



Division/Branch
Address
Town/City MB Postal Code
manitoba.ca/housing

Name
Title
E-mail address
Tel: (204) 945-xxxx
Toll Free: 1-800- if avail
Fax: (204) 945-xxxx

<<Date>>

<<Leaseholder name>>

<<Co-leaseholder name>>

<<Address>>

<<City/town, MB postal code>>

Tenancy Reference: <<Tcy_RefNo.>>

Client ID: <<Client ID>>

Client ID: <<Client ID>>

Complaint Response – Service Request

Dear << Leaseholder and Co-Leaseholder >>:

Manitoba Housing strives to respond to security and maintenance requests in a timely and reasonable manner. Calls received by our 24 hour Housing Communication Centre are prioritized for response based on urgency. There may be times where unforeseen circumstances cause a delay in responding.

We have reviewed your recent concern and it was determined that: **[[Select one and enter: staff response time to your service request fell within our standard guidelines OR due to unforeseen circumstances there was a delay in responding to your service request OR unfortunately, our response time fell outside of our standard guidelines. We are taking measures to ensure this does not reoccur]].**

If you have any questions or concerns, please contact me.

Regards,

<<Sender Name>>

<<Sender Title>>

Tel: <<Sender Tel>>