

Frequently Asked Questions:

Q. EFT ACH DEBIT AUTHORIZATIONS: My account has changed for my rent payments via EFT - ACH Debit. What do I need to do?

A. Submit a new EFT-ACH Debit form with the updated account information by mail to: Gene Richards 168 Summit Street Burlington, VT 05401 or by fax to: 802-860-6117. We need to receive by the 15th of the month prior to the transaction, e.g. for a January 1st rent debit, we need the change by December 15th.

Q. SEMESTER ABROAD SUBLETTING: I am going abroad for the semester and would like to sublet for the semester. What do I need to do?

A. With the exception of semester abroad study we do not allow any subletting. If you are planning to study abroad for a semester, here are the steps that you need to take to have your sublet approved.

→ Introduce your sublet to your current roommates and show them your room and the apartment. Everyone needs to agree that the sublet will be a good fit with the group.

→ Schedule a meeting with us. Have your sublet review a copy of your actual lease or the lease on-line at www.champlainapartments.com prior to their meeting with us.

→ Have them complete a rental application and bring to their meeting with us.

→ Have them bring a one-month security deposit that will be returned to them upon their departure.

→ Complete the Semester Abroad Sublet Form (found under Documents at www.champlainapartments.com). All of your current roommates need to sign the form to indicate that they are in agreement. Bring the form to our meeting.

→ We will continue to debit your account for rent as outlined in our lease agreement so you will need to make arrangements for your sublet to mail you or another designated party their rent.

Q. SMOKE CARBON DETECTOR BEEPING: My smoke carbon detector is beeping. What do I do?

A. Our smoke carbon detectors are hard-wired and interconnected. They run off electricity and also have a battery back-up for when the power goes out. If your detector starts beeping intermittently, it typically indicates that your battery is low. You may change the battery with a 9v battery. If you need assistance, please use our Help Number's List to access one of our repair vendors to help.

Q. UTILITY COSTS: What can I expect to pay for utility costs in my apartment?

A. Our tenants establish their own service with each utility company – Vermont Gas for heat and hot water, Burlington Electric for electric, and Comcast for internet - cable. We recommend budgeting between \$50 - \$100 per/person for utility costs. Of course, costs will vary with the season and with usage.

Our goal is to be as green as possible and we have tried to make accommodations in our properties to pass on economical costs. We have updated our heating systems to high efficiency units, insulated our buildings, and installed new windows in most units.

Q. TRASH REMOVAL AND RECYCLING: How are these services handled?

A. Each property has either a dumpster or a trash toter. Please be sure to always put your trash in the appropriate container. The weekly pick-up schedule for both trash and recycling. is on-line at www.champlainapartments.com under Tenant Tools. Trash and recycling is NOT to be kept on porches or in common hallways.