

Date: [Insert Date]

To: All Residents/Tenants of [Property Name/Address]

Subject: Notice of Change in Maintenance Request Submission Guidelines

Dear Resident,

This letter is to inform you that we are updating our procedures for submitting maintenance requests. These changes are designed to streamline our response times and ensure all repairs are tracked accurately.

Effective [Insert Effective Date], all maintenance requests should be submitted using the following method:

New Submission Method:

[Insert Method, e.g., Online Portal Link, New Email Address, or Mobile App Name]

Instructions for Submission:

1. [Insert Step 1]
2. [Insert Step 2]
3. [Insert Step 3]

Please note that after [Insert Date], requests made via [Insert Old Method, e.g., Phone calls or text messages] will no longer be accepted for non-emergency repairs.

Emergency Requests:

For urgent emergencies that pose an immediate threat to safety or property (such as fire, flooding, or gas leaks), please continue to call [Insert Emergency Phone Number] immediately.

We appreciate your cooperation in helping us improve our service. If you have any questions regarding this new process, please contact the management office at [Insert Phone Number] or [Insert Email Address].

Sincerely,

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