

Date: [Insert Date]

To: All Residents of [Property Name]

Subject: Important Notice: After-Hours Maintenance Procedures Under New Management

Dear Residents,

Please be advised that [New Management Company Name] has officially assumed management of your building. We are committed to providing prompt and efficient service for all maintenance needs.

For standard maintenance requests during regular business hours ([Hour] AM to [Hour] PM), please contact our office at [Office Phone Number] or submit a request via the resident portal at [Portal URL].

Emergency After-Hours Maintenance

If you experience a maintenance emergency outside of business hours, on weekends, or during holidays, please call our emergency line at:

[Emergency Phone Number]

An emergency is defined as a situation that poses an immediate threat to health, safety, or property. Examples include:

- Major plumbing leaks or flooding
- Total loss of electrical power
- Total loss of heat (when outdoor temperatures are below [Temperature] degrees)
- Smell of gas (Please exit the building and call the gas company first)
- Fire (Please call 911 immediately)
- Broken locks or windows that prevent the home from being secured

For non-emergency issues reported to the emergency line, repairs will be scheduled for the following business day. Please note that if a technician is dispatched for a non-emergency issue after hours, a service fee may be charged to your account.

Thank you for your cooperation as we transition to our new management system.

Sincerely,

[Your Name/Management Team]
[New Management Company Name]
[Contact Email]
[Office Address]