

Public Service
Simply more Service!



Simply more Service...

Dear Residents, dear Visitors calling on PublicService at Starnberg County Hall,

The trendsetting concept for PublicService, which opened in May 2005, included a representative public opinion poll, which means it was developed to incorporate your wishes. As our customers you are at the heart of what we do.

The PublicService team is pleased to provide you with advice and help – and our opening hours have been extended substantially to allow us to do so.

And should you ever find reason to be less satisfied with County Hall than you would wish to be, please get in touch with our Ideas and Complaints board. We will take your suggestions seriously and see them as an opportunity to further improve how we do things. Because: "When you stop improving, you stop being good". I therefore sincerely hope you will enjoy **"Simply more Service..."**



Karl Roth
County Commissioner

Public Service provides you with...

This is what you will get from us:

Motor vehicle registration and driver's licenses

... all services in connection with motor vehicles

Boat registration

... boat licenses for Lake Starnberg, Lake Pilsen and Lake Wörth

Building

... general information on planning laws
... an appointment with your contact partner in the construction department
... building application files
... announcement of start of construction (form)
... written consent to neighboring distance
... general information on standard land value
... building licenses

Social welfare

... consulting for people with disabilities
... information on social welfare facilities

Civil status register

... notarizations (verifying agreement of signatures, copies, photocopies etc. with the original document)

School bussing

... information on schedules for school busses serving secondary schools

Media Center

... media ordered in advance is handed out here



Further Services

We have the following things on hand for you:

- ... forms, information flyers and brochures
- ... information, advice and support in filling in forms
- ... detailed information on public institutions
- ... consumer reports
- ... tickets for events hosted by the County and related gift and souvenir articles
- ... waste- and recycling bags
- ... MVV Journey planner

We are glad to collect the following from you:

- ... media from the Media Center
- ... official documents



The Call Center

When you call the switchboard at Starnberg County Hall (phone 148-0) or our PublicService desk (phone 148-148), you will have reached our Call Center.

Our specially trained PublicService staff will be happy to answer all of your questions fully. They will also provide you with detailed information on our other services. For more complex questions they will put you through to the contact partner responsible, or arrange a face-to-face meeting for you.



Simply more service: the Public Service team is looking forward to your call or your visit!



You have ideas and suggestions for improving our services, or have encountered problems and would like to complain?

Then the Ideas and Complaints desk at Starnberg County Hall is the right place to go. Your help will make us aware of our deficits and contribute to making our work and administrative processes more efficient.

Ideas and Complaints management allows us

- to pick up on and implement ideas and suggestions quickly
- to get to the bottom of what is giving cause for complaint and find a solution to the problem
- to centralize our handling of critical cases

We therefore ask you: Please support us by contributing your ideas, suggestions and complaints regarding the services of Starnberg County Hall to the Ideas and Complaints desk in PublicService.

Your contact partner is:

Wolfgang Tenzer

Phone 08151 148-140

Fax 08151 148-160

kritik@LRA-starnberg.de

Please feel free to arrange a face-to-face meeting.

Starnberg County Hall PublicService

Strandbadstrasse 2

D-82319 Starnberg

Phone 08151 148-148

Fax 08151 148-160

buergerservice@LRA-starnberg.de

www.landkreis-starnberg.de

Our opening hours are:

MON, TUE, THU from 7 a.m. to 6 p.m.

WED from 7 a.m. to 2 p.m.

FRI from 7 a.m. to 4 p.m.

You can reach us easily using public transportation:

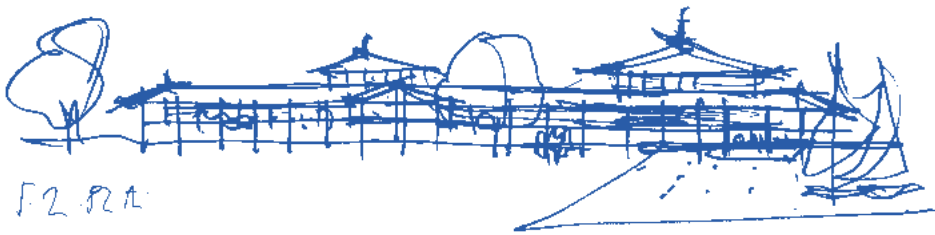
S6 stop Starnberg

(“Bahnhof See” or “Bahnhof Nord”)

followed by a 10-minute walk

or a bus ride stopping at “Landratsamt”





Contact:
Starnberg County Hall
– PublicService –
Strandbadstrasse 2
D-82319 Starnberg
Phone 08151 148-148
Fax 08151 148-160
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You can reach us using
public transportation
S 6 "Starnberg Nord" or
S 6 "Bahnhof See and
Bus stop "Landratsamt".