

Subject: Welcome - New Maintenance Procedures for [Property/Facility Name]

Dear [Tenant/Staff Name],

Welcome to our updated maintenance management system. We are committed to providing a safe and well-maintained environment, and we are introducing new procedures to handle your requests more efficiently.

How to Submit a Maintenance Request:

- **Online Portal:** Visit [Website URL] and log in to your account.
- **Email:** Send your request to [Email Address].
- **Phone:** For non-urgent matters, call [Phone Number] during business hours.

Emergency Procedures:

For after-hours emergencies (such as flooding, gas leaks, or total power loss), please call our 24/7 emergency line at: **[Emergency Phone Number]**.

What to Expect:

Once a request is submitted, you will receive a confirmation ticket number. Our team will prioritize the task based on urgency and provide an estimated timeline for completion.

Thank you for your cooperation in helping us keep [Property/Facility Name] in excellent condition.

Best regards,

[Your Name]

[Your Title]

[Management/Company Name]