

DATE: [Insert Date]

TO: All Commercial Tenants

FROM: [Property Management Name/Landlord Name]

SUBJECT: Urgent: Changes to Plumbing Emergency Protocols

Dear Tenant,

This letter is to inform you of immediate changes to our emergency plumbing protocols for [Property Name/Address]. To minimize property damage and ensure a rapid response, please follow the updated procedures below effective [Start Date].

1. Immediate Action

In the event of a major leak, burst pipe, or sewage backup, please locate the main water shut-off valve for your unit (located at [Location, e.g., under the breakroom sink]) and turn it to the "OFF" position immediately.

2. Emergency Contact Hierarchy

Do not contact your own plumber unless authorized. Please contact the following in order:

- **Primary Contact:** [Name/Title] at [Phone Number]
- **Secondary Contact:** [Name/Title] at [Phone Number]
- **After-Hours Dispatch:** [Phone Number]

3. Definition of a Plumbing Emergency

Emergency protocols should only be used for:

- Uncontrollable flooding
- Complete loss of water service
- Sewage backflow
- Gas leaks (related to water heaters)

For non-emergency repairs (e.g., slow drains or dripping faucets), please continue to submit a standard work order via [Portal/Email].

4. Tenant Responsibility

Tenants are responsible for notifying management within [Number] minutes of discovering a leak. Failure to report an active leak immediately may result in tenant liability for damages to the premises and neighboring units.

Please acknowledge receipt of this new protocol by signing below and returning a copy to the management office.

Sincerely,

[Your Name]
[Your Title]
[Company Name]

Tenant Acknowledgment:

Signature: _____ Date: _____