Welcome
Short guide for international students

Studierendenwerk Mannheim
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WELCOME TO MANNHEIM

About the City

Mannheim (natives call it „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 and has all sorts of entertainment to offer – the city is a perfect place to go shopping and it offers excellent universities. Multicultural Mannheim provides the best opportunities for self-development and professional know-how.

Famous sight: The Friedrichsplatz around Mannheim’s water tower is a popular meeting point in the inner city.
No. Houses with contingent of rooms for international students

1. Hafenstraße 35-45
2. G7, 26+28
3. B7, 14-15
4. Carl-Zuckmayer-Str. 13-17
5. Studentensiedlung Ludwig-Frank / Ulmenweg 55
6. Speyerer Str. 39-57
7. Neckarauer Str. 169-175
8. Hans-Sachs-Ring 1-5 / Steubenstraße 80
9. Augartenstraße 112-114

Public Transport:

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
We are pleased to welcome you as an international student in Mannheim and hope you’ll have an enjoyable stay and successful studies.

The main aspects of our work are providing student housing (16 halls of residence with some 3,000 places in rooms and flats), catering and dining (13 canteens and cafeterias) and funding – BAFöG – (approx. 10 million € in funding per year). The Studierendenwerk also runs a general social counseling service, a large nursery and other social institutions.

As a public institution, we provide our services to support all students at the

- 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)

and help to make the start in Mannheim an easy one.
SIGNING UP ON THE CITY REGISTER

In Germany, the signing up at the registration office of the City (in Mannheim it is called „Bürgerservices“) must be done within two weeks after having moved into an apartment. For the registration you need a passport or identity card. Furthermore, it’s recommended that you bring our rental agreement with you, because you have to give information about your landlord.

Contact:
City of Mannheim – Department Public Services
K 7, 68159 Mannheim

Phone: +49 (0)621 293-115
Fax: +49 (0)621 293-3257
Email: buergerdienste@mannheim.de

After the successful registration, a certificate of registration of the residence in Mannheim will be issued. You should always carry along a copy of this certificate of registration so that you can prove the residence and address any time. You also need it to open a bank account or for the library card, for example.
Insurance

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

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 (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 90€ 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 or after your 14th semester in Germany. In this case, you need to purchase private health insurance.

More information about private health insurance: www.velainsure

Householder’s insurance
Please note that the property (e.g. furniture, clothing, and electronic appliances) in your apartment (therefore in the guesthouses) is not insured. If you wish, you may take out a householder’s insurance policy that will insure your property against fire, storms, or burglary.

Please note: The Studierendenwerk Mannheim will not assume the costs for any damages.
Broadcasting Licence Fees

Today, it is perfectly normal to listen to the radio on your smartphone or to watch TV on your tablet computer. Modern technical devices offer an increasing number of functions and change the way in which we use media content. In Germany, the license fee does not depend on the number of devices you own and covers all services offered by public service broadcasting on all distribution channels. It does not matter how many people live at one 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 pay one fee in total:

17.50 € per month regardless of the number of radios, televisions, computers or smartphones they have.

Need more information?
www.rundfunkbeitrag.de

Share your broadcasting licence fee with your fellow students.
HOUSING

In Germany, students usually live in off-campus housing. The Studierendenwerk Mannheim works hard to offer as many suitable facilities as possible.

Below you will find helpful information on the different aspects of housing and living together:

First steps - Move in

Housing contracts always begin the first of the month. However, that does not mean that this must be your move-in date. You are free to choose any date, including the first of the month as long as it is not a holiday. Move-in appointments are in high demand at the beginning of the semester as well as the first of the month, therefore there might be a waiting period. To avoid this, request your move-in appointment early.

We recommend you schedule your appointment to be about two weeks before the time you wish to move in. Appointments are only possible during the normal hours of the Hausbetreuung. Hours of operation can be found in the general information for housing.
Your move-in appointment should be made through the Mieterportal 24h.

www.stw-ma.de/mieterportal24h

You will receive information from the Hausbetreuung when they confirm your appointment.

What do I need for my move-in appointment?

Please bring your signed housing contract, your ID and a copy of your ID. In the case that you are not personally able to make the appointment, then a signed written authorization must be provided.

How do I get to my residence?

The various residences with their connections to ÖPNV (public transportation) can be found on the first pages. The Hausbetreuung will be awaiting your arrival in the meeting place that was previously determined.

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

Picking up your key?

When you pick up your key and move into your room, you will sign an electronic protocol where for example and possible damages should be made aware of. In case of damages, these should be documented right away. Any damages that are found at a later date should be documented at any time via Mieterportal24h. You will receive a copy of your move-in protocol and the "Wohnungsgeberbestätigung" to use as a formal document to register your place of residence with the city.

www.stw-ma.de/mieterportal24h

Please be aware that all damages must be documented via Mieterportal24h.
**Furnishing**

The majority of accommodations are fully furnished. You can arrange it however you wish, but when you move out, it must be put back the way you received the room. All holes in the walls (i.e. from nails from pictures) must be filled in and the walls painted white. Dishes are not provided by Studierendenwerk. Please do not forget to put your name on the mailbox so you receive your mail.

Every residence has access to washing machines and dryers which can be used with your student ID. We recommend that you set up Autoload.

**First steps - Move out**

This should be taken care of early in order to avoid any surprises while moving out. Any damages should have already been documented online on the Mieterportal 24h so that no additional amount will be subtracted from the security deposit. You should check online on the Mieterportal 24h if your bank information is correct so that the deposit can be transferred to the correct account.

**Your move out appointment**

A move-out appointment should be made using the Mieterportal 24h. You will sign a protocol electronically in which all previous damages were documented as well as any further damages that might have been caused.

**Handing over your room**

Your Hausbetreuung will bring the protocol you filled out when you moved in, in which all previous damages were documented. The room should be in the same condition as when you moved in. Any holes must be filled or repaired and the walls should be repainted white if necessary. Your room must be cleaned thoroughly. Your own furniture must be removed or internally arranged to be given to someone else in the flat.
Curtains from Studierendenwerk must also be washed/cleaned. All cabinets/dressers, furniture, floor, and heaters need to be cleaned with a wet rag.

The sink in the single apartments must be cleaned and decalcified. The shelves and areas in the common room should be cleaned and the fridge emptied and defrosted. The bathrooms, shower and sinks should be thoroughly cleaned and decalcified. The stove and oven should also be cleaned of any food residue.

In short, please leave your flat clean for the next person.

**Move-out day**

Your flat should be in the same condition when you leave as when you moved in. Additionally, the apartment kitchen will be checked for cleanliness even if others are still in the apartment. The room/flat will be inspected and any new damages will be protocolled. This protocol will be signed electronically once you hand back the keys to the Hausbetreuer.

**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 your respected case worker for your flat. 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 your case worker.

**Change of Address**

We recommend that you turn in a change of address with the post office.
Can I give the room to someone else when I move out early?
It is prohibited to rent out your room to someone you have chosen without prior approval from the Housing Department.

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 power of attorney is required.

What if no appointment to move out was made?
Moving out without an appointment can lead to extra fees. To avoid this, please request an appointment or alternatively have someone move you out on your behalf with a power of attorney.

Rules for Sharing Flats
All electrical appliances not belonging to Studierendenwerk Mannheim must be marked with the name and room number of the owner. 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 his/her own name and room number.

Any unregistered appliances will be removed by the Hausbetreuung. All furnishing items in shared rooms not belonging to Studierendenwerk Mannheim must be licensed by the Hausbetreuung. This includes items such as armchairs, couches, shelves, etc.
Any unlicensed furnishing items will be removed by the Hausbetreuung. All furnishing items must be kept in a clean and presentable condition at the responsibility of the owner. Personal furnishing items must be removed upon departure or given in advance to another flatmate who must then renew the license with the Hausbetreuung.

**Tutors**

Tutors are there to help you get started with living in our student residence halls. They are engaged 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 accommodation. Tutors will introduce themselves, new tutors will be elected and if you wish, you can become a tutor right from the beginning as well. Many houses have handouts/flyers hanging around for more information.
Waste (residual waste, paper, yellow bags, and glass) must be removed at least once a week by the occupants of the shared flat. Waste left for too long attracts pests.

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.

Communal fittings supplied by Studierendenwerk Mannheim (kitchen cupboards, worktop, 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 any defects”.

If equipment is deliberately soiled or destroyed, the costs arising will be charged proportionately to all occupants of 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 waste and blue bins for paper as well as yellow bins for the yellow bags. Containers for recycling glass can also be found near your accommodation.

Yellow bags are available from the Hausbetreuung. Disposal of residual waste is expensive. Sensible separation keeps the costs down.
### Deposit System

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

You might need to know that we have a deposit system, which means that you have to return bottles and cans to the supermarket in order to get your money back.

On most bottles there is this sign.
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. 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 find the office hours at the notice-board.

Need more information?
www.stw-ma.de/downloads
Laundry

In every residence you will find a laundry room with washing machines and tumble dryers where you can do your washing. Handle the washing machines with care and leave the washroom clean. If you have any questions, please contact the Hausbetreuung.

Key Service

If you have lost your keys, please tell the Hausbetreuung directly. He will help you out with this. During the Hausbetreuung working hours, opening your door will be free of charge. Therefore, always inform your Hausbetreuung first.

Please note: The cost for opening the door during the normal operation hours is 95 Euro and outside of the normal operation hours 150 Euro that must be paid directly. (Possible costs for key replacement will be sent in a separate invoice).

Please call:
+49 (0)621 10 15 61
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

INTERNATIONAL OFFICES

The International Office is especially responsible for the interests of international students.

There are a number of rooms allocated by the Studieren- denwerk Mannheim for short-term students/exchange students. Various conditions apply depending on program and institution and are done in close cooperation with the International Offices. We would recommend that you contact your respected institution for more detailed information.
University of Mannheim

L 1, 1 room 110
68131 Mannheim

Email:  housing@uni-mannheim.de
Web:  www.uni-mannheim.de/io

Office Hours

Monday:  09:00 a.m. – noon
Wednesday:  02:00 p.m. – 05:00 p.m.
or by appointment

DHBW Mannheim

Coblitzallee 1-9
68163 Mannheim
Building: D (institution building)
Room: 024 – 026

Email:  international@dhbw-mannheim.de
Web:  www.io.dhbw-mannheim.de

Office Hours

Mon - Thu:  09:00 a.m. – 11:30 a.m.
02:00 p.m. – 03:30 p.m.
Friday:  09:00 a.m. – 12:00 a.m.

Hochschule Mannheim
(University of Applied Science)

Paul-Wittsack-Str. 10
Building: J (2nd floor)
68163 Mannheim

Email:  housing.io@hs-mannheim.de
Web:  https://www.hs-mannheim.de/die-hochschule/internationales/international-office

Office Hours

Mon, Wed, Thus:  09:30 a.m. – 11:30 a.m.
ADDITIONAL SERVICES

The Studierendenwerk Mannheim provides further services regarding the organization of your life and your studies.

Infothek

The first point of contact for all students of Mannheim’s universities is the Infothek located inside the Mensaria am Schloss (Bismarckstraße 10 | Entrance A). Everything in one place – in the Infothek you can get information about our services regarding housing, social counseling and BAföG.

Semesterticket for Public Transport

As a student having paid your student fees, you are entitled to use public transport with a semester ticket. The ticket is only valid (6 months) with proof of student ID which must be showed upon request.

- The ticket can be used in the whole transportation area of the Rhein-Neckar - except in the Westpfalz-area. The ticket costs 175.00 €. A part of the Studierendenwerk-fee is for financing the ticket.

- Evening and weekend services can be used Monday-Friday after 7:00 p.m. and all day on weekends and holidays for the area of the Rhein-Neckar (VRN) Transportation Authority not including the Westpfalz-area.

- The Connection-Semesterticket can be purchased for 215,60 Euro from students enrolled at a neighboring institution such as Karlsruhe, Frankfurt, Mainz. This applies for students who are conducting a mandatory internship in the VRN-area. Information can be found at the Transportation Authority Telephone 0621 / 1077077.
Students of the University of Mannheim can upload the ticket on their ecUM-card at the university terminals. Students of the other universities can buy the ticket at the RNV Service-center at the Stadthaus N 1 or at the railway station at Deutsche Bahn. Students of some universities can also buy the semester ticket online: www.bahn.de/semesterticket.

Students who register their primary residence in Mannheim can receive a one-time-free-of-charge Semester-ticket from the VRN. The ticket can be received in the semester that the student registers or changes their primary residence to Mannheim.

You can also use other means of transport such as: “Ruftaxi”, carsharing via „Stadt-Mobil“ or rent a bike “VRNnextbike” at several facilities, e.g. at the Mensa.

More information:
RNV-Kundenzentrum N1,1
Phone: +49 (0)621 465-4444
www.rnv-online.de/english
Autoload

With the cashless Autoload process, payment at the Mensa, the Cafeteria, Infothek etc. is fast, safe, and comfortable.

Simple Handling

At the chipcard service-portal online you will be able to oversee your card activity and if you lose your card you can deactivate it anytime you like. You can top up your card with larger amounts, for example for the Semesterticket at some institutions at special Autoload terminals after entering your PIN. At the coffee, vending, and washing machines in the dormitories 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 internet site.

Short Registration - immediately usable

The registration for Autoload is quite simple and possible at many registers in the cafeterias or at the Infothek. 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 that, you can immediately use your card for cashless payment.

Special discounts with Autoload

Exclusively for Autoload participants, the Studierendenwerk regularly offers special discount actions throughout the year.
Social Counseling and Financial Advice

The Social Counseling Service is open to all students of the universities in Mannheim. We offer counseling services in case of social, financial and personal problems, and can give advice regarding social and financial benefits. We also give financial advice and answer questions regarding insurance.

Contact: Ms. Neubauer | Mr. Kimmig
Phone: +49 (0)621 49072-530 | -531
Email: sozialberatung@stw-ma.de
Web: www.stw-ma.de/sozialberatung

Loan Office

We offer interim financial aid in case of emergencies and grant help for those in need, especially during the final phase of your degree course. In special circumstances, you can apply for KfW loan through us.

Email: darlehenskasse@stw-ma.de
Web: www.stw-ma.de/darlehenskasse
Psychological Counseling (bilingual)

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 or E-Mail, you will usually get an appointment within 2-3 weeks for your 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.
Psychological Counseling Center
(Psychologische Beratungsstelle)
E-mail: pbs@stw-ma.de
Phone: +49 (0)621 49072-555
Mensaria am Schloss
Bismarckstr. 10 | Eingang C
68161 Mannheim

Monday to Thursday 8:30 a.m. – 4:00 p.m.
Friday 8:30 a.m. – 1:00 p.m.

For further information, see:
www.stw-ma.de/counseling_services
Get the latest news!

StudiPlus²®
We wish you a Good start into the new semester!

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. Have any other questions or comments?

Then email us at: international@stw-ma.de
Contact

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

Janine Kohler
Phone: +49 (0)621 49072-713
Fax: +49 (0)621 49072-499
Email: international@stw-ma.de

Consulting Service at the “Infothek”
Monday to Thursday 10:00 a.m. – 3:30 p.m.
Friday 10:00 a.m. – 2:30 p.m.

Internet
www.stw-ma.de/en/