

What is a case of damage?

A damage is a suddenly occurred fault that pose a direct risk to the life and health of people and/or damage or destroy tangible assets such as buildings, building parts and home furnishings and fittings.

If there is no damage, the on-call service must not be availed.

Repairs are carried out in the next few working days as per the agreement.

Damage outside business hours of WGS

Business hours of WGS - repairs acceptance of telephone:

Monday	7:30 - 15:30 hours	Tuesday and Thursday	7:30 - 17:30 hours
Wednesday	7:30 - 13:45 hours	Friday	7:30 - 13:30 hours
Tel. No. .: 03464/5402-20 - 24			

If a damage case occurs outside business hours of WGS, please contact the **companies mentioned in the on-call service plan**. You can finding these:

- Information board at the house entrance
- WGS tenants' magazine
- www.wgs-sgh.de - Service / damage care service section
- "Sangerhäuser Nachrichten"

Electrical system

- Power failure (in the entire flat or house)
- Line short-circuits or cable fire
- Electricity-induced fires / smouldering in switches, socket and branch sockets as well as cables (severe odour nuisance and smoke formation)

Gas

- Odour of gas (in the flat or the general area - basement, staircase)
- Deflagration / overheating of gas-fired heaters and gas floor heating
(The failure of a gas-fired heater - if there is no odour of gas - is not a case of damage since there are other options to heat water.)

Clogging of sanitary facilities / pipes

Broken pipe in the water supply line
Clogged waste-water lines that affect the entire object

Heater

Total failure of the heating system
Defective heating elements, piping system or thermostat valves with considerable water leakage

Roof area:

Wind damage and rain that lead to major material damages

How do I behave in a damage case?

In case of a damage, the tenants are under obligation to limit the extent of damage. They have also been instructed to initiate immediate measures in case of an exceptional risk:

In case of a fire and alarm of the smoke sensor (if not detectable, there is a false alarm)

- Alert the fire brigade: Tel.: **112**
Who notifies? **What** has happened? **How many people** are affected/injured? **Where** has it happened? **Wait** for replies!
- Keep the windows and doors in the room on fire closed
- Warn other members and co-residents - ensure that you bring other persons and yourself to safety
- Do not use lifts
- Wait for the fire brigade

In case of line short-circuits / smouldering in switches, sockets and cables

- Switch off the main electrical switch
- Inform the on-call service immediately
- If necessary, notify all residents in other houses

In case of a gas odour

- Close the stopcock
- Ensure ventilation in the flat
- Inform the on-call service immediately

In case of a water pipe breakage

- Close the stopcock in the flat
- If necessary, close the main stopcock in the basement (normally near the water meter)
- Inform the on-call service immediately
- Tenants should take preliminary measures to limit the damage

In case of clogged pipes

- Notify all residents in other houses
- Inform the on-call service immediately

Roof area:

Inform the on-call service immediately