

[Date]

[Tenant/Client Name]

[Address Line 1]

[Address Line 2]

**Subject: Acknowledgement of HVAC System Maintenance Request**

Dear [Tenant/Client Name],

This letter is to acknowledge that we have received your maintenance request regarding the HVAC system at [Property Address/Unit Number], submitted on [Date of Request].

Your request has been assigned tracking number: [Reference Number].

Our maintenance team is currently reviewing the details of your request. A qualified technician is scheduled to visit your location on:

**Date:** [Scheduled Date]

**Estimated Time Window:** [Start Time] to [End Time]

Please ensure that the technician has clear access to the HVAC unit, thermostat, and any relevant vents or outdoor components. If there are pets on the property, we kindly ask that they be secured during the visit.

If you need to reschedule or have any immediate questions, please contact our office at [Phone Number] or [Email Address].

Thank you for your cooperation.

Sincerely,

[Your Name/Name of Property Manager]

[Company Name]

[Contact Information]