

Dear [Tenant Name],

Welcome to your new home at [Property Address]. We hope you are settling in well.

To ensure your stay is comfortable, we want to provide you with clear instructions on how to submit maintenance requests. Our goal is to handle all repairs efficiently and keep the property in excellent condition.

How to Submit a Request:

- **Non-Emergency Requests:** Please submit these through [Online Portal Link/Email Address]. Be as descriptive as possible and include photos if applicable.
- **Maintenance Phone Line:** You can also reach our maintenance department at [Phone Number] during business hours ([Hours of Operation]).

Emergency Repairs:

For emergencies that require immediate attention (such as major flooding, total loss of heat, or gas leaks), please call our 24/7 Emergency Line at: **[Emergency Phone Number]**.

What to Expect:

Once a request is submitted, our team will contact you within [Number] hours to schedule a repair time. Please note that maintenance staff will only enter your home during business hours unless it is an emergency or you have provided prior permission.

Thank you for choosing to live with us. If you have any questions regarding this process, please do not hesitate to contact the management office.

Sincerely,

[Your Name/Property Management Name]
[Contact Information]