

**Date:** [Insert Date]

**To:** [Service Provider Name/Contact Person]

**Company:** [Maintenance Company Name]

**Address:** [Company Address]

**Subject:** Notice of Property Maintenance Service Quality Metrics & Performance Expectations

Dear [Name],

This letter serves to outline the specific Service Quality Metrics (SQM) required for the ongoing maintenance of [Property Name/Address]. To ensure consistent service standards, your performance will be evaluated based on the following key indicators:

- **Response Time:** Emergency requests must be addressed within [Number] hours; routine requests within [Number] business days.
- **Completion Rate:** [Percentage]% of work orders must be completed on the first visit without requiring a return for the same issue.
- **Tenant Satisfaction:** A minimum rating of [Score] out of 5 based on post-service surveys.
- **Safety Compliance:** 100% adherence to local building codes and OSHA safety standards during all site visits.
- **Budget Adherence:** Final invoicing must not exceed approved estimates by more than [Percentage]% without prior written authorization.

Performance reviews will be conducted on a [Monthly/Quarterly] basis. Failure to meet these minimum benchmarks may result in [Contract Review/Penalty/Termination].

Please acknowledge receipt of these metrics by signing below and returning a copy to our office.

Sincerely,

[Your Name]

[Your Title]

[Property Management Company/Owner Name]

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**Acknowledgment:**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_