

Date: [Date]

To: [Tenant Name]

Property Address: [Full Property Address and Unit Number]

Subject: URGENT: Acknowledgement of Emergency Maintenance Request

Dear [Tenant Name],

This letter is to formally acknowledge that we have received your emergency maintenance request regarding [**Brief Description of Issue, e.g., Major Water Leak/No Heat**] reported on [Date] at [Time].

We have classified this matter as an **urgent emergency**. This letter serves as notice that maintenance personnel or authorized contractors have been dispatched and are expected to arrive at your unit on:

Estimated Arrival Date: [Date]

Estimated Arrival Time: [Time/Window]

Because this is an emergency situation involving [Safety/Property Damage/Essential Services], we will be exercising our right to enter the premises immediately to perform the necessary repairs, as permitted by law and your lease agreement.

Instructions for Tenant:

- Please ensure any pets are secured in a crate or a separate room.
- Clear the area around the [Specific Area, e.g., Water Heater/Electrical Panel] for easy access.
- If you have not already done so, please take the following safety precautions: [Specific Instruction, e.g., Turn off the main water valve].

We are working to resolve this issue as quickly as possible to ensure your safety and the integrity of the property. If you have any immediate questions, please contact the emergency maintenance line at [Phone Number].

Thank you for your immediate cooperation.

Sincerely,

[Your Name/Property Manager Name]

[Management Company Name]

[Contact Phone Number]