

1195 Spring Creek Pl Ste. B Springville, UT 84663

**Date**

**Tenant Names (Financially Responsible)**

**Tenant Full Address**

This is a form being sent to all tenants.

Dear Tenant,

To help prevent costly and unpleasant plumbing issues, we want to share some important reminders about proper drain and toilet care.

We have seen several flooding and backup problems caused by items being flushed or washed down drains that should never go there. Please **do not flush** or dispose of the following items in any sink or toilet:

- Tampons or feminine products
- Baby wipes (even those labeled “flushable”)
- Paper towels or cleaning wipes
- Any non-flushable materials

These items can get caught in the plumbing, build up over time, and eventually cause serious clogs that may lead to flooding and water damage in your home.

If you notice a **slow drain or a plugged toilet**, it is typically considered the tenant’s responsibility. You’re welcome to submit a maintenance request, but please note that if it’s determined to be a tenant-caused issue, there may be a charge. Often, minor clogs can be resolved using a plunger or by hiring your own plumber before they become larger problems.

**⚠ Very Important:**

- **Do not use Drano or similar chemical drain cleaners.** These products rarely solve the problem and can damage plumbing fixtures and finishes, resulting in repair charges.
- **Do not use bleach or sanitizing tablets in toilet tanks.** These dissolve rubber seals and gaskets, often leading to leaks and costly water damage.



Our goal is to help you avoid unnecessary repairs, expenses, and inconvenience. Thank you for your attention and cooperation in keeping your home's plumbing in good working order.

You can review this letter and other helpful maintenance information anytime in the **Tenant** section at [kasteelproperty.com](http://kasteelproperty.com).

Sincerely,

**Company Name**

**Company Phone Number**

**Company Website**