

# Studierendenwerk Heidelberg

**Welcome to Heidelberg!**

STUDIENDENWERK  
HEIDELBERG

# Who we are

- started in 1921 as “Mensa academica“
- founded in 1922 as “Studierendenwerk Heidelberg“ (a public law institution = public charity after the Great War 1914-1918)
- today: service for approximately 49.000 students (the University of Heidelberg, the University of Education, the University for jüdische Studien, the University for Kirchenmusik etc. etc.)

We are the “Student services“.

We serve the University of Heidelberg, the University of Education, the University for jüdische Studien, the University for Kirchenmusik etc. etc.

But we are an independent administration.

# Our services in general

- student residences = accomodation for students
- canteens und cafés (payment in cash, with your student ID or with the CampusCard)
- free meals for students in need are available ("*Freitisch*")
- BAföG ("*Bundesausbildungsförderungsgesetz*"): financial aid for German students. It is only awarded to international students in exceptional cases
- online job-market for students
- kindergarten and daycare centers in Heidelberg with 290 places (in cooperation with the University of Heidelberg and for children of students)

# Culture and events

- movies, live music, parties, poetry slams, karaoke, readings etc.
- workshops (dance, yoga, drama, knitting etc.)
- exhibitions in our cafés
- flea markets
- soccer on our big screens
- our own student library ("*Studierendenbücherei*") in the Triplex-Mensa
- four music rooms in our student residences in Heidelberg

Find upcoming events on our homepage: [www.stwhd.de](http://www.stwhd.de)

# Service for international students

- homepage [www.stwhd.de](http://www.stwhd.de) (in German and English)
- please go to our homepage to **find us on *Instagram, Twitter, Facebook*** and get our app for ***iOS, Android*** and ***BlackBerry***
- **executive department “Internationales“**
- **ServiceCenter** (at University Square) and **InfoCafé International** (in the Zentralmensa INF 304) and our **hotline: +49 6221-54 54 00**
- **psychological, social and legal counseling**

Please check out  
the **Bulletin Boards** =  
the FAQs for all details regarding  
your student residence!

# Living in a student residence - details

- **problems with the internet?** Please contact **Nexabit**: [contact@nexabit.support](mailto:contact@nexabit.support) (Monday - Friday 09:00 - 20:00)
- should there be any **damages** or deficiencies in your room, your kitchen or your bathroom, it is important that you **report them to us** as soon as possible so we can fix them (and so that there won't be any further damages and costs). Please use the following link to report any damage: <http://serv4studs.net/stwhd/>
- TV fees are **not** included in the rent. All tenants are obligated to pay TV fees, **regardless of whether you do or do not have a radio or TV**. Please note: the TV fees-administration will send you a letter (IBAN: DE85 3701 0050 0123 4565 03). All FAQs are answered here: [https://www.dswiki.de/images/9/95/Version\\_in\\_English.pdf](https://www.dswiki.de/images/9/95/Version_in_English.pdf)

# Living in a student residence - details

- leases (“*Mietvertrag*“) always run for **one complete semester**, which means until 30<sup>th</sup> September or 31<sup>st</sup> March. If you wish to terminate your lease before the official end date which is stated in your lease, you must **inform the housing office (“*Wohnheimverwaltung*“)** in **writing as soon as possible** (there is a form called “*Kündigung*“)
- the rent for your student residence room is due at the **beginning of each month** and will automatically be withdrawn from your bank account by SEPA Direct Debit Scheme
- please make sure that your **bank account is always covered** in order **to avoid receiving any “reminders” (“*Mahnung*“)**. Should you receive a reminder (“*Mahnung*“), a fee for the return debit note (up to 10,- Euro - depending on your bank) as well as a reminder fee of 8,- Euro will be charged

# Living in a student residence - details

- **questions regarding your lease? Please contact the administrator who sent your lease via e-Mail.** The administrators are also personally available: Mon - Thu: 08:00 am - 04:00 pm & Fri: 8.00 am - 02.00 pm in the housing office (“*Wohnheimverwaltung*”). It is a white building by the “*zeughaus*“-Mensa at Marstallhof 1 in the 1<sup>st</sup> floor (i.e. 2<sup>nd</sup> floor in the US)
- **who is my janitor?** Please check the Bulletin Board in your student residence
- **student-tutors** in the your residence? Please check the Bulletin Board in your student residence
- **respect your neighbours** = the golden rule = live and let live

# Living in a student residence - details

- if you live in a shared apartment: **mind the cleaning roster**. You have to clean your apartment yourself = there is **no cleaning company** in your student residence! (The material to clean your apartment can be bought in drug stores like “*dm*“.)
- **the moist air in the room must be exchanged with fresh air by airing the room regularly**. In the winter it should take 4 - 6 minutes. In the summer it should take 10 - 20 minutes. Open the window wide, preferably a “draft“
- “**Living at a student dormitory - an illustrated dictionary**“ and “**Illustrated health dictionary**“ online: [www.stwhd.de](http://www.stwhd.de) (please go to “International“)

# Living in a student residence - details

- **you have your own letter box** = please check your letter box regularly. There could be some important information for you as official documents are usually sent via letter in Germany
- please **be quiet between 10:00 pm - 07:00 am**
- **mind the waste separation**
- **bio degradables do not belong in the sink**

Please check out the **Bulletin Boards** =  
the FAQs for all details regarding your student residence!

# Vielen Dank!

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