

Dear Resident,

Welcome to your new home! To ensure your stay is comfortable, please follow these procedures for requesting maintenance repairs or reporting property issues.

1. Routine Maintenance Requests

For non-urgent repairs (such as a leaky faucet or a broken cabinet), please submit a request through one of the following methods:

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

2. Emergency Repairs

An emergency is defined as a situation that poses an immediate threat to your health, safety, or the property structure (e.g., major flooding, total loss of heat in winter, or a fire). In these cases:

- During office hours: Call [Insert Phone Number].
- After hours: Call the emergency line at [Insert Emergency Phone Number].
- Life-threatening emergencies: Call 911 immediately.

3. Entry and Access

We will provide at least [Insert Number] hours of notice before entering your unit for routine maintenance. However, in the event of an emergency, management reserves the right to enter the premises without prior notice to prevent damage or ensure safety.

4. Resident Responsibilities

Residents are responsible for basic upkeep, such as:

- Replacing light bulbs.
- Testing smoke detector batteries regularly.
- Keeping the unit clean to prevent pests.

Thank you for choosing to live with us. If you have any questions, please contact the management office.

Sincerely,

[Management Name]

[Property Name]

[Contact Information]