



OSTERHOLZ ■ SCHARMBECK

Der Bürgermeister

FAQ about "Coronavirus" - Frequently asked questions of the citizen telephone at the city of Osterholz-Scharmbeck

For general questions and answers about Corona please follow the link to the website of the Robert Koch Institute (www.rki.de)

General information on the opening hours of the city administration and the branch offices

Can I deal with my concerns in the town hall as normal?

Access to the town hall is currently only possible with an appointment. Please make an appointment - if absolutely necessary - by telephone or email with the respective person in charge.

Citizens can also reach the Osterholz-Scharmbeck town hall from Monday to Thursday from 8:00 a.m. to 4:00 p.m. and on Fridays from 8:00 a.m. to 12:00 p.m. at the central telephone numbers 04791 17-0 or 04791 17-333.

All questions on the subject of "Coronavirus" are answered by the public hotline at the health office of the district of Osterholz under the **telephone number: 04791 930-2901.**

Please note the following information on the respective concerns:

When will the city administration start working normally again?

This is currently not foreseeable. The protection of the population as well as the employees has the highest priority. The city administration is monitoring the situation and will react when administrative operations are back to normal.

Citizens' office and registry office:

Residence registration or change of residence

At present we try to complete as many procedures as possible in writing. You are therefore requested to write an informal letter informing us that we would have to re-register you from your old address to a new address.

Please also include your telephone number, marital status and religion (we need this information to re-register you). If one or more persons have also moved and they are not your spouse or minor children, the form must be signed by all persons concerned.

In addition, the original identity cards of all persons who have moved are required.



In the case of a rented flat/flat whose owner is someone else:

In addition, we need a confirmation of the landlord/landlady, filled out and signed by the landlord/landlady. You will find this form on our website (please enter "landlord confirmation" under the search function).

Or

For residential property:

An owner's certificate of ownership completed and signed by you as the owner is required. In this case, please contact us so that we can send you the corresponding form. Afterwards we'll execute the change of registration and call you as soon as it is ready. You can then pick up the registration confirmation and the amended documents from us at the town hall. These will be handed to you by the security guard at the entrance to the customer and employee car park.

Certificate of conduct:

Certificates of good conduct should, if possible, be requested directly via the online portal of the Federal Office of Justice. If this is not possible, please contact the requesting office (authority, employer, etc.) to find out whether the presentation of the certificate of good conduct is really so urgent and cannot be postponed.

Please note that currently applications and contact requests at the Federal Office of Justice are only processed to a limited extent or with a delay.

Application for identity card/passport:

Please refrain from applying for new identity cards/passports/children's passports at this time, as a personal interview is mandatory for this procedure.

Should your old identity document expire within the next few weeks despite everything: Within Germany you can in most cases - as usual - identify yourself either with an identity card or with a passport. Even if it has already lost its validity.

Since a large number of countries have currently imposed entry restrictions, you should generally only travel if absolutely necessary and find out about the currently valid entry regulations of the destination country before starting your journey.

Business registration, registration or deregistration:

If you have to register, change or deregister a business, please use the forms provided on our website. You will find the forms under the heading "Administration & Politics / Forms and forms / Trade matters.

Please enclose the necessary evidence in accordance with the intended measure and make sure to include a telephone number.

Dog control registration/deregistration:

Please use the forms provided on our website for the registration or deregistration of the dog keeping (please enter "dog tax" under the search function). In the registration form, please be sure to include the name of the dog, the breed (in case of cross-breeds, which breeds have been crossed) and a telephone number.

Please enclose proof of the chip number, the pet owner's liability insurance, the registration in the Lower Saxony Dog Register, as well as, if applicable, proof of previous dog ownership of at least two years within the last ten years or the certificate of passing the theoretical (and practical) dog owner examination.

Please enclose the data of the new dog owner, the purchase or transfer contract or a death certificate from the veterinarian, as well as the dog tax stamp, if still available.

Lost property:

For the time being, no lost property will be accepted or issued.

GEZ exemption applications/yellow bags:

No items will be issued for the time being.

Schools and day-care centres:

Who should I contact regarding emergency care for my child?

For emergency care of school children, please contact the respective school directly. In the case of day-care centres, always contact the head of your institution. Furthermore, the respective institutions are also contact persons for emergency care.

City library:

The public library is temporarily closed.

The media return service will be closed during this closing time. It is not possible to return media during this time. There are no loan periods on these closing days of the Stadtbibliothek from 16.03.2020. Therefore, there are **no late fees** for the days after the original loan period of the borrowed media, **as long as the library is closed.**

The City Library also offers current **electronic media from the Onleihe service free of charge for a limited period of time.**

From now on, people from Osterholz-Scharmbeck have the opportunity to use the electronic books, audio books or magazines from the Onleihe of the municipal library free of charge from home for eight weeks.

For further information, especially about the free "Onleihe", please go to the library's website: <https://www.bibliothek-ohz.de/>

Health department:

What is the procedure for a corona test?

If you have a justified suspicion (return from a risk area or contact with a demonstrably infected person and occurrence of the typical symptoms of the viral disease), please report **by telephone** to your family doctor or, after office hours, to the on-call service of the health insurance company (telephone 116117). General practitioners refer patients to the test centre of the Lower Saxony Association of Statutory Health Insurance Physicians in Osterholz-Scharmbeck if there is a justified suspicion. Only patients who have been referred by their family doctor and have made an appointment will be tested there.

Where do I contact regarding questions about the quarantine, who may order the quarantine?

Questions about quarantine can be answered by the **public hotline of the public health department (Telephone: 04791 930-2901)**. An obligatory quarantine may only be declared by the public health department. Other institutions and care services can recommend a quarantine. A distinction must be made between voluntary and precautionary quarantine.

Neighbourhood assistance:

The city of Osterholz-Scharmbeck supports citizens who are physically handicapped or belong to a risk group and cannot be cared for by relatives or the like. People in need of help or informants can contact the telephone number 04791 171717.

Economy:

How do I know exactly which businesses are affected by the general ruling to close businesses?

This can be looked up in the list "Corona overview of businesses affected by the general ruling" at www.landkreis-osterholz.de/corona "Documents".

Can I apply for compensation for closing my shop?

There is no provision for compensation under the Infection Protection Act in such cases. The state of Lower Saxony has promised extensive aid for companies affected by the coronavirus pandemic. It is planned to set up short-term support programmes in particular to help companies in the crisis. The district of Osterholz has informed the companies in the district with a special newsletter (www.landkreis-osterholz.de/sondernewslettercorona).

Will food shops still be open on Sundays?

The communities in the district of Osterholz are currently not making use of the possibility of opening on Sundays for retailers in the food sector. In addition, the large supermarkets and drugstores in Worpswede, for which a different regulation applies as a resort, have decided against opening on Sundays on their own responsibility.

What is the consequence if a shop that should be closed is still open?

Anyone who does not comply with the orders according to the Protection against Infection Act commits a criminal offence (§ 75 Protection against Infection Act), which is punished by the criminal prosecution authorities.

Can I apply for a special permit to continue operating my business?

The general disposition is valid for the entire district of Osterholz. Exceptions by special permission are not possible.

Waste Service Osterholz (ASO)

Are there any restrictions that affect the Osterholz waste service?

At present, personal concerns can only be dealt with by prior appointment. The waste disposal centre in Pennigbüttel and the recycling yards in Lilienthal and Schwanewede are still open.

On weekends there may be extremely long waiting times. Please use the opening hours from Monday to Thursday if possible. There are currently no restrictions on waste disposal.