

From: Jenny Richards/USA <Jennifer.Richards@cushwake.com>
Sent time: 01/12/2023 02:55:03 PM
To: Ksenia B <lamargarita@gmail.com>; Camellia Mann <camelliamann@icloud.com>
Cc: gilbyyan <gilbyyan@gmail.com>; Alicia Litts <adiane02@hotmail.com>; Nora Grant/USA <Nora.Grant@cushwake.com>; 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

Hi Ksenia,

Below is an email update I sent out yesterday. In the meantime, I am working with vendor (Auburn Mechanical) on getting a list of units still affected, status of those units, and whether parts have been or need to be ordered.

"It was discovered this last week that over 40% (11) of the 27 units between these two zones have very small to very large refrigerant leaks in the coils that are located inside the resident units; therefore, we are now switching our plan to bid out the replacement of CU 3, CU 7, and possibly CU 2. We are expecting the estimate this week from Auburn Mechanical and will keep everyone posted on next steps."

Please stay tuned".

Thank you,

Jenny Richards
Regional Manager
Asset Services - Multifamily, Americas

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



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From: Ksenia B <lamargarita@gmail.com>
Sent: Thursday, January 12, 2023 12:50 PM
To: Camellia Mann <camelliamann@icloud.com>
Cc: gilbyyan <gilbyyan@gmail.com>; Jenny Richards/USA <Jennifer.Richards@cushwake.com>; Alicia Litts <adiane02@hotmail.com>; Nora Grant/USA <Nora.Grant@cushwake.com>; 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

Same question for unit 433.

The updates about the work being done so far provide no information about specific apartments.

On Wed, Jan 11, 2023, 1:34 PM 'Camellia Mann' via 77 Central Neighbors <77-central-neighbors@googlegroups.com> wrote:

Hi Jenny-
Our Unit B436 has been without heat since October of 2022 as well. Can you kindly provide an update for our unit? Had the necessary parts been ordered for unit 436?

Thanks,
Camellia

MI_0035

On Jan 11, 2023, at 12:39 PM, gilbysan@gmail.com wrote:

Jenny,

Auburn has been onsite everyday this week, however there is no apparent activity. On the Bldg A north side, gauges have been connected for a week, I think that is long enough to isolate the leaks to each apartment. In fact here is the list based on my diligence.

Sorted by Apt. #			
Apt#	24Hr Read Chk	Status	Position in Plenum
A219	535/535	OK	14
A220	520/520	OK	9
A319	460/470	Leaking	5
A320	515/515	OK	8
A321	505/0	Leaking	6
A417	575/550	Leaking	10
A419	565/565	OK	3
A420	505/500	Leaking	7
A421	510/0	Leaking	4
A515	525/390	Leaking	12
A517	530/500	Leaking	13
A519	530/320	Leaking	11
A520	510/0	Leaking	1
A521	510/510	OK	2

The question is; what exactly is happening for the unit that runs these apartments? What is the plan to remedy those leaks and why can they not recharge the system and lock out those leaking units until parts arrive? Same question for the B building where B533, 336 and 438 appear to have leaks, but the others appear to be in good shape. There are others I am sure that we do not have direct visibility to and we would all like a specific update and resolution plan. I would expect that Auburn is providing this to you? If not, please demand it and share with us. Handing out space heaters ad nauseum is not cutting it. It may be within the law as written in WA that you have fulfilled your obligation to provide heat to residents, but in reality it is alienating many people who are really feeling the lack of apparent care C&W has for their plight. This is especially true for our elderly residents and the very young children living here. When we get a really cold snap again this season which could be anytime, it will be very ugly.

If you want to cut down the volume of emails, get your plan specifics to all of us so we know what to expect. Also, we get the concept of not controlling all parts of this problem. What we want to see and know is that you get the concept of actively being involved in the resolution.

Bob Gilbert

From: Jenny Richards/USA <Jennifer.Richards@cushwake.com>
Sent: Wednesday, January 11, 2023 11:40:18 AM
To: Alicia Litts <adiane02@hotmail.com>; gilbysan@gmail.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

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.

MI_0036

“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

<image001.png>

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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

<image002.jpg>

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

MI_0037

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

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.

<image005.jpg>

This is the current state as of now.

<image006.jpg>

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

<image001.png>

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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

<image002.jpg>

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

MI_0039

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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