

[Date]

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

Welcome to Your New Home

Dear [Tenant Name],

Welcome to [Property Name/Management Company Name]. We are pleased to have you as a resident and look forward to providing you with a comfortable living environment.

1. Contact Information

Our management office is open [Hours of Operation].

Office Phone: [Phone Number]

Email: [Email Address]

Emergency After-Hours Line: [Emergency Phone Number]

2. Rent Payments

Rent is due on the [Day] of each month. You can pay your rent through the following methods:

- **Online Portal:** [URL for Tenant Portal]
- **In Person:** [Office Address]
- **Mail:** [Mailing Address]

3. Maintenance Requests

For routine maintenance, please submit a request via the online portal. For urgent matters that could cause property damage or affect your safety, please call our emergency line immediately.

4. Utilities and Services

Please ensure the following utilities have been transferred into your name as of your move-in date:

- Electricity: [Provider Name/Contact]
- Water/Sewer: [Provider Name/Contact]
- Gas: [Provider Name/Contact]

5. Trash and Recycling

Trash collection occurs every [Day of the week]. Please place bins at [Location] and ensure they are returned to the storage area by [Time].

6. Important Rules & Policies

- **Quiet Hours:** [Start Time] to [End Time] daily.
- **Parking:** Please use designated spot(s) #[Spot Number].
- **Smoking:** This is a [Smoking/Non-Smoking] property.
- **Pets:** [Brief Pet Policy Description].

Please review your copy of the Lease Agreement for a full list of terms and conditions. We wish you a smooth move-in process and a wonderful stay.

Sincerely,

[Your Name/Signature]

[Title]

[Management Company Name]