

Bürgeramt Weißensee	2
Address	2
Contact	2
Barrier-free access	2
Opening hours	2
Information for customers with an appointment	2
Nahverkehr	2
Additional information	3
Payment options	3
Transfer of a permanent settlement permit or an EU long-term residence permit to a new passport	4
Prerequisites	4
Documents required	4
Fees	5
Legal basis	5
Average time to process request	5
Hinweise zur Zuständigkeit	5

Bürgeramt Weißensee

Bezirksamt Pankow

Address

Berliner Allee 252 - 260
13088 Berlin

Contact

Telephone: (030) 115

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

Fax: (030) 90295-7843

Internet:

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

E-mail: buergeramt@ba-pankow.berlin.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 - 16.00 Uhr (nur mit Termin)

Tuesday: 09.30 - 18.00 Uhr (nur mit Termin)

Wednesday: 08:00 - 14.00 Uhr (nur mit Termin)

Thursday: 09.30 - 18.00 Uhr (nur mit Termin)

Friday: 08.00 - 13.00 Uhr (nur mit Termin)

Information for customers with an appointment

Der Aufruf der Bürgerinnen und Bürger mit Termin erfolgt unter Angabe der Vorgangsnummer im Wartebereich.

Nahverkehr

Bus

0.1km [Rathaus Weißensee](#)

X54, 255, 259

0.2km [Gehringstr.](#)

255, 259

0.3km [Berliner Allee/Rennbahnstr.](#)

156, N50, 255, 259

Tram

0.3km [Berliner Allee/Rennbahnstr.](#)

12, 27

0.4km [Betriebshof Weißensee](#)

12, 50, M1, M2, M4

0.5km [Berlin, Pasedagplatz](#)

12, 27

Additional information

Ein Fotoautomat ist vorhanden.

Bitte beachten Sie, dass das Terminvereinbarungssystem nicht für die Beantragung von Elterngeld gilt. Das Bürgeramt nimmt nur die Anträge entgegen, Beratung erhalten Sie ausschließlich bei der Elterngeldstelle.

Die Bürgerämter bieten **alle Terminkontingente** für die Servicenummer 115 und für die [Online-Terminvereinbarung](#) an.

Ihr Anliegen ist ein Notfall?

Definition von Notfallkunden im Bürgeramt:

- Kunden, die für bevorstehende Reisen zwingend erforderliche Dokumente für sich und ihre minderjährigen Familienangehörigen beantragen.

Voraussetzungen:

Vor dem Reiseantritt ist (berlinweit) kein freier Termin buchbar.

Der Reisetrip ist durch entsprechende Reiseunterlagen nachweisbar.

- Kunden, die nach Verlust von Personaldokumenten ein oder mehrere neue Dokumente beantragen.

Voraussetzungen: keine

Für alle Notfallkunden gilt:

Die Prüfung und Entscheidung obliegt letztlich dem Bürgeramt vor Ort.

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/lab0/_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)

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**