

## 1. Privacy in a Refugee shelter

### Is someone allowed to open your mail?

No, only if you allow it. Opening your mail without your permission is a crime. In this case, you can file a police report.

### Are the shelter workers allowed to enter your room without your permission?

No. When you are in the room, they must knock and wait until you give this person verbal permission to enter your room. When you are not there and something must be repaired, you must be informed in advance. Someone may enter your room without definitive agreement only in cases of emergency, such as the fire workers or the police.

In article 13 of the constitution inviolability of the home is guaranteed. That is valid for refugee shelters, too. This basic right shall not be disregarded.

### Can you decide yourself who comes into your room/apartment?

Yes, you have the right to receive visitors and invite people to your room/your apartment. Only if someone is banned from the shelter or verifiably poses a risk to other inhabitants of the shelter, the visitor can be denied entry to the shelter.

### Is anyone allowed to search your wardrobe or your belongings?

Only the police is allowed to do so when they have a search warrant. Without search warrant issued by a judge, the police is not allowed to search your room/your apartment. When something else is written in your house rules, please report!

### What can you do if a shelter manager or other shelter employees violate your rights?

If shelter managers or other shelter employees do not follow the rules, you should not tolerate it. You can complain to the anti-discrimination office of the city of Hanover.

**Contact: Antidiskriminierungsstelle**, Blumauer Straße 5-7, 30449 Hannover, Tel.: +49 511 168-36238 (Monday-Friday, 9 am -5 pm), Mail: [antidiskriminierungsstelle@hannover-stadt.de](mailto:antidiskriminierungsstelle@hannover-stadt.de)

## 2. Tasks of shelter managers

### What are the tasks of shelter managers?

They should organize living in the refugee shelter, and not more. They are not the 'boss'.

### What are the tasks of social workers?

In many refugee shelters, the managers are also social workers or there are additional social workers. They are paid to help you when you need something in addition to social help, such as clothing, or if you would like to apply for something. They are there to help you. If social workers behave inappropriately, you can contact the **Arbeitskreis Kritische Sozialarbeit** (working group critical social work): [aks-hannover@posteo.de](mailto:aks-hannover@posteo.de)

### Do shelter managers have power over you asylum status?

No. The shelter managers have nothing to do with your process of asylum seeking. The decision about your asylum application is made by the Bundesamt für Migration und Flüchtlinge (Federal Office for Migration and Refugees, BAMF). If your application is refused by BAMF, you can appeal in court. Therefore you should immediately contact an advice centre for Refugees or your lawyer. The BAMF or the courts decide about your status, not the Ausländerbehörde (Foreign Affairs Office) and by no means the shelter manager. You can defend yourself against wrong decisions of the Ausländerbehörde. For support contact the Flüchtlingsrat (Refugee Council) or kargah e.V.:

**Flüchtlingsrat Niedersachsen**, Röpkestr. 12, 30173 Hannover; Tel.: 0511 98246030 (Monday, Tuesday, Thursday and Friday 2 am -12.30 pm, Tuesday and Thursday 2-4 pm)

**kargah e.V.**, Zur Bettfedernfabrik 1, 30451 Hannover; Tel.: 0511 12607812 (Monday, Tuesday, Thursday 10

am -1 pm and 2 pm -5 pm, Wednesday and Friday 10am -1pm)

### Do the shelter managers have an influence on your Duldung and deportation?

The Duldung is issued by the Ausländerbehörde (Foreign Affairs Office). They decide, who is to be deported or who is allowed to work with a Duldung. Sometimes, the Ausländerbehörde tries to get information about you from the shelter managers. But it is not the shelter managers or social workers who decide about Duldung and deportation.

### Do the shelter managers decide how much money you get?

No. You receive Sozialhilfe (social assistance) from the Sozialamt (Social Assistance Office). It is always the Sozialamt which decides how much money you get, not the shelter managers. If you have a Duldung and the Ausländerbehörde (Foreign Affairs Office) accuses you of doing too little for your deportation, the Sozialamt can reduce the amount of your social assistance. The shelter managers have nothing to do with this decision.

### Do the shelter managers decide if you get an apartment?

In Hanover, the Wohnungsamt (Housing Authority) decides if you get an apartment. But the shelter managers and the social workers check who is allowed to move from the Refugee shelter to a housing project. In a housing project you live in a shared apartment together with a few other Refugees. Here you have less supervision by social workers. Who is recognized as Refugee or has another status of protection or who earns enough money herself/himself, can move to an own apartment. In finding an apartment advice centers and Nachbarschaftskreise might help you.

Advice for apartment search:

**Städtisches Integrationsmanagement**, Runde Str. 6, 30167 Hannover, Tel.: 0511 16836538 (Monday-Friday 9am -3pm)

## Overview advice centers

## Your rights in a Refugee shelter

### Special housing possibilities for LGBTI (lesbian, gay, bisexual, transsexual/transgender and intersexual people) and women

You have the right to a non-discriminatory accommodation. If you are discriminated against due to your gender or sexual orientation by your housemates or the shelter manager, you must be offered an alternative, discrimination-free accommodation.

These contact points can advise you:

**Andersraum**, Asternstr. 2, 30167 Hannover; Tel.: 0511 34001346 (Monday and Tuesday 2pm -6pm; Wednesday and Thursday 9am -2pm)

**Suana/kargah** Advice office for women, zur Bettfedernfabrik 1, 39451 Hannover; Tel.: 0511 12607818 (Monday-Thursday 9am -1pm, 2am -5pm; Friday 9am -1pm)

**Frauenhaus** (women's shelter) Hannover offers open advice in the cultural center Pavillon. For more information see [frauenhaus-hannover.org](http://frauenhaus-hannover.org), Tel.: 0511 664477

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V.i.S.d.P.: Hannover Solidarisch, c/o Ujz Korn, Kornstr. 28-32, 30167 Hannover

