

To: All Tenants

From: Property Management

Date: [Insert Date]

Subject: Instructions for Submitting Maintenance Requests

Dear Residents,

To ensure your maintenance needs are handled quickly and efficiently, please follow the procedures outlined below for all repair requests.

1. Routine Maintenance Requests

For non-emergency repairs (e.g., leaky faucets, light bulb replacements in common areas, minor cabinet repairs), please submit a request through one of the following methods:

- Online Portal: [Insert Website URL]
- Email: [Insert Email Address]
- Written Form: Available in the main office lobby.

Please include your name, unit number, a brief description of the issue, and whether maintenance has permission to enter if you are not home.

2. Emergency Maintenance Requests

An emergency is defined as a situation that poses an immediate threat to health, safety, or property damage (e.g., flooding, total loss of heat, gas leaks, or electrical hazards). In these cases:

- During Office Hours: Call [Insert Office Phone Number] immediately.
- After Hours/Weekends: Call the Emergency Hotline at [Insert Emergency Number].

3. Response Time

Emergency requests will be addressed immediately. Routine requests are typically processed within [Insert Number] business days. You will receive a notification once the work order has been completed.

Thank you for your cooperation in keeping our community in excellent condition.

Sincerely,

[Your Name/Company Name]
[Contact Information]