

INTERNATIONAL



Welcome

A Guide for International Students



Studierendenswerk
Mannheim

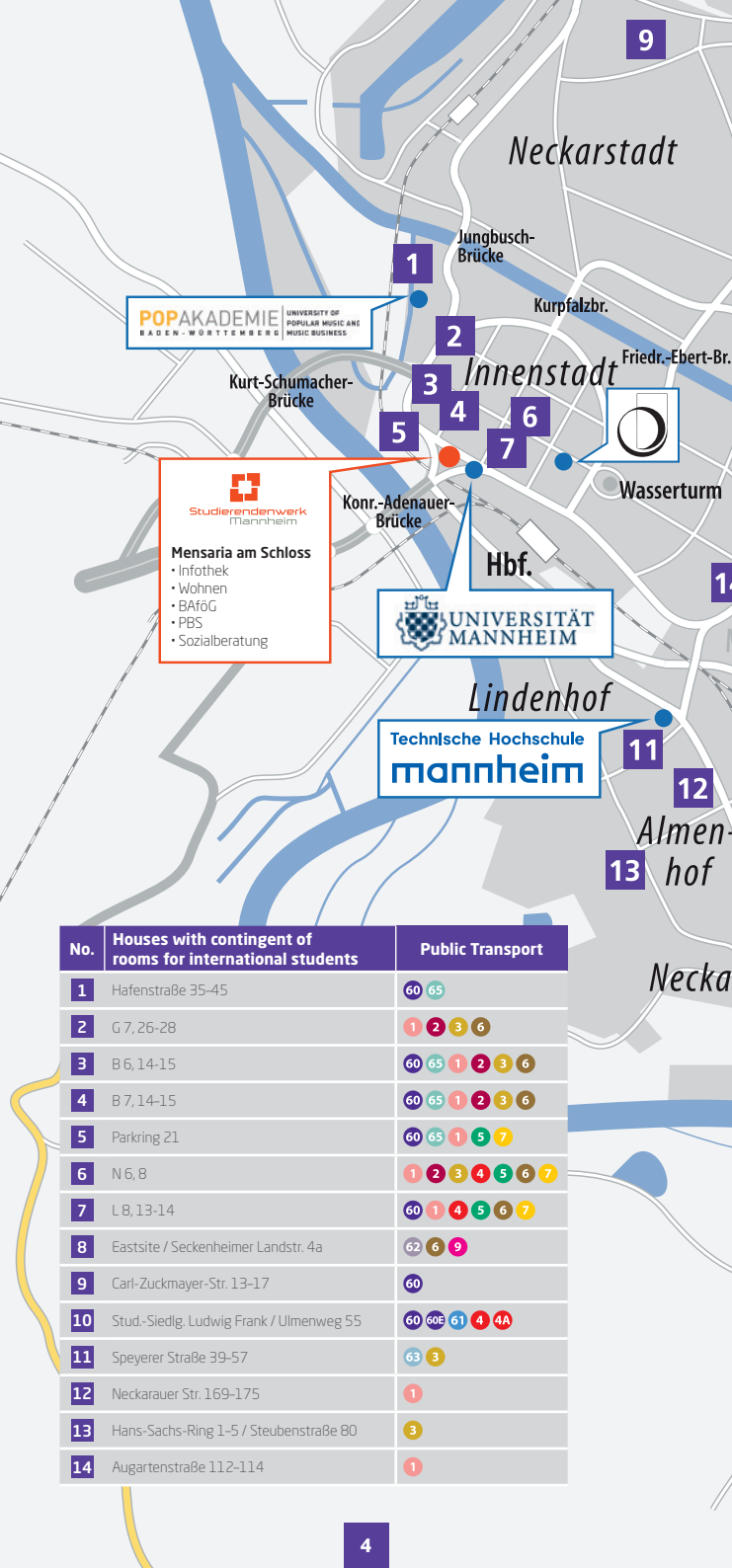
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Welcome to Mannheim

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.





POPAKADEMIE | UNIVERSITY OF POPULAR MUSIC AND MUSIC BUSINESS
BADEN-WÜRTTEMBERG


Studierendenwerk Mannheim

Mensaria am Schloss

- Infothek
- Wohnen
- BAföG
- PBS
- Sozialberatung

 **UNIVERSITÄT MANNHEIM**

Technische Hochschule mannheim

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	Parking 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	Eastsite / Seckenheimer Landstr. 4a	62 6 9
9	Carl-Zuckmayer-Str. 13-17	60
10	Stud.-Siedlg. Ludwig Frank / Ulmenweg 55	60 60E 61 4 4A
11	Speyerer Straße 39-57	63 3
12	Neckarauer Str. 169-175	1
13	Hans-Sachs-Ring 1-5 / Steubenstraße 80	3
14	Augartenstraße 112-114	1



MANNHEIM

**DHBW**
Duale Hochschule
Baden-Württemberg
Mannheim



- 1
- 2
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- 4A
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- 7
- 9



- 50
- 60
- 60E
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- 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 (Technische 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)





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
- Payment options
- 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.

CASHLESS PAYMENT

At Studierendenwerk Mannheim's canteens, cafés and other facilities, payments are cashless. You can use your student ID card (ecUM, HSCard or CampusCard) to pay quickly and conveniently at our payment terminals.

You can top up your student ID card using Autoload. With Autoload, a previously selected amount is automatically transferred from your bank account via SEPA direct debit whenever your balance falls below a set amount. This means you don't have to worry about topping up your card manually.

At selected locations, you can also pay directly with the StudiPlus²® App. Simply scan the QR code displayed at the payment terminal. It's a convenient option that lets you pay directly with your smartphone – no student ID card needed. This payment option with the StudiPlus²® is being introduced gradually and will become available at more locations over time.

Please note: Your student ID card and the StudiPlus²® App have separate balances. If you would like to use Autoload for both, it needs to be activated separately for each payment method.

You can find more information about cashless payment, Autoload and registration at

www.stw-ma.de/cashless-payment

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 49072-530 / -531

E-mail: sozialberatung@stw-ma.de

www.stw-ma.de/counseling

PSYCHOLOGICAL COUNSELING

The Psychological Counseling Center (Psychologische Beratungsstelle – PBS) of the Studierendenwerk Mannheim has been supporting students in the Mannheim university region for more than 45 years.

Our psychologists offer confidential counseling and coaching for personal and study-related concerns. You can contact us, for example, if you are experiencing homesickness, loneliness, difficulties adjusting to a new culture, relationship or self-esteem issues, low mood, exam anxiety, procrastination, writer's block, or problems with studying and academic performance.

Counseling is available in German and English.

Regular Counseling

After registering by phone, you will receive an appointment for an initial consultation where you can talk about your situation and what kind of support you are looking for. A second appointment may include further assessment, for example with psychological questionnaires.

Together, we will then decide what kind of support is most helpful for you. This may include up to six additional counseling sessions at PBS or support in finding another suitable counseling or therapy service.

PBS Express

Need to talk to someone at short notice?

PBS Express offers students an additional, low-threshold way to get psychological support for current personal or study-related concerns. It can be a helpful first point of contact if you would like to discuss your situation and find out what your next steps could be.

For current information about PBS Express, individual counseling, registration and other PBS services, please visit the PBS website.

Phone: +49 621 49072-555

E-mail: pbs@stw-ma.de

www.stw-ma.de/pbs-en

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 130 € 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.



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 can be made online on our website.

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 residences are looked after by our facility management staff (Hausbetreuung). They are the helping hand in the accommodations assisting students with defects, damages and complaints.

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

You will receive detailed information on how to move-out. You can inform us of your move on the the Mieterportal 24h.

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

If you have paid a security deposit, this 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 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 in all residences, 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.

Please note: If you lock yourself out or if you lose your key, you will be charged a fee depending on the time that it occurs. The fees for the emergency key service range from 30 – 150 EUR. If you lost your key, replacement costs will be separate.

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

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