

January 15, 2011

Re: We Need Your Help!

Dear Champlain Apartments Tenants:

We hope that you have enjoyed your winter break and are feeling refreshed and ready to return for your second semester.

We need your help! We continue to have an abundance of service calls for plugged toilets. It is very important that you do not flush anything in your toilets except for toilet paper. **Feminine hygiene products and contraceptives** should not be flushed but should be disposed of in your trash. These products are not manufactured to decompose and break down like toilet paper. In fact, they expand and often create backups in our plumbing.

As you know, we delivered plungers, augers, and zip-it tools to your apartments prior to winter break. We have You Tube videos available on our web site to assist you in using these tools properly. We are asking for you to partner with us to assist with these basic cost savings measures.

We have also revised and reorganized our Help Number's List to enable you to more easily find the commonly needed vendors at a glance. Please take the time to print the new list for your bulletin board. All of these items are available on our home page at www.champlainapartments.com.

As always, thanks very much for your help. We wish you the best as you return for your second semester.

My Best,
Gene Richards
www.champlainapartments.com
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