



Kasteel Property
MANAGEMENT

Tenant Names (Financially Responsible)
Tenant Full Address

This is a form letter being sent to all tenants.

To try and avoid unpleasant confrontations, expenses, and inconveniences I want to pass on some very valuable information. We have seen flood problems caused by people putting things down toilets and sinks that should not be put in a drain. Please do not flush tampons, feminine napkins, baby wipes and such items. These type of items get hung up in the plumbing and start catching more non-flushable items over time.

Even baby wipes that say they are flushable still cause these problems, so do not flush them. Eventually drains get plugged and can result in sewer backing up and flooding your home.

On a separate but similar note, if you do have a plugged toilet or slow drain it is almost always determined that it is the responsibility of the tenant. Usually it can be easily resolved before it causes bigger problems. You are welcome to fill out a maintenance request to get it fixed but don't be surprised if you end up getting charged for it. You may want to try and resolve the issue on your own with a plunger or hiring your own plumber. **PLEASE NEVER USE DRANO OR ANYTHING LIKE IT.** It is a terrible product. It almost never works but even worse it will corrode the finish on fixtures and drain covers. It will cause damage that we would need to charge you for if you use it. Please do not use it.

Another popular, yet destructive product, is **bleach sanitizing tablets for toilet tanks.** **Please DO NOT USE THEM.** They disintegrate rubber gaskets and seals. We have seen this result in thousands of dollars of water damage from the resulting leaks.

We are always looking for ways to prevent problems and I hope this helps avoid costly mistakes and big inconveniences.

You can review this letter and other general maintenance letters in the maintenance section at kasteelproperty.com.

Thank you for being mindful of these important maintenance items.

Company Name
Company Phone Number
Company Website