

**Date:** [Insert Date]

**To:** All Residents and Tenants

**From:** Building Management

**Subject:** Urgent Update: Delayed Elevator Repair

Dear Residents,

We are writing to provide an update regarding the ongoing elevator outage in the [Building Name/Location].

Although repairs were originally scheduled to be completed by [Original Date], we have encountered an unexpected delay. The service technician has informed us that [Reason for Delay, e.g., a specific part is currently on backorder / further mechanical issues were discovered].

**Updated Timeline:**

We now anticipate the elevator will be back in service by [New Expected Date]. Please note that this date is subject to change based on the arrival of necessary components.

**Current Status:**

The [North/South/Main] elevator remains out of service. The [Secondary Elevator/Stairs] should be used in the meantime. We ask that priority be given to residents with mobility issues or heavy deliveries during this time.

We sincerely apologize for the continued inconvenience this causes. Our team is working closely with the repair company to expedite this process as quickly as possible.

If you require physical assistance with groceries or essential items due to this outage, please contact the management office at [Phone Number].

Thank you for your patience and understanding.

Sincerely,

[Your Name/Property Manager Name]  
[Building Management Company]