

Resident notice templates

Template version 2026-10-27. Seven notices property teams send most, each written once as an email and once as a text. Anything in [SQUARE BRACKETS] is yours to fill in. Before a notice that involves entering homes or towing cars, check the notice period your lease and local law require.

1. Water shut-off notice

Send it [NUMBER] days before planned work and again the morning of. Name the buildings and the exact window, and tell residents what to do before and after.

Email	Text message
Subject: Water shut-off on [DAY, DATE] Hi [FIRST NAME], Water will be off in [BUILDING] on [DAY, DATE] from [START TIME] to [END TIME] while we [REASON, SUCH AS REPLACE A MAIN VALVE]. Before then, fill a pitcher for drinking and a bucket for flushing. Turn off any faucet you try during the outage, so it does not run when the water returns. When service is back, the water may sputter or look cloudy. Run the cold tap until it is clear. We will text you when the work is finished. [SIGNATURE]	[NICKNAME]: Water will be off in [BUILDING] on [DAY] from [START] to [END] for [REASON]. Fill a pitcher beforehand. We'll text when it's back on.

2. Pool closure notice

Send a scheduled closure a week ahead. For a same-day closure, such as weather or water chemistry, send the text first and the email after.

Email	Text message
Subject: Pool closed [DATES] Hi [FIRST NAME], The pool will be closed from [DAY, DATE] through [DAY, DATE] for [REASON, SUCH AS RESURFACING OR AN INSPECTION]. The gate will stay locked until then. [THE SPA, SUNDECK AND GRILLS] [WILL STAY OPEN / WILL ALSO BE CLOSED]. We expect to reopen on [DAY, DATE] at [TIME] and will let you know if that changes. [SIGNATURE]	[NICKNAME]: The pool is closed [TODAY / FROM (DATE)] for [REASON]. We expect to reopen [DAY] at [TIME] and will text if that changes.

3. Fire alarm test notice

Send it two or three days ahead and again the morning of. Keep the safety line in both versions: a resident who smells smoke during a test should still leave.

Email	Text message
Subject: Fire alarm testing on [DAY, DATE] Hi [FIRST NAME], [COMPANY] will test the fire alarm system in [BUILDING] on [DAY, DATE] between [START TIME] and [END TIME]. Alarms will sound several times, for a few minutes each. [TECHNICIANS WILL ENTER EACH HOME TO TEST SMOKE DETECTORS, WITH A STAFF MEMBER IF YOU ARE OUT. / NO ONE WILL NEED TO ENTER YOUR HOME.] If you smell smoke or see fire at any time, leave the building and call 911. Pets may be startled, so a quiet room can help. [SIGNATURE]	[NICKNAME]: Fire alarm test in [BUILDING] on [DAY], [START] to [END]. Alarms will sound briefly. If you smell smoke or see fire, leave and call 911.

4. Pest control notice

Send it a few days ahead, so residents have time to prepare. Ask your pest control company for the preparation, pet and re-entry instructions, which come from the product label, and if the technician needs to enter every home, say so plainly.

Email	Text message
Subject: Pest control service on [DAY, DATE] Hi [FIRST NAME], [COMPANY] will treat [YOUR HOME / EVERY HOME IN (BUILDING)] on [DAY, DATE] between [START TIME] and [END TIME]. [A STAFF MEMBER WILL ACCOMPANY THE TECHNICIAN.] To prepare, [PREPARATION FROM (COMPANY), SUCH AS CLEARING THE CABINETS UNDER YOUR SINKS]. Keep children and pets away from treated areas [AND OUT OF YOUR HOME FOR (TIME FROM THE PRODUCT LABEL) AFTER TREATMENT]. To reschedule or raise a concern about the treatment, reply by [DATE]. [SIGNATURE]	[NICKNAME]: Pest control will treat [YOUR HOME / BUILDING] on [DAY], [START] to [END]. Please see your email for how to prepare.

5. Power outage notice

Send planned work a few days ahead. For an unplanned outage, send a short text as soon as you know and another when you have a restoration estimate.

Email	Text message
Subject: Planned power outage on [DAY, DATE] Hi [FIRST NAME], Power will be off in [BUILDING] on [DAY, DATE] from [START TIME] to [END TIME] while [THE UTILITY / OUR ELECTRICIAN] [REASON]. During the outage, [THE ELEVATORS, GATES AND GARAGE DOORS] will not work. Charge your phone beforehand, unplug computers and TVs until power returns, and keep the refrigerator closed. If you rely on powered medical equipment, call the office at [PHONE] by [DATE] so we can help you plan. [SIGNATURE]	[NICKNAME]: Power will be off in [BUILDING] on [DAY] from [START] to [END]. [ELEVATORS AND GATES] will be out. Charge phones and unplug electronics.

6. Elevator out of service notice

Send it as soon as an elevator goes down or a repair is booked, and again when it is running. Say how residents who cannot manage the stairs can get help.

Email	Text message
Subject: [ELEVATOR] out of service until [DATE] Hi [FIRST NAME], The [ELEVATOR NAME OR LOCATION] is out of service [SINCE (DAY) / FROM (DAY, DATE)] for [REASON, SUCH AS A REPAIR OR INSPECTION]. [THE (OTHER ELEVATOR) IS RUNNING. / PLEASE USE THE STAIRS.] We expect it back by [DAY, DATE] and will text you when it is. If stairs are hard for you, or you need help with groceries or packages, call the office at [PHONE] and we will [WHAT THE TEAM WILL DO]. [SIGNATURE]	[NICKNAME]: The [ELEVATOR] is out of service until about [DAY] for [REASON]. Need help with stairs or packages? Call [PHONE].

7. Parking lot closure notice

Paving, sealcoating and restriping close a lot for a day or more. Send it a week ahead and again the day before, and say where to park instead.

Email	Text message
Subject: [LOT] closed on [DAY, DATE] Hi [FIRST NAME], [LOT] will be closed on [DAY, DATE] from [START TIME] until [END TIME] for [PAVING / SEALCOATING / RESTRIPING]. Please move your car by [TIME] to [WHERE TO PARK]. Vehicles left in the closed area will be [TOWED AT THE OWNER'S EXPENSE / MOVED BY (COMPANY)], so please tell anyone who parks for your household. [SIGNATURE]	[NICKNAME]: [LOT] closes [DAY] at [TIME] for [PAVING]. Move your car to [WHERE] by then. Cars left behind will be [TOWED].

For the office team

Name the buildings and the exact window, with the day as well as the date. Put the details in the email and keep the text short: one message of about 160 characters, starting with the property name, is read in full. Send a second message when the work is finished, because residents remember the all-clear. Keep a record of what went out and when.

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