

INTERNATIONAL



Welcome

A Guide for International Students



Studierendenwerk
Mannheim

CONTENT

Welcome to Mannheim	3
Studierendenwerk Mannheim	6
Who we are and what we offer	6
Infothek	7
Food and Drink	7
Autoload	8
Social Counseling and Financial Advice	8
Psychological Counseling	9
Arrival in Mannheim - important things to know	10
Registering with the City	
Insurance	11
Health Insurance	
Liability Insurance	
Household Insurance	
Broadcasting License fee	12
Bank account	13
Residence permit	13
Housing	14
First Steps: Looking for an Accommodation	14
First Steps: Living in our Student Accommodation	15
Hausbetreuung	18
Moving Out	18
Sharing a Flat	20
Separating Waste	21
Tutors	22
Internet Access	22
Laundry	23
Key Service	23
Safety First	23

Welcome to Mannheim

Mannheim (natives call it „Monnem“ or “Mannem”) is the vibrant center of the Rhein-Neckar region, which is one of the most flourishing areas in Europe. Mannheim with its universities and the one-of-a-kind city center made up of blocks rather than street names is over 400 years old. It is also called the capital of pop music, has all sorts of entertainment and is a perfect place to go shopping. Multicultural Mannheim provides the best opportunities for self-development and professional know-how.





No.	Houses with contingent of rooms for international students	Public Transport
1	Hafenstraße 35-45	60 65
2	G 7, 26-28	1 2 3 6
3	B 6, 14-15	60 65 1 2 3 6
4	B 7, 14-15	60 65 1 2 3 6
5	Parkring 21	60 65 1 5 7
6	N 6, 8	1 2 3 4 5 6 7
7	L 8, 13-14	60 1 4 5 6 7
8	Schwetzingen Straße 99	1
9	Eastsite / Seckenheimer Landstr. 4a	62 6 9
10	Carl-Zuckmayer-Str. 13-17	60
11	Stud.-Siedlg. Ludwig Frank / Ulmenweg 55	60 60B 61 4 4A
12	Speyerer Straße 39-57	63 3
13	Neckarauer Str. 169-175	1
14	Hans-Sachs-Ring 1-5 / Steubenstraße 80	3
15	Augartenstraße 112-114	1

MANNHEIM



DHBW
Duale Hochschule
Baden-Württemberg
Mannheim



- 1
- 2
- 3
- 4
- 4A
- 5
- 6
- 7
- 9



- 50
- 60
- 60E
- 61
- 62
- 63
- 65

Studierendenwerk Mannheim

WHO WE ARE AND WHAT WE OFFER

We are pleased to welcome you in Mannheim and hope you'll have an enjoyable stay and successful studies.

We offer a wide range of student services that are needed alongside your studies to make your time in Mannheim as convenient as possible.

Some of these include:

- Student housing in various accommodations offering around 3,000 students a roof over their head.
- Food & drink in cafeterias and cafes around the Mannheim area.
- Financial assistance such as BAföG or other financial aid opportunities.
- Social and psychological counseling to assist you with situations that might arise during your studies.
- and much more

As a public institution, we provide our services and support to students at the following institutions:

- University of Mannheim (Universität Mannheim)
- Mannheim University of Applied Sciences (Hochschule Mannheim)
- Baden-Wuerttemberg Cooperative State University Mannheim (Duale Hochschule Baden-Württemberg Mannheim)
- University of Popular Music and Music Business (Popakademie Baden-Wuerttemberg)
- Mannheim University of Music and Performing Arts (Staatliche Hochschule für Musik und Darstellende Kunst Mannheim)

INTERNATIONAL A - Z

www.stw-ma.de/en/international_a_z

Here you will find all the important information about your studies. Just click on the corresponding letter of the word you are searching for to see the information you are looking for. Do you have any other questions or comments?

Then e-mail us at: international@stw-ma.de



INFOTHEK

The first point of contact for all students in the Mannheim region is the Infothek inside the Mensaria am Schloss (Bismarckstraße 10 | Entrance A). Here you can receive information about all the services of the Studierendenwerk such as:

- Food & Drink
- Autoload
- Social Counseling
- Housing
- Psychological Counseling Center (PBS)
- Financial Aid (BAföG)
- and much more

FOOD & DRINK

Studying makes you hungry and no one likes to learn on an empty stomach. The many cafeterias and cafes of the Studierendenwerk Mannheim can help with that.

Menu prices are inexpensive and a lot of the ingredients are regional.

You can find the menus online or on the StudiPlus²-App.

AUTOLOAD

You can use your student ID card at all our cafeterias, cafes, at the vending and coffee machines and in the laundry rooms in the student residences. By setting up our cashless payment system Autoload, you will always have money on your card when you need it.

You will be able to oversee your card activity on the StudiPlus²-App or online at the chipcard service-portal. If you lose your card, you can deactivate it anytime you like. You can top up your card with larger amounts at special Autoload terminals if needed. At the coffee, vending, and washing machines in the student residences of the Studierendenwerk you can pay cashless with Autoload and you can even top up your card there with an amount which is freely selectable on the chipcard service portal or app.

Short registration - immediately usable

Autoload registration is quite simple and quick. It can be done at many of our facilities directly at the registers, at the Infothek or online on our website. During the registration your written consent to the direct debit process/SEPA will be arranged. You simply need to present your student ID and your German or European electronic cash debit card. Requirement is that your bank must be a part of the SEPA. After registering, you can use your card for cashless payment immediately.

www.stw-ma.de/en/autoload_online

SOCIAL COUNSELING AND FINANCIAL ADVICE

The Social Counseling Service is open to all students at the institutions in Mannheim as well as interested students. We offer counseling services in case of social, financial, and personal problems.

We can assist with consultation about social and financial benefits, as well as questions about insurances, scholarships, (short-term) loans, assisting with specific part-time job regulations as an international student and much more.

Phone: +49 621 49072-531
E-mail: sozialberatung@stw-ma.de
www.stw-ma.de/sozialberatung

PSYCHOLOGICAL COUNSELING

The Psychological Counseling Center (Psychologische Beratungsstelle: PBS) of the Studierendenwerk Mannheim has offered psychological counseling for over 40 years. Based on our experience, we provide counseling as well as short-term therapy for students in the Mannheim region both in German and English to help them deal with personal problems (e.g., homesickness, loneliness, language problems, cultural differences) and study-related problems (e.g., exam anxiety, study problems, procrastination, time management).

After registration via telephone with the PBS during our hours of operation, you will be given an appointment for the first interview in which you can explain your situation to us.

Often your issues are then further clarified via additional psychological questionnaires and the results are discussed in the second session, the so-called psychological assessment.

Based on the information from the first interview and the psychological assessment, you will then either be offered additional counseling sessions at our institution or we will help you to find an alternative that suits your needs best.



Team of the Psychological Counseling

Phone: +49 621 49072-555

E-mail: pbs@stw-ma.de

www.stw-ma.de/en/pbs_counseling

Mensaria am Schloss

Bismarckstr. 10 | Eingang C, 68161 Mannheim

Arrival in Mannheim - important things to know

REGISTERING WITH THE CITY

In Germany, your registration (Anmeldung) with the city must be done within two weeks of having moved into your accommodation. Bring your passport or valid ID card along with your landlord confirmation (Wohnungsgeberbestätigung). If you live in our student accommodations, you will receive this via e-mail upon moving in. If not, please ask your landlord for this document. It is also recommended that you have your rental agreement with you in case this is also required.



After you have successfully registered, you will receive an official certificate of registration from the city. You will need this document to open a bank account and possibly for other services in Mannheim.

City of Mannheim: Department Public Services
K7, 68159 Mannheim

Phone: +49 621 293 115

E-mail: buergerdienste@mannheim.de

Insurance

HEALTH INSURANCE

All students in Germany are required to have a health insurance policy. If you are an EU citizen, you probably have the EHIC/ GHIC (European Health Insurance Card). By presenting this card, you will be exempted from the necessary German health insurance coverage. International students from non-EU countries should purchase a statutory German health insurance as soon as they arrive in Mannheim. It costs approximately 120€ each month (student rate offered by all public health insurance companies). The health insurance coverage begins on the day of enrolment. Please note: the obligation to take out insurance ends after your 30th birthday. In this case, you need to purchase private health insurance.

LIABILITY INSURANCE

We strongly recommend our exchange students to take out a liability insurance policy. It offers specific protection against third party claims and covers the risks of everyday life, such as causing damage to a car through a bike accident or damage to someone else's belongings. To a certain extent, this insurance also covers one's liability in owning or renting an accommodation or in participating in athletic activities. From our experience, it has proven to be very useful for exchange students. You can usually take out a liability insurance policy in your home country. Please make sure that it is also valid when you are abroad.

HOUSEHOLD INSURANCE

Your personal belongings (i.e., furniture, clothing, and electronics) in your accommodation are not insured. You may want to take out household insurance that will insure your belongings against fire, storm, or burglary.

Please note: The Studierendenwerk Mannheim will not assume the cost for any damages.



Share your broadcasting licence fee with your fellow students.

Broadcasting license fee

Electronic devices today have a wide variety of uses. Whether you watch TV or listen to the public radio, all private persons in Germany are required to pay this fee. The license fee does not depend on the number of devices you own or if you use the broadcast services. It also does not matter how many people live in your residence and how many devices they own, the following applies:

One Residence ► One Fee

Shared flats benefit in particular. For example, four people sharing a flat only have to pay the fee which is currently less, than 20 € a month and it is to be shared between flatmates. Please be aware: This fee is obligatory - whether you are in Germany for a short term or a degree-seeking student.

Need more information?

www.rundfunkbeitrag.de

Bank account

You will most likely need a bank account to pay for rent and utilities, food, fees, and much more while you are in Germany. There are many banks and Sparkassen in the area as well as some online banks that offer good conditions for international students. Take a look before or upon arrival and open a bank account as soon as possible so you can begin making your necessary purchases.



Residence permit

Non-EU and EFTA students require a residence permit after entry in Germany regardless of whether they need a visa or not to enter the country. Once registered with the city of Mannheim, you will need to register with the foreigner's office before your visa expires. You will need to present the following items:

- Certificate of enrollment
- Housing contract
- Proof of sufficient funds
- Verification of health insurance
- Passport
- Biometric passport picture

We would recommend that you contact the international office of your institution for more information.



Housing

The Studierendenwerk Mannheim offers affordable student housing in shared flats, single apartments, doublets, parent-children and couples-apartments for about 3,000 students in the Mannheim area.

We strive to offer as many suitable facilities as possible for the students in the region.

You will find some helpful information below for students living in our accommodations as well as for students looking for an accommodation.

FIRST STEPS: LOOKING FOR AN ACCOMMODATION

First, you should contact your international office in Mannheim to find out if there are available rooms from your study program or institution.

Second, apply online with the Studierendenwerk Mannheim.

The online application is quick and simple and is submitted directly to our system. We recommend that you apply as early as possible to better your chances of finding an accommodation. Offers are based on a waiting list principle.

The housing department begins with allocation of the accommodations about 6-10 weeks before the desired contract begins.

All housing offers are sent to you via the e-mail address you submitted in the application.



If you are to receive an offer and accept it, take a look at the next section about living in our student residences.

Alternatively, you can take a look at the private accommodations on our website if you do not want or are not able to find something in our student residences.

FIRST STEPS: LIVING IN OUR STUDENT ACCOMMODATION

We are pleased that you have chosen to live in one of our student residences and we hope that you will enjoy your stay with us.

Housing contracts usually begin at the beginning of the month. However, you are free to choose any date to move in after the beginning of your rental agreement. As move-in appointments are in high demand at the beginning of the semester, as well as the beginning of the month, we recommend that you book your appointment at least two weeks in advance.

Regular in-person appointments are available during the normal operation hours of the Hausbetreuung. Key box appointments are generally for hours outside the operational hours of the Hausbetreuung (i.e. evenings, weekends, and holidays).

Appointments are to be made online on the Mieterportal 24h which is the tenant portal for most things related to your accommodation.

You will receive move information regarding your move-in after signing your rental agreement.



What do I need for my move-in appointment?

Please bring your signed housing contract and a valid form of ID. You may be required to show your appointment confirmation, so please do not delete it. If you are not personally able to come to your appointment, then a signed written authorization must be provided for the person responsible.

How do I get to my residence?

The various residences with their connections to ÖPVN (public transportation) can be found on the first pages of this leaflet. Most of our residences have parking in close proximity. If you will be arriving with a car, we recommend asking the administration about temporary or possibly permanent parking.

What do I do when I pick up my key?

The Hausbetreuung will be awaiting your arrival at the meeting place that was previously determined or you will pick up your key in the key box. This depends on the appointment that you previously booked.

If you have a buddy, you might even be picked up and brought to your place of residence.

When you receive your key, you will sign a move-in protocol where for example, possible damages or defects must be made aware of. If you pick up your key in the key box, you will receive this beforehand to be submitted after you visit the residence.

In both cases, any damages must be documented immediately and reported either on the move-in protocol or via the Mieterportal 24h.

You will receive this protocol and your landlord confirmation via e-mail.



Are the accommodations furnished?

The majority of accommodations are fully furnished with all the necessary items for your room.

Note that the kitchens are typically shared and items are not provided by the Studierendenwerk. Many items are communal so speak with your flatmates about using them.



Service Packets – everything included for an easy start!

Service Packet

The Studierendenwerk does offer a package with the most essential every-day kitchen items that can be purchased.

More information about the Service Packet can be found on our website.

Every residence has access to laundry rooms which can be used with your student ID/MensA-Card. We recommend that you set up Autoload with your card. (See Autoload section)

HAUSBETREUUNG

All the Studierendenwerk's residences are looked after by our facility management staff (Hausbetreuung) who can be contacted directly by the residents. They are the helping hand in the accommodations assisting students with defects, damages and complaints.

Once you move in, you will receive their contact information. Alternatively, their office hours and contact information can be found on our website under the specific residence you live in.

MOVING OUT

Before you move out, please make sure that all damages and defects have been properly reported on the Mieterportal 24h and your bank information is correct for returning your security deposit if necessary.

Making an appointment

Just as you made a move-in appointment, you must also make a move-out appointment before your departure on the Mieterportal 24h. You will be provided with the necessary information of where to go and what to do.

Please note that the duration of your contract is written on your rental agreement and must be withheld.

Extensions may be requested upon meeting certain requirements by contacting the housing administration.

Handing over your room

You will receive information and a checklist about how to prepare for your departure.

You are required to clean and remove all personal belongings. Damages and defects are to be reported, holes in the walls must be filled or repaired. Your space in the common room must be cleaned (i.e. kitchen, refrigerator, pantry space).

You will also receive information about how and where to go for your move out.

You will receive a move-out protocol after the Hausbetreuung has checked your room and your keys have been handed in.

Receiving security deposit

Your security deposit will be returned 6-8 weeks after the termination of your contract. This will be transferred to the account that you provided us in the Mieterportal 24h.

Important: If you would like to have the security deposit transferred to an account outside the EU then please provide this information to the housing department. If you terminated your German bank account early, the outstanding rent can be paid all at once. If this is the case then please contact the housing department.

Change of address

We recommend that you submit a change of address with the post office if moving to a new residence within Germany.

Deregistering with the city

Do not forget to deregister with the city when leaving.

If you are moving to another accommodation within Mannheim, you do not have to deregister with the city. This will automatically be done when you register your new residence. This process can be done online.

Can I give the room to someone else if I move out early?

It is prohibited to rent out your room to someone you have chosen without prior approval from the Housing Department. In some cases, you can sublease your room if you leave early. Please check with the housing department if this option applies for you.

Can someone else move out for me?

Someone else can complete the move out with the Hausbetreuung on behalf of the person under contract for the flat. A written authorization is required.

What if no appointment to move out was made?

Moving out without an appointment can lead to extra fees as well as logistical and in some cases legal problems with new students moving in. To avoid this, please request an appointment or alternatively have someone move you out on your behalf with a written authorization.

SHARING A FLAT

Sharing a flat with new people can be both rewarding and challenging. Working and coming together to talk, cook, clean, and hang out usually helps the dynamic of a flat move in a positive direction. Here are some tips for sharing a flat:

- Meet and talk to your flatmates
- Define personal spaces and if needed your personal time
- Establish and divide responsibilities within the flat
- Communicate, communicate, communicate
- Spend time together
- Keep things clean
- Embrace the differences and be open-minded

Appliances and furnishing

All electrical appliances not belonging to Studierendenwerk Mannheim must be marked with the owner's name and room number. This includes appliances such as microwaves, barbecues, rice steamers, kettles, TVs, etc.

The appliances must be kept in a clean and presentable condition at the responsibility of the owner. Personal appliances must be removed upon departure or given in advance to another flatmate, who must then mark the appliance with their own name and room number.

Any unregistered items will be removed by the Hausbetreuung. All furnishing items and appliances in shared rooms not belonging to Studierendenwerk Mannheim must be approved by the Hausbetreuung. This includes items such as armchairs, couches, shelves, etc.

Common areas

Common areas and shared fittings in the accommodations (kitchen cupboards, countertops, hot plates, fridges, tables, chairs and all sanitary facilities, etc.) are to be looked after properly with due care. Damage must be reported immediately via the Mieterportal www.stw-ma.de/mieterportal24h under "report damages".

If items are deliberately damaged or destroyed, the costs will be charged proportionately to the occupants living in the shared flat, unless the person at fault can be identified.

Please make an effort to keep your shared flat in a clean and acceptable condition.

SEPARATING WASTE

At the waste disposal area next to your accommodation, you will find black bins for general/residual waste and blue bins for paper as well as yellow bins for the yellow bags. Containers for glass recycling can also be found near your accommodation.

Disposal of residual waste is expensive. Sensible separation keeps the costs down.

The tenants are responsible for separating and removing their waste from their accommodation

If waste has to be removed by the Hausbetreuung or the cleaning service, or if a pest controller has to be called to deal with pest infestation, the cost of this will be charged proportionately to all occupants of the shared flat.

Deposit System - dispose of your waste as follows:

	Yellow bag / Yellow bin	Packaging bearing the green dot, e.g. tins, plastic metal compounds (drink cartons; vacuum packaging)
	Paper bin	Paper and cardboard not contaminated or coated
	Glass container	Glass; separate according to colour
	General waste	Anything which is of no value or is not a special material, e.g. cotton wool, paper tissues, cigarette filters, leftover food
	Hazardous or special waste	Do not dispose of with general waste! e.g. batteries (these must be taken back by the shop), medication (pharmacies will take this back)

Be aware of the recycling system in Germany which means that you should return bottles and cans to the supermarkets in order to get a small deposit back.

On most bottles there is this sign. ►





TUTORS

Tutors are there to help you get started with living in our student residence halls. They are engaged directly with the students directly in the individual accommodations to support the living community, help with questions and concerns that arise at the beginning of the semester, and organize activities, excursions, events, and parties. They can also help you meet fellow students in your student accommodation. The Welcome-Back-Nights at the beginning of the semester provide the perfect opportunity to meet the tutor team in your residence.

Tutors usually introduce themselves and new tutors will be elected so if you wish, you can become a tutor right from the beginning as well. Many of the residences have handouts/ flyers hanging by the common rooms and entrances with more information on the team and upcoming events.

INTERNET ACCESS

Most of our rooms have access to the university internet so surfing is for free. You will find a detailed instruction on how to get connected to the campus network in your room.

Please be aware that internet access is provided by connecting an internet cable to your device. As we do not provide WiFi, you will need to either purchase a wireless router or bring one with you to set up WiFi in your room.

In many student accommodations, you will also find an internet-tutor, who will be approachable for you and will take care of your questions and concerns. You will usually find their contact information by the information regarding tutors at the entrances of the residence.

LAUNDRY

In every residence you will find a laundry room with washing machines and tumble dryers where you can do your washing. You will be able to pay using your chip card.

Handle the washing machines with care and leave the washroom clean. If you have any questions, please contact the Hausbetreuung.

KEY SERVICE

If you lose your keys, please inform the Hausbetreuung immediately. They should be able to let you in or file a missing-key report. Opening your door is free of charge during their working hours.

Please note: If you lose your key or lock yourself out of your accommodation outside the normal operation hours of the Hausbetreuung, the emergency key service can help. This service is not free of charge and can cost between 100 - 150 EUR (in cash). If you lost your key, possible key replacement costs will be sent as a separate invoice.

Emergency Key Service:
+49 621 101561

SAFETY FIRST

- 1 Please close the windows completely before you leave the room. This also applies to the community rooms.
- 2 Please make sure the window shutters are lowered completely. This will prevent unauthorized people to gain access to the building.
- 3 Please make sure to always close the front and connecting doors firmly.
- 4 Before you activate the door opener, please use the intercom system to ask who is at the door.
- 5 If you see something, say something: Report suspicious activity or persons to the police. 📞 **110**



**We wish you a
good start into the
new semester!**

Everything about
„International“
can be found here:



stw-ma.de/international

**Get the
latest news!
StudiPlus²[®]**



Contact

Address

Studierendenwerk Mannheim
Coordination Services International Students
Bismarckstraße 10
Mensaria am Schloss | Eingang A
68161 Mannheim

Phone: +49 621 49072-531

E-mail: international@stw-ma.de



YOUR PARTNER ON CAMPUS.

stw-ma.de · · StudiPlus²[®] for iOS + Android