

Dear Resident,

Welcome to your new home. To ensure your safety and the preservation of the property, we have established the following Emergency Maintenance Protocol. Please keep this document in an accessible location.

What Qualifies as an Emergency?

An emergency is defined as a situation that poses an immediate threat to life, safety, or critical property damage. These include:

- Fire (Call 911 first)
- Major flooding or burst pipes
- Total loss of electrical power
- Gas leaks (Vacate immediately and call the gas company)
- Complete loss of heat during freezing temperatures
- Inability to secure the property (broken locks or windows)

Emergency Contact Instructions

In the event of a maintenance emergency, please follow these steps:

1. **Call the Emergency Line:** [Insert Phone Number]
2. **State Your Information:** Provide your name, address, apartment number, and a phone number where you can be reached.
3. **Describe the Issue:** Clearly explain the nature of the emergency.

Non-Emergency Requests

For routine repairs such as dripping faucets, burnt-out light bulbs, or minor appliance issues, please submit a standard work order via [Insert Portal Link/Email Address]. These requests will be handled during regular business hours.

Thank you for your cooperation in keeping our community safe.

Best regards,

Property Management Team
[Company Name]
[Contact Information]