

Dear [Tenant's Name],

Thank you for reaching out regarding the issue with your appliance. I apologize for any inconvenience this may have caused you.

I appreciate your prompt communication about the situation. We understand how important it is to have all appliances in good working condition, and I want to assure you that we are addressing this matter as quickly as possible.

We will arrange for a maintenance technician to assess the appliance on [date and time]. Please let me know if this works for your schedule. If not, I am happy to find a more convenient time for you.

Thank you for your understanding and cooperation. If you have any further questions or concerns, please feel free to reach out.

Sincerely,

[Your Name]

[Your Contact Information]

[Property Management Company Name]