

[Date]

[Tenant Name]
[Property Address]
[Unit Number]

Dear [Tenant Name],

Welcome to your new home. To ensure your residence remains in excellent condition, we would like to formally introduce our Standard Maintenance Policy.

Routine Maintenance Requests

For non-urgent repairs (e.g., dripping faucets, interior door issues), please submit a request via [Online Portal/Email/Phone Number]. Our team typically responds to routine requests within [Number] business hours.

Emergency Repairs

In the event of an emergency that poses a threat to safety or property (e.g., flooding, total power loss, fire, or gas leaks), please contact our 24/7 emergency line immediately at: **[Emergency Phone Number]**.

Tenant Responsibilities

Per your lease agreement, tenants are responsible for:

- Replacing light bulbs and smoke detector batteries.
- Keeping the premises clean and sanitary.
- Reporting any leaks or damages immediately to prevent further issues.

Scheduled Inspections

Management will conduct periodic inspections to ensure all systems are functioning correctly. You will be provided with at least [24/48] hours' notice prior to our entry.

Thank you for your cooperation in helping us maintain a high standard of living for all residents.

Sincerely,

[Management Name]
[Company Name]
[Contact Information]