

Dear [Tenant Name],

To ensure your maintenance requests are handled quickly and efficiently, we require all non-emergency repairs to be submitted through our online Tenant Portal.

How to Submit a Maintenance Request:

1. **Log In:** Visit [Portal URL] and enter your username and password.
2. **Navigate to Maintenance:** Click on the "Maintenance" or "Service Request" tab.
3. **Create New Request:** Click the "New Request" button.
4. **Describe the Issue:** Provide a detailed description of the problem. Please be specific about the location and nature of the issue.
5. **Add Photos:** Attach photos of the area needing repair to help our technicians prepare.
6. **Submit:** Click "Submit." You will receive an email confirmation and can track the status of your request through the portal.

Emergency Requests:

For emergencies involving fire, flood, or immediate safety hazards, please call our 24/7 emergency line at [Emergency Phone Number] immediately before submitting a portal entry.

If you have trouble accessing your account, please contact the management office at [Office Phone Number] or [Office Email].

Thank you,

[Property Manager Name]
[Property Management Company]