

Date: [Insert Date]

To: All Property Owners

From: [Your Name/Company Name]

Subject: New Procedures for Emergency Incident Reporting

Dear Property Owner,

As part of our transition into new management for [Property Name/Address], we are implementing updated protocols to ensure the safety of your property and the well-being of all residents. Effective [Insert Date], please follow the guidelines below for reporting emergency incidents.

**Definition of an Emergency:**

An emergency is defined as any event that poses an immediate threat to life, safety, or significant property damage. Examples include fire, major flooding, gas leaks, or structural collapse.

**Emergency Reporting Process:**

- **Step 1:** Call 911 immediately if there is a threat to life or a crime in progress.
- **Step 2:** Contact our 24/7 Emergency Response Line at: [Insert Phone Number].
- **Step 3:** Once the situation is stabilized, submit a formal incident report via email to [Insert Email Address] or through the owner portal at [Insert Website URL].

**Information Required for Reports:**

When reporting an incident, please provide the following details:

- Exact location of the incident.
- Nature of the emergency.
- Name and contact information of the person reporting.
- Current status of the situation.

**Non-Emergency Issues:**

For routine maintenance or general inquiries, please continue to use our standard contact methods during regular business hours: [Insert Business Hours].

Our priority is to provide a swift and coordinated response to any unforeseen events. We appreciate your cooperation and look forward to managing your property with the highest standards of safety.

Sincerely,

[Your Name]

[Your Title]

[Company Name]

[Contact Information]