

# Information

## District Offices' Customer Service Centres

**Online appointment booking:** [www.hamburg.de/kundenzentrum](http://www.hamburg.de/kundenzentrum)

**Online information service:** [www.hamburg.de/behoerdenfinder](http://www.hamburg.de/behoerdenfinder)

**Information and appointment booking:** HamburgService at 115 or 040 / 42828 – 0

**All Customer Service Centres are closed on 24.12 and 31.12**

### District Office Hamburg-Mitte

	Mo	Tue	Wed	Thurs	Fr
<b>Customer Service Centre Hbg.-Mitte</b> Steinstraße 1 20095 Hamburg	7.00 am - 7.00 pm	7.00 am - 7.00 pm	7.00 am - 7.00 pm	7.00 am - 7.00 pm	7.00 am - 7.00 pm
<b>Customer Service Centre Hbg.-Mitte Foreigners Affairs</b> Klosterwall 2 20095 Hamburg	8 am – 4 pm	8 am – noon	closed	8 am – 4 pm	8 am – noon
<b>Customer Service Centre Finkenwerder</b> Steendiek 33 21129 Hamburg	closed	closed	closed	8 am – noon 1 am – 5 pm	closed
<b>Customer Service Centre St. Pauli</b> Simon-v.-Utrecht-Str. 4a 20359 Hamburg	8 am – 4 pm	7 am – 1 pm	8 am – 2 pm	8 am – 6 pm	closed
<b>Customer Service Centre Meiendorf*</b> Bargkoppelweg 60 22145 Hamburg	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm	7 am – 7 pm
<b>Customer Service Centre Billstedt</b> Öjendorfer Weg 9 22111 Hamburg	7.45 am – 4.15 pm	7 am – 1 pm	closed	7.45 am – 6 pm	7.45 am – 2 pm
<b>Customer Service Centre Billstedt Foreigners Affairs</b> Öjendorfer Weg 9 22111 Hamburg	8 am – 4 pm	8 am – 1 pm	closed	8 am – 4 pm	closed
<b>Customer Service Centre Wilhelmsburg</b> Mengestr. 19 21107 Hamburg	8 am – 2.30 pm	11.30 am – 18 pm	closed	closed	closed
<b>Hamburg Welcome Center**</b> Adolphsplatz 1 20457 Hamburg	8 am – 5 pm	8 am – noon	8 am – noon	8 am – 6 pm	7 am – noon

\* Only Passport and ID card issues with appointments!

\*\* Only with appointments by [info@welcome.hamburg.de](mailto:info@welcome.hamburg.de)

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## District Offices' Customer Service Centres

### District Office Altona

	Mo	Tue	Wed	Thurs	Fr
<b>Customer Service Centre Altona</b> Ottenser Marktplatz 10 22765 Hamburg	7 am – 3 pm	7 am – 2 pm	8 am – 1 pm	8 am – 6 pm	closed
<b>Customer Service Centre Altona Foreigners Affairs</b> Platz der Republik 1 22765 Hamburg	7.30 am – 4 pm	7.30 am – noon	7.30 am – noon (Passport affairs and appointments only)	7.30 am – 4 pm	closed
<b>Customer Service Centre Blankenese</b> Sülldorfer Kirchenweg 2a 22587 Hamburg	7 am – 2 pm	8 am – 6 pm	closed	7 am – 3 pm	8 am – 1 pm

### District Office Eimsbüttel

	Mo	Tue	Wed	Thurs	Fr
<b>Customer Service Centre Eimsbüttel</b> Grindelberg 62 - 66 20144 Hamburg	8 am – 4 pm	7 am – 2 pm	8 am – 2 pm	9 am – 6 pm*	closed
<b>Customer Service Centre Eimsbüttel Foreigners Affairs</b> Grindelberg 62 - 66 20144 Hamburg	8 am – noon	8 am – noon	8 am – noon	8 am – noon	8 am – noon
<b>Customer Service Centre Lokstedt</b> Garstedter Weg 11 22453 Hamburg	8 am – 4 pm	7 am – 2 pm	8 am – 2 pm	9 am – 6 pm*	closed

\*If a public holiday follows a working day, opening hours will may be shortened to 4 pm.

### District Office Hamburg-Nord

	Mo	Tue	Wed	Thurs	Fr
<b>Customer Service Centre Hbg.-Nord</b> Lenhartzstr. 28 20249 Hamburg	8 am – 2 pm	8 am – 4 pm	7 am – 2 pm	9 am – 6 pm	closed
<b>Customer Service Centre Hbg.-Nord Foreigners Affairs **</b> Kümmelstr. 7 20249 Hamburg	Personal arrangement of appointments: Mo – Thurs 8 am – noon by phone: 040 / 42804-2981				
<b>Customer Service Centre Barmbek-Uhlenhorst</b> Poppenhusenstr. 6 22305 Hamburg	8 am – 4 pm	7 am – 1 pm	9 am – 11 am	9 am – 6 pm	8 am – 1 pm
<b>Customer Service Centre Langenhorn</b> Langenhorner Markt 7 22415 Hamburg	8 am – 3 pm	8 am – 6 pm	closed	8 am – 4 pm	8 am – 1 pm

\*\* by appointment only

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## District Offices' Customer Service Centres

### District Office Wandsbek

	Mo	Tue	Wed	Thurs	Fr
<b>Customer Service Centre Wandsbek</b> Schloßstr. 60 20041 Hamburg	7 am – 3 pm	7 am – 4 pm	closed	9 am – 6 pm	9 am – 1 pm
<b>Customer Service Centre Wandsbek Foreigners Affairs</b> Schloßstr. 60 20041 Hamburg	8 am – 4 pm	9 am – 6 pm	closed	7 am – 4 pm	closed
<b>Customer Service Centre Bramfeld</b> Herthastr. 20 20179 Hamburg	8 am – 4 pm	8.30 am – 6 pm	closed	7 am – 2.30 pm	8 am – 1 pm
<b>Customer Service Centre Alstertal</b> Wentzelplatz 7 22391 Hamburg	closed	7.30 am – 4 pm	7 am – 2 pm	9 am – 6 pm	7.30 am – 1 pm
<b>Customer Service Centre Rahlstedt</b> Rahlstedter Str. 151 22143 Hamburg	7 am – 3 pm	closed	7.30 am – 2.30 pm	8.30 am – 6 pm	7.30 am – 1 pm
<b>Customer Service Centre Walddörfer</b> Farmsener Landstr. 202 22359 Hamburg <b>Closing on 12 Dec 2017</b>	7 am – 2 pm	9 am – 6 pm	7 am – 2 pm	closed	7 am – 2 pm

### District Office Bergedorf

	Mo	Tue	Wed	Thurs	Fr
<b>Customer Service Centre Bergedorf</b> Weidenbaumsweg 21 (Eingang A) 21029 Hamburg	8 am – 4 pm	7 am – 1 pm	8 am – 3 pm	9 am – 6 pm	closed
<b>Customer Service Centre Bergedorf Foreigners Affairs **</b> Weidenbaumsweg 21 (Eingang A) 21029 Hamburg	Appointment booking: by phone: 040/428 28-0 or 040/428 91 2173 by mail: Ausländerabteilung@bergedorf.hamburg.de				

\*\* by appointment only

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## District Offices' Customer Service Centres

### Bezirksamt Harburg

	<b>Mo</b>	<b>Tue</b>	<b>Wed</b>	<b>Thurs</b>	<b>Fr</b>
<b>Customer Service Centre Harburg</b> Harburger Rathausforum 3 21073 Hamburg	8 am – 4 pm	7 am – 1 pm	8 am – 3 pm	9 am – 6 pm	closed
<b>Customer Service Centre Harburg Foreigners Affairs</b> Harburger Rathausforum 3 21073 Hamburg	8 am – 4 pm	7 am – 2 pm	closed	8 am – 4 pm	closed
<b>Customer Service Centre Süderelbe</b> Neugrabener Markt 5 21149 Hamburg	8 am – 3 pm	9 am – 6 pm	closed	8 am – 4 pm	7 am – 1 pm
<b>Central register matters</b> Harburger Rathausforum 3 21073 Hamburg	8 am – 4 pm	8 am – 1 pm	8 am – 1 pm	8 am – 4 pm	closed

**Date: 4 Dec 2017**