

[Date]

[Tenant Name]

[Property Address]

[Unit Number]

Dear [Tenant Name],

Welcome to your new home. To ensure your move-in process is smooth, please follow these procedures for reporting any maintenance issues or defects identified upon your arrival.

1. Move-In Inspection Form

Please complete the Move-In Checklist provided in your welcome packet. Document the condition of each room and note any existing damage. This form must be returned to the office within [Number of Days] days of your move-in date.

2. How to Submit a Request

For non-emergency repairs identified during your move-in, please use one of the following methods:

- **Online Portal:** [Insert Website Link]
- **Email:** [Insert Email Address]
- **Maintenance Line:** [Insert Phone Number]

3. Required Information

When submitting a request, please include:

- Your full name and unit number.
- A specific description of the issue.
- Photos of the area or appliance needing repair.
- Permission to enter the unit if you will not be home.

4. Emergency Repairs

If you experience an emergency (e.g., flooding, total loss of power, or gas leaks), please call our 24/7 Emergency Hot-line immediately at: **[Insert Emergency Phone Number]**.

Thank you for choosing to live at [Property Name]. We look forward to having you as a resident.

Sincerely,

[Management Name]

[Property Management Company]

[Contact Information]