



Tips in
easy language
on pages 14 – 15

Living in Hannover

TIPS ON ENVIRONMENTAL PROTECTION

A guide

LANDESHAUPTSTADT
HANNOVER

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Hannover is a great place to live

The “city in green” has many beautiful parks and gardens to offer visitors, as well as the Eilenriede city forest. All day trip destinations are easily reached by public transport. Cyclists have an extensive network of cycle paths at their disposal waiting to be explored.

The city of Hannover is committed to environmental protection and to maintaining a favourable climate for its inhabitants. We in the Department of Environment and Green Areas feel that we can only achieve these important goals in close cooperation with you. If you would like to support our efforts, this brochure will provide you with valuable tips and ideas as well as a list of contacts. In addition to valuable information on waste management, water, energy, waste water treatment, urban traffic management and public transport, nutrition and health, nature protection, climate protection, sustainable consumption and information on environmental protection, there is also a lot of information that is particularly useful for newly-arrived residents of our city.

If you have any further questions, feel free to call our service line
Telephone: 0511 | 168 | 4 38 01.

Garbage can be found everywhere; but some cities have more than others. How much garbage actually is lying around depends upon the people living in the city. This precept also holds true for Hannover and that is why preventing waste is a top priority for us. Therefore we ask you to check whether any of the items you want to throw away could be re-used by someone else. In addition to the various flea markets located throughout the city, Hannover's website for second-hand items is a good tip: **www.hannoverteilt.de**. The 'social shops' in the Hannover region are also thankful recipients for your unwanted items; they can be found under the following website: **www.hannover.de**, Keyword: „Sozialkaufhaus“.

WASTE/WASTE TIPS

Your garbage contains re-usable materials, therefore paper, glass, light plastic wrappings, electrical waste, organic waste, hazardous waste and other materials are collected separately.

If you would like to know more about how recycling works in Hannover as well as bin collection hours and how our waste collection and waste management systems function, and of course about how you can avoid producing waste, then ask for our information material about waste and re-usable materials or go to our website **www.aha-region.de**.



Zweckverband Abfallwirtschaft

Region Hannover

Karl-Wiechert-Allee 60c

30625 Hannover

Fax 0511 | 9911 | 30895

aha-Service 0800 | 999 11 99 (free)

E-mail service@aha-region.de

www.aha-region.de

Water plays a significant role in many aspects of our lives. Water as an element, a cultural good, a habitat, a production component and naturally as our most important source of life. Due to contamination, clean water is increasingly becoming a scarce resource.

WATER/ENERGY

The raw materials we use in energy production are not limitless in their supply. Burning these materials produces pollutants that contaminate our air.

enercity AG (previously Stadtwerke Hannover AG) provides water and energy for Hannover and can give you advice at their customer information center near 'Kröpcke'. In addition to information on water hardness, rainwater usage and thermal insulation, you can also get tips on how to save money by using energy-saving and water-saving devices, as well as help in deciding which energy provision is best suited to you – for example, eco-electricity from renewable energy sources.

Opening hours of the enercity customer information centre:

Mon. – Fri.	10.00 a. m. – 6.30 p. m.
Sat.	10.00 a. m. – 2.00 p. m.

The Hannover information centre of the Lower Saxony Consumer Advisory Agency (VZN) also offers encompassing and competent advice on the subject of energy and provides an extensive range of information material.

enercity AG

(previously Stadtwerke Hannover)
enercity-KundenCenter
Ständehausstraße 6
30159 Hannover
Customer Hotline (free from german landlines): 0800 | 36 37 24 89
E-mail kundenservice@enercity.de
www.enercity.de

Verbraucherzentrale Nds. e. V.

Beratungsstelle Hannover
Herrenstraße 14
30159 Hannover
Tel. 0511 | 9 11 96-0
E-mail info@vzniedersachsen.de
www.verbraucherzentrale-niedersachsen.de

What happens to our household water once we have “used” it? It is so practical and easy to just turn on the tap and to watch our used and dirty water go down the drain.

The waste water treatment plant located in Herrenhausen offers an impressive demonstration of how complex waste water treatment is. Once you have paid a visit to this treatment plant, you will realise that your toilet can no longer be considered as a waste bin.

If you really want to know how a waste water treatment plant works, you can arrange a site visit through our press spokesman, Peer Lindenhayn by calling him on 0511 | 168 | 47460 or sending an e-mail to 68.presse@hannover-stadt.de.

WASTE WATER/ CITY DRAINAGE

Should you have any questions regarding waste water drainage fees, rainwater usage or the water connections to and from your home, please contact our colleagues on the following telephone number: 0511 | 168 | 47373. Your call will then be forwarded to the appropriate case worker. For technical problems with your waste water drainage system, you can contact us on the following telephone number, 24 hours a day: 0511 | 168 | 47377.

Stadtentwässerung Hannover

Sorststraße 15

30165 Hannover

Tel. 0511 | 168 | 47373

Fax 0511 | 168 | 46137

E-mail 68@hannover-stadt.de

www.stadtentwaesserung-hannover.de

Stadtentwässerung



Hannover has set itself the goal of creating a bicycle-friendly environment throughout its entire urban area. The city's flat landscape, the many and varied inner-city green areas and a well developed cycle path network make cycling in Hannover an enjoyable experience. Leave your car behind and discover Hannover in a much gentler manner! Be friendly to the environment and to yourself by making use of the public transport system. Hannover has a dense network of underground and tram routes, as well as an extensive network of bus routes. Bus routes 100 and 200 are operated solely by electric buses powered by CO₂-free sources of energy.

Information on underground, tram and bus connections, ticket prices, the car-sharing scheme and the special offer „Hannovermobil“ can all be found at the offices of the „üstra Kundenzentrum“.

Office hours:

Mon. – Fri. 9.30 a. m. – 8.00 p. m.

Sat. 9.30 a. m. – 6.00 p. m.

TRAFFIC/MOBILITY

If you cannot do without your car, please be aware that the city of Hannover has set up an environmental zone; information on the zone requirements can be found online at: **www.hannover-umweltzone.de**.

Car-Sharing is an organised public car pool service and offers a genuine alternative to using your own car. You can find more information on this scheme on the following website: **www.stadtmobil.de**.

An environmentally friendly means of transporting loads is Hannah – the transport bicycle, which can be hired. More information under **www.hannah-lastenrad.de**.

üstra Kundenzentrum

Karmarschstraße 30/32

30159 Hannover

Tel. 0511 | 1668-0

Fax 0511 | 1668-2010

E-mail kundenservice@uestra.de

www.uestra.de

Stadtmobil Hannover GmbH

Karmarschstraße 30/32

30159 Hannover

Tel. 0511 | 27 04 24-0

Fax 0511 | 710 04 61

E-mail hannover@stadtmobil.de

www.hannover.stadtmobil.de

Is it important to you to have fresh vegetables, fruit, meat and cheese that have been produced locally? Then you have come to the right place; you can get all these things at Hannover's farmers markets. There you will find top quality produce from the local area, making your buying experience an environmentally friendly one. At least one if not more of the following farmer's markets are located close to where you live:

Bothfeld • <i>In der Sutelstraße (shopping centre)</i>	Fri 2 – 6 p. m.
Bult • <i>Melanchtonkirche</i>	Sat 8 a. m. – 12.30 p. m.
Döhren • <i>Fiedelerplatz</i>	Tue 2–6 p. m.
Kirchrode • <i>Kleiner Hillen / front of Jakobikirche</i>	Fri 8–1 p. m.
Laatzen • <i>front of Leine-Center</i>	Wed 2 – 6 p. m.
List • <i>Moltkeplatz</i>	Sat 8 a. m. – 1 p. m.
Mitte • <i>at the Marktkirche</i>	Thu 2 – 6 p. m.
Mitte • <i>Ernst-August-Platz, at railway station</i>	Mon/Fri 2-6 p. m.
Nordstadt • <i>An der Lutherkirche</i>	Thu 2 – 6 p. m.
Zoo • <i>square at Friedenskirche</i>	Sat 8 a. m. – 1 p. m.

(more info: www.bauernmarkt-hannover.de)

NUTRITION/HEALTH

A healthy diet is but one of the many aspects in keeping yourself fit; avoiding factors that may damage your health is yet another aspect. In this regard, the Region Hannover health department is at your service. The environmental health information centres located at their various offices throughout the city can offer advice to those individuals who feel affected by environmental pollution. Initial telephone enquiries are free of charge; additional advice can be obtained through a personal appointment for a small fee.

Opening hours: Mon – Thu 8.00 a. m. – 3.30 p. m.
Fri 8.00 a. m. – 11.30 a. m.

Region Hannover



Region Hannover

Fachbereich Gesundheit
Allgemeiner Infektionsschutz
und Umweltmedizin
Weinstraße 2
30171 Hannover
Tel. 0511 | 616 | 42584
www.hannover.de

The city of Hannover promotes itself as the “City of Gardens”; and with good reason. Those who decide to settle down in Hannover find a myriad of parks, gardens and forests nearby that beckon you to enjoy and relax. You can also try out the many free-of-charge fitness and sports facilities. Explore your new green surroundings; we provide a wide range of brochures, tours and events relating to the Hannoverian natural habitat.

However, in addition to the parks and green areas, we also hold each and every tree close to our hearts. Do you feel the same way? Perhaps you'd like to become a tree patron, or perhaps even plant and care for your own tree in one of our friendship groves?

If you are the lucky owner of your own garden, please remember that the Hannover city area is governed by tree conservation laws. If you don't have your own garden, a number of allotments sites in beautiful locations offer you the possibility of owning your own “green oasis”.

NATURE AND ITS CONSERVATION

Information on these and related themes can be found by calling the info-line of the City Parks department: 0511 | 168 | 43801, otherwise simply visit our offices.

Our office hours are as follows:

Mon – Thu	8.00 a. m. – 4.00 p. m.
Fri	8.00 a. m. – 1.00 p. m.

Hannover

Fachbereich Umwelt und Stadtgrün

Bürgerservice und Öffentlichkeitsarbeit

Arndtstraße 1

30167 Hannover

Tel. 0511 | 168 | 43801

Fax 0511 | 168 | 42914

E-mail umweltkommunikation@hannover-stadt.de

www.hannover.de

Climate protection is an important topic in Hannover. The city's administration, the business community, our environmental and nature conservation societies as well as our political community are all pulling together and are joined in the Climate Alliance 2020. The goal is to lower harmful emissions in Hannover by 40 % by the year 2020 compared to the year 1990. You can find out how we will reach that goal by clicking on www.klimaallianz-hannover.de.

CLIMATE PROTECTION

The climate protection headquarter is located at the department of environment and green areas and offers advisory services and initiates projects to increase the city's energy efficiency as well as the introduction of renewable energies. proKlima is an "energcity trust" that offers grants and advisory services relating to climate protection. By clicking on www.klimaschutz-hannover.de, you can find more information and advice regarding renewable energy sources, electricity-saving projects, passive housing, grants and much more.

proKlima – Der energcity-Fonds Fachbereich Umwelt und Stadtgrün

bei der energcity AG

Ihmeplatz 2

30449 Hannover

Tel. 0511 | 430 | 1970

Fax 0511 | 430 | 2170

E-mail proKlima@energcity.de

www.proklima-hannover.de

Bereich Umweltschutz

Klimaschutzleitstelle

Arndtstraße 1 | 30167 Hannover

Tel. 0511 | 168 | 43611

Fax 0511 | 168 | 43689

E-mail 67.11@hannover-stadt.de

www.hannover.de

Klimaschutzagentur Region Hannover GmbH

Goethestraße 19 | 30169 Hannover

Tel. 0511 | 22 00 22 | 0

0511 | 22 00 22 | 20 (Info-Team, enquires,
Mon and Thu 9.00 – 17.00)

Fax 0511 | 22 00 22 | 55

E-mail beratung@klimaschutzagentur.de

www.klimaschutzagentur.de

www.klimaschutz-hannover.de

SUSTAINABLE CONSUMPTION

Sustainable consumption means buying seasonal and regional organic food (for example see www.bauernmarkt-hannover.de). Reduced packaging is also part of this. In so called 'Loseläden' you can buy products without packaging and have them filled into your own containers.

By buying sustainable goods we not only ensure that the production is mindful of the environmental impact, it also takes fair working conditions and pay into account.

Many of the goods we buy are produced in countries with worse working condition than here in Germany. Fair Trade guarantees the observance of social standards. An overview of the labelling used for fair trade and organic products can be found at www.siegelklarheit.de and www.label-online.de.

Goods from sustainable production can be obtained from so-called 'World shops' and from organic retailers but can also be found on supermarket shelves. The flyer 'Get Fair! Hannovers fairer Einkaufsführer' is a guide for fair trade shops in Hannover (see also www.Hannover-nachhaltigkeit.de).

But does it always have to be something brand new? You can find some pretty decent items second hand at fleamarkets or clothes-swapping parties. And bicycles and electrical goods can be repaired for a reasonable price at the 'Repair Café'.

Further examples in Hannover are

'FairKauf Hannover'
www.fairkauf-hannover.de

'AUSTAUSCH' – mehr als ein soziales Kaufhaus
<https://austausch-hannover.de>

Oxfam Shop
<https://shops.oxfam.de>

'Stöbertreffs' and 'Soziale Kaufhäuser des Werkstatt-Treffs Mecklenheide e. V.'

www.werkstatt-treff.de

'Internet-Gebrauchtbörse Hannover'

www.hannoverteilt.de

'Bauteilbörse Hannover'

www.bauteilboerse-hannover.de

'Offene Bücherschränke'

www.hannover.de – keyword „Offener Bücherschrank“

SUSTAINABLE CONSUMPTION

www.nachhaltiger-warenkorb.de offers further tips on sustainable consumption.

If you would like more information on sustainability projects in Hannover please contact the Agenda 21 - and Sustainability Office (Agenda 21- und Nachhaltigkeitsbüro) or take part in the Agenda Plenary Session. There you can meet people who are involved in various different associations and institutions. The sessions are held three times a year.

More information on sustainable living in Hannover, ways to get involved and events and brochures can be found at www.hannover-nachhaltigkeit.de.



Agenda 21- und Nachhaltigkeitsbüro

Neues Rathaus | Trammplatz 2

30159 Hannover

Susanne Wildermann

Tel. 0511 | 168 | 45078

Marion Köther

Tel. 0511 | 168 | 49838

E-mail agenda21@hannover-stadt.de

www.hannover-nachhaltigkeit.de

We have provided you with contact details for the various points of contact for the most important environmental issues. Should you still have any questions, please don't hesitate to contact the environmental info-line: 0511 | 168 | 43801. The City of Hannover Department for the Environment and Green Areas will be able to provide you with all the information you need, as well as tips on how to act in an environmentally responsible manner.

ENVIRONMENTAL ADVICE/EDUCATION

If you would like to dig deeper into the environmental topics, please contact the department for environmental protection in the Department for Environment and Green Areas. They provide educational services for the inhabitants. Their main goal is to raise awareness and to motivate careful interaction with nature and environment. An overview of the current topics can be found in the Environment Information Service, which outlines the activities of the City of Hannover on a six monthly basis. The 'ecological tours' provide useful tips and fun time out as does the audio walking tour 'wonderful waterways'.

The 'Agenda-21- und Nachhaltigkeitsbüro der Landeshauptstadt Hannover' offers a broad range of environmental educational materials to childcare centres, schools and other interested centres of learning. Information about these can be found at www.hannover-nachhaltigkeit.de and in the leaflet "Zukunft gestalten".

Additionally, Hannover's children's forest educational centre, "Kinderwald Hannover" (www.kinderwald.de) as well as the Eilenriede forest park "Waldstation Eilenriede" (www.waldstation-eilenriede.de) both offer a multifaceted series of programs to all those individuals wishing to experience nature up close.

Hannover

Fachbereich Umwelt und Stadtgrün

Umweltplanung und -management

Arndtstraße 1 | 30167 Hannover

Environmental education:

Tel. 0511 | 168 | 46614

Fax 0511 | 168 | 43689

E-mail 67umweltbildung@hannover-stadt.de
www.hannover.de



Tips for the environment in easy language

In this leaflet you find tips for protecting the environment.

The leaflet is made by Hannover City council.

It has a departement for protection of environment.

Some people there work to protect the environment.

The environment is made up of:

- rivers and lakes.
- The air we breathe.
- The ground we walk on and grow our food in.
- All trees and flowers.
- All humans and animals.

Protecting the environment means:

- People should protect the environment.

- And people should **not** pollute the environment.

The goal is to keep the environment in good shape.

So that humans and animals will be healthy.

Everybody should have a good life.

The people in Hannover can do a lot to protect the environment.

For example:

- Use a bicycle or walk more.
- Use things longer and repair them.
- Make less rubbish and recycle more.
- Do not use the toilet to get rid of rubbish.
- Save water and electric power

Do you have any questions about the environment?

Call the citizens advice helpline of the city of Hannover.

 0511 - 168 4 38 01.



Please send me the following

information leaflets

- Who is who ... Umwelt und Entwicklung in Hannover
- Ökologische Rundgänge in und um Hannover
- Grünes Hannover
- Fahrradkarte Julius-Trip-Ring
- fairführer – Programm für nachhaltiges Leben
- other: _____

(Please check appropriate boxes)

Info-Telephone
Umwelt und Stadtgrün
0511 | 168 | 43801

Sender

please
place
postage
stamp

Fachbereich Umwelt und Stadtgrün
Bürgerservice & Öffentlichkeitsarbeit
Arndtstraße 1

30167 Hannover

Hannover

Fachbereich Umwelt und Stadtgrün
Bürgerservice und Öffentlichkeitsarbeit
Arndtstraße 1
30167 Hannover

Tel. 0511 | 168 | 43801

Fax 0511 | 168 | 42914

E-mail: umweltkommunikation@hannover-stadt.de

www.hannover.de

Want to become a volunteer?

If you want to become a volunteer for a cause, visit our volunteer centre (Freiwilligenzentrum Hannover e.V.). Our advisors will help you to find the right cause for your work as a volunteer. The advice is free and you will get information on more than 1000 projects you could support. Countless charitable projects would be happy to welcome new helping hands. Call us or drop in. You can find the volunteer centre in Hannover city centre at the Platz der Weltausstellung on the second floor of the üstra-Kundenzentrum. Opening times are Mon - Thu 10.00 a. m. – 6.00 p. m. and Fri 10.00 a. m. – 4.00 p. m. For more information see www.fwzh.de. We are looking forward to see you.



Freiwilligenzentrum Hannover (Volunteer Centre)

at 'üstra Kundenzentrum'

Karmarschstraße 30-32 | 30159 Hannover

Tel. 0511 | 300 344-6

Website www.fwzh.de

For all other questions ...

... it's worth having a look at the internet portal of the City of Hannover (www.hannover.de). Here you will find the environmental brochure 'Umwelttipps' which is also available in Turkish, Russian and English. A quick online search using keywords can be carried out using the Citizens Advisory Service 'Bürger-BeratungsSystem' (BBS).

Additionally the '**Bürgerbüro der Stadt Hannover**' (Hannover Citizens Bureau) helps you find your way around the city and its administrative offices. You will also find information on community matters, extensive information material on many subjects as well as an open ear to your ideas, hints and suggestions.

Bürgerbüro der Landeshauptstadt Hannover

Rathaus | Zimmer Nummer 76a

Trammplatz 2 | 30159 Hannover

Tel. 0511 | 168 | 45252

Fax 0511 | 168 | 45096

E-mail buergerbuero@hannover-stadt.de

Office hours Mon – Thu 8.30 a. m. – 6.00 p. m.

Fri 8.30 a. m. – 1.00 p. m.

Landeshauptstadt

Hannover

**LANDESHAUPTSTADT HANNOVER
DER OBERBÜRGERMEISTER**

**FACHBEREICH UMWELT UND STADTGRÜN
BÜRGERSERVICE UND ÖFFENTLICHKEITSARBEIT**

Arndtstraße 1
30167 Hannover
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