

HAMBURG WINTER EMERGENCY PROGRAMME



01.11.2025 – 31.03.2026, daily 5:00 pm – 9:30 am

The Winter Emergency Programme is a public service and is aimed exclusively at homeless people who are looking for free overnight accommodation and have no other options for overnight accommodation or any other form of

1 Overnight accommodation centres provided by Fördern & Wohnen

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

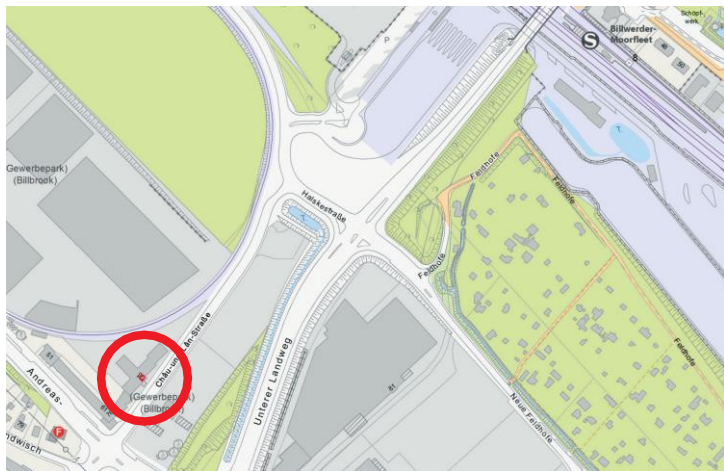
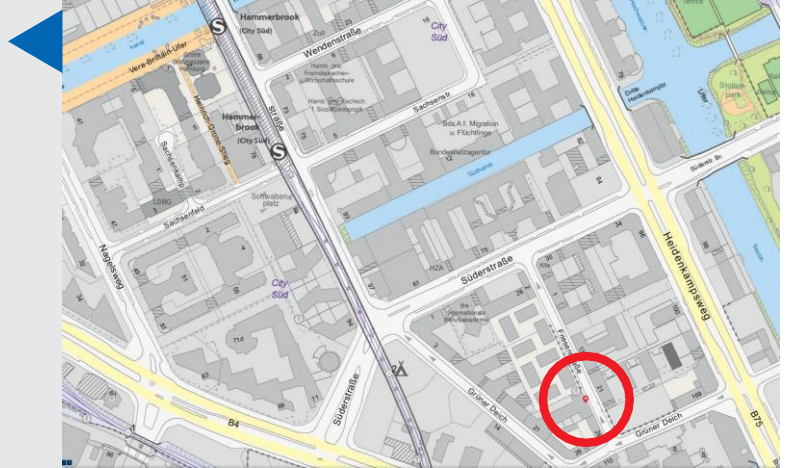
Friesenstraße 22

20097 Hamburg-Hammerbrook

400 overnight sleeping spaces are provided by **Fördern & Wohnen** and are available every day from 5:00 p.m. to 9.30 a.m.

Directions: Take the local train (S3/S31) to the "Hammerbrook" stop. From there, it is about a **10-minute walk**.

This facility is also suitable for people with physical disabilities, e.g. people who are wheelchair-bound.



Châu-und-Lân-Straße 6

22113 Hamburg-Billbrook

A total of 300 overnight sleeping spaces are provided by **Fördern & Wohnen** and are available every day from 5:00 p.m. to 9.30 a.m.

Directions: Take the local train (S21) to the "Billwerder-Moorfleet" stop. From there, it is about a **10-minute walk**.

A **free bus shuttle operated by Fördern & Wohnen** runs in the afternoons from the main railway station/ZOB to **Châu-und-Lân-Straße**. For those who stay there overnight, there is a bus transfer to the city centre in the morning. Information about this is available in the overnight accommodation centres of Fördern & Wohnen.

2 Housing containers at churches and universities

If you would like to be allocated one of the approximately 100 sleeping spaces in the **housing containers** of the **parishes**, please contact:

For homeless men and couples:

Mon to Fri from 11:00 am to 4:00 pm:

TAS Bundesstraße (daytime shelter)

Bundesstraße 101 (U2 Christuskirche) Tel.:

040 - 40 17 82 11

Allocation: 29.10.2025, 10:00 a.m. for men,

30.10.2025, 10:00 a.m. for couples

Places will occasionally become free over the course of the winter.

For homeless women:

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

pm, Wed: 10:00 am to 3:00 pm

"Kemenate" day centre

Charlottenstraße 30 (U2 Emiliestraße)

Tel.: 040 - 430 49 59

Allocation: 29.10.2025, 10:00 a.m. for women

Places will occasionally become free over the course of the winter.

3 Warm room

In winter, no one has to spend the night on the street! Homeless people who are **not entitled to a place to sleep in the accommodation provided by Fördern & Wohnen** can spend the night in the **warm room** at **Hinrichsenstraße 4**.

4 Daytime shelters

Where can I spend the day? In general, **daytime shelter options** are available at the following facilities, for example. **Please check possible restrictions in advance by contacting the staff of the Winter Emergency Program of Fördern & Wohnen, for example.** They will also provide information about other places to spend the day not listed here.



◆ Spaldingstraße 77a Daytime Shelter

Hauptbahnhof (main railway station) stop
Mon to Sun: 9:30 am to 4:30 pm, hot food: from 12:00 noon



◆ CariCare Day Centre, Altstädter Twiete 5

Hauptbahnhof (main railway station) stop
Mon: 7:00 am to 2:30 pm / 6:30 pm to 8:30 pm, Tue: 7:00 am to 12 noon / 6:30 pm to 8:30 pm, Wed: 7:00 am to 4:30 pm / 6:30 pm to 8:30 pm, Thu: 7:00 am to 2:00 pm, Fri: 7:00 am to 4:30 pm / 6:30 pm to 8:30 pm, Sat: 7:00 am to 9:30 am / 6:30 pm to 8:30 pm



◆ Bundesstraße 101 Daytime Shelter

Schlump stop (U2, U3)
Mon to Fri: 11:00 am to 4:00 pm, hot food: 12:00 noon 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



◆ Herz As Daytime Shelter, Norderstraße 50

Hauptbahnhof (main railway station) stop
Mon to Sun: 10:00 am to 1:00 pm, Mon to Thu, Sat, Sun: 2:00 p.m. to 4:00 p.m., showers and washing machines can be used by appointment, hot food: from 2:00 pm for as long as supplies last

5 Advice services

The Winter Emergency Program offers **free social advice**. 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 **place in residential accommodation**, you must first have your entitlement to social benefits verified by the

Job Centre team.arbeit.hamburg, Kurze Mühren 1 (Spitalerhof), 20095 Hamburg.

Note: Personal appointments are available only by prior arrangement.

Tel.: 040 - 286 65 555 (telephone hotline) Telephone

contact hours: Mon, Tue, Thu: 8:00 am to 12:30 pm

The **Service Centre** can be contacted by phone Mon to Fri from 8:00 am to 6:00 pm on: **040 - 24 85-14 44**.

6 "Plata" – Advice and assistance for immigrants from the EU

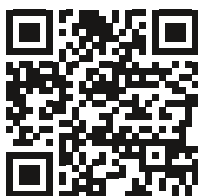
The "Plata" project offers advice to homeless people from Eastern Europe in particular. The employees speak **German, English, Bulgarian, Polish, Romanian, Russian, Slovak, Czech, Spanish and Portuguese**. Plata can act as an intermediary in the welfare system or help with returning to your home country, if required, and is located at:

Rosenallee 11, 20097 Hamburg, Tel.: 040 - 28 00 43 12 Opening hours:

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

Note: Advice sessions are **also** offered at the **Winter Emergency Programme locations**. Information about this can be obtained from "Plata" or from the staff of Fördern & Wohnen involved in the Winter Emergency Programme.

www.hoffnungsorte-hamburg.de



Further information about the Winter Emergency Programme and Hamburg's welfare system for homeless people in general can be found at www.hamburg.de/go/obdachlosigkeit and in the brochure "Das soziale Hilfesystem für wohnungslose Menschen", which is available in numerous support centres for the homeless.

Legal Notice:

Free and Hanseatic City of Hamburg
Social Services
Hamburger Straße 47 | 22083 Hamburg
Tel.: 040 428 63-0
www.hamburg.de/go/sozialbehoerde
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