

From: Jenny Richards/USA <Jennifer.Richards@cushwake.com>
Sent time: 01/11/2023 11:40:18 AM
To: Alicia Litts <adiane02@hotmail.com>; gilbysan@gmail.com; Nora Grant/USA <Nora.Grant@cushwake.com>
Cc: 77 Central Neighbors <77-central-neighbors@googlegroups.com>; Don Cole <don.cole@mercergov.org>
Subject: RE: [77 Central Neighbors] RE: Not receiving Notices from 77 Management
Attachments: image001.png image002.jpg image003.jpg image004.jpg

Hi Alicia,

In regards to your home, it is connected to HP-07. Below is the latest update that was received last night from Auburn Mechanical on that system.

"Initially we found 2 to 3 branches on each branch box but after deciding to perform a full pressure test all over again at max test pressure after the initial results we found 6 leaks on HP3 and 4 on HP7. We are now approaching almost a 40% failure rate on both systems. We are not safely able to isolate that many branches on each system".

As far as the e-mail you sent while I was out, I will make it a top priority to review today.

Thank you,

Jenny Richards
Regional Manager
Asset Services - Multifamily, Americas

Mobile: +1 425 280-9682
jennifer.richards@cushwake.com



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From: Alicia Litts <adiane02@hotmail.com>
Sent: Wednesday, January 11, 2023 11:13 AM
To: gilbysan@gmail.com; Jenny Richards/USA <Jennifer.Richards@cushwake.com>; Nora Grant/USA <Nora.Grant@cushwake.com>
Cc: '77 Central Neighbors' <77-central-neighbors@googlegroups.com>; 'Don Cole' <Don.Cole@mercergov.org>
Subject: Re: [77 Central Neighbors] RE: Not receiving Notices from 77 Management

External Mail

Hello Jenny, I would like to know what part(s) are on order for my unit B231, the date the need was identified, the date when the order was placed, and the expected delivery date as I have been without heat since October 24. In addition, I have no issue with you providing that information to Bob or anyone else. Not sure, what the privacy concern is here as long as you are not listing names or other personally identifiable information (birthday, mother's maiden name, birthplace, etc...). Anyone can access an address/unit number on any search engine or GPS. It is public information. Most of the time google will provide you names with addresses as well.

Finally, I am still waiting for you to respond to the email I sent to you on December 23.

Stay warm! Alicia

From: 77-central-neighbors@googlegroups.com <77-central-neighbors@googlegroups.com> on behalf of gilbysan@gmail.com <gilbysan@gmail.com>
Sent: Wednesday, January 11, 2023 1:15 PM
To: 'Jenny Richards/USA' <Jennifer.Richards@cushwake.com>; 'Nora Grant/USA' <Nora.Grant@cushwake.com>
Cc: '77 Central Neighbors' <77-central-neighbors@googlegroups.com>; 'Don Cole' <Don.Cole@mercergov.org>
Subject: [77 Central Neighbors] RE: Not receiving Notices from 77 Management

MI_0018

Jenny,

I do not access the system to activate the notifications one way or the other. Here is the screen from today on my profile that I do not actually access at all. Payments are done by my wife, LaDan. At any rate, I have changed my profile to receive updates.

Lease Information

Move In Date	8/4/2021
Lease From Date	8/4/2022
Lease To Date	8/3/2023

Vehicle Information

BMW 2019 X4	License Plate: BTR9066 State: WA Color: Black
KAWASAKI 2012 Concours14	License Plate: FATNJA State: WA Color: Blue

User Settings

Bulletin Board Display Name	Robert Gilbert
Bulletin Board Email Notifications	No Digest
Bulletin Board - Allow Personal Messages	Yes
Subscribe to Email Notifications	No
Subscribe to Voice Calls	Yes
Mobile Phone Number for Texts	
Allow Text Message Notifications	No

This is the current state as of now.

Lease Information

Move In Date	8/4/2021
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Lease To Date	8/3/2023

Vehicle Information

BMW 2019 X4	License Plate: BTR9066 State: WA Color: Black
KAWASAKI 2012 Concours14	License Plate: FATNJA State: WA Color: Blue

User Settings

Bulletin Board Display Name	Robert Gilbert
Bulletin Board Email Notifications	Daily Digest
Bulletin Board - Allow Personal Messages	Yes
Subscribe to Email Notifications	Yes
Subscribe to Voice Calls	Yes
Mobile Phone Number for Texts	(425) 246-9789
Allow Text Message Notifications	Yes - Not Confirmed - Resend Confirmation

From: Jenny Richards/USA <Jennifer.Richards@cushwake.com>

Sent: Wednesday, January 11, 2023 9:26 AM

To: gilbysan@gmail.com; Nora Grant/USA <Nora.Grant@cushwake.com>

Cc: '77 Central Neighbors' <77-central-neighbors@googlegroups.com>; 'Don Cole' <Don.Cole@mercergov.org>

Subject: RE: Not receiving Notices from 77 Management

Hi Bob,

This is certainly a mystery. The system doesn't allow us to remove certain units when sending out messages. Can you please check on your end, maybe your notifications were turned off or you accidentally unsubscribed? As far as which parts are on order for which apartments, I can absolutely send you a parts list without unit numbers due to privacy. Does that work?

Thank you,

Jenny Richards
Regional Manager
Asset Services - Multifamily, Americas

Mobile: +1 425 280-9682
jennifer.richards@cushwake.com



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From: gilbysan@gmail.com <gilbysan@gmail.com>

Sent: Tuesday, January 10, 2023 9:49 PM

To: Nora Grant/USA <Nora.Grant@cushwake.com>

Cc: Jenny Richards/USA <Jennifer.Richards@cushwake.com>; '77 Central Neighbors' <77-central-neighbors@googlegroups.com>; 'Don Cole' <Don.Cole@mercergov.org>

Subject: Not receiving Notices from 77 Management

External Mail

Nora,

I can see that other residents are receiving updates from you. Mysteriously, it seems like I have been removed from your distribution after receiving these notes for the past year plus. I want you to add my email to the list again immediately so I can see what is happening and don't have to hear it from others that are perhaps not as vocal as me.

I take exception to the most recent note you sent below. You are correct in stating that there are other systems whose individual units are leaking, like Bldg. A north. If you want to know which ones exactly ask me. I believe that the system (computer) is capable of isolating apartments that are leaking or otherwise not working and will allow recharging of the system for those apartments that are not showing leaks to operate until parts arrive for the failed apartments. There is no reason to make everyone suffer without heat if it is not necessary. I will share this information with Don Cole tomorrow and we are escalating to others to make our case. In short, nothing has changed, and you still do not understand the magnitude of the problems, in spite of your declarations.

Further, more resources are needed to troubleshoot these multiple problems in both buildings. Why is C&W not paying for overtime work, like last weekend? What parts if any are on order currently for which apartments?

Who is the Construction Super that interfaces with Auburn?

Dear XXX,

Auburn Mechanical has been back on-site this past week working to detect the leaks on the 3 systems that have failed. They were able to detect the leak in one of the systems and isolated the rest of the units; therefore, heat has been restored in 10 more units. The other two systems, they found multiple leaks, and as a result, will not be able to resume operations of these systems until new coils can be installed which have been placed on order. We will continue to provide updates, and if you are in need of another heater, please let us know and we will deliver it to your door. Otherwise, if your heat was restored and you no longer need the heater that was provided to you, if you could please return it to the office, we would really appreciate it.

We sincerely appreciate everyone's patience while we work through this project together, and as always, please let me know if you have any questions or concerns.

Sincerely,

77 Central Management

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<https://www.cushmanwakefield.com/en/privacy-and-cookies>

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You received this message because you are subscribed to the Google Groups "77 Central Neighbors" group. To unsubscribe from this group and stop receiving emails from it, send an email to 77-central-neighbors+unsubscribe@googlegroups.com.

To view this discussion on the web visit <https://groups.google.com/d/msgid/77-central-neighbors/009701d925e8%24a2dbe260%24e893a720%24%40gmail.com>.



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External Mail