

# HAMBURGER WINTER EMERGENCY PROGRAMME

**1.11.2023 – 31.03.2024**

**Daily 5:00 pm - 9:30 am**



The Winter Emergency Programme is a state offer and is aimed exclusively at homeless people who are looking for overnight accommodation free of charge and anonymously if they wish and **who have no other options for overnight accommodation or other form of self-help.**

## 1 **Overnight accommodation from Fördern & Wohnen**

- For a free place to sleep, please directly contact one of the **overnight accommodation locations** from **Fördern & Wohnen (F&W)**:

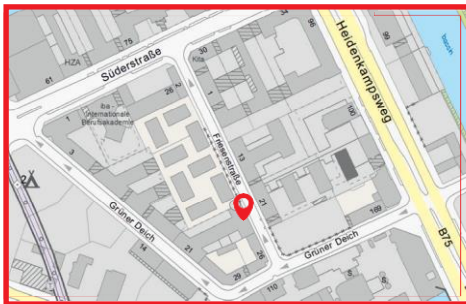
### Friesenstraße 22

Hamburg-Hammerbrook  
Telephone: 428 35-3749

#### Directions:

Take the **commuter train S3** or **S31** to the **"Hammerbrook"** stop. From there, it is about a **10-minute walk**.

This accommodation is also suitable for those in **wheelchairs**.



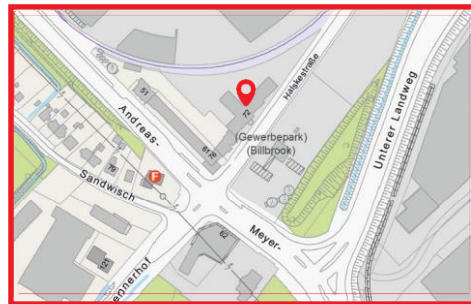
### Halskestraße 72

Hamburg-Billbrook  
Telephone: 0176 / 42870863

#### Directions:

Take **bus lines 120** or **230** to the **"Moorfleet (Halskestraße)"** stop.

**Or:** Take the **commuter train S21** to the **"Billwerder-Moorfleet"** stop. From there, it is about a **10-minute walk**.



A **free bus shuttle from Fördern & Wohnen** will run from **Friesenstraße** to **Halskestraße** in the evening. Those who stay there overnight can use a bus transfer to the city centre in the morning. Information concerning this is available at Friesenstraße.

## 2 **Housing containers at churches and universities**

- If you would like to receive one of the approximately 100 sleeping spaces in the **housing containers** of the **parishes**, the **University of Applied Sciences** or the **Evangelical University of Social Education at the Rauhe Haus**, please contact:

**Mon to Fri from 11:00 am to 4:00 pm:**  
**Diakonie-Zentrum für Wohnungslose**  
Bundesstraße 101 (U2 Christuskirche)  
Telephone: 40 17 82 11

**For homeless women:**  
Mon, Thu, Sat, Sun: 2:00 pm to 7:00 pm  
Wed: 10:00 am to 3:00 pm  
**Day Centre "Kemenate"**  
Charlottenstraße 30 (U2 Emiliestraße)  
Telephone: 430 49 59

### 3 Warming rooms

- ▶ In winter, no one should have to spend the night on the street! Homeless people who are **not entitled to a place to sleep in the accommodations from Fördern & Wohnen** are offered a nightly stay in the **warming room** at Hinrichsenstraße 4.

### 4 Day rooms

- ▶ **Where can I stay during the day?** In general, **day rooms** are available at the following facilities, for example. **Please find out in advance about possible restrictions, for example, contacting the staff of the Winter Emergency Program of Fördern & Wohnen.** There, you will also find information about other day rooms not listed here.

- **Day Room Spaldingstraße 77a**



Hauptbahnhof stop (Main Train Station)

Mon - Sun: 9:30 am to 4:30 pm,

warm food: starting 12:00 pm

- **Day Centre CariCare, Altstädter Twiete 5**



Hauptbahnhof stop (Main Train Station)

Mon - Fri: 7:00 am to 4:30 pm and 6:30 pm to 8:30 pm,

Sat: 7:00 am to 9:30 am and 6:30 pm to 8:30 pm

- **Day Room Bundesstraße 101**



Schlump stop (U2, U3)

Mon - Fri: 11:00 am to 4:00 pm,

warm food: 12:00 pm to 2:00 pm

- **Kemenate – Day Centre for Women, Charlottenstraße 30**



Emilienstraße stop (U2)

Mon, Thu, Sat, Sun: 2:00 pm to 7:00 pm

Wed: 10:00 am to 3:00 pm

- **Care Centre Herz As, Norderstraße 50**



Hauptbahnhof stop (Main Train Station)

Mon - Sun: 10:00 am - 4:00 pm, showers and washing machine use by appointment only

warm food: starting 2:00 pm as long as supplies last

- **Homeless Shelter "MAHLZEIT", Billrothstraße 79**



Holstenplatz stop (S11, S21, S31), from there by bus to Gerichtstraße stop

Mon to Thu: 9:00 am to 2:30 pm

warm food: Mon to Thu from 11:00 am to 1:00 pm

### 5 Consultation services

- ▶ The Winter Emergency Program offers **free social counselling**. This will help you find a way out of homelessness. Talk to the social workers at Fördern & Wohnen and **let them help you**.

In order to get a **spot at a residential accommodation**, you must first have your entitlement to social benefits checked at the **Jobcenter team.arbeit.hamburg** (Kleine Reichenstraße 2, 20457 Hamburg).

**Note:** A personal visit is possible only by prior appointment.

**Tel: 286 65 555 (Hotline)**

**Telephone consultation hours:** Mon - Fri: 8:00 am to 12:30 pm

The **service centre telephone number** can be reached Mon to Fri from 8:00 am to 6:00 pm at: 24 85-14 44.

### 6 "Plata" – Advice and Assistance for EU Citizens

- ▶ The "Plata" project advises homeless people from Eastern Europe in particular. The employees speak **German, Bulgarian, English, Italian, Polish, Romanian, Russian, Slovak and Czech**. Plata can act as an intermediary for the assistance system or help with returning to your home country, if desired, and is located at:

Rosenallee 11, 20097 Hamburg

Telephone: 28 00 43 11

Opening hours: Mon, Wed, Fri 10:00 am to 1:00 pm and by appointment

**Note:** Consultations are **also held at the Winter Emergency Programme locations**. Information about this can be obtained from "Plata" or from the staff of Fördern & Wohnen for the Winter Emergency Programme.

**www.hoffnungsorte-hamburg.de**



Further information about the Winter Emergency programme and about Hamburg's assistance system for homeless people can be found at [www.hamburg.de/obdachlosigkeit/](http://www.hamburg.de/obdachlosigkeit/) and in the brochure "**Das soziale Hilfesystem für wohnungslose Menschen**", which is available in numerous homeless assistance facilities.