

## Flood disaster - contact persons and information about assistances offered

Please note: The below services are offered only in German language

<b>Städtische Auskunft – Zentrale</b> <b>(City information centre)</b>	
02331/207-5000	<ul style="list-style-type: none"> <li>• Contact point for <b>citizens' questions</b></li> <li>• Information about the city <b>administrative office</b></li> </ul>
<b>Stadt Hagen – Zentrale Hotline für „Hochwasser“ / Freiwilligenzentrale</b> <b>(City of Hagen – Central hotline for “floods” / volunteer centre)</b>	
02331/207-5985 02331/207-5976 02331/207-5974  <a href="mailto:hochwasserhilfe@stadt-hagen.de">hochwasserhilfe@stadt-hagen.de</a>	<ul style="list-style-type: none"> <li>• Coordination of the <b>assistances offered</b></li> <li>• Help with clean-up work</li> <li>• Transportation</li> <li>• Accommodation facilities (private)</li> <li>• Coordination of <b>helping hands</b> at on-site</li> </ul> <p>Registration form (for helpers, private persons needing assistance and organizations requiring help):  <a href="https://fzhagen.de/hochwasserhilfe/">https://fzhagen.de/hochwasserhilfe/</a></p> <p><b>Donations in kind not accepted anymore!</b></p>
<b>Kitas</b> <b>(Day-care centres)</b>	
Stadt Hagen (City of Hagen) 02331/207-4440	<ul style="list-style-type: none"> <li>• Alternate <b>care facilities</b> if day-care centres are closed</li> </ul>
<b>Wohnungsnotfälle</b> <b>(Housing emergencies)</b>	
Stadt Hagen Zentrale Fachstelle für Wohnraumsicherung (City of Hagen - Central special- ized unit for housing security) 02331/207-2727 02331/207-5865	<ul style="list-style-type: none"> <li>• For persons, who <b>do not have an accommodation</b> any more</li> </ul>
<b>Städtisches Beratungszentrum „Rat am Ring“</b> <b>(City counselling centre “Rat am Ring”)</b>	
Stadt Hagen (City of Hagen) 02331/207-3991 <a href="mailto:familienberatung@stadt-hagen.de">familienberatung@stadt-hagen.de</a>	<ul style="list-style-type: none"> <li>• <b>Emotional support</b> for those affected (families, children and youth)</li> <li>• Crisis intervention</li> <li>• Child-friendly treatment of impressions</li> <li>• Further information:  <a href="https://www.hagen.de/web/de/hagen_de/01/0101/010101/PM_397441.html">https://www.hagen.de/web/de/hagen_de/01/0101/010101/PM_397441.html</a></li> </ul>

<b>WBH</b> <i>(Hagen economic enterprise office)</i>	
<a href="mailto:notlage@wbh-hagen.de">notlage@wbh-hagen.de</a>	<ul style="list-style-type: none"> <li>• Coordination of <b>technical assistance</b> through construction vehicles, trucks, etc.</li> </ul>
<b>HEB</b> <i>(Hagen waste disposal services)</i>	
02331/3544 4444 All information is constantly updated on the HEB website: <a href="http://www.heb-hagen.de">www.heb-hagen.de</a>	<ul style="list-style-type: none"> <li>• Free <b>disposal of bulky waste and electronic scrap</b></li> <li>• On-going in the districts (daily update of the regions hit on the website)</li> <li>• Assistance with loading bulky waste and electronic scrap into the containers</li> </ul>
<b>Untere Wasserbehörde</b> <i>(Lower-level water authority)</i>	
Stadt Hagen Umweltamt <i>(City of Hagen - Environment agency)</i> <a href="mailto:umweltschaden@stadt-hagen.de">umweltschaden@stadt-hagen.de</a>	<ul style="list-style-type: none"> <li>• Record of environmental damages</li> <li>• Support for those affected who have to secure or remedy environmental damages to structural installations at short notice against the background of traffic safety, avoidance of consequential damages or for other reasons.</li> <li>• Reports should include the following information: Address, brief description of the damage, contact person, a telephone or mail contact.</li> <li>• The reports will be processed as far as possible without bureaucracy and with due regard to urgency.</li> <li>• Further information: <a href="https://www.hagen.de/web/de/hagen_de/01/0101/010101/PM_397443.html">https://www.hagen.de/web/de/hagen_de/01/0101/010101/PM_397443.html</a></li> </ul>