

Date: [Insert Date]

To: [Tenant Name]

Address: [Property Address / Unit Number]

Subject: Acknowledgement of After-Hours Urgent Maintenance Request

Dear [Tenant Name],

This letter is to confirm that we have received your urgent maintenance request submitted after hours on [Date] at [Time] regarding [Brief Description of Issue, e.g., Water Leak/No Heat].

We have categorized this matter as an emergency repair. Our maintenance team has been notified, and a technician is scheduled to arrive at your property on:

Scheduled Arrival: [Date] at approximately [Time]

Please ensure that the work area is accessible. If there are pets in the property, please ensure they are secured in a separate room for the safety of our staff.

If you have any immediate updates or if the situation worsens before the technician arrives, please contact our emergency line at [Phone Number].

Thank you for your cooperation and patience while we resolve this issue.

Sincerely,

[Your Name/Company Name]

[Property Management Office]

[Contact Phone Number]