

# Property Repair and Maintenance Policy

Date: [Insert Date]

To: [Insert Recipient's Name]

Address: [Insert Recipient's Address]

Dear [Recipient's Name],

We are committed to ensuring that our property is maintained to the highest standards for the comfort and safety of all residents. This letter serves as a reminder of our property repair and maintenance policy.

## 1. Reporting Repairs

Residents are encouraged to report any maintenance issues promptly. Please contact our maintenance department at [Insert Phone Number] or email [Insert Email Address] to submit repair requests.

## 2. Emergency Repairs

In the event of an emergency, please call our emergency repair line at [Insert Emergency Number]. Emergencies include, but are not limited to, plumbing leaks, electrical failures, and heating issues.

## 3. Routine Maintenance

Routine maintenance will be carried out regularly to ensure the property remains in good condition. Notifications will be sent prior to scheduled maintenance activities.

## 4. Responsibilities

Residents are responsible for notifying management of maintenance issues that require attention. Neglecting to report issues may result in further damage and costs.

## 5. Contact Information

For any questions regarding this policy, please reach out to our office at [Insert Office Phone Number] or [Insert Office Email Address].

Thank you for your cooperation.

Sincerely,

[Your Name]

[Your Title]

[Property Management Company Name]