

# Resident Guide to Maintenance Procedures

**Date:** [Insert Date]

**Property Name:** [Insert Property Name]

Dear Resident,

To ensure your home remains in excellent condition, please follow these procedures for requesting maintenance and repairs.

## 1. Routine Maintenance Requests

For non-emergency repairs (e.g., dripping faucets, interior door issues, or light fixture repairs), please use one of the following methods:

- **Online Portal:** [Insert Website URL]
- **Email:** [Insert Email Address]
- **Phone:** [Insert Office Phone Number]

Routine requests are typically addressed within [Insert Number] business days.

## 2. Emergency Maintenance

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

- Major water leaks or flooding
- Complete loss of heat during winter
- Total power outage
- Smell of gas (Please vacate the premises and call the gas company first)

**24/7 Emergency Line:** [Insert Emergency Phone Number]

## 3. Entry Protocol

By submitting a maintenance request, you grant permission for our staff or contractors to enter your unit to perform the repair. We will provide at least [Insert Number] hours' notice for routine inspections or preventative maintenance not initiated by a resident request.

## 4. Resident Responsibilities

Residents are responsible for basic upkeep, including:

- Replacing light bulbs and smoke detector batteries.
- Keeping the unit clean and free of trash.
- Reporting leaks or damages immediately to prevent further deterioration.

Thank you for your cooperation in keeping our community a great place to live.

Sincerely,

**Property Management Team**

[Insert Contact Information]