

Date: [Insert Date]

To: [All Staff / Department Name / Residents]

Subject: Implementation of After-Hours Maintenance Protocols

Dear [Recipient Name],

This letter serves to formally announce the implementation of new after-hours maintenance protocols, effective [Insert Start Date]. These procedures have been established to ensure that urgent issues are addressed promptly while maintaining operational efficiency outside of standard business hours.

Definition of After-Hours Emergencies:

After-hours support is strictly reserved for emergencies that pose an immediate risk to safety, security, or property. This includes, but is not limited to:

- Major water leaks or flooding
- Complete power failure
- Gas leaks or odors
- Security breaches (broken locks/windows)
- Fire safety system malfunctions

Reporting Procedure:

To report an emergency after [Insert Closing Time, e.g., 5:00 PM], please follow these steps:

1. Call the Emergency Maintenance Line at: [Insert Phone Number]
2. Provide your name, location, and a brief description of the issue.
3. Wait for a confirmation or further instructions from the on-call technician.

Non-Emergency Requests:

All non-urgent maintenance requests should be submitted through the standard maintenance portal or by emailing [Insert Email Address]. These requests will be processed during the next regular business day.

Thank you for your cooperation in following these protocols to help us maintain a safe environment.

Sincerely,

[Your Name]

[Your Title]

[Company/Organization Name]