

Date: [Insert Date]

Dear Resident,

We are writing to inform you that [Property Management Name] has established a new emergency maintenance hotline to better serve our community. This service is available 24 hours a day, 7 days a week, including holidays.

**New Emergency Hotline Number: [Insert Phone Number]**

Please use this number for urgent maintenance emergencies that require immediate attention, such as:

- Major water leaks or flooding
- Total loss of power or heat
- Gas leaks or odors
- Security issues (broken locks or windows)
- Fire (Call 911 first)

For all non-emergency maintenance requests, please continue to use our standard online portal or contact the management office during regular business hours.

We recommend saving this new number in your phone contacts immediately for quick access during an emergency.

Thank you for being a valued resident.

Sincerely,

[Your Name/Property Management Team]

[Property Name]

[Contact Information]