

Formal Property Management Response

Subject: Acknowledgement of Property Complaint - Reference #PM-2024-567

Dear [Tenant Name],

We acknowledge receipt of your formal complaint dated [date] regarding [property issue] at [property address]. Your concerns about [specific problems] have been documented and assigned tracking number PM-2024-567.

As your property management company, we take all tenant concerns seriously and are committed to maintaining safe and habitable living conditions for all our residents. Your complaint has been forwarded to our maintenance department and will be addressed according to the urgency and nature of the issues reported.

Based on your description, we have prioritized your complaint as [priority level] and will respond as follows:

- Emergency issues will be addressed within 24 hours
- Urgent repairs will be scheduled within 3-5 business days
- Routine maintenance will be completed within 10 business days

Our maintenance supervisor will contact you within [timeframe] to schedule an inspection and discuss the necessary repairs. Please ensure someone is available to provide access to the property during normal business hours.

We will keep you updated on the progress of all work orders generated from your complaint. If you have any questions or need to report additional issues, please reference your complaint number PM-2024-567 when contacting our office.

Thank you for bringing these matters to our attention. We appreciate your patience as we work to resolve these issues promptly.

Sincerely,

[Name]

Property Manager

[Property Management Company]

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