

[Date]

[Tenant Name]

[Property Address]

[Unit Number]

RE: Emergency Contact Information and Procedures

Dear [Tenant Name],

This letter provides you with the necessary contact information for maintenance emergencies and urgent property matters. Please keep this document in a visible location for quick reference.

1. Office Hours Contact

For non-emergency requests during regular business hours ([Hour] to [Hour], [Days]):

Phone: [Office Phone Number]

Email: [Office Email Address]

2. After-Hours Emergency Contact

For life-threatening emergencies, please dial **911** immediately. For property-related emergencies (such as flooding, total loss of heat, or fire hazards) occurring after hours, please contact:

Emergency Line: [Emergency Phone Number]

Contact Person/Service: [Name of Service]

3. Definition of an Emergency

An emergency is defined as a situation that poses an immediate threat to health, safety, or significant property damage. Examples include:

- Burst pipes or major water leaks
- Complete loss of electricity or water
- Smell of gas (Please also notify the gas company immediately)
- Inability to secure the property (broken locks/windows)

For routine repairs, please continue to use the standard maintenance request portal at [Website URL].

Thank you for your cooperation in keeping our community safe.

Sincerely,

[Your Name/Property Manager Name]

[Management Company Name]

[Phone Number]