

Date: [Insert Date]

To: All Residents/Tenants of [Property Name/Address]

Subject: Notice of Update to Property Maintenance Procedures

Dear Resident,

We are writing to inform you of an update to our property maintenance procedures. To improve our service and ensure your requests are handled efficiently, we are transitioning to a new system effective [Insert Effective Date].

What is Changing:

- **Maintenance Requests:** All non-emergency requests must now be submitted via [Insert Method, e.g., Tenant Portal, New Email Address, or Phone Number].
- **Response Times:** We have updated our priority tiers. Routine requests will now be addressed within [Insert Number] business days.
- **Emergency Procedures:** For after-hours emergencies (such as flooding or fire), please continue to call [Insert Emergency Number].

Action Required:

Please ensure you have registered your account on [Insert Website/Portal Link, if applicable] by [Insert Deadline Date]. This will be the primary method for tracking repairs and communicating with our maintenance team moving forward.

Transition Period:

During the transition period from [Start Date] to [End Date], we will continue to monitor old channels, but we encourage you to use the new system immediately to avoid delays.

We appreciate your cooperation as we work to enhance the quality of your living environment. If you have any questions regarding this transition, please contact the management office at [Insert Phone Number/Email].

Sincerely,

[Your Name/Property Manager Name]

[Management Company Name]

[Contact Information]