



# TENANT MAINTENANCE COMMUNICATION GUIDE

For Property Managers



## Strategy

Keeping tenants informed about maintenance limit surprises and communication breakdown. Utilize our free guide and templates to improve your community communication!



## Templates

In this guide we've created ready to use templates that you can customize for your specific tenant and maintenance needs. Customize for routine or special projects.

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### Benefits of Clear Communication

Improve tenant cooperation - Reduce scheduling conflicts -  
Maintain compliance documentation - Protect against liability -  
Enhance resident satisfaction

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### Coordinated 3 Channel Approach

1. Email: Best for official notices, documentation, compliance-related updates, and detailed scheduling.
2. Text Messaging: Ideal for reminders, last-minute scheduling adjustments, and quick confirmations.
3. Tenant Portal: Used for maintenance tracking, documentation storage, and resident acknowledgment.

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### Best Practices Checklist

- ✓ Send advance notice before inspections
- ✓ Confirm appointments in writing
- ✓ Provide clear access instructions
- ✓ Document all communications
- ✓ Send reminders 24-48 hours prior
- ✓ Follow up after work is completed
- ✓ Collect resident feedback



# COMMUNICATION TEMPLATES

For Upcoming Maintenance

## 1. Advance Notice of Inspection

Subject: Upcoming Spring Maintenance & Inspection Notice

Dear [Resident Name],

As part of our seasonal spring maintenance plan, we will be conducting scheduled inspections throughout the community.

These inspections allow us to:

- Address any winter-related damage
- Perform HVAC spring inspections
- Conduct safety and compliance checks
- Identify preventative maintenance needs

Inspection Date: [Insert Date]

Time Window: [Insert Range]

If access to your unit is required, please ensure pets are secured and maintenance areas are accessible.

If you have any scheduling conflicts, contact us at [Phone/Email] or submit a message through the tenant portal.

Thank you for your cooperation.

Sincerely,

[Property Management Team Name]

## 2. Repair Scheduling Confirmation

Subject: Maintenance Appointment Confirmation

Dear [Resident Name],

This message confirms your upcoming maintenance appointment.

Service Type: [Brief Description – winter damage repair, plumbing, HVAC, etc.]

Date: [Insert Date]

Time Window: [Insert Range]

Please ensure:

- Pets are secured
- Access to affected areas is clear
- Any special instructions are submitted in advance

If you need to reschedule, notify us within 24 hours.

We appreciate your cooperation as we complete our spring maintenance program.

Thank you,

[Property Management Team Name]

### 3. Required Unit Entry Notice

Subject: Notice of Entry for Scheduled Maintenance

Dear [Resident Name],

This notice serves as formal notification that entry into your apartment will be required to complete scheduled maintenance and compliance inspections.

Date of Entry: [Insert Date]

Estimated Time: [Insert Range]

Purpose of Entry:

- Completion of winter damage repairs
- HVAC spring inspection
- Safety system testing

Authorized personnel will enter using management keys if you are not present.

Please ensure pets are secured and access to relevant areas is clear.

If you have questions, contact us promptly.

Sincerely,

[Property Management Team Name]

## 4. Completion Confirmation

Subject: Maintenance Completed

Dear [Resident Name],

We are writing to confirm that maintenance in your apartment has been completed as of [Insert Date].

Service Performed:

[Brief Description]

If you experience any continued issues related to this repair, please notify us within 48 hours.

Thank you for your cooperation during our seasonal maintenance process.

Best regards,

[Property Management Team Name]

## 5. Resident Feedback Request

Subject: We Value Your Feedback

Dear [Resident Name],

Recently, our team completed maintenance in your apartment as part of our spring maintenance and winter repair program.

We welcome your feedback:

- Was communication clear?
- Was service completed satisfactorily?
- Do you have suggestions for improvement?

Your input helps us improve scheduling, response times, and overall service quality.

Thank you for being a valued resident.

Sincerely,

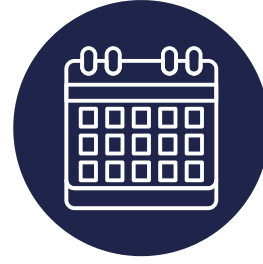
[Property Management Team Name]



## Documentation & Compliance Notes

For risk management and compliance purposes maintaining organized records reduces liability and strengthens operational efficiency:

- Archive all inspection notices
- Store entry confirmations in tenant files
- Log completed work with timestamps
- Retain service provider documentation
- Keep HVAC and life-safety inspection records



## Implementation Timeline Example

A standardized timeline limits liability & human error. Create processes that keep communication as uniform and simple.

Week 1: Community-wide notice

Week 2: Individual scheduling confirmations

24–48 Hours Prior: Reminder text message

Day of Service: Entry & documentation

Within 24 Hours: Completion confirmation

Within 3–5 Days: Feedback request

