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# Bürgeramt Rathaus Neukölln

Bezirksamt Neukölln

## Address

Donaustr. 29  
12043 Berlin

## Mailing address

## Contact

Telephone: (030) 115

Informationen zum 115 Service-Center: <https://www.berlin.de/115/>

Fax: (030) 90239-3320

Internet:

<https://www.berlin.de/ba-neukoelln/politik-und-verwaltung/aemter/amt-fuer-buergerdienste/buergeramt/>

E-mail: [buergeramt@bezirksamt-neukoelln.de](mailto:buergeramt@bezirksamt-neukoelln.de)

## Barrier-free access



[Explanation of symbols \(https://service.berlin.de/hinweise/artikel.2699.php\)](https://service.berlin.de/hinweise/artikel.2699.php)

## Opening hours

Monday: 08.00-15.00 Uhr (nur mit Termin)

Tuesday: 11.00-18.00 Uhr (nur mit Termin)

Wednesday: 08.00-13.00 Uhr (nur mit Termin)

Thursday: 11.00-18.00 Uhr (nur mit Termin)

Friday: 08.00-13.00 Uhr (nur mit Termin)

## Information for customers with an appointment

Für die Bearbeitung Ihres Anliegens bitten wir Sie einen Termin zu buchen, möglichst unter Angabe aller Ihrer Anliegen!

Terminbuchungen sind

- über das Internet (Terminbuchungen berlinweit) und
- telefonisch über die Servicenummer 115 möglich.

Wir bitten die Kunden mit Termin um rechtzeitiges Erscheinen. Sie werden über ihre Vorgangsnummer aufgerufen und können gleich im Warteraum Platz nehmen.

Sofern Sie ihren gebuchten Termin nicht wahrnehmen können, bitten wir Sie,

diesen abzusagen.

## **Nahverkehr**

### **U**U-Bahn

U Rathaus Neukölln: U7

### **bus**Bus

Rathaus Neukölln: 104, 167 Erkstr.: M41

## **Additional information**

Bei uns können Sie mit der Giro Card und allen gängigen Kredit- und Debitkarten ausschließlich mit PIN bezahlen. Die Karte muss in das Lesegerät gesteckt werden und darf nicht nur aufgelegt werden, da sonst keine PIN Abfrage erfolgt!  
Kontaktloses Bezahlen mit Girocard und Kreditkarten sowie mit dem Smartphone oder auch der Smartwatch wird nicht akzeptiert.

Telefonische Nachfragen zu Lieferzeiten von Personaldokumenten sind nicht möglich!

## **Payment options**

Am Standort kann bar und mit girocard (mit PIN) (ehemals EC-Karte) bezahlt werden.

# Transfer of a permanent settlement permit or an EU long-term residence permit to a new passport

Do you have a permanent settlement permit or an EU long-term residence permit and have you received a new passport?

Then you should have your permanent residence title reissued ("transferred"). Because your current permanent residence title still refers to the old passport.

## **If you want to travel abroad before the permanent residence title has been transferred:**

If no appointments are available at short notice, it is possible to start a trip abroad even without a transfer, if you have your old passport and your residence title. You will be able to return to Germany without any problems, if you take your new passport, the old passport and your permanent residence title with you.

However, it is recommended that you check the entry and exit conditions of the host country before traveling abroad (e.g. at the consular authority of the host country).

## **Prerequisites**

- **Personal appearance by appointment is required**

Transfers are made at the Citizens' Registration Offices or at the Berlin Immigration Office generally only with an appointment.

- **Main residence in Berlin**

- **Transfer in a Bürgeramt**

You can generally have the transfer carried out at any Berlin Citizens Registration Office (Bürgeramt), as long as the following requirements are met:

- You have the expired passport with your permanent residence title.
- The residence title was issued in Berlin.
- Your old passport is complete;
- There is no more than 6 months between the expiry date of the old passport and the date of issue of the new passport (with a EU long-term residence permit: no more than 12 months).
- You have not resided outside the federal territory for a continuous period longer than six months (with a EU long-term residence permit: no more than 12 months).

- **Transfer in the Berlin Immigration Office**

If one of the above mentioned requirements for making the transfer at the Citizens Registration Office (Bürgeramt) is not met (e.g. old passport is no longer present, the residence title was not issued in Berlin) the Berlin Immigration Office is responsible for the transfer.

## **Documents required**

- **Your new passport**
- **Your old passport**

If your passport has been stolen and you have reported the theft to the

police, please bring the report with you.

- **Your permanent residence title**

- Electronic residence title (eAT) together with the supplementary sheet or
- Your old passport with the attached residence title

- **1 current biometric photo**

([https://www.berlin.de/labo/\\_assets/kraftfahrzeugwesen/foto-mustertafel.pdf](https://www.berlin.de/labo/_assets/kraftfahrzeugwesen/foto-mustertafel.pdf))

35mm x 45mm, frontal shot with neutral facial expression and closed mouth, looking straight into the camera, light background

## Fees

- For adults: 67.00 euros
- For minors: 33.50 euros

Turkish citizens:

- until the age of 24 years: 22.80 euros
- from the age of 24 years: 37.00 euros

Free of charge:

- When presenting current proof of receiving benefits according to SGB II or XII or the Asylum Seekers Benefits Act
- Foreigners recognised as being entitled to asylum
- Foreigners with a granted refugee status within the meaning of Section 3 (1) of the Asylum Act
- Foreigners with a granted subsidiary protection status within the meaning of Section 4 (1) of the Asylum Act
- Resettlement refugees within the meaning of Section 23 (4) of the Act on the Residence

## Legal basis

- **Aufenthaltsgesetz - AufenthG**

([http://www.gesetze-im-internet.de/englisch\\_aufenthg/englisch\\_aufenthg.html#p1439](http://www.gesetze-im-internet.de/englisch_aufenthg/englisch_aufenthg.html#p1439))

## Average time to process request

about 4 to 5 weeks

## Hinweise zur Zuständigkeit

You can generally have the transfer carried out at any **Berlin Citizens**

**Registration Office (Bürgeramt)**, as long as the following requirements are met:

- You have the expired passport with your permanent residence title.
- The residence title was issued in Berlin.
- Your old passport is complete;
- There is no more than 6 months between the expiry date of the old passport and the date of issue of the new passport (with a EU long-term residence permit: no more than 12 months).

- You have not resided outside the federal territory for a continuous period longer than six months (with a EU long-term residence permit: no more than 12 months).

In all other cases: **Berlin Immigration Office**