

[Date]

[Tenant Name]

[Unit Number/Address]

[City, State, Zip Code]

Subject: New Utility Failure Protocols and Contact Information

Dear Resident,

Following the recent transition in property management, we are writing to provide you with updated instructions regarding utility failures (electricity, water, gas, or heat) at [Property Name].

Please follow these protocols should you experience an interruption in service:

1. Immediate Action

Before reporting a failure, please check with your neighbors or local service providers to determine if there is a city-wide or neighborhood outage.

2. Emergency Contacts

In the event of a total utility failure, please contact our new management team immediately:

- **Maintenance Hotline:** [Phone Number]
- **Emergency After-Hours Line:** [Phone Number]
- **Online Portal:** [URL for Maintenance Requests]

3. Specific Utility Instructions

- **Gas Leak:** If you smell gas, exit the building immediately and call [Gas Company Name] at [Phone Number] and then contact management.
- **Water Leak:** For major leaks or burst pipes, turn off the main water valve located [Location, e.g., under the sink/in the basement] and call the emergency line.
- **Electricity:** Check your breaker box first. If the issue is building-wide, contact management.

4. Non-Emergency Requests

For minor issues that do not pose an immediate safety risk or property damage, please submit a standard work order via the online portal.

We appreciate your cooperation during this management transition. Our goal is to ensure your comfort and safety at all times.

Sincerely,

[Your Name/Management Company Name]
[Contact Email]
[Office Phone Number]