

# Ukraine - social benefits and housing for refugees from Ukraine

Do you have questions about care or housing for refugees from Ukraine? Find out more under "Frequently Asked Questions" (FAQs).

## Competent Department

- [Zuwandererangelegenheiten, Wohnungslosenpolitik und soziales Wohnen](#)

## Basic information

Do you have questions about care or housing for refugees in the context of the Ukraine war? Find out more under "Frequently Asked Questions" (FAQs).

Information on the topic of residence in Germany for refugees from Ukraine can be found at the service "Ukraine - Residence in Germany" at <https://www.service.bremen.de/dienstleistungen/ukraine-aufenthalt-in-deutschland-170362> .

## Procedure

### More information

The prerequisite for claiming social benefits is registration under aliens law and proof of a valid residence title. The Migration Office is responsible for both.

For more information on the subject of residence, see "Further information" under Ukraine - Residence in Germany ([bremen.de](https://www.bremen.de)).

You have the possibility to apply for benefits of the basic security for jobseekers at the Jobcenter (Sozialgesetzbuch II).

The job center takes over the securing of the livelihood and arranges language courses, further qualifications and jobs.

If you have reached the legal age limit (currently 65 years and 10 months) or can prove that you are already receiving a retirement pension, then the Jobcenter is not responsible for you. You can apply for social assistance (Social Code XII) at the Social Services Office.

The Jobcenter and the Office for Social Services are also responsible for your questions on the subject of accommodation costs.

## Frequently asked Questions

- **Переклад питань українською можна знайти в розділі "More information".**

Переклад питань українською можна знайти в розділі "More information".

- **Where can I apply for assistance with living expenses?**

The prerequisite for claiming social benefits is registration under aliens law and proof of a valid residence title. The Migration Office is responsible for both. You can find more information at: Ukraine - Residence in Germany ( [www.bremen.de](http://www.bremen.de))

You have the possibility to apply for benefits of the basic security for job seekers at the job center (Social Code II). To do so, please contact the office responsible for your place of residence. You can find an overview under the following link: Opening Hours + Offices ( [www.jobcenter-bremen.de](http://www.jobcenter-bremen.de) ).

The job center takes over the securing of the livelihood and arranges language courses, further qualifications and jobs.

General information on the subject of basic benefits for jobseekers is available at [www.jobcenter-bremen.de](http://www.jobcenter-bremen.de)

If you have reached the legal age limit (currently 65 years and 10 months) or can prove that you are already receiving a retirement pension, then the Jobcenter is not responsible for you.

You can apply for social assistance (Social Code XII) at the Social Center of the Office for Social Services responsible for your place of residence.

- Social Center 1 (North): Am Sedanplatz 7, 28757 Bremen
- phone +49 421 361 79800
- e-mail: [sozialzentrum-nord@afsd.bremen.de](mailto:sozialzentrum-nord@afsd.bremen.de)
- Social Center 2 (Mitte- West): Hans- Böckler- Straße 9, 28217 Bremen
- phone +49 421 361 16892
- e-mail: [sozialzentrum-groepelingen-walle@afsd.bremen.de](mailto:sozialzentrum-groepelingen-walle@afsd.bremen.de)
- Social Center 4 (South): Große Sortillienstraße 2-18, 28199 Bremen
- phone +49 421 361 79900
- e-mail: [sozialzentrum-sued@afsd.bremen.de](mailto:sozialzentrum-sued@afsd.bremen.de)
- Social Center 5 (East): Wilhelm-Leuschner-Str. 27, 28329 Bremen
- phone +49 421 361 19500
- e-mail: [sozialzentrum-vahr@afsd.bremen.de](mailto:sozialzentrum-vahr@afsd.bremen.de)

If you are accommodated in an initial reception facility or a transitional residence, please contact the Fachdienst Flüchtlinge Amt für Soziale Dienste, Fachdienst Flüchtlinge, Integration & Familien, Breitenweg 19-33, 28195 Bremen Phone +49 421 361 17040 e-mail [servicef9@afsd.bremen.de](mailto:servicef9@afsd.bremen.de)

If you have any further questions, please contact the Social Services Office at +49 421 361-61130 or by e-mail: [ukraine@soziales.bremen.de](mailto:ukraine@soziales.bremen.de).

### • **Where can I get medical help?**

In principle, you can get medical help from doctors in private practice and from the emergency service of the Association of Statutory Health Insurance Physicians and the Association of Statutory Health Insurance Dentists, as well as in all hospitals.

The prerequisite is that you are financially covered in the event of illness.

This is the case if you receive benefits under the Social Code II from the Job Center (basic benefits for jobseekers) This includes compulsory membership in a German health insurance. You are also financially covered if you receive benefits from the Office for Social Services on the basis of the Social Code XII (basic benefits for old age or reduced earning capacity).

### • **How can I open a bank account?**

Ukrainian citizens who have biometric identification documents (i.e. a biometric passport, or ID card [identity card]) can open a bank account at a financial institution in Bremen. Those who entered the country with the old Ukrainian passport, which is not biometric, also need an electronic residence permit from the Foreigners' Registration Office (Migrationsamt, +49 421 361-88630; e-mail: [ukraine@migrationsamt.bremen.de](mailto:ukraine@migrationsamt.bremen.de)).

Please be sure to read the entry: What address do I give if I live in the initial reception center or in an outpost?

### • **What address do I give if I live in the initial reception center or in an outpost?**

Those who live in one of the following 3 facilities can enter their facility as their mailing address:

- Lindenstraße 110, 28755 Bremen
- Alfred-Faust-Str. 15, 28277 Bremen
- Hans-Böckler-Str. 56, 28217 Bremen

If you are living in an emergency shelter (for example in the exhibition hall on Bürgerweide), it is essential that you give the address of the initial reception Lindenstr. 110, 28755 Bremen. This is the only way that bank cards, for example, can be sent.

- **Who pays for electricity, heating and hot water if I am accommodated privately?**

If you are staying with friends, relatives or other helpful people, you can also claim the costs for heating and water from the job center. To do this, verifiable documents must be submitted, for example the current budget billing confirmation from the utility company. Under certain conditions, a share of the rent can also be covered.

Ask your responsible job center when submitting your application.

If you have reached the legal age limit (currently 65 years and 10 months) or can prove that you are already receiving an old-age pension, please ask at the social center of the Social Services Office responsible for you when submitting your application. Verifiable documents are also required there.

More information is available in the answer to the question "Where can I apply for assistance with living expenses?".

- **How can I rent an apartment if I have no income of my own?**

If you want to rent an apartment, but do not have enough money to pay the rent yourself, it is essential that you obtain the approval of the relevant job center before renting. Rents are only covered up to a certain amount, and the apartments may not exceed a certain size. The exact values depend mainly on the number of people who will move into the apartment.

If you have reached the legal age limit (currently 65 years and 10 months) or can prove that you are already receiving an old-age pension, the Social Services Office is responsible for processing your request. There, too, it is essential that you obtain the approval of the Office before renting. The office uses the same guidelines as the job center.

More information can be found in the answer to the question "Where can I apply for assistance with living costs?".

- **Where can I go when I arrive in Bremen and need accommodation?**

The first point of contact for war displaced persons from Ukraine in Bremen is the Initial Reception Center:

Lindenstraße 110

28755 Bremen

Phone: +49 421 361 40490

E-mail: eae.lindenstrasse@awo-bremen.de

In the initial reception you will get a bed and regular meals. There is a right to this. In the initial reception there are also people who support you in arriving and in dealing with the authorities.

- **Do I have to register at the initial reception center for refugees?**

No, registration at the initial reception center for refugees is not required. Those who have accommodation with friends or relatives, or who have enough money to rent an apartment or a room in a hotel, can also live there. Those who do not have a place to stay are first admitted to the initial reception center for refugees (see: Where can I go if I arrive in Bremen and need accommodation?).

If you do not report to the Initial Reception Center and have not yet applied for a residence permit, you should make an appointment on your own to apply for a residence permit. Further information on the subject of residence can be found under "Further Information" under "Ukraine - Residence in Germany".

- **Where can I get advice and help if I don't live in the initial reception?**

A multilingual overview of the counseling services in Bremen and Bremerhaven can be found on the following websites:

Welcome to Bremen - Information and orientation for refugees, people seeking advice, professionals and civil society in Bremen

(<https://welcometobremen.de/>)

and

Welcome to Bremerhaven - Information and orientation for refugees, people seeking advice, professionals and civil society in Bremen

(<https://www.welcometobremerhaven.de/>)

landeskoordination-fuer-migration (awo-bremen.de)

(<https://awo-bremen.de/zugewanderte-gefluechtete/landeskoordination-fuer-migration?file=files/zugewanderte-und-gefluchtete/lag-beratung-bremen-2021.pdf&cid=2500>)

landeskoordination-fuer-migration (awo-bremen.de)

(<https://awo-bremen.de/zugewanderte-gefluechtete/landeskoordination-fuer-migration?file=files/zugewanderte-und-gefluchtete/lag-beratung-bremerhaven-2021.pdf&cid=2501>)

There are counseling centers for refugees in many city districts. The counseling usually takes place in German, to a certain extent also in English. It will therefore usually be necessary to be accompanied by a person who can translate. A list of the counseling centers "Ankommen im Quartier" can be found here :

<https://www.sozialestadt.bremen.de/sixcms/media.php/13/2021-04-21%20Kontaktdaten%20der%20QZ-Kr%C3%A4fte.xlsx>

### • **Where can I provide permanent housing for refugees?**

Offers for living space that can be used permanently are accepted by the project "Zukunft Wohnen - Ein Zuhause für Geflüchtete in Bremen" at the address [wohnraum@awo-bremen.de](mailto:wohnraum@awo-bremen.de).

For apartments to be rented, it is requested that the form "Accommodation offers Ukraine" (see right under Forms) be filled out and sent along.

For information on the procedure of renting an apartment to refugees, please visit the website of the housing agency at:

Zukunft Wohnen - A Home for Refugees in Bremen.

<https://www.zukunftwohnen-bremen.de>

### • **Where can I offer private housing for temporary use?**

Those who can and would like to take in people temporarily can

- either register in the database #Accommodation Ukraine ( <https://unterkunft-ukraine.de/> ) (It is a placement platform and placement is free of charge.) or
- fill in the form "Accommodation Ukraine" (see forms on the right) and send it by e-mail to the address [wohnraum@awo-bremen.de](mailto:wohnraum@awo-bremen.de).

The Volunteer Agency regularly offers exchange meetings for all those who have taken in protection seekers from Ukraine: <https://www.freiwilligen-agentur-bremen.de/>

### • **Your question was not answered?**

For further questions you can reach us by phone at 0421 361 61130.

Our colleagues are available from Monday to Friday between 07:00 and 18:00 and will be happy to help you.

The Federal Ministry of the Interior and Homeland has compiled information on accommodation, basic topics as well as medical care in Germany on a website:

[www.germany4ukraine.de](http://www.germany4ukraine.de)

On the website of the Federal Commissioner for Migration and Refugees you will also find information on important topics such as entry, right of residence, asylum, housing/accommodation, financial support, health/corona, everyday life/life in Germany. The information can be found under the heading "Questions and Answers on Entry from Ukraine and Residence in Germany" partly also in English and Ukrainian at:

<https://www.integrationsbeauftragte.de/ib-de/staatsministerin/krieg-in-der-ukraine>