



CASE OF EMERGENCY - OR NOT?

A dripping trap or a clogged washbasin outside normal service hours, at the weekend or on a public holiday is annoying but not a case of emergency. An emergency is a sudden event which immediately endangers life and health of people as well as their basic needs or which may damage the flat or the building.

Please mind that craftsmen services outside the official service hours are costly. Before calling the service number think twice if the damage may be reported on the next workday. Thank you for acting responsibly.

EXAMPLES FOR **EMERGENCIES** ARE:

- » *smell of gas in the flat or in the house*
- » *breakdown of the entire electric power supply*
- » *breakdown of the central heating in winter*
- » *clogging of the central sewer line*
- » *broken or leaking water supply pipes and tubes*
- » *parts falling from roofs and facades, fallen trees*

24-hour-emergency service: call +49 3643 548-250

Our service staff will advise you on how to act in the given situation.

The tenant is to limit any damage. In cases of special dangers and risks the tenant is to take immediate action.

The emergency call must not be misused for any purposes other than the abovementioned situations.

WHAT IS **NOT** A CASE OF EMERGENCY?

- » *defect light switches or sockets*
- » *clogged washbasins or bathtubs*
- » *incorrectly parked cars*
- » *defect mail boxes*
- » *disputes among tenants*
- » *defect mixing taps*
- » *heating is only lukewarm*

Please report those repairs to the Weimarer Wohnstätte GmbH within their service hours:
call +49 3643 548-0.