Maintenance Messages

From the Chimi Rental playbook (chimirental.com/playbook). This is a starting point that we use for our own rentals, shared as-is and without warranty. It is not legal advice. Adapt it to your state, city and situation, and have a local attorney review anything that affects someone's tenancy or money.

1. Request received (to tenant, same day)

Subject: We received your request: [Work order title]

Hi [Name(s)],

We've received and reviewed your request: **[Work order title]**.

What happens next? We'll assign it to a technician, and either we or they will contact you shortly to schedule a time.

How can you help us get it fixed faster? Finding the right contractor goes faster with detail. A photo or a short video helps a lot. Please add them in [App name], or reply to this email with your address and the work order name.

[If anything gets worse, such as water spreading, sparks or a gas smell, call [emergency phone] immediately.]

[Company]

2. Scheduled (to tenant)

Subject: Your repair is scheduled: [Work order title]

Hi [Name(s)],

Your repair has been scheduled:

- **Work order:** [title]
- **When:** [date], [time window]
- **Technician:** [name], [company]
- **Technician contact:** [phone]

The technician will contact you about 30 minutes before arriving. Please make sure someone can let them in during this window. As your lease provides, if the technician can't get in during the scheduled window, a $[____] trip charge applies.

[Company]

3. Work order (to vendor)

Subject: Work order: [address]: [title]

Hi [Vendor name],

Here's the work order we discussed:

- **Work order:** [title and description]
- **Photos:** [attached / link]
- **When:** [date], [time window]

- **Address:** [address, unit, gate code]
- **Tenant:** [name], [phone], [email]

Please contact the tenant 30 minutes before you arrive. When the work is done, reply to this email with:

- a description of the work done
- photos or video **before** the work
- photos or video **after** the work
- your invoice amount
- how you'd like to be paid

Once we have those, we'll process payment promptly. Questions? Reach me at [phone] or [email].

[Your name]

4. Day-of reminder (text to vendor)

Hi [Name], just confirming today's job at [address]. The tenant is expecting you this [morning / afternoon]. Please take before and after photos. Thank you!

5. Completed (to tenant)

Subject: Completed: [Work order title]

Hi [Name(s)],

Your repair has been completed:

- **Work order:** [title]
- **Completed on:** [date]
- **Work done:** [description]

If anything still isn't right, please let us know as soon as possible. We'll keep this work order open for 5 more business days before closing it.

Have a great rest of your day!

[Company]

6. Follow-up (to tenant, within 2 business days)

Hi [Name], checking in on the [repair] from [day]. Is everything working the way it should? If anything isn't right, just reply here and we'll take care of it.

7. Billing a tenant for a repair they caused

Hi [Name(s)],

The [repair] on [date] was caused by [cause: e.g. "items flushed down the toilet," per the plumber's report and photos, attached]. Under section [__] of your lease, the cost of repairs caused by tenants or guests is the tenant's responsibility. We've added a charge of **$[____]** to your account, due with your next rent payment. The vendor's invoice is attached.

If you have questions or see it differently, please let us know.

[Company]