

[Your Name]
[Your Address/Unit Number]
[City, State, Zip Code]
[Your Phone Number]
[Your Email]

[Date]

[Property Manager Name or Landlord Name]
[Management Company Name]
[Office Address]
[City, State, Zip Code]

Re: Maintenance Request and Online Portal Functionality

Dear [Property Manager/Landlord Name],

I am writing to formally request a repair for the following issue(s) in my unit:

- [Describe maintenance issue 1]
- [Describe maintenance issue 2]

Additionally, I would like to report an issue regarding the online resident portal. I have been unable to use the payment functionality to pay my rent. Specifically, [describe the portal error, e.g., the payment button is missing / the system is not accepting my card / I am getting an error code].

Could you please let me know when a maintenance technician can be scheduled to address the repairs? Also, please advise on how to resolve the portal issue or if there is an alternative payment method I should use until the system is fixed.

Thank you for your prompt attention to these matters.

Sincerely,

[Your Signature]

[Your Printed Name]