

[Date]

[Tenant Name]

[Unit Number/Address]

[City, State, Zip Code]

**Subject: Acknowledgement of Plumbing Emergency Maintenance Request**

Dear [Tenant Name],

This letter is to formally acknowledge the receipt of your emergency maintenance request regarding a plumbing issue at your residence, submitted on [Date] at [Time].

We understand the urgency of this matter. A licensed plumber has been dispatched and is expected to arrive at your property on [Date] between the hours of [Time Range].

**Emergency Details:**

Request ID: [Reference Number]

Reported Issue: [Brief Description, e.g., Burst pipe/Major leak]

Please ensure that someone over the age of 18 is present to provide access to the unit, or confirm that we have your permission to enter using our master key. In the meantime, we advise you to turn off the main water shut-off valve if it is safe to do so.

If you have any immediate questions, please contact our emergency maintenance line at [Phone Number].

Thank you for your patience as we work to resolve this issue quickly.

Sincerely,

[Your Name/Property Manager Name]

[Company Name]

[Contact Information]