

[Date]

To All Residents/Tenants of [Property Name],

Following the recent severe weather, we would like to outline the protocol for submitting maintenance requests to ensure all issues are addressed efficiently and safely.

**Step 1: Immediate Safety Check**

If you encounter a life-threatening emergency, please call 911 immediately. For urgent property emergencies (such as active flooding, gas smells, or structural damage), contact our 24/7 emergency line at [Emergency Phone Number].

**Step 2: Assessment of Damage**

Once it is safe to do so, please inspect your unit for any weather-related damage, including window leaks, roof leaks, or fallen debris.

**Step 3: Submitting a Request**

To help us prioritize repairs, please submit all non-emergency maintenance requests through the following channel: [Online Portal Link / Email Address]. Please include:

- Your unit number
- A clear description of the damage
- Photos of the affected area (if possible)

**Step 4: Prioritization**

Requests will be handled in the following order:

1. Hazards to life and safety
2. Issues affecting the structural integrity of the building
3. Minor cosmetic or non-essential repairs

We appreciate your patience as we work to restore the property. Our maintenance team is working as quickly as possible to address all concerns.

Sincerely,

[Your Name/Property Management Name]

[Contact Information]