

**(Your Property Management Name)**  
**PROPERTY MANAGEMENT UPDATE**

Date: (Enter Date)

**To: Tenant Residing at this Address**

We have a new representative as well as a new phone number **(Enter Company google voice here)** for you to call in regard **to rent, moving out, complaints, repairs needed, and any other concerns you may have**. In regard to repairs, we will respond to your request within 1 business day to schedule an appointment unless it's an emergency and has to be done right away. When you call and no one answers, please leave a detailed message explaining the nature of your call as well as the description of the repair needed. **You can call at (Enter Company google voice here). Store this number in your phone.** Please keep in mind you can also email us at **(Enter Company gmail here)**.

Please see our hours of operation below. If you call us outside of those hours, then we'll contact you the next day and time we're available. However, if it's an emergency such as a water leak, fire, dangerous conditions, etc then please express the emergency on the voicemail you leave.

Monday - Friday: 12pm - 1pm, 5pm - 6pm EST.

Saturday: 10am - 2pm EST.

It is our understanding that your rent is due on the **(enter date of the month which rent is due according to lease)** of each month. You must mail your rent check by the **(enter date of the month which rent is due according to lease)** of the month and no later. The rent check envelope must not have a postage mailing date later than **(enter date of the month which rent is due according to lease)** of the month.

A late fee of **(enter late fee amount located on lease)** is added to your rent payment received after the **(enter date of the month which rent is due according to lease)** of the month. If payment is not received in full then we'll have to exercise the consequences outlined in the lease including starting the eviction proceedings. Therefore, please make sure you mail your rental payment in advance of it being delivered to the address below.

Respectfully,

(Your Name)

Leading Manager

**(Your property management company name)**  
**(Your property management mailing address)**

**Repair & Rent line: (Enter Company google voice here)**

**Main line: (Enter Company google voice here)**

**Email: (Enter Company gmail here)**