# Massachusetts Tenant Welcome Letter

General template, not legal advice. Have a Massachusetts attorney review before use. Last reviewed October 29, 2026.

Date _____

Tenant name or names _____

Property address and unit _____

Move-in date _____

Dear _____ (Tenant name),

Welcome to your new home. We are glad to have you. This letter collects the practical details for your first few weeks. Please keep it handy, and reach out any time you have a question.

## Your contacts

| For | Name | Phone | Email or portal |
|---|---|---|---|
| Rent and account questions | | | |
| Repair requests | | | |
| After hours emergencies | | | |
| Building or community office | | | |

For a fire, a gas smell or any danger to life, call 911 first, then let us know.

## Move-in day

- ☐ Keys, fobs and remotes: _____ (Where and when to pick up)
- ☐ Parking: _____ (Assigned space or rules)
- ☐ Elevator or loading dock booking: _____ (How to reserve, or not needed)
- ☐ Move-in condition checklist: please complete and return it within _____ (Number of days) days, with photos of anything already worn or damaged.

## Paying rent

Rent of $_____ (Monthly rent) is due on the _____ (Due day) day of each month. You can pay by _____ (Accepted payment methods) at _____ (Payment portal or address). A late charge of $_____ (Late charge) applies after _____ (Grace period), as set out in your lease. Setting up automatic payments is the easiest way to never miss a due date.

## Utilities and services

| Service | Who pays | Provider and how to set it up |
|---|---|---|
| Electricity | | |
| Gas | | |
| Water and sewer | | |
| Trash and recycling | | |
| Internet | | |

Trash pickup is on _____ (Trash day) and recycling on _____ (Recycling day). Bins go _____ (Where bins go).

## Repairs and maintenance

Send repair requests through _____ (Portal, email or phone) and include photos if you can. Please report leaks, mold, pests and anything that stops working as soon as you notice it, because small problems become big ones quickly. We will give notice before entering your home for non-emergency work, as your lease and the law require.

## Good to know

- ☐ Water shutoff location: _____ (Location)
- ☐ Breaker panel location: _____ (Location)
- ☐ Smoke and carbon monoxide alarms: test monthly and tell us if one chirps or fails.
- ☐ Quiet hours, guest and pet rules: see your lease and any community rules.
- ☐ Renters insurance: _____ (Required with minimum coverage, or recommended)
- ☐ Mail and packages: _____ (Mailbox number and package room details)

We hope you enjoy living here. Welcome home.

Warm regards,

_____

Landlord or property manager signature

_____

Printed name

_____

Date

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