

## **1. General**

### **According to which legal basis is accommodation provided by the City of Hannover (LHH)?**

The Housing and Living in Shared Accommodation and Flats Department of the City of Hannover accommodates homeless and refugee people in the respective accommodation within the City of Hannover. In the event of homelessness, we are obliged to take action in accordance with the Lower Saxony Police and Regulatory Authorities Act. We check the prerequisites for accommodation.

Refugees are accommodated according to the Reception Act and the Asylum Seekers' Benefits Act.

The statutes on the accommodation of homeless persons and refugees in the City of Hannover contain the framework conditions for accommodation and can be found at [www.hannover.de](http://www.hannover.de). Among other things, it specifies when and how an allocation takes place and how high the fees are.

## **2. Allocation notice and further documents**

### **What is an allocation?**

The allocation for accommodation by the state capital Hannover is not a tenancy agreement. It does not establish a tenancy relationship between you and the LHH, but a relationship of use for a bed space. You do not rent a flat or a specific room.

For this reason, the payments are referred to as user fees and not as rent payments.

The assignment must be kept in a safe place, because with it you can change or register at the Citizen Office (*Bürgeramt*) and it must be presented at the Job Centre or the Department of Social Affairs in order to apply for benefits.

### **My allocation is limited to one year, what happens after that?**

Allocations to accommodation for the homeless are limited to one year, as the aim is to offer the people concerned a perspective after homelessness. For this reason, the facts of the case (income situation, employment relationship, possibilities of self-help, housing placement) are re-examined after one year. For this purpose, proof of income and efforts to provide for themselves with their own housing must be provided. If there is no possible follow-up perspective, the allocation will be extended by one year, provided that the allocation requirements continue to be met.

For this purpose, the users should independently and without being asked go to the Housing and Living in Shared Accommodation and Flats Department before the expiry of the allocation in order to have the extension of the allocation checked.

If you have been accommodated as a homeless person, you must present yourself independently and without being asked to do so to the Housing and Living in Shared Accommodation and Housing Department before your allocation expires so that the extension of your allocation can be examined.

### **What are the ancillary provisions mentioned in the assignment?**

Ancillary provisions can, for example, be time limits of less than one year. These are an exception and only exist in individual cases.

### **What is the assignment agreement?**

The assignment agreement serves as an aid and is intended to relieve you of the burden of paying the user fees. If you receive benefits from the Job Centre or the Department of Social Affairs, we can contact the benefit providers directly and receive the fees from them. This means that you do not have to make another appointment there. The assignment only refers to the user fees for the accommodation provided to you. It protects you from possible enforcement measures in case of non-payment of the accommodation fees.

Signing the assignment agreement is voluntary. You will not be threatened with homelessness or refusal of accommodation as a result. However, in this case you have to take care of the payments of the user fees yourself. If you have any questions about this, you can contact the Housing and Living in Shared Accommodation and Flats Department at any time.

### **What is the purpose of the tuberculosis examination?**

Every homeless person who is accommodated receives a letter in addition to the assignment with the request to make an appointment with the Health Department to be tested for tuberculosis. This serves as protection for you as well as for the residents in the accommodation. When you move into the accommodation, you know that all your flatmates have been examined and that there is no tuberculosis.

On presentation of this letter to the Health Department, a free examination will be carried out.

### **According to the allocation, I am not entitled to a specific accommodation. Does this mean I might have to move several times?**

As each accommodation only has limited capacity, you can only be assigned to an accommodation that has free places. There is no possibility of choice. In rare cases, it is possible that a room can no longer be occupied or is no longer habitable, so that a move must take place. This move would be to another accommodation. There is only an entitlement to the placement itself. However, no arbitrary moves take place and relocation is only an exception.

## **3. User fees**

### **What is the composition of the user fees?**

The fees are calculated in such a way that the service providers (Social Welfare Department and Job Centre) will pay them if you receive the full amount of benefits.

In the allocation and in the statutes, there is a table that shows how much the fees are for the respective number of persons in a household. A household includes married persons and persons living in a consensual union with minor children. Children of full age living in the household count as a separate household.

If you move in or out in the middle of the month, we will charge you a proportionate fee.

### **I receive benefits, do I have to pay the user fees?**

The user fees are covered by the respective benefit provider (Job Centre/Social Welfare Department) if you are in full receipt of benefits and have no other monthly income. Your previous

personal needs remain unaffected by this. There is no financial disadvantage for you. You still have to apply to the service provider for payment of the user fees.

### **I work, do I have to pay the fees?**

You can apply for a reduction of the user fees. Thereby, it is important to note that if you are accommodated as a single person (in case of several persons in one household: see table on the allocation), you have a monthly net income of between € 718.00 and € 1,300.00. If your income is within this range, your fee will be reduced. If your income is below € 718.00 or above € 1,300.00, the fee cannot be reduced. If your income is less than € 718.00, the benefits agency can pay a large part of the costs upon application ("top-up benefits" = "*aufstockende Leistungen*"). If your income exceeds the limit of 1,300.00 €, it is generally sufficient to pay the full user fee.

Your fee will be reduced for six months upon informal application. This must be signed and evidence of your income must be enclosed (last three payslips). If you need help, you can contact the social workers in your accommodation or the Department of Housing and Living in Shared Accommodation and Flats. After the period of approval has expired, a new application can be made. In total, the fees can be reduced up to five times, i.e. for a total of 30 months.

In the case of accommodation during an ongoing asylum procedure, a reduction may be granted in an unlimited number of cases.

### **I receive a pension or ALG I benefits, do I have to pay the full fees or can I apply for a reduction?**

A pension or ALG I benefits are regarded as income, so that a reduction can also be applied for here. If necessary, you can apply to the Social Welfare Department for basic benefits.

## **4. After receiving the allocation**

### **Can I register with the regulatory authorities?**

After receiving the allocation, you must register / re-register with the local authorities at a Citizen Office. The allocation notice serves as proof and must be presented for this purpose.

### **Am I only allowed to enter my allocated accommodation at certain times?**

No, you can enter your assigned accommodation and room at any time. An assigned accommodation is not an emergency sleeping place, but your new temporary residence.

### **Who can help me get my own flat?**

You can look for suitable flats via the well-known online real estate portals. You can also ask real estate companies to put you on waiting lists for flats.

You can also get support from the Housing Department at Sall Street, No. 16, where you can apply for housing placement and a housing entitlement certificate. You must have been living in Hannover for at least 12 months. If you do not have German citizenship, you need a residence permit that is valid for at least one year.

### **I have found my own flat, what do I have to do?**

If you have found your own flat, please inform either the social workers in the accommodation or directly the Housing and Living in Shared Accommodation and Flats Department.

Please return the keys you received as you moved into the accommodation to the social workers when you move out. If you were accommodated in a decentralised flat, the keys must be handed in to the Housing and Living in Shared Accommodation and Flats Department. Things and objects brought in must be removed from the accommodation. If you have any questions, please contact the social workers or the Housing and Living in Shared Accommodation and Flats Department.

### **Can I bring my own furniture into the accommodation?**

The accommodations are equipped with furniture by the Accommodation Department. The installation of small pieces of furniture (e.g. small shelves, bedside tables, etc.) must be agreed with the social workers.

### **May I have visitors?**

It is permitted to have visitors in the accommodation. The visiting hours can be found in the house rules of your accommodation.

Overnight visits are possible for three consecutive nights and must be applied for in advance to the Housing and Living in Shared Accommodation and Flats Department or the social workers in the accommodation.

### **I am not satisfied with the decision made by the Department of Housing and Living in Shared Accommodation and Flats, what can I do?**

First of all, you can contact the case workers in the Department of Housing and Living in Shared Accommodation and Flats to find a solution to the problem together. The social workers in the accommodation will also be happy to help you.

Otherwise, you can file a complaint (during an asylum procedure you can file an objection) against the allocation granted at the Administrative Court at Leonardt Street, No. 15, 30175 Hannover within one month.

### **I want to complain about my accommodation, who can I contact?**

If you are accommodated in a shared accommodation, you can either contact the social workers on site or the case workers in the Department of Housing and Living in Shared Accommodation and Flats. Complaints can be made in person, by phone or in writing.

You can also contact us by email at [56.2@hannover-stadt.de](mailto:56.2@hannover-stadt.de).

A complaint can also be made anonymously. However, in the case of an anonymous complaint, we cannot give you any feedback. However, we will follow up on your comments and examine them carefully.