

[Date]

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

Dear [Tenant Name],

Welcome to your new home! We are pleased to have you as a resident. To ensure your living environment remains safe and comfortable, please review our Maintenance Request Policy outlined below.

## **1. Routine Maintenance Requests**

For all non-emergency repairs (e.g., dripping faucets, interior door adjustments, or light fixture issues), please submit a formal request via:

- Online Portal: [Link to Website/Portal]
- Email: [Email Address]
- Phone: [Office Phone Number]

Routine requests are typically addressed within [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 flooding, total loss of heat in winter, or gas leaks. In such cases:

- During Office Hours: Call [Phone Number].
- After Hours/Weekends: Call our Emergency Line at [Emergency Phone Number].
- For Fire or Life-Threatening Emergencies: Dial 911 immediately.

## **3. Resident Responsibilities**

Residents are responsible for basic upkeep, such as replacing light bulbs, testing smoke detector batteries, and keeping the unit clean. Please report any leaks or water damage immediately to prevent further issues.

## **4. Right of Entry**

By submitting a maintenance request, you grant our staff or contractors permission to enter the premises to perform the repair. We will provide [Number] hours of notice for any routine inspections or non-requested repairs.

Thank you for your cooperation in helping us maintain the quality of your home.

Sincerely,

[Property Manager Name]  
[Management Company Name]  
[Contact Information]