

[Date]

[Tenant Name]

[Property Address]

[Unit Number]

Subject: Notification of Revised Maintenance Request Prioritization Categories

Dear [Tenant Name],

To provide more efficient service and ensure the safety of all residents, we have updated our maintenance request prioritization categories. Effective [Date], all work orders will be classified into the following four categories:

1. Emergency (Response Time: Immediate)

Issues that pose an immediate threat to life, safety, or property damage. Examples include:

- Major flooding or burst pipes
- Total loss of heat during freezing temperatures
- Gas leaks
- Total power failure
- Fire or smoke damage

2. Urgent (Response Time: 24-48 Hours)

Issues that cause significant discomfort or could lead to property damage if not addressed quickly. Examples include:

- Non-functioning refrigerator
- Inoperable toilet (if it is the only toilet in the unit)
- Partial loss of power or water
- Broken window or door lock

3. Standard (Response Time: 3-7 Business Days)

Non-emergency repairs that affect daily convenience but do not pose a safety risk. Examples include:

- Dripping faucets or slow drains
- Malfunctioning dishwasher or oven
- Interior door hardware issues
- Minor cabinetry repairs

4. Routine/Preventative (Response Time: Scheduled Monthly/Quarterly)

General maintenance and cosmetic improvements. Examples include:

- Filter changes
- Touch-up painting

- Grout or caulk repairs

Please continue to submit all maintenance requests via [Online Portal/Phone Number]. For after-hours emergencies, please contact [Emergency Contact Number].

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

Sincerely,

[Your Name/Management Company Name]

[Contact Information]