



Water

December 27, 2023

All Residents
Gateway Towers
Bldg A:3600 Gateway Drive
Philadelphia, PA, 19145

FROM: Melissa Verdon, Community Director

RE: Water Shut-Off

Dear Residents,

I hope this letter finds you well. We would like to extend our sincere apologies for the inconvenience caused by the temporary disruption of hot water services in our building.

As part of our ongoing commitment to ensuring your comfort and satisfaction, we strive to maintain our facilities to the highest standards. Unfortunately, we have encountered an unexpected issue with the boiler that has led to the disruption of hot water services.

Please be assured that our maintenance team is actively working on resolving the issue as swiftly as possible. We understand the importance of hot water, especially during this time of the year, and we sincerely regret any inconvenience this may have caused.

Our team is working around the clock to address the problem, and we anticipate that normal hot water services will be restored today. We appreciate your patience and understanding during this period.

In the meantime, if you have any specific concerns or if you require assistance with alternative arrangements for hot water, please do not hesitate to contact the property management office at 215-463-5566.

Once again, we apologize for any inconvenience this temporary disruption may have caused, and we thank you for your understanding. We are committed to resolving this issue promptly and ensuring that our residents experience the high-quality living environment they deserve.

Thank you for your cooperation.

Yours,

Melissa Verdon

Community Director, Gateway Towers

Call office 215-463-5566, email

gatewayenclavesmanager@lindyproperty.com