

MODEL LETTER

Use Announcement Letter to Stem Renovation Complaints

You can adapt the following letter to announce your next renovation project to your tax credit residents. It tells residents about an upcoming renovation project and explains how the project will benefit them. Next, the letter tells them when the project will take place and what inconveniences they can expect. The letter also includes contact information for residents to be able to reach a knowledgeable staff member if they have any questions about the project and how it will affect them.

Dear Residents:

Your brand-new lobby and mailroom are on their way! The lobby will feature, for your guests, a comfortable sitting area with plants and a sculptured waterfall. The new mailroom will have larger mailboxes and a drop box for your outgoing mail.

The project will begin in mid-July and will take about one month to complete. During this time the building's main entrance will be closed, and all residents and their guests must use the service entrance on Maple Street. The mailroom will remain in service throughout the renovation. As soon as the new mailboxes are installed, you can come to the main office during regular business hours to get a new key.

If you have any questions about the project, please feel free to call me at (123) 456-7890 or email me at mmanager@abcapartment.com. Thank you for your cooperation. I look forward to seeing you in our beautiful new lobby!

Yours truly,
Martin Manager