only have little money, you can be relieved of this duty of having to pay the additional amount. You will receive this letter from the social worker. You need to get this before you go to the pharmacy, which is where you purchase the medication. This letter must be renewed every three months. This exemption of the duty to pay does not ensue automatically for all different prescriptions, but rather it depends on the ingredients of the medication. When you look at the prescription, you will see two little boxes at the top left-hand side: if there is a cross next to "Gebühren befreit" (no need to pay the additional charge), you will not have to pay the additional amount with the exemption certificate – as a general principle, these prescriptions are written in red ink.

### **5.2. Other Medicinal Products**

There are also medications that can be purchased without a prescription from the doctor. Generally speaking, these are simple pain killers (headache, common cold). Simply tell the pharmacist what you need. He can recommend a medication that needs no prescription. You will have to pay for this yourself. Many sales staff members in pharmacies speak English.

## **6. Consumption**

### **6.1. Contracts / Special Offers**

It is never a good idea to conclude a contract straight away. Always take the contract home with you, think about it, compare prices with those of other suppliers, stores or organisations and ask someone for advice. The helpers of the “AK Asyl” would be happy to assist you. If a seller makes you a special offer that is only valid for one day (mobile phone store), please be particularly wary and inspect the contract carefully. In the majority of the cases, such special offers are bait advertising and the conditions are often worse than with normal offers. By applying time pressure, the seller would like to prevent you from comparing the prices in other stores.

### **6.2. Mobile Phones**

What was said at 6.2., applies in particular for mobile phones. Please be very careful when someone places pressure on you to sign a contract immediately. In numerous cases you will be offered an expensive mobile phone for free, but then the contract is often very expensive. Important: the contract cannot be terminated prematurely, it always applies for 24 months! Ideally, do not sign any contract at all, but rather try to purchase a prepaid ticket and a contract-free mobile phone. If you purchase a mobile telephone with a contract, you can only use the SIM card of the provider with whom you have concluded the contract. No other SIM card will function in your mobile telephone. Please always compare the prices, it definitely is worth your while! Take a close look at what is offered: telephone charges in all networks, only to certain providers, SMS, Internet, flat rate, etc.

### **6.3. The “Tafel” Stores**

Asylum seeker, refugees and people with little money can go shopping inexpensively in the welfare and social establishments i.e. the “Diakonieladen” in Nürtingen, Plochingerstraße 61, and at the “Tafel” Stores in Nürtingen, Mönchstraße 10. You will need an ID card for this. Ask the social workers of the house you are living in about this. The offer in the “Tafel” stores are very varied and limited, because only donated items (clothing, also for small children, toys) are sold, and food is also donated from stores and supermarkets.

### **6.4. Aldi and Rewe**

Aldi stores have special offers for a number of useful items on Mondays and Thursdays. You can find these offers in the Internet, on the flyers that are available in the stores and in the display cases at the stores. The prices for these offers are significantly cheaper than in other stores, but they only apply for one designated week.

Please pay attention to the date! If you are interested in such items, then buy them immediately. Sometimes they are sold out within a few hours.

## **6.5. Deliveries by Post**

If you order something on the Internet, you should be at home when the goods are delivered. If you are not at home, the postman will take the items back to the post office again and leave you a note. The post office in Wolfschlügen is within the Rewe house. To pick up your parcel, you will need an ID card. The problem is that the residence tolerance identity card cannot be used for this – and thus there is no possibility to receive your postal goods! Therefore, the only solution is to be at home when the delivery is made. Or to buy what you need in a store.

## 7. Bank Account

### 7.1. Bank Card and PIN

Never give you bank card or your PIN number to anyone! Only go to the ATM of your bank if you would like to withdraw money. If you collect money from the ATMs of other banks than your own, you will have to pay a certain per cent share of the amount that you are withdrawing, at least, however, a withdrawal fee of € 5.00. Sign the back of your bank card immediately after receipt. The signature must be identical with that on your ID card because, when shopping, the signatures are often compared. If a bank card is not signed, this can lead to abuse.

### 7.2. Bank Statements

Collect your bank statements at least once a month in the bank itself. The bank statements can be printed at the ATMs directly – this does not cost anything. If you do not collect your bank statements yourself, the bank will send them to you via post – at a charge of 1 euro.

**Important:** Store all your bank statements and file them in a little file that you will receive from the bank. You will need these bank statements, for instance for the Jobcenter. The Jobcenter would like to see the bank statements of the last three months if you register yourself there following your recognition as a refugee. If you no longer have these bank statements, you will have to ask the bank for copies.

However, the bank charges a fee for every copy, at least €2.50 per copy.

**Also important:** Most banks charge at least € 2.50 per month for bank charges. Thus you must pay attention to ensure that you always have at least €10.00 on your bank account! Pay your money onto a bank account as long as you receive your asylum seeker money in cash, else your bank account statement will be in the red and you will have to pay interest. If you receive your money from the district administration or if it is transferred directly to your bank account, do not withdraw everything  
– **be sure to leave at least €10.00 per month on your bank account**

### 7.3. Cash Payment is better than paying by Card

When shopping, we recommend you pay by means of cash. If you pay with your bank card, you should always know whether you have enough money on your bank card. If you do not know it, first check your bank balance at the ATM prior to going shopping (or print out a bank statement). If you pay with the card and do not have enough money on your bank account, the store will not get the money from the bank for the item(s) you have bought. This will be expensive for you: first of all the bank will charge you a fee of €2.50 to €3.00 for returning the invoice to the store (return debit). What is more, the store will also charge you a cancellation and processing fee in the amount of about 10 euros.

**Tip:** If the debit note cannot be cashed, you should act quickly. If you settle the open amounts within a few days, no or only minor reminder fees become due. However, if you are still not able to pay with the second attempt, it will become really expensive for you: additional, much more expensive reminder fees now become due, and charges can also be filed for fraud.

## **8. Documents**

### **8.1. ID card**

If you have a so-called “Aufenthaltsgestattung” (temporary residence permit), you are obliged to live in the community you have been allocated to (condition of fixed abode). If you have a temporary residence permit and approval, you may only move within Baden-Württemberg in the first three months; thereafter you can move throughout Germany. If you do not carry this ID card with you, this can lead to problems in the event of a police check – there is threat of a fine. Once the Federal Office for Migration and Refugees in Karlsruhe has recognised you as a refugee or politically persecuted person, you will receive a “Fiktionserklärungsausweis” (fictional recognition identification). This shall serve as an interim ID card. With it you can immediately assert your new rights. You can freely travel throughout Germany. The interim ID card is valid for three months. In this period, you should have received your residence permit and also a refugee passport. If you do not receive your residence permit on time, your fictional recognition identification will have to be extended. If you neglect a scheduled extension, a penalty fee will be due.

The ID card is to be placed in a plastic covering to ensure that it is protected. Such a protection can be purchased for 50 cents in “Drogeriemarkt Müller”, opposite the city house. The refugee passport costs €59 (until the age of 24 it costs €37.50) and for it, as is also the case with the residence permit, a biometric passport photo is needed.

Depending on the quality and the photographer, this photo costs between €7 and €15. As soon as you have received your refugee passport, the time has come to leave the house – beware! This can also already happen earlier, generally speaking after one to two months following recognition. Thus a new chapter starts in your life, with new challenges.

### **8.2. Protection against Abuse and Fraud**

Never leave your ID card or your bank card with another person. Those persons who have access to your personal data and the details of your bank connection can abuse these and – particularly on the Internet – can conclude contracts in your name or buy mobile telephones. Never leave your ID card or your bank card lying around in public. Photos can be taken of it and this information can be used (especially on the Internet) to purchase all kinds of things or to conclude contracts. Keep your documents with you or lock them up safely.

## 9. Justice/Court

Drug consumption and drug dealing are illegal in Germany, and the Police must pursue these offences. If you have any prior convictions, you are risking your stay in Germany. If you have to go to prison, you will also have this entered in your criminal record. Employers can request your criminal record when they are interested in employing you. Then you will no longer have a good chance of getting a job. What is more, the police investigations will be stored in the police register for a long time.

### 9.1. Police

The police can be contacted 24 hours a day by dialling emergency number 110. The police do not just pursue offenders and solve crimes. They have the right to carry out identity checks. You should therefore carry an identification paper with you. If there is a road accident, the police must be called and you must wait for them. **In Germany, the police are also a contact partner and helper.** and advice if you are threatened or the victim of an offence. You can also disclose confidential tips to reveal a crime. If you witness a crime, don't hesitate to make a statement to the police. This helps with crime detection and the prosecution of perpetrators. The police are obliged to uphold the law.

## 10. Working

You can apply for a working permit after you have been here for three months. After waiting time The "Agentur für Arbeit, Jobcenter" is responsible for help to find work

## 11. Appointments

If you have an appointment at one of the authorities, the Jobcenter or a doctor, you must be punctual. This also applies for German language lessons and equally for personal appointments, for instance when you are invited to a meal. If you are not able to attend an appointment, you should cancel it and arrange a new appointment. Doctors, especially the specialised doctors, demand a fee of about 40 euros if you do not cancel an appointment on time and simply do not appear.

## **12. Correspondence**

In the course of time, you will receive many papers, forms and documents. You must keep this correspondence as evidence for the next steps in future. Upon arrival, you will receive a file provided by Arbeitskreis Asyl for your correspondence and documents. Sort your papers according to topics and in chronological order.

## **13. Basic Law**

The values and standards of the democratic legal system in Germany are set out in the Basic Law. Everyone is required to follow these, even if they weren't often followed or were indeed prohibited in their country of origin. In Germany, important principles include the separation of church and state, and equal rights for women and men. Partnerships can be chosen freely and homosexuality is recognised. There is freedom of expression, including criticism of religions.

### **13.1. Equality**

In Germany and in most European countries it is typical to greet one another by shaking hands and this is also how we say goodbye, but not a must. It is depending on the circumstances, This applies equally for men and women. . The law states that men and women have equal rights.

## **Emergency call**

Police: 110

Fire brigade: 112

Emergency doctor: 112

## **Emergency service**

If you get a severe disease at night or during the weekend and you need a doctor immediately, please go to :

Notaufnahme der Klinik Nürtingen (Hospital in Nürtingen)

Auf dem Saer 1, Nürtingen

07022 2821780

or

Notaufnahme des Paracelsus-Krankenhauses in Ruit, (Hospital in Ostfildern Ruit)

Hedelfinger Straße 166, Ostfildern

Telefon: 0711/44-880.

In very urgent cases, if you cannot go to the hospital by yourself, you can call an ambulance:

Ambulance: 19222



## List of important addresses and phone numbers

Frau Schmidt, AWO, Social Worker  
Kanalstraße 25/1, Nürtingen  
Mobil: 0170-9964312  
E-Mail: kurig.johanna@awo-es.de

Herr Kontschak Frau Schäffer, Home Management  
Landratsamt Esslingen  
Amt für Flüchtlingshilfe  
SG 351.4 Gemeinschaftsunterkunft Nürtingen  
Europastr. 1, 72622 Nürtingen  
Tel.: 0711 3902 43527  
Fax: 0711 3902 58353

Herr Hütter, Janitor  
Mobil: 01737202796

Frau Hirschmüller, Coordinator of the volunteers  
Rathaus Zimmer 306, Kirchstraße 19  
Phone: 07022-500550  
Mobil: 0160-4991571  
E-Mail: Integration-woneu@wolfschlugen.de

## List of interesting links and Apps

### Links:

[www.leo.org](http://www.leo.org) Dictionary

[www.willkommensabc.de](http://www.willkommensabc.de) Dictionary with pictures

### Apps (Apple App Store or Google Play Store):

**Ankommen** – Lots of informations for refugees, language course, very useful App

**RefuChat** - Translating App

**Deutschland - Erste Informationen für Flüchtlinge** . German and Arab Informations about living in Germany

**Duolingo** – Learning german

This guideline has been originally written by the members of the “Freundeskreis Asyl Ostfildern e.V.” for the refugees in Ostfildern. Newcomers will find important tips and information on a number of different areas of life. These tips are intended to simplify daily life in Germany for the refugees. And it should help them avoid typical mistakes, which some of their predecessors had to learn the hard way.

This information has been compiled by:

Members of the “Freundeskreis Asyl Ostfildern e.V.”

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This information has been compiled and adjusted by:

AK Asyl Wolfschlugen in June 2016, with the friendly approval of the

“Freundeskreis Asyl Ostfildern e.V.”