

Information

District Offices' Customer Service Centres

Online appointment booking: www.hamburg.de/kundenzentrum

Online information service: 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
Customer Service Centre Hbg.-Mitte 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
Customer Service Centre Hbg.-Mitte Foreigners Affairs Klosterwall 2 20095 Hamburg	8 am – 4 pm	8 am – noon	closed	8 am – 4 pm	8 am – noon
Customer Service Centre Finkenwerder Butendeichsweg 2 21129 Hamburg	Reopening expected at the end of January 2018				
Customer Service Centre St. Pauli Simon-v.-Utrecht-Str. 4a 20359 Hamburg	8 am – 4 pm	7 am – 1 pm	8 am – 2 pm	8 am – 6 pm	closed
Customer Service Centre Meiendorf* Bargkoppelweg 60 22145 Hamburg	7 am – noon	7 am – noon	7 am – noon	7 am – noon	7 am – noon
Customer Service Centre Billstedt 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
Customer Service Centre Billstedt Foreigners Affairs Öjendorfer Weg 9 22111 Hamburg	8 am – 4 pm	8 am – 1 pm	closed	8 am – 4 pm	closed
Customer Service Centre Wilhelmsburg Mengestr. 19 21107 Hamburg	8 am – 2.30 pm	11.30 am – 18 pm	closed	closed	closed
Hamburg Welcome Center** 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

Information

District Offices' Customer Service Centres

District Office Altona

	Mo	Tue	Wed	Thurs	Fr
Customer Service Centre Altona Ottenser Marktplatz 10 22765 Hamburg	7 am – 3 pm	7 am – 2 pm	8 am – 1 pm	8 am – 6 pm	closed
Customer Service Centre Altona Foreigners Affairs 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
Customer Service Centre Blankenese 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
Customer Service Centre Eimsbüttel Grindelberg 62 - 66 20144 Hamburg	8 am – 4 pm	7 am – 2 pm	8 am – 2 pm	9 am – 6 pm*	closed
Customer Service Centre Eimsbüttel Foreigners Affairs Grindelberg 62 - 66 20144 Hamburg	8 am – noon	8 am – noon	8 am – noon	8 am – noon	8 am – noon
Customer Service Centre Lokstedt 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
Customer Service Centre Hbg.-Nord Lenhartzstr. 28 20249 Hamburg	8 am – 2 pm	8 am – 4 pm	7 am – 2 pm	9 am – 6 pm	closed
Customer Service Centre Hbg.-Nord Foreigners Affairs ** Kümmelstr. 7 20249 Hamburg	Personal arrangement of appointments: Mo – Thurs 8 am – noon by phone: 040 / 42804-2981				
Customer Service Centre Barmbek-Uhlenhorst Poppenhusenstr. 6 22305 Hamburg	8 am – 4 pm	7 am – 1 pm	9 am – 11 am	9 am – 6 pm	8 am – 1 pm
Customer Service Centre Langenhorn 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
Customer Service Centre Wandsbek Schloßstr. 60 20041 Hamburg	7 am – 3 pm	7 am – 4 pm	closed	9 am – 6 pm	9 am – 1 pm
Customer Service Centre Wandsbek Foreigners Affairs Schloßstr. 60 20041 Hamburg	8 am – 4 pm	9 am – 6 pm	closed	7 am – 4 pm	closed
Customer Service Centre Bramfeld Herthastr. 20 20179 Hamburg	8 am – 4 pm	8.30 am – 6 pm	closed	7 am – 2.30 pm	8 am – 1 pm
Customer Service Centre Alstertal Wentzelplatz 7 22391 Hamburg	7.30 am – 1.30 pm	9 am – 6 pm	7.30 am – 1.30 pm	9 am – 6 pm	7.30 am – 1 pm
Customer Service Centre Rahlstedt 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
Customer Service Centre Walddörfer Eulenkrogstraße 55 22359 Hamburg	Reopening at the end of February 2018				

District Office Bergedorf

	Mo	Tue	Wed	Thurs	Fr
Customer Service Centre Bergedorf Weidenbaumsweg 21 (Eingang A) 21029 Hamburg	8 am – 4 pm	7 am – 1 pm	8 am – 3 pm	9 am – 6 pm	closed
Customer Service Centre Bergedorf Foreigners Affairs ** 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

Information

District Offices' Customer Service Centres

Bezirksamt Harburg

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

Date: 2 Jan 2018