

Dear Residents,

We are excited to announce the launch of our new online system for tracking maintenance requests, effective [Insert Date].

This new platform is designed to streamline the repair process and provide you with real-time updates on the status of your requests. By using this system, you can submit photos of issues directly from your smartphone and receive notifications when a technician is scheduled.

**How to Access the System:**

- **Website URL:** [Insert Link]
- **Username:** [Insert Instructions]
- **Temporary Password:** [Insert Instructions]

Starting on [Insert Date], all non-emergency maintenance requests should be submitted through this portal. For urgent emergencies involving water leaks, fire, or safety hazards, please continue to call our 24-hour emergency line at [Insert Phone Number].

If you have any questions or need assistance setting up your account, please contact the management office at [Insert Email/Phone].

Thank you for your cooperation as we work to improve our services.

Sincerely,

[Your Name/Property Management]  
[Property Name]