[Date]

[Tenant Name]
[Property Address]
[Unit Number]

Subject: Notification of Change in Maintenance Management and Protocols

Dear [Tenant Name],

We are writing to inform you that effective [Effective Date], the management of maintenance operations for [Property Name/Address] has transitioned to [New Management Company Name/New Department Name].

As part of this transition, we are implementing a new protocol for reporting and handling maintenance requests to ensure faster and more efficient service.

New Maintenance Request Procedure:

- **Non-Emergency Requests:** All routine maintenance requests must now be submitted via [Online Portal Link, Email Address, or Phone Number]. Please provide a detailed description of the issue and your preferred contact times.
- **Emergency Requests:** For urgent matters involving fire, flood, or safety hazards, please call our 24/7 emergency line immediately at [Emergency Phone Number].

What Happens Next:

- Existing open maintenance tickets have been transferred to the new system. You do not need to resubmit them unless you have not heard from a technician by [Date].
- Maintenance staff and authorized contractors will now carry [Type of Identification/Uniform] for your security.
- Entry protocols remain the same; we will provide at least [Number of Hours] hours' notice before entering your unit, except in cases of emergency.

We appreciate your cooperation during this transition. Our goal is to provide you with the highest level of service and property care.

If you have any questions regarding these changes, please contact us at [General Contact Phone/Email].

Sincerely,

[Your Name/Company Name]
[Title]
[Contact Information]