

[Property Management Company Name]
[Address Line 1]
[Address Line 2]
[Date]

RE: Notice of Revised Maintenance Response Times

Dear Residents,

This letter serves as official notification regarding an update to our maintenance service standards and response time protocols, effective [Effective Date].

To ensure we provide the highest quality of service and prioritize urgent safety concerns, maintenance requests will now be categorized and addressed based on the following timelines:

- **Emergency Requests:** (e.g., major leaks, total loss of power, heating failure in winter) - Response within [Number] hours.
- **Urgent Requests:** (e.g., partial power loss, appliance malfunction, minor leaks) - Response within [Number] business days.
- **Routine Requests:** (e.g., dripping faucets, interior door repairs, cosmetic issues) - Response within [Number] business days.

Please continue to submit all non-emergency requests through the [Online Portal/Mobile App]. For after-hours emergencies, please contact our 24/7 maintenance line at [Phone Number].

We appreciate your cooperation as we implement these changes to better manage our community's infrastructure. If you have any questions regarding these revised timelines, please contact the management office during regular business hours.

Sincerely,

[Name/Signature]
[Title]
[Property Management Company Name]