

[Date]

[Tenant Name]

[Property Address]

[Unit Number]

Dear [Tenant Name],

To ensure your home remains in good condition, please follow these maintenance guidelines regarding repairs and upkeep:

1. Requesting Repairs

All non-emergency maintenance requests must be submitted through [Online Portal Name/Email/Phone Number]. Please provide a clear description of the issue and attach photos if possible.

2. Emergency Maintenance

In the event of an emergency (e.g., major flooding, total loss of heat in winter, or gas leaks), please call our 24/7 emergency line immediately at: [Emergency Phone Number].

3. Tenant Responsibilities

Per your lease agreement, tenants are responsible for the following routine tasks:

- Replacing light bulbs and smoke detector batteries.
- Replacing HVAC air filters every [Number] months.
- Keeping the property clean and free of trash.
- Clearing minor drain clogs caused by hair or debris.

4. Preventative Measures

- **Water Leaks:** Report any drips under sinks or running toilets immediately to prevent water damage.
- **Freezing Pipes:** During extreme cold, keep faucets dripping and cabinet doors open.
- **HVAC:** Do not set thermostats below 60F in winter or above 78F in summer.

5. Right of Access

Management will provide at least [Number] hours of notice before entering the premises for non-emergency repairs or inspections, as required by law.

Thank you for your cooperation in keeping your residence safe and well-maintained.

Sincerely,

[Your Name/Company Name]
[Phone Number]
[Email Address]