

## Hauptstelle + Bezirksstelle Mitte

Dammtorstraße 14 • 20354 Hamburg  
 Telefon: 4 28 43-30 72 / -71 • Fax: 4 279 61216  
[www.hamburg.de/oera](http://www.hamburg.de/oera)

### Öffnungszeiten:

Hauptstelle: Monday to Friday **8.00 - 13.00 Uhr**  
 Bezirksstelle Mitte: Monday **and** Thursday **17.00 - 18.30 Uhr**

## Bezirksstellen

	Sprechzeiten
<b>Alstertal</b> Wentzelplatz 5-7 • 22391 Hamburg	Thu 17.00 – 18.30 Uhr
<b>Altona</b> Alte Königstraße 29-39 22767 Hamburg	Mon+ Thu 17.00 – 18.30 Uhr
<b>Barmbek</b> Poppenhusenstraße 4 22305 Hamburg	Mon + Thu 17.00 – 18.30 Uhr
<b>Bergedorf</b> Herzog-Carl Friedrich-Platz 1 21031 Hamburg	Tue + Thu 17.00 – 18.30 Uhr
<b>Billstedt</b> Öjendorfer Weg 9 • 22111 Hamburg	Di. + Do. 17.00 – 18.30 Uhr
<b>Blankenese</b> Sülldorfer Kirchenweg 2a 22587 Hamburg	Mon 17.00 – 18.30 Uhr
<b>Bramfeld</b> Herthastraße 20 • 22179 Hamburg	Tue + Thu 17.00 – 18.30 Uhr
<b>Eimsbüttel</b> Grindelberg 62 • 20144 Hamburg	Mo. + Mi. 17.00 – 18.30 Uhr
<b>Eppendorf</b> Kümmellstraße 7 • 20249 Hamburg	Mon+ Thu 17.00 – 18.30 Uhr
<b>Finkenwerder</b> Butendeichsweg 2 • 21129 Hamburg	Mon 17.00 – 18.30 Uhr
<b>Fuhlsbüttel</b> Tangstedter Landstraße 6 22415 Hamburg	Mon + Thu 17.00 – 18.30 Uhr
<b>Harburg</b> Harburger Rathausforum 1 21073 Hamburg	Mon+ Wed 17.00 – 18.30 Uhr

### Lokstedt

Garstedter Weg 13  
 22453 Hamburg Mon+ Thu 17.00 – 18.30 Uhr

### Lurup/Osdorf

Achtern Born 135 • 22549 Hamburg Tue + Thu 17.00 – 18.30 Uhr

### Rahlstedt

Rahlstedter Str. 151 • 22143 Hamburg Tue + Thu 17.00 – 18.30 Uhr

### Stellingen

Basselweg 73 • 22527 Hamburg Mon 17.00 – 18.30 Uhr

### Süderelbe

Groot Enn 4 • 21149 Hamburg Tue 17.00 – 18.30 Uhr

### Wandsbek

Schloßstraße 60 • 22041 Hamburg Mon + Thu 17.00 – 18.30 Uhr

### Zentrale JVA-Beratung

Billwerder, Fuhlsbüttel, UHA on demand

The **ÖRA** is available for **children and youths during opening hours**. Beyond that, special appointments can be made upon request.

### Please consider:

**Public law** (in particular Law for Asylum and Aliens, SGB II (Social Law Act II and XII), SGB XII, BAföG (Study Grants and Loans Act), Accommodation costs etc.), **Labour Law and Social Insurance Act** (pension, health, unemployment and accident insurance) are only being dealt with at our **main office** and at our office at **“Bezirkstelle Mitte”**.

Please understand:

**Unfortunately we cannot consult over the phone or by writing. Emails are therefore often not of use.**

If possible, please bring an interpreter with you, in case you do not speak German or English.

[www.hamburg.de/oera](http://www.hamburg.de/oera)

### Impressum

Freie und Hansestadt Hamburg  
 Behörde für Arbeit, Soziales, Familie und Integration  
 Referat Presse- und Öffentlichkeitsarbeit  
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Englisch



**QUIT OR PICK  
 YOURSELF UP?**

Legal consultation and practical help for advice seekers with a low income



Public Legal Advice and Settlement Office of the Free and Hanseatic City of Hamburg



## Quit or pick yourself up?

### If

- the landlord gives notice
- the husband moves in with his girlfriend and pays no maintenance
- an authority refuses help
- the neighbours go on the rampage at night
- the employer gives notice
- you are affected by a criminal or a penalty trial
- the pensions insurer refuses the incapacity pension
- the agency for work refuses services.

### then perhaps you say:

“There is no point; who will help me anyway?”

### or:

“We must hire a lawyer – but I cannot afford one.”

### But:

**If you live in Hamburg with a low income and assets, the Public Legal Advice and Settlement Office (ÖA) can help you.**

### If you already

- have legal support
- can receive legal advice via a trade union or associations
- are insured for legal costs

**you can not be advised by the ÖA.**

Please turn to the named places in this case.

## Ask the ÖA before it's too late!

### For example:

- before you sign a contract – often just a “form” – whose legal significance and consequences do not review, such as
  - loan agreement,
  - rental contract with additional clauses,
  - employment contract;
- before you trade carelessly on the Internet;
- before a deadline expires, in which you can, e.g. oppose an authority's decision (mostly monthly deadline);
- before you move out of a collective rental apartment;
- before you decide to separate bindingly from your spouse;
- before you experience a court appearance or witness questioning unprepared.

### How does the ÖA help you?

The ÖA advisers work as judges, lawyers and administrative solicitors. They are particularly well acquainted with the legal area they supervise thanks to many years of career experience.

The advisers are sworn to particular secrecy, especially towards authorities and courts too.

At the ÖA, you do not just receive legal information but – if necessary – also practical support and help through

- letters to the opposing party. The advisers communicate a substantiated legal opinion on matters and ask the other party for a statement. A mutual solution is often found in this way.
- The adviser formulates a letter for the opposing party or a pleading addressed to the appropriate authorities (e.g. objection).

- They demand access to records, so that you can inform yourself properly about the chances of a lawsuit.

If a judicial dispute becomes inevitable, the ÖA advises you about the possibility of using **legal aid/aid with procedural costs**. The advisers also explain to you how you can find a competent lawyer or a specialist lawyer for your special case, **as the ÖA cannot represent you in court.**

### What does low income mean?

The income limits are determined by the German Social Code Book Twelve. The calculation takes place individually based on your personal situation. Therefore, please bring with you proof of income, proof of rental and maintenance costs, necessary insurances, etc. An individual calculation is worth your while.

### What documents are required?

Bring with you the documents for your case, e.g. contracts, letters, decisions, judgements, etc. If you sort and organise these documents, you help the advisers and thus help yourself receive competent legal advice.

### How much does the ÖA legal consultation cost?

As a general rule, the consultation costs **€15** including follow-up consultations for the same issue. If necessary, the fee may be reduced to **€3**. Cash payment is required.

### Which ÖA office is appropriate?

You can choose to turn to one of the district offices or the central office; the addresses and office hours are listed overleaf. Please note precisely the advice at the end of the list.