

Date: [Insert Date]

To: All Residents/Tenants

Subject: Notice of Updated Emergency Maintenance Protocol

Dear Residents,

Please be advised that we have updated our protocols for emergency maintenance requests to ensure faster response times and improved safety for our community. These changes are effective as of [Insert Date].

Defining an Emergency:

An emergency is defined as a situation that poses an immediate threat to health, safety, or property. This includes, but is not limited to:

- Major flooding or burst pipes
- Total loss of electrical power
- Smell of gas (Please contact the gas company first)
- Broken locks or windows that compromise security
- Complete loss of heat during winter months

Updated Reporting Procedure:

In the event of an after-hours maintenance emergency, please follow these steps:

1. Call the Emergency Maintenance Line at: [Insert Phone Number].
2. Provide your full name, address, apartment number, and a brief description of the issue.
3. Leave a call-back number where you can be reached immediately.

Non-Emergency Requests:

For all non-emergency repairs, please continue to submit your requests via [Insert Portal Name/Email/Office Phone]. These will be handled during regular business hours.

Thank you for your cooperation in helping us maintain a safe living environment.

Sincerely,

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