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Date: [Insert Date]

To All Residents of [Property Name],

We are pleased to introduce [Manager's Name] as your new On-Site Property Manager, effective [Start Date]. [Manager's Name] brings significant experience to our community and will be responsible for the daily operations and maintenance of the building.

Office Hours: [Insert Hours, e.g., Monday - Friday, 9:00 AM to 5:00 PM]

Office Location: [Insert Location/Unit Number]

Contact Email: [Insert Email Address]

EMERGENCY PROTOCOL

Please review the following procedures for reporting issues. Following these guidelines ensures that emergencies are handled with the necessary priority.

1. Life-Threatening Emergencies

In the event of fire, medical emergencies, or active criminal activity, **immediately call 911** before contacting building management.

2. After-Hours Maintenance Emergencies

For urgent matters occurring outside of business hours that require immediate attention (such as major water leaks, total loss of power, or being locked out of the building), please use the following contact method:

Emergency Maintenance Line: [Insert Phone Number]

3. Routine Requests

For non-urgent matters, such as minor repairs, general inquiries, or parking issues, please contact [Manager's Name] during regular office hours via the email listed above or by submitting a work order through [Insert Portal Name/Method].

We appreciate your cooperation in helping us maintain a safe and comfortable environment for all residents. Please join us in welcoming [Manager's Name] to the team.

Sincerely,

[Your Name/Management Company Name]
[Contact Information]