Virginia Property Manager Introduction Letter

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

Date _____

Tenant name or names _____

Property address and unit _____

City, state and ZIP _____

Dear _____ (Tenant name),

_____ (Owner name), the owner of your home, has hired _____ (Management company name) to manage the property starting on _____ (Start date). We are writing to introduce our team and explain what this means for you.

What stays the same

Your lease, your rent, your due date and your security deposit do not change. The owner still owns the property. We act as the owner's agent for day to day management.

What changes

- ☐ Rent: starting with the payment due on _____ (First payment date), pay through _____ (Payment portal or address) by _____ (Accepted payment methods).
- ☐ Repairs: send requests through _____ (Portal, email or phone). Emergencies after hours: _____ (Emergency number).
- ☐ Notices to the landlord: send them to _____ (Notice address).
- ☐ Office hours: _____ (Days and hours).

We will send an invitation to set up your online account by _____ (Date). If you pay rent automatically today, please cancel that payment after your last payment to the old manager and set up a new one with us, so you are not charged twice.

Your security deposit

Your deposit of $_____ (Deposit amount) is now held by _____ (Who holds the deposit and where), as required by Virginia law.

> Where deposits must be held: _____ (check the rule in Virginia)

Your management team

Role	Name	Phone	Email
Property manager			

Role	Name	Phone	Email
Maintenance coordinator			
Accounts and rent			

To get started, please confirm your phone, email and the people living in the home, and tell us about any open repair issues. We may schedule a short walkthrough of each home in the coming weeks, with notice as your lease and the law require.

We look forward to serving you.

Sincerely,

_____

Property manager signature

_____

Printed name

_____

Date

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