



YOUR FIRST STEPS IN HAMBURG

TUHH
Hamburg
University of
Technology



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**Disclaimer:**

This brochure is meant to be a guidance for the international students in Hamburg but, does not replace the professional advice of any competent authority. This brochure describes the legal situation of 2024.

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To the Students,

The AStA hopes that this brochure helps you overcome the complex bureaucratic hurdles of Germany and allows a smooth start of your studies.

“You are not alone”

In Solidarity,

Department of International Affairs – AStA TUHH

Your To-Do List

- Find an Accommodation
- Complete your Enrollment
- Apply for Student Health Insurance
- City Registration (*Meldebestätigung*)
- Open a German Bank Account
- Apply for Residence Permit
- Get around Stud.IP and TUNE
- Sit back and enjoy Hamburg

Table of Contents

1	Interpreter Services	1
2	Registration in Hamburg	1
2.1	What is Anmeldung?	1
2.2	Making an Appointment	1
2.3	Documents Needed	2
3	Opening a Bank Account	3
3.1	Banking Services & Customer Support	3
3.2	Maintenance and Withdrawal Charges	4
3.3	Network of Branches and ATMs	4
3.4	Documents Needed	4
4	Health Insurance	5
4.1	Insurance Fee	5
4.2	Taking a Student Health Insurance	5
4.3	Documents Needed	6
5	Residence Permit	7
5.1	Making an Appointment	7
5.2	Digital Application Form	7
5.3	Time Period	7
5.4	Collection at the Immigration Office	8
5.5	Documents Needed	8
6	Finding Accommodation in Hamburg	10
6.1	Find your own Room, Apartment or Shared Housing	12
6.2	Rooms in Student Halls	13

6.3	Rooms in other Private Student Halls.....	14
6.4	Rent & Additional Costs.....	15
6.5	Security Deposit (<i>Kaution</i>)	16
7	Filing Radio Tax.....	17
8	Doctor's Appointment	18
9	Semester Ticket – Deutschland Ticket.....	19
9.1	Semester Ticket Refund.....	20
9.2	Avail the Free HVV Ticket	22
10	First Points of Contact in Case of Trouble	23
	References	29
	Appendix	30
	Emergency Contacts	30
	Main Campus Map	30
	HVV Fare Rings.....	32

1 Interpreter Services

Mastering German is not an easy task and even worse if you have to deal with the authorities and their complex terminologies. Hence, since 2021 the Dept. of International Affairs at the AStA TUHH is offering an interpreter service. This service is done by the TU Students, who work on a voluntary basis and accompany you to the authorities in person and translate everything for you.

Currently we offer interpretations in 3 languages – English, Spanish and/or French to German. Tackling the German bureaucracy has never been easier. Hence, scan the QR code to book an interpreter!



2 Registration in Hamburg

2.1 What is Anmeldung?

It is mandatory to register your location of stay (*Anmeldung*) at your neighborhood (*district*) residents' office (*Einwohnermeldeamt*) within two weeks of your arrival in Germany. Registration authorities and officials (*Meldebehörde*) register the people living in their locality to have a count on the population and their place of residence in Germany. You should register yourself as well even if you are planning to stay for less than 90 days in German territory.

2.2 Making an Appointment

Your city registration (*Anmeldung*) is the major step when moving to Germany, as it provides you with the city registration certificate (*Meldebestätigung*). You will require this for a wide range of official services in Germany, for example opening a bank account, getting a

tax ID, getting a new job or the Residence Permit (*esp. for non-EU students*). Most residents' offices in significant regions offer online arrangement appointments wherein you chose the option to "Meldeangelegenheiten" to register your address.

Note: Remember that arrangements are restricted and sometimes it is very difficult to get an appointment within 2-weeks. Nevertheless, it is important to book your appointment about 14 days after moving in, even if the appointment itself is later than that date.

2.3 Documents Needed

- i. Registration Form/Anmeldeformular (*you can often print and fill the form in advance from your citizens office's website*)
- ii. Valid Passport (*not a **driving license***)
- iii. Visa (*if applicable*)
- iv. Proof of residence certificate from your landlord (*Wohnungsgeberbestätigung*)
- v. Marriage Certificate (*if applicable*)

2.3.1 Residents' Office Contact Details

You can track down the office responsible for your district on this website - [Einwohnermeldeamt](#) (*only valid for people living in Hamburg*) by just entering your postcode & address. There are normally several offices in different locations in the city. Since, you don't really have to register at the nearest office, it is much better to go to an office further away if the appointments there are available earlier.

Appointments can either be booked online or by phone. Scan the QR code to make an appointment online (*website available in German only*).



3 Opening a Bank Account

Opening a bank account in Germany is an important step that you must complete as soon as you move-in into Germany as an expat. A German bank account is a need with regards to paying your rent, health insurance, receiving your salary etc.

Before you make a choice on the bank, ensure that you consider a couple of components in terms of the administration & services, branches, ATMs, and expenses. Examples of some banks are Deutsche Bank, Sparkasse, Commerzbank, etc. (*these are only examples not recommendations, you can check their individual websites*).



For a more transparent comparison, you can use different website which can compare such services (like banks, insurances, network providers, etc.) and get the best possible options. For e.g., [Check24](#) [just an example]

3.1 Banking Services & Customer Support

Kindly ensure to gather a full set of information in advance about the bank's services (*e.g., English speaking customer support*) and the offers that they provide; by visiting the bank personally or checking online on their website.

Customer support is one such significant perspective with regards to banking. Particularly in terms of the language that they offer. If you can't communicate quite well in German, you should consider yourself opening an account with a bank that has at least English-speaking client assistance.



In any case you can request our [interpreter](#) when needed.

3.2 Maintenance and Withdrawal Charges

Maintenance and other additional charges are also important factors while choosing a bank. Make sure that you are aware of the terms & conditions and the withdrawal expenses since certain ATMs do not belong to your registered bank and/or may charge some transaction fees.

3.3 Network of Branches and ATMs

Most of the banks in Germany have a wide range of branches and ATMs. Ensure that you have an ATM nearby your residence to have an instant and easy access to your cash, whenever needed.

3.4 Documents Needed

To open a bank account in Germany, you should provide the following documents:

- i. Prior appointment (*required by some banks & can be requested via call or in-person visit*)
- ii. Duly completed application form (*found online on bank's website or a hardcopy at the bank*)
- iii. Your valid passport and current German residence permit (*Visa*)
- iv. Proof of registration/address (*Anmeldung*)
- v. Confirmation of enrollment (*to ensure your status as a student*)

4 Health Insurance

If you are a student in a German University, you will require a health insurance. International students are not allowed to enroll in a higher education degree program in Germany without a proper public health insurance.

Health care coverage gives the assurance that the expenses of clinical considerations are covered under it in case of illness. It is obligatory to have medical insurance in Germany to carry out further formalities.

4.1 Insurance Fee

The insurance fee ranges between €110–€150/month and is at around this price until you are 30 years of age. Tariffs fluctuate on the grounds that every medical coverage supplier can demand additional contributions. It is to be noted that, during your studies once you change to private insurance you cannot go back to public insurance. The TUHH recommends public health insurance due to high additional cost of a private health insurance. For more data and information kindly contact the [Studierendenservice](#).

4.2 Taking a Student Health Insurance

You can always reach out to any health insurance provider of your own choice from abroad via email or telephone. It is only necessary to submit the filled in application forms with your signature and all other proofs to prove that you are a student in Germany. In case you do not have an address of confirmation at the moment when you are applying, it can be updated later to the insurance company. But do not forget to update your contact details after your arrival in Germany. After submission of the necessary documents, you will be sent a confirmation of your health insurance coverage (*Krankenversicherungsnachweis*). From the beginning of your subject-related studies you will be insured. Few examples of the

health insurance providers are: Techniker Krankenkasse (TK), AOK, Barmer, etc. *(these are only examples not recommendations, you can check their individual websites)*



Electronic signatures have been legally recognized and are accepted as handwritten signatures on paper documents in Germany since 2001.

Note:

- i. *You can apply for a student health insurance even after arriving in Germany. Till your arrival in Germany and for your visa application, you will require a Travel Health Insurance.*
- ii. *Kindly contact your insurance provider in case you cannot start your journey or arrive here due to some valid reason. (Earlier case was due COVID-19 Pandemic)*

4.3 Documents Needed

For health insurance application, the following documents would be needed:

- i. Filled in Membership form
- ii. Confirmation of enrollment
- iii. Photos (*up-to-date*)
- iv. Bank Account Details
- v. City Registration - Anmeldung (*for address proof*)
- vi. Your valid Passport & current German Residence Permit (*Visa*)

5 Residence Permit

Your application for a residence permit needs to be done at the Foreigner's Office (*Ausländerbehörde*) which is found **in the district you live in**. They are generally extremely occupied and have restricted accessibility. It is important to book an appointment online (*around 3-4 months before*) quickly as time permits before the expiry of your visa. Appointments for application and extension of your visa can only be given after the online registration.

5.1 Making an Appointment

You must first register yourself **online** (*scan the QR code below*), with all the required data and then you will receive an appointment date from the foreigners' office to apply, renew or transfer your visa (*only for students living in Hamburg – website in English*). Without the prior online registration, you **will not** receive an appointment.



5.2 Digital Application Form

You can usually find a digital version of the application structure for a German residence permit on the website of foreigner's office (*scan QR Code below*). As a rule, you need to fill out the application form prior and bring it along during your visa appointment. The immigration office will charge an expense (*approx. €100*) as an application fee (*to be paid during your appointment*). You can check the specific costs with your nearby office online on their website.



5.3 Time Period

When your application and the necessary documents are submitted along with application fee, the immigration office will then process your Residence Permit Card, which ordinarily takes about a month

(*may be longer during busy periods*). While your card is under process, **you may be provided with** a “Fiktionsbescheinigung” or “Übergangsbescheinigung” – a certificate which indicates that you have applied for a residence permit and it also acts as a “Temporary Visa/Permit” (*in case your Schengen Visa expires by/during the time your application is under process*).

5.4 Collection at the Immigration Office

When the processing is complete, you may likewise receive a letter via post, stating that your residence permit is processed and has arrived at the authority office and also a PIN code which you should use to collect your residence permit. You may either receive a pick-up appointment date at the time of your application day or you must book an appointment at the authority office for collecting your residence permit card. Since September 2011, an Electronic Residence Permit (eAT) is given as a plastic card with a chip containing all your necessary information, identification photograph, and fingerprints.

5.5 Documents Needed

- i. Completed and signed application form.
- ii. Valid passport.
- iii. Two current biometric photos.
- iv. City Registration (*Anmeldung*)
- v. Proof of Health Insurance
- vi. Bank Account statement &/or Blocked Account statement (*if still active*)
- vii. Loan confirmation (*if applicable*)
- viii. Employment Contract & Payslips (*if applicable*)
- ix. Enrollment Certificate (*proof that you are studying – current semester*)

**Good to know:**

- i. Without your city registration (*Anmeldung*), you cannot apply for a Residence Permit. (*city registration is one of the requirements for the application of Residence Permit*)
- ii. Having a blocked bank account is not a necessity anymore. A normal bank is sufficient
- iii. As the visa application process can be challenging sometimes, you have the possibility to turn to the [International Affairs of the TUHH](#) or [AStA International Affairs](#) if you need assistance and advice.
- iv. Remember, the AStA is offering interpreters to help you at the foreigners' office. Scan the code to book an interpreter.



Note: Check with your foreigners' office for the **latest** updates & requirements.

6 Finding Accommodation in Hamburg

Securing an apartment in Hamburg poses challenges due to the city's high demand and limited housing availability. The competitive nature of the housing market in Hamburg emphasizes the importance of persistence and patience in your search. Given the city's reputation for high demand, starting your housing hunt early and exploring various options will be beneficial. It is worth noting that most apartments are unfurnished i.e., you will have to invest for furnishing or opting for a furnished space. When considering locations, proximity to public transportation is key, as Hamburg has an extensive network of public transport. Thus, finding a house near by a public transport point would be helpful.

Around the month end of July, you could attend accommodation info-sessions organized during the welcome weeks at TUHH, which would give more insights on the current living situations in Hamburg. Taking time to research and seek advice will enhance your chances of finding suitable accommodation as a new student in Hamburg.

“Finding accommodation in Hamburg is hard but not impossible”

These are the categories of places you can live:

1. A room in a shared apartment (*WG*)
2. Apartments rented by private landlords or housing companies
3. A room in a public student hall offered by Studierendenwerk Hamburg or in a private student hall offered by other organizations
4. Temporary stay in WGs or any private housing (*also called a Sublet – may or may not offer a city registration*)

What should you remember?

At the beginning, it would be hard to find the place of your dreams to live, so it helps to compromise until after you become familiar with Hamburg. It will then be easier to find an accommodation. If you are a student without your own income, you should be prepared to show your landlord proof that a parent or relative is acting as a sponsor. A bank statement of such

sponsor should suffice. There are waiting periods for rooms in the student halls. The Accommodation Office of TUHH recommends you inform yourself and start looking for housing even before you have arrived in Hamburg!

Note:

- i. *Please contact the Accommodation Office of TUHH, if you need help and guidance in searching for accommodation.*
- ii. *The International Affairs at TUHH under their “**Welcome Weeks Program**” organize several orientation sessions for the new incoming students. These are very important to attend as they touch upon the very common issues faced by the students as well as guide & support them with their queries. The schedule for the welcome weeks can be found here on their “[Welcome@TUHH](#)” page.*



Good to Know:

- i. Beware of fraud attempts. Many fraudsters put fake accommodation offers on the internet. How to recognize them? – asking for money before you even visit the apartment or sending the house keys by post. Don't pay anything unless you are signing a contract. All apartment visits are free.
- ii. Prospective International Master degree students and exchange students from partner universities can apply for a room in the student halls offered by Studierendenwerk Hamburg through the Accommodation and Student Welfare Office of TUHH during the application period. On their webpage, you can find the further details:
 - Webpage: www.tuhh.de/rooms.
 - Email: rooms@tuhh.de
- iii. It is important to be *flexible in your preferences*, considering different neighbourhoods and property types to *broaden your options*.

6.1 Find your own Room, Apartment or Shared Housing

What is a “WG”?

A Wohngemeinschaft (WG), is a shared apartment, where you have your private room but share a bathroom and kitchen with other flatmates.

What is a “Zwischenmiete”?

Some people will lease their room for a short period of time (*E.g., if they are going abroad*). This option is good on a short-term basis while you are looking for a new long-term place in Hamburg.

Where can I find a Room or an Apartment?

1. Bulletin boards at the University:
Audimax II & Mensa have bulletin boards that students can refer to find private housing offers and requests. It is definitely worth looking.
2. Online housing exchanges:
Enter the search words “WG Hamburg” (*Housing Share Hamburg*), “Hamburg Wohngemeinschaften” (*Hamburg Housing Shares*), or “Wohnungssuche Hamburg” (*Housing search Hamburg*) in the search engine for a list of links to online housing websites. Alternatively, enter “Kleinanzeigen Hamburg” (*Classifieds ads Hamburg*) for links to classified ads for private housing.
3. Social networks:
You can also often find offers for apartments and shared apartments on social networks such as Facebook. Simply enter “WG Hamburg” in the search field and you may various groups related to housing, select a group. You can directly answer an offer or post your own request with a short text about yourself and your preferences.

Useful links for your housing search:

1. Accommodation Office of TUHH:

The Accommodation and Student Welfare Office helps international exchange students and degree students in searching for accommodations in Hamburg.

Visit their website - www.tuhh.de/rooms

2. SAGA GWG housing search:

The SAGA GWG is a municipal housing provider with 130,000 apartments. (*Mostly unfurnished flats*)

www.saga.hamburg → Immobiliensuche (at "Wohnungssuche platzieren" you can add your search preferences and receive offers via email). **Do not wait to apply!**

6.2 Rooms in Student Halls

Studierendenwerk Hamburg has **26 student halls with a total of 4,400 rooms for approx. 70,000 students in Hamburg.** A furnished room in one of these halls can cost approximately €300 to €370 per month. A security deposit of €300–€500 is also payable when you move in. Students have their own furnished rooms, generally measuring 10 – 13 m². The kitchens, common rooms, and sanitary facilities are shared. Proceed as follows:

1. Website: www.stwhh.de → Accommodation → Online application
2. Complete the online application form
3. Rooms in a student hall are in great demand and the supply often doesn't meet the demand. So, applicants are added to a waiting list three months before the semester starts at the earliest. Submitting an application for all dormitories will increase your chances of being assigned a room more quickly.

Note: *There is no guarantee that you will get a room due to the large number of students in Hamburg and the limited number of rooms. (Approximate waiting time is about 1 year!!)*

Contact and information:

Beratungszentrum Wohnen
Grindelallee 9, Second Floor
20146 Hamburg

Tel: +49 40 41902-268

Email: bewo@stwhh.de Website: www.stwhh.de

6.3 Rooms in other Private Student Halls

Apart from Studierendenwerk Hamburg's student halls, there are additional student residences offered by other organizations. Please apply directly to the respective residence or companies.

You will find a list of the private student halls in the brochure of the [Accommodation Office of TUHH](#). Click on the link above or scan the QR code to go to the webpage of Accommodation Office of TUHH.



(Accommodation Office > Further information and advices > Brochure link)

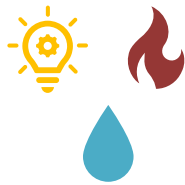
The semester start is near and you still have not found a room?

Don't panic! Here are some options:

1. Accommodation and Student Welfare Office of TUHH: www.tuhh.de/rooms
2. Studierendenwerk Hamburg: www.stwhh.de → Accommodation → Private rooms → Other short-term housing options
3. Youth hostels: www.jugendherberge.de
4. Hamburg tourist information: www.hamburg-tourism.de
5. Private overnight accommodation: Couchsurfing, Airbnb, TrustedHouseSitters and others.

6.4 Rent & Additional Costs

What are the Additional Costs?



Additional Expenses
(*Nebenkosten*)



Basic Rent
(*Kaltmiete*)



Warm Rent
(*Warmmiete*)

The landlord receives the Warmmiete and for other incurring costs, an agreement contract needs to be signed. Following is a list of possible incidentals:

1. Running Costs (*such as garbage collection and janitorial services; these are generally included in the rent*)
2. Heating (*may be included in the rent or may be payable directly to the gas provider*)
3. Electricity (*resident signs contract independently with provider or may be included in the rent*)
4. Gas (*for stove or oven; resident signs contract independently with the provider*)
5. Telephone and Internet (*resident signs contract independently with the provider or may be included in the rent*)
6. State TV and Radio License Fee (*mandatory fee for every apartment = €18,36 per month*)

In a WG, one person pays the Rent, Electricity, Internet, TV & Radio License Fee while the other residents give this person their respective shares (*for convenience*). To avoid conflicts, an agreement should be put in writing before everyone moves in (*at least per email*).

6.5 Security Deposit (*Kaution*)

Most of the landlords may request up to three months of basic rent (*Kaltmiete*) as a security deposit. Providing that there are no damages, you would get the full security deposit back after you move out.



Good to Know:

- i. **Fraud Alert!!** Never transfer any money/security deposit in advance without having seen the apartment or without having signed a legal contract.
- ii. It is always advisable and convenient to discuss all the administrative things (city registration, paying rent/overhead charges, etc) with the flatmates after everyone has moved in for the first time. This avoids future misunderstandings and always keeps everyone in the loop.
- iii. You do not have to sign your contract right away. Reading it thoroughly is very important, to avoid any future misunderstandings which can be costly. If you don't understand the contract, you can reach out to us ([AStA office](#)) – we will help to translate the contract. ([Interpreter Service](#))

7 Filing Radio Tax

This is a German TV tax (*Rundfunkbeitrag*) that every person must pay to fund the creation and the telecast of public service stations in Germany. This update may appear as on the form of "ARD ZDF Deutschlandradio" letter telling you about the TV and radio broadcasting charges. Every household in Germany should pay this expense, set at € 18.36 monthly. It generally means "Worldwide Telecom Commitment". This commitment upholds public TV and radio channels so they can deliver autonomous and quality substance, liberated from any legislative or other private impact. In this case it is especially significant for individuals living in shared apartments. The fee of €18.36 apply to one household and not to every individual living inside it. After registering your residence with the city, you can expect an invoice in your mailbox within a few weeks. For example, in a 3-person flat share, only one resident is required to pay the license fee (€18.36) for the entire household. The other 2 residents can pay their individual shares of €6.12 ($€18.36/3 = €6.12$) to the payee. This can be mutually decided between the roommates!

Steps in filing the Radio Tax:

1. Register your household in the online service provided. Load this form with details and it asks you for essential data like location and name. Scan QR code to fill the form (*in German*).
2. In the same form provided, you can pick either that you want them to automatically take money from your bank account (*SEPA*) or that you transfer it manually every time. You can set the payment interval as monthly, quarterly, or yearly. Only records with IBANs are acknowledged.
3. You will be given a Reference Number (*Beitragsnummer*). It's your reference number (*personal*) and it will be helpful on the off chance that you move out or change houses. **Keep it safely!** Also update your information responsibly in case of any changes in your personal details or house change.



8 Doctor's Appointment

It is a common practice here to visit a doctor if you are sick instead of directly going to the hospital. Hospitals and clinics are mainly for emergencies. Its good you find yourself a general practitioner office (*Hausarzt Praxis*) you would feel comfortable with and like, since they are the one to provide basic health care and if further diagnosis is needed, the general practitioner will refer you to a specialist. But you don't always need a referral to see a specialist. You can very well make an appointment by yourself, if you feel the need.

Here are some points that will make it simple for you to set up an appointment for a visit to the doctor:

1. Find a specialist or a nearby doctor's office. There are different sources from where you can find such medical service providers. Few examples of online websites are – [Doctolib](#), [Avi Medical](#), [TeleClinic](#), etc. (*these are only examples not recommendations*). For public health insurance (*generally in case of the students*), one can also contact:
In German & English both:
<https://www.116117.de/de/1252.php>
In German only:
– <https://www.kvhh.net/de/physicianfinder.html?name=&location=>
– <https://www.aerztekammer-hamburg.org/arztsuche.html>
2. Know whether you have health insurance coverage. (*Always check with the doctor's office whether their services are covered by your health insurance*). Your insurance card is very important for any appointment!
3. Make an appointment at the doctor's office – online, calling the office or making an appointment in person with the doctor's assistant (*Arzthelfer*).
4. Come ready with your significant reports/documents if required.

Note: *Come ahead of your scheduled time for the appointment. Do not miss out or arrive late for the appointment!*

9 Semester Ticket – Deutschland Ticket

From the Summer Semester 2024, A **Deutschland Ticket will be issued** to the students and **not a Semester ticket (HVV Ticket A-E ring)**. The Deutschland Ticket is valid throughout Germany, and can be used on all the Local Rail Passenger Transport (SPNV – Schienenpersonennahverkehr) – RB, RE & S-Bahn and also on Ferries & Public Road-based Local Transport (ÖSPV – Öffentlicher Personennahverkehr) in the cities – Buses, Subways/U-Bahn, Trams, Ferries etc. (*Unlimited journeys for all the above-mentioned transports within the validity date*)

Note: The Deutschland Ticket is **not valid on the long-distance trains** (DB Fernverkehr AG) like the IC, EC, ICE, and other providers such as FlixTrain, etc.

The Deutschland Ticket for TUHH students can be **electronically** availed via a web application or wallet. (*To receive the semester ticket, the University will inform the students prior to the start of their semester – as to how to avail the ticket*). The ticket will be valid for the whole semester and not on monthly basis.

Note:

- i. You can only obtain the Deutschland Ticket (*as Semester Ticket*) once you've completed enrollment or re-registration and paid the semester fee successfully.
- ii. From the summer semester 2024, the '**Semester Documents**' (*Semester Ticket, Enrollment Certificate & Student ID Card*) will **no longer be sent via post**. You can print all the other documents (*BAfög Certificate, Enrollment Certificate, Certificate for Deutsche Bahn, etc.*) from the TUNE portal: <https://tune.tuhh.de/>
- iii. In case you do not have access to the web/mobile, etc., kindly contact the [AStA TUHH](#) to guide you with it.

9.1 Semester Ticket Refund

This is carried out by the Studierendenwerk Hamburg. If you cannot use the ticket - E.g., you are studying abroad or doing an internship abroad - you have an opportunity to submit an application for a reimbursement of the contribution for the semester ticket.

The refund criteria are as follows:

1. Health Reasons:

The use of public transport is not possible due to illness for more than three months or due to any disability.

2. Local Reasons:

If you stay outside the scope of the HVV for more than three months in the applied semester for study-related reasons (*Internship or study abroad, etc*).

3. Spatial reasons:

You live outside the HVV area and travel to your place of study by Deutsche Bahn or comparable public transport and do not use the HVV additionally for a fee. However, it is also possible that you live so close to your place of study (*up to 2 km from your home*) that you travel on foot or by bicycle and do not use the HVV. Or you live within the HVV peripheral area and would demonstrably need more than two hours to get from your home to your place of study.

4. Social reasons:

A refund on social grounds is to be recognized above all if you can credibly show that you have laid out your entire financial planning without travel costs because the journey to the place of study is made by bicycle or on foot, although the distance is more than 2 km each way. A claim for refund is to be recognized in these cases if you receive social benefits according to the Federal Training Assistance Act (*BAföG*), current assistance for living expenses according to the 12th Book of the Social Code (*SGB XII*) or benefits

to secure living expenses according to SGB II (*Unemployment Benefit II*) or if the financial means available to you (*Income, assets, support payments, etc.*) after deduction of Housing costs (*Warm rent plus energy costs*), Child allowances according to §23(1) sentence 1 no. 3 BAföG and Health & nursing care Insurance, are below the standard social welfare rate for single persons and heads of household in Hamburg. In particularly justified cases of hardship, exceptions may be permitted after consultation with the ASten.

5. Exmatriculation:

If you exmatriculate, you may be eligible for a partial reimbursement of the costs for your Deutschland Semester Ticket by S-Bahn Hamburg, based on its remaining period of validity, upon presentation of your exmatriculation certificate.

Note: *The application for the refund must be made per semester. It must be sent to Studierendewerk by the following deadlines:*

Summer Semester – 31st March of the year

Winter Semester – 30th September of the year



Good to Know:

If Studierendewerk rejects your application for refund, a 'NO' from them is not the final answer. You can appeal that rejection and they will forward the appeal to the AStA. The AStA reviews your case and if it is found legitimate, then the AStA can refund your part of the price of the semester ticket. Scan the QR code to apply for refund with Studierendewerk.



9.2 Avail the Free HVV Ticket

New to Hamburg and yet not received your semester ticket yet? Do you already have your city registration? Then why spend on travel for 1 week in Hamburg. HVV offers a complimentary weekly season ticket which can be availed with the show of your residence registration certificate (*Meldebestätigung*). For full details and how can you avail it, scan the QR code on the right.



10 First Points of Contact in Case of Trouble

Allgemeine Studierendenausschuss - AStA TUHH

The AStA serves as the voice and primary interface for around 7,000 students of TUHH in engaging with politics, administration, the public, the city and help students with challenges in their daily university experiences & offer guidance on student-related issues. It also deals with the negotiations for the HVV semester ticket, advocating for better study conditions through political campaigns, and supervising student groups.

- Email: sekretariat@asta.tuhh.de
- Telephone: +49 040 42878 4160
- Website: <https://www.asta.tuhh.de/en/>
- Brochure: [Informational Brochure - AStA](#) or Scan QR



International Affairs

The International Affairs is responsible for international university relations and for integration work at the TUHH. It is a point of contact for the incoming students from abroad and TUHH students who choose to study abroad, and runs integration programs for them.

- Email: internationaloffice@tuhh.de
- Website:
<https://www.tuhh.de/tuhh/en/international/international-office.html>

STUDIS - Admission and Registration

STUDIS handles the application and admissions procedure for all study programs.

- Email: study@tuhh.de
- Website:
<https://www.tuhh.de/tuhh/en/education/contacts/admission-registration-office.html>

Student Counseling Center

The Central Student Counseling Service offers the students and prospective students the information, orientation, and advice on their studies. It provides one-to-one student counseling on issues such as choice of course, optimizing study, and preparing for examinations, along with psychological counseling.

- Email: studienberatung@tuhh.de
- Telephone: +49 40 42878 2232
- Website:
<https://www.tuhh.de/tuhh/en/education/contacts/student-counseling-center.html>

Beratungszentrum Soziales & Internationales – BeSI Studierendewerk

BeSI supports you in solving social, personal, and economic questions that arise in connection with your studies and also in crisis and conflict situations.

- Email: besi@stwhh.de
- Tel.: +49 / 40/419 02 – 155
- Website:
<https://www.stwhh.de/beratung/beratungszentrum-soziales-internationales-besi>

Student Representatives

The Student Representatives work for the best interest of the student bodies. Any kind of problems you may be facing, contacting the AStA or the FSR is always a good idea.

Each study programs have their own FSR – Fachschaftsräte (*Student Representative Council*) and they are your contact person in case of study program related problems.

The FSR groups are as follows:

- AIW/ES (*Engineering Science*): <https://www.fsr-aiw.de/>
- BaU (*Civil & Environmental Engineering*): <https://www2.tuhh.de/fsrb/>
- ET/IT (*Electrical Engineering/Information Technology*): <https://fsr-etit.de/aktuelles>
- MB (*Mechanical Engineering*): <http://mb-tuhh.de/>
- MWT (*Management Sciences and Technology*): <https://fsr-mwt.com/>
- SB (*Naval Engineering*): <https://www.hf-latte.de/>
- BVT/VT (*Process Engineering*): <https://www.tuhh.de/fsrv/aktuell.html>

Contact details of the FSR and AStA can be found with only one click online.

(Click on the FSR Logo to open its respective website)



AIW/ES
(Engineering
Science)



MB
(Mechanical
Engineering)



BaU (Civil &
Environmental
Engineering)



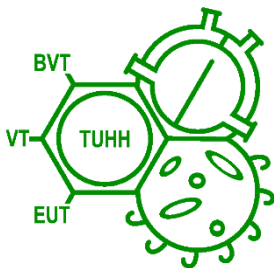
ET/IT
(Electrical
Engineering/Information
Technology)



MWT
(Management
Sciences and
Technology)



SB (Naval
Engineering)



BVT/VT
(Process
Engineering)



GTW
(Industrial and Technical Sciences)

The AStA also has International Working Groups - Arbeitsgemeinschaften (AGs). These groups of students represent the country they are from and help the people of their country in case of any trouble as well as organizing various cultural events. The International AGs are as follows:

AStO AG - African Student Organization

Support for African students at the TUHH for the better entrance into the study and during the course of the study, integration in Hamburg and the presentation of African Culture.

- Email: asto-ag@tuhh.de

ESN Hamburg AG

Erasmus Student Network (*ESN*) is a non-profit international student organization. Our mission is to represent international students, thus provide opportunities for cultural understanding and self-development under the principle of Students Helping Students.

- Email: hamburg@esn-germany.de

Interkulturelle Hochschul- AG

The IHAG is dedicated to promote intercultural understanding in the university and to build bridges between students from different backgrounds. As the representative of all cultural groups, we stand for a peaceful coexistence on campus.

- Email: ihag@tuhh.de

ISA TUHH AG - Indian Student Association

Indian Student Association TUHH has come a long way from the early days and has taken up more responsibilities not only to serve the Indian students better, but also to spread an awareness about India and its culture to the international community at TUHH.

- Email: isatuhh@tuhh.de

Latino AG

Latino AG is a place-to-go for all Latin American students at TUHH, doesn't matter if you're here for one semester or your whole studies. Together, we organize activities that allows us to connect, to support each other, and to celebrate the cultural diversity of our region.

➤ Email: hola@tuhh.de

PSA AG - Pakistan Student Association

PSA-TUHH is a group for all: past, present, and future Pakistani as well as other international students in Hamburg. The main aim is to work together as a united community for mutual benefit, to keep the rich culture and heritage alive, and to fill in the gaps for students who are far away from their home-land!

➤ Email: psa@tuhh.de

SAB AG - Student Association of Bangladesh

The student association of Bangladesh is always there for all the students from Bangladesh as well as other students. Our association organizes freshers' orientation, career talks and participates in different international events like Summer Festival, International Say, BBQ parties, sports and cultural nights. Once a student becomes a part of this organization, they are a life time member of this beloved group. SAB cares for all of us and we are united by love, respect, and individuality.

➤ Email: sab@tuhh.de

References

1. Technical University of Hamburg – www.tuhh.de/tuhh/en
2. AStA TUHH – <https://www.asta.tuhh.de/en/>
3. Accommodation Office TUHH –
www.tuhh.de/tuhh/en/international/incoming-international-students/accommodation-office.html
4. International Affairs TUHH –
<https://www.tuhh.de/tuhh/en/international/international-affairs>
5. Studierendenwerk Hamburg – www.stwhh.de
6. Hamburg Welcome Centre – www.hamburg.com/welcome/hwc/
7. Radio Tax (*Rundfunkbeitrag*) – www.rundfunkbeitrag.de
8. Hamburg Public Transport (*HVV*) – www.hvv.de/en
9. Deutsche Bahn (*DB*) – <https://int.bahn.de/en>

Appendix

Emergency Contacts

1. Police (*Polizei*): **110**
2. Ambulance (*Krankenwagen*): **112**
3. Fire Department (*Feuerwehr*): **112**
4. Emergency Medical Service (Notfalldienst): **040 228022 or 116117**

Main Campus Map

Building	Address	Rooms/Functions
A	Am Schwarzenberg – Campus 1*	President's Office, Parent-Child Learning Space, PC Pool, Learning Spaces, LuK, Band Rehearsal Room, ASTA Kitchen & Café
B	Am Schwarzenberg – Campus 2*	Center for Studies and Graduation, Learning Spaces, Café ZessP
C	Am Schwarzenberg – Campus 4*	
D	Am Schwarzenberg – Campus 4*	DLR School Lab
E	Am Schwarzenberg – Campus 3*	Committee Corridor (ASTA, FSRs, StuPa), PC Pool, Student Advisory Service, Infothek
F	Kasernenstraße 12	NIT, Fitness Studio, Café
G	Kasernenstraße 10	
H	Am Schwarzenberg – Campus 5*	Audimax I (Great Lecture Hall)
I	Denickestraße 22	Audimax II (Lecture Hall), Mensa, Pinboards (Jobs, Housing)
J	Denickestraße 22	Library (Bibliothek), Campus Shop, Haspa ATM,
K	Denickestraße 15	
L	Denickestraße 17	
M	Eißendorferstraße 42	
N	Eißendorferstraße 40	Working Lab
O	Eißendorferstraße 38	Café ins Grüne
P	Denickestraße 15	
Q	Am Irrgarten 3-9	

