

student residence

Hammersen

**Wörthstraße 40/42 and Siebensternstraße 66
49082 Osnabrück**

Keybox and confirmation of residence



Note

If you arrived over the weekend or received the key via the keybox for any other reason, please contact the caretaker immediately to complete the apartment handover and sign the necessary documents. This is the only way to obtain the confirmation of residence.

confirmation of residence=
Wohnungsgeberbescheinigung

The **confirmation of residence** is required to officially register your move into a new apartment with the registration office.

Registering your residence

You must register at the Osnabrück registration office within two weeks of moving into a new apartment. The confirmation of residence is required for this.

Proof of actual move-in

The confirmation serves as proof that you have indeed moved into the specified apartment.

Avoiding fake registrations

It helps the city administration ensure that only people who actually live in the apartment are registered there.

Where to submit the confirmation of residence

You must submit the confirmation of residence to the **citizen's office in Osnabrück**.

The confirmation of residence is usually sent by email after the apartment handover. Please also check your spam folder, as our emails may end up there. Make sure to regularly monitor your spam folder.

Bürgeramt- Citizen's Office in Osnabrück

Address

Citizen's Office Osnabrück
Natruper-Tor-Wall 2
49076 Osnabrück



☎ 0541 323 2100

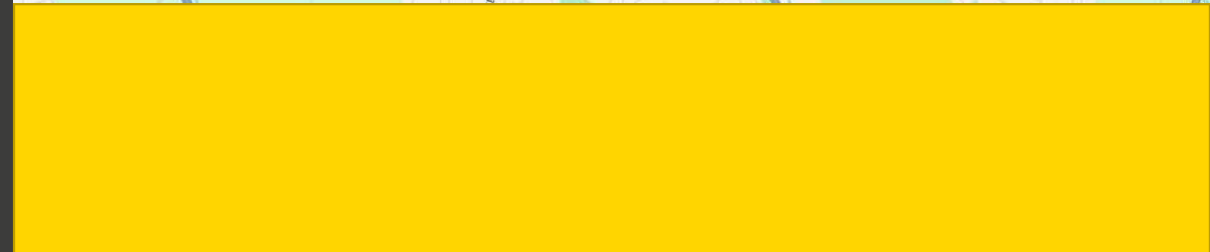
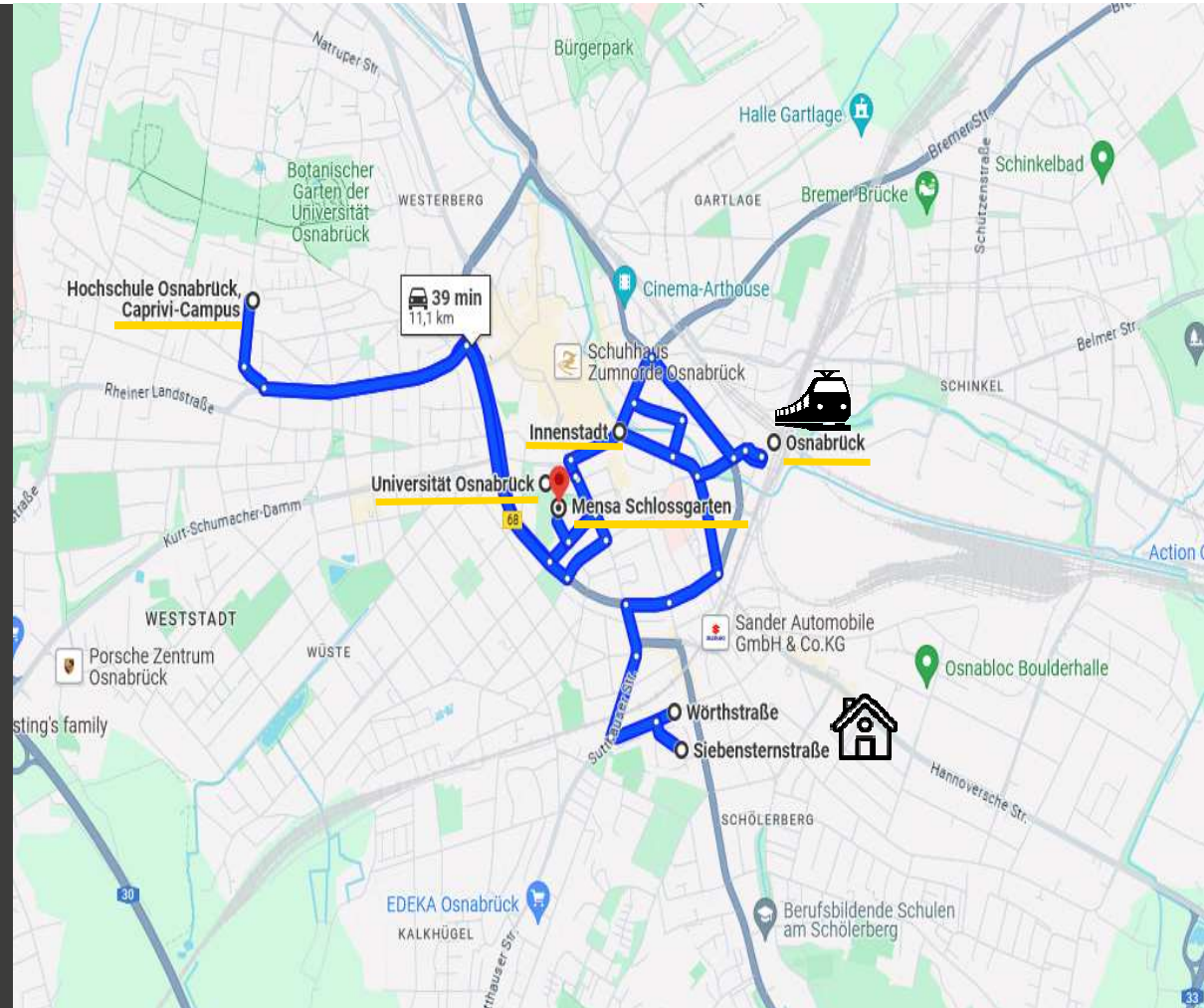
✉ buergeramt@osnabrueck.de

Service Hours

Monday	08:00 AM - 04:00 PM
Tuesday	08:00 AM - 04:00 PM
Wednesday	08:00 AM - 12:00 PM
Thursday	08:00 AM - 05:30 PM
Friday	08:00 AM - 12:00 PM

A personal visit can **only** take place after a prior appointment has been made.

Welcome to your exciting neighborhood — There's a lot to discover here!





Where can I find affordable bedding (like pillows, blankets, sheets) and kitchen essentials (such as pots, pans and cutlery)?



2nd hand online



||

Food and other essentials



Aldi Nord
Petersburger Wall 9



EDEKA Dell'Anna
Iburger Straße 38



Lidl
Iburger Straße 225

Mensa
Schlossgarten
Ritterstraße 10
49074 Osnabrück

Opening Hours

Monday

11:30 am – 02:15 pm

Tuesday

11:30 am – 02:15 pm

Wednesday

11:30 am – 02:15 pm

Thursday

11:30 am – 02:15 pm

Friday

11:30 am – 02:15 pm

Saturday

12:00 pm – 02:00 pm

Sunday

Closed



Important contact points at a glance

Ausländerbehörde: Foreigners' Office of the City of Osnabrück

Address

Natruper-Tor-Wall 5
49076 Osnabrück



☎ 0541 3230

✉ abh@osnabrueck.de

Service Hours

Monday 08:00 AM - 12:00 PM
Tuesday: 08:00 AM - 04:00 PM
Wednesday Closed
Thursday 08:00 AM - 05:30 PM
Friday 08:00 AM - 12:00 PM

A personal visit can **only** take place after a prior appointment has been made.

Bürgeramt: Citizens' Office in Osnabrück

Address

Natruper-Tor-Wall 2
49076 Osnabrück



☎ 0541 323 2100

✉ buergeramt@osnabrueck.de

Service Hours

Monday 08:00 AM - 04:00 PM
Tuesday 08:00 AM - 04:00 PM
Wednesday 08:00 AM - 12:00 PM
Thursday 08:00 AM - 05:30 PM
Friday 08:00 AM - 12:00 PM

A personal visit can **only** take place after a prior appointment has been made.

Psychosocial Counseling Center

☎ 05419692580

✉ psb@sw-os.de



Address

Sedanstraße 1
49076 Osnabrück

Opening hours

Monday to Thursday

09:00 AM - 12:00 PM and 01:00 PM - 04:00 PM

Friday

09:00 AM - 01:00 PM



POLIZEIDIREKTION
OSNABRÜCK

Police Station

Kolleginwall 6-8
49074 Osnabrück

☎ 0541 3270

MediPark Pharmacy

Parkstraße 42
49080 Osnabrück



Radiant cleanliness,
quick and easy –
This is how you clean
your kitchen like a pro



Note

If the electrical appliances provided by us, such as the stove, oven, extractor hood, washing machine, dryer or dishwasher, **do not function**, please **inform the caretaker** immediately. Small appliances like toasters, kettles, etc., are **private property** and are **not serviced by us**.

Kitchen countertop

Hot pots and pans

Pots and pans taken directly from the stove can burn the surface.

Use trivets or heat-resistant mats to avoid damage.

Sharp objects

Cutting directly on the countertop can cause scratches and damage the surface.

Always use a cutting board.

Standing water

Especially on wooden countertops, standing water can cause the material to swell and lead to discoloration.

Always dry the countertop thoroughly.

Oil and grease

Clean up oil and grease stains immediately to avoid staining.



Note

Clean your kitchen countertop **immediately** after use to avoid stains and damage. This way, it will always stay clean and well-maintained.

Stove and oven



The stove must be cleaned after each use with appropriate cleaning products (ceramic cooktop scraper and cleaner). The stove should not be used directly as a cooking surface. Please use pots and pans for cooking.



Always use baking paper if you are not using a container. The oven should be cleaned regularly.



Ceramic cooktop scraper



Ceramic cooktop cleaner



Cleaning a dishwasher



Regular cleaning keeps the dishwasher hygienic, efficient and odor-free. Clean the filters and door seals monthly and descale every 3-6 months. Avoid aggressive chemicals, abrasive sponges and overloading.

Rough cleaning

Remove the dish racks and check the drain. Remove food residues and deposits.

Spray arms

If possible, remove the spray arms and rinse them under running water. Clean clogged nozzles with a brush or toothpick.

Filter

Remove the filter and clean it thoroughly under running water with a soft brush.

Interior

Wipe the interior walls with a damp cloth. Use a water-vinegar mixture or mild dishwashing solution for stubborn stains.

Door seals

Thoroughly clean the door seals with a damp cloth and mild cleaning solution. Remove food residues and mold.

Odor neutralization

Place a bowl of white vinegar on the top rack and run the dishwasher through a hot cycle without any dishes.

Exterior surfaces

Clean the exterior of the dishwasher with a soft cloth and a suitable cleaning agent.

Use of specific products

1. Dishwasher tabs (These tabs contain cleaning agents to wash the dishes clean.) Place a dishwasher tab in the designated compartment.

2. Dishwasher salt (This salt is needed to soften the water and prevent lime scale deposits.) Fill the dishwasher salt into the appropriate container.

3. Rinse aid (Rinse aid helps to prevent water spots and residues on the dishes and ensures shiny, streak-free glasses and dishes.) Fill rinse aid into the designated container.



Cleaning guide: Step-by-step instructions for cleaning



Note

All residents are required to thoroughly clean the common areas such as the **kitchen, bathrooms, and hallways**. A **cleaning plan** ensures the equal participation of everyone. **Ask** your fellow residents about it! Neglect that leads to damage will be penalized. Repeated violations can lead to the termination of the rental agreement after a warning. **Adhering** to the cleaning plan promotes cleanliness and well-being and creates the basis for a pleasant living atmosphere.

Step 1: Dusting

Remove dust and cobwebs from ceilings, walls, and corners. Use a dust cloth or duster for this. Wipe the surfaces of your furniture, such as desks, shelves, window sills, and other furniture pieces, with a damp microfiber cloth. Then dry them with a dry cloth.

Don't forget to dust your electronic devices such as computers, TVs, and speakers. A special cloth for screens can be helpful here.

Step 2: Kitchen

Wipe down all surfaces with an all-purpose cleaner. Make sure to clean under appliances like the toaster or microwave as well.

Thoroughly clean the sink with a sponge and a suitable cleaning agent. Disinfect the faucets.

Wipe down the exterior surfaces of appliances like the refrigerator, oven, and microwave.

Clean the inside of kitchen cabinets by wiping down all shelves and drawers.

Empty the trash can and clean it with disinfectant.



Cleaning guide: Step-by-step instructions for cleaning



Note

Clean **regularly** to prevent large accumulations of dirt. A **weekly** cleaning helps keep the work manageable.

Spread the tasks over **several** days if it's difficult for you to do everything at once.

Please ensure that the **laundry room** is also left **clean** and **tidy**.

Step 3: Bathroom

Clean the sink with a bathroom cleaner and wipe the mirror with glass cleaner. Use toilet cleaner and a toilet brush to thoroughly clean the toilet. Don't forget to disinfect the flush button and the outer area of the toilet.

Remove soap scum and lime scale in the shower or bathtub with a special cleaner.

Thoroughly mop the bathroom floor, ensuring all corners are clean.

Step 4: Floor cleaning

If possible: Vacuum the floors in all rooms, including the hallways. If you have a carpet, don't forget to vacuum it as well. Use a broom and dustpan to thoroughly sweep the floor. Make sure to sweep in the corners and under furniture where dust and dirt can accumulate.

Mop the floors with a mop and a suitable floor cleaner. Be sure to rinse the mop regularly, especially when moving from one room to the next. Start with the less dirty areas (like the bedroom or hallway) and work your way to the more heavily soiled areas (like the kitchen and bathroom).

Step 5: Dispose of trash

Empty all the trash cans in your home, including those in the kitchen, bathroom, and bedroom.

Make sure to sort the trash properly.

Don't forget to dispose of your glass waste at the designated facilities.

Clean windows for a clear view

Clean window frames and window sills

First, remove dust and dirt from the frame and window sill to prevent dirt from getting on the glass.

Prepare cleaning solution

Fill a bucket with lukewarm water and add a small amount of washing up liquid or window cleaner.

Clean the window

Dip the sponge or microfiber cloth into the cleaning solution, wring it out slightly and wipe the window thoroughly from top to bottom.

If possible, use a squeegee

Place the squeegee at the top edge of the window and pull it down in straight lines. Wipe the squeegee dry after each pass to avoid streaks.

Finishing touches

Dry the edges and corners of the window with a dry cloth or newspaper to remove any remaining water.

Wipe down window frames and sills

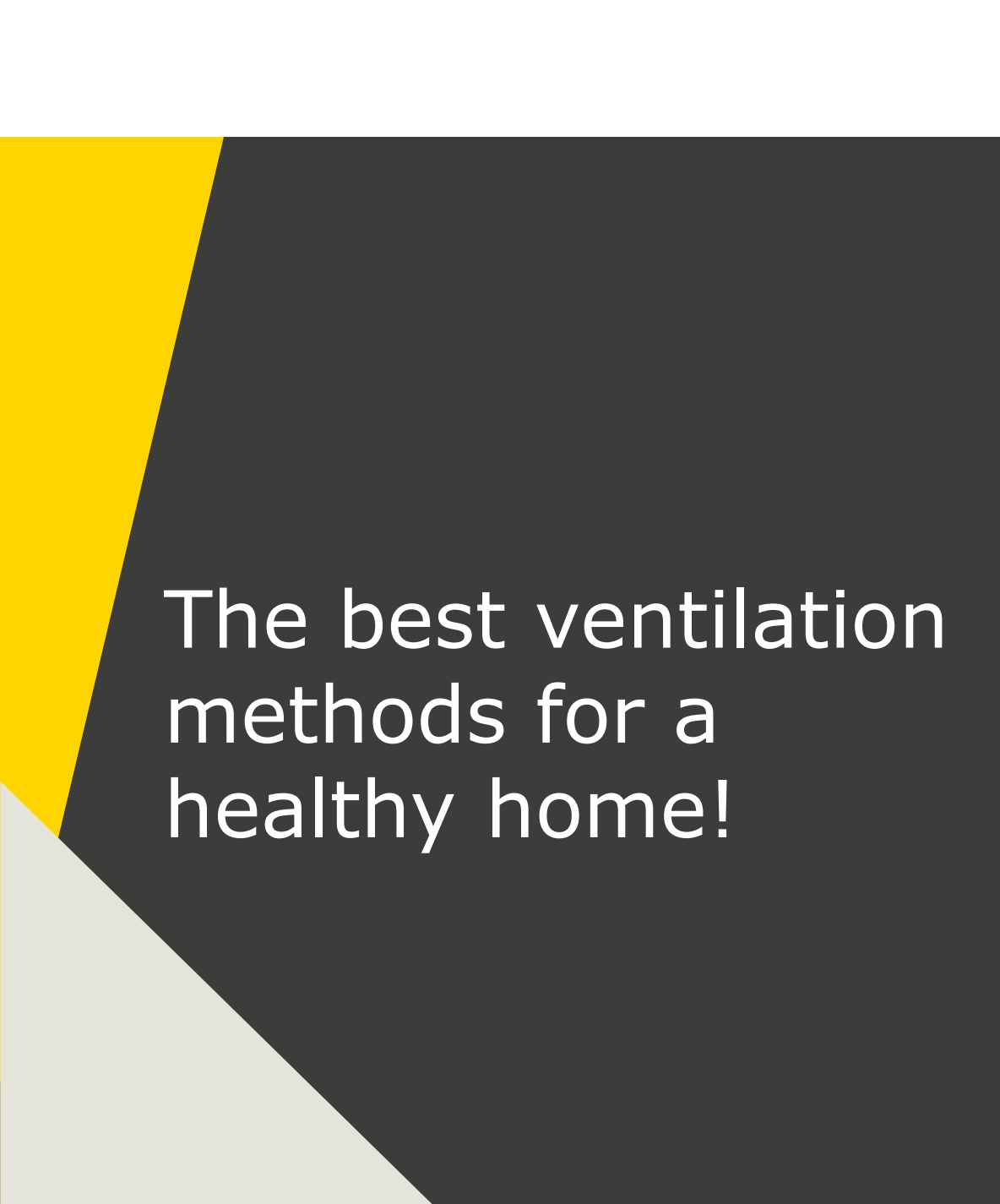
Finally, wipe the frame and window sill if they got wet during cleaning.

Note
For stubborn dirt, a splash of vinegar in the water helps.
Regular cleaning (every few months) makes the cleaning easier.



Fresh air for your well-being – how to ventilate properly





The best ventilation methods for a healthy home!

Ventilation by opening windows wide

Duration: 5 to 10 minutes

Frequency: 3-4 times a day

Open all windows wide to create a draft

Cross ventilation

Duration: 3 to 5 minutes

Frequency: 2-3 times a day

Open windows on opposite sides to create a draft.

Tilt ventilation

Not recommended

Tilt ventilation is less effective and should be avoided because it cools down the walls, which can promote mold growth.

Fresh air at the right time – how to ventilate optimally

The Bathroom

Your bathroom is equipped with a ventilation system that removes moisture and odors.

It is important that the ventilation system always functions properly to prevent mold growth and moisture damage.

How can you tell if the ventilation system is not working?

No audible noise

Normally, the ventilation system produces a soft humming or buzzing sound when operating. If this noise is absent, the system may be defective.

Fogged mirrors and persistent moisture

If the mirrors remain heavily fogged after showering and the humidity in the room does not decrease even after a long time, this could indicate ineffective ventilation.

However, note that prolonged humidity can also result from longer shower times. Make sure the ventilation system is running during and after showering to reduce the humidity as quickly as possible.

Unpleasant odors

If odors accumulate in the bathroom and do not dissipate quickly, this could also indicate a defective ventilation system.

Please ensure that the ventilation system is **always** in working order. If you notice that the ventilation is **not functioning** properly, **contact** the caretaker service **immediately** so that a repair can be arranged.

After showering, be sure to use a squeegee to avoid water spots and mold formation.

The Kitchen

After cooking

So that the odors and steam are replaced by fresh air.

Our room

In the morning

After getting up, to let the moisture that accumulated overnight escape.

In the evening

Before going to bed, to ensure the room is supplied with fresh air.



When is it time to ventilate? Here's how to recognize it.

Unpleasant odor

A sign of insufficient ventilation and a risk of mold formation.

Mold formation

Spots on walls or ceilings that become visible indicate insufficient or improper ventilation.

Foggy windows

Indicates high humidity levels.



We do the dirty
work – Washing
machine and dryer



Note

You'll find the washing machines and dryers in the basement.

Using the Washing Machine

- **Don't overload the drum.** Leave about a hand's width of space between the laundry and the drum.
- Adjust the detergent dosage according to the amount of laundry. Too much detergent can leave residues behind.
- Choose the appropriate program based on the type of fabric and the level of soiling.
- Follow the care instructions on the clothing labels. Not all fabrics can withstand high temperatures.

How to Leave the Devices

- Leave the washing machine and dryer clean and without laundry.
- After use, leave the washing machine and dryer door open, so that the drum can dry and no odors develop.

Using the Dryer

- Do not overload the device, as this will extend the drying time and lead to uneven results.
- Clean the lint filter after each drying cycle to **prevent the risk of fire.**
- Choose the appropriate program according to the fabric type and the desired drying level (cupboard dry, iron damp, etc.).
- Rinse the condenser regularly to ensure optimal drying.
- Empty the water container after each cycle for condensation dryers.

Note

You need your CampusCard to use the equipment.



Waste sorting made
easy – How to act
environmentally
friendly!



In the yellow bag or the yellow bin belong

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- **Plastic bottles and containers**
(e.g., water bottles, shampoo bottles)
- **Milk and juice cartons**
(Tetra Paks for milk and juice)
- **Cans**
(cans for vegetables and soup)
- **Yogurt cups**
(cups for yogurt and pudding)
- **Plastic bags**
(shopping bags, freezer bags)
- **Packaging films**
(cling film, bubble wrap)
- **Bottle caps**
(from beer and soda bottles)

What Should Not Go In

- **Paper and cardboard**
(newspapers, cartons)
- **Glass bottles**
(wine bottles, jam jars)
- **Food waste**
(kitchen waste, food leftovers)
- **Batteries**
(rechargeable batteries, button cells)

This belong in the paper bin



All packaging and items made of paper, cardboard, or carton belong in the paper bin, provided they do not contain food residues. To save space, the packaging should be shredded, folded or flattened.



- **Newspapers and magazines**
(daily newspapers, magazines)
- **Cardboard and cartons**
(shipping cartons, shoe boxes)
- **Writing paper**
(notepads, printer paper)
- **Egg cartons**



What Should Not Go In



- **Contaminated paper**
(pizza boxes with food residues)
- **Coated paper**
(Tetra Paks)
- **Plastic-coated paper**

This belong in the residual waste

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- **Ash, ashtray contents**
(cigarette butts, but always cooled)
- **Photos, dishes and ceramics**
(only in small quantities)
- **Hygiene paper** *(sanitary pads, diapers, tissues)*
- **Leather scraps, rags**
- **Glass shards from mirrors and windows**
- **Heavily soiled packaging**
- **Toys**
- **Ballpoint pens and pencils**
- **Small waste** *(chewing gum, balloons, CDs, and DVDs)*
- **Vacuum cleaner bags**



What Should Not Go In

- **Construction and demolition waste**
- **Old electronic devices**
- **Paper, cardboard, cartons**
- **Hazardous substances**
(chemicals, paints, varnishes, medications)
- **Bulky waste**
(furniture, mattresses)
- **Light sources**
(incandescent bulbs, energy-saving lamps)
- **Packaging made of plastic and metal**

Dispose of food scraps, oil residues, and used fat – simple and environmentally friendly



Residual Waste

- Fruit and vegetable peels, bread scraps, and other food items
- Meat and fish scraps
- Food scraps



Residual Waste

- Let the fat or oil cool down,
- Collect oil residues or solidified fat in a sealed container (e.g., old glass, plastic bottle, or can) and then dispose of it in the residual waste.



Never pour down the drain or into the toilet.

- **Oil and fat can clog pipes and lead to significant problems in wastewater disposal.**



The tutors

Tutors support:

- Settling into the dormitory and in Osnabrück
- Building contacts
- Living together in the shared apartment (WG)
- Organizing leisure activities
- With difficulties in financing studies
- With any language problems
- Organizing cultural events and smaller celebrations for dormitory residents

Tutors are experienced students who help new dormitory residents settle in. They **support** with orientation, making contacts, and with all questions related to studies and everyday life. Additionally, they organize exciting leisure activities and cultural events.



Emergency Service Company List

For the residential complex Wörthstraße 40/42 and Siebensternstraße 66 49082 Osnabrück

In case of an emergency **during** the caretaker's working hours, please contact him first.

The caretaker is **Mr. Reinhard Meyer zu Allendorf**.

Monday- Thursday 08:00 am-04:00 pm
Friday 08:00 am-01:00 pm

 +49 541 5801460 or + 49 172 5220420

Emergency services outside of the caretaker's working hours

(Please provide your name, address, and mobile number)

Emergency locksmith service for emergency opening

Chargeable
Company TemexControl
 **0541 21213**

Plumbing

For water damage and pipe breakage
Company Ahlers
 **0172 5286861**

Heating system

In case of heating failure
Company Ahlers
 **0172 8688157**

Electrical

In case of power outage
Company ESM
 **01717737144**

The **costs** for the locksmith service will be invoiced to you afterward, so immediate payment is not required. The invoices for other emergency services will be covered by us.

General Notes on Moving Out



This is how your move-out goes smoothly!

A practical checklist for your move

1. Prepare for room inspection

➤ 2 weeks before

Schedule an appointment with the caretaker

Contact the responsible caretaker by phone at least 2 weeks before your move-out. Arrange an appointment for the inspection of the rental property and clarify any open questions.

➤ Only during working hours

The inspection can only take place during working hours.

Room inspections are **not** possible on Saturdays, Sundays, or public holidays!

Note

The caretaker is Mr. **Reinhard Meyer zu Allendorf**.

Monday – Thursday

08:00 AM - 04:00 PM

Friday

08:00 AM - 01:00 PM

☎ +49 541 5801460 or +49 172 5220420

2. Cleaning and Handover

➤ Clear out and clean

The living space must be completely cleared, cleaned, and handed over to the caretaker with all keys by the termination date. Your presence during the handover is necessary.

➤ Paint the room

The room must be returned painted white upon move-out. You can obtain the correct paint at a low cost from the caretaker.

Ensure to remove any paint residues from lamps, light switches, sockets, baseboards, windows, doors, and furniture.

➤ Clean the living space

Thoroughly clean the room: floor, doors, and windows (inside and outside). For furnished rooms, also clean the furniture inside and outside.

➤ Common areas

The common areas (kitchen, hallway, bathroom, basement) must also be cleaned. Areas that are not properly cleaned will be cleaned at your expense.

3. Important Deregistrations

➤ Outstanding costs within the shared apartment (WG)

Have you settled all outstanding costs within your WG?

Remember to clear any outstanding amounts for shared purchases, utilities, or other expenses with your flatmates before you move out.

➤ Deregistration at the citizens' office

Deregister at the citizens' office if you are moving abroad or from a secondary residence to a primary residence. In all other cases, registration at your new place of residence is sufficient.

➤ Forwarding request at the post office

Remember to set up a forwarding request for your mail at the post office.



Deposit

Please note that the refund of your deposit will occur approximately 8 weeks after the end of the rental agreement, even if you have moved out earlier.

If your bank account details change and you cannot update them in the tenant portal, we kindly ask you to contact us immediately via email. This will help us avoid delays in refunding your deposit.



Note

The billing process may take some time.

If you have any questions, please contact the rental accounting department.

☎ 0541 3310728.



This is how you can have your bulky waste disposed of



Note

Proof of proper disposal of bulky waste must be presented to the caretaker. Disposal on the premises is strictly prohibited.

- The bulky waste fee is 29 euros
- Registration can be done by phone, in person, by bulky waste card, by email, or online
- Register 14 days in advance

Belongs to bulky waste



- **Furniture** (beds, mattresses, wardrobes, sofas, tables, chairs)
- **Household items** (large carpets, large toys, bicycles)
- **Electronics and household appliances** (large appliances such as refrigerators, washing machines, televisions)

Does not qualify as bulky waste



- **Construction and renovation waste** (tiles, construction debris, wallpaper remnants, paints, and varnishes)
- **Small items** (small objects that fit into the regular household waste container)
- **Hazardous waste** (chemicals and batteries)



Information on fly screen installation



Drilling into ceilings and walls is not permitted.

If holes are made by nails or other fasteners, they must be properly repaired before you move out.

The window frame

Do not use nails, thumbtacks, or other fasteners that could damage the frame to attach the fly screen. Attach the fly screen only from the inside and not outside. If using a frame, follow the manufacturer's instructions and ensure not to damage the frame. The fly screen must be removed, and all residues cleared before moving out.

Help and contact options

**STUDIERENDEN
WERK
OSNABRUCK**

Do you have any further questions? Then check out our FAQ! If you don't find an answer there, you can contact us by phone or email.

We are happy to assist you and look forward to helping you.



All the answers you need are just a scan away.