

**From:** Jenny Richards/USA <Jennifer.Richards@cushwake.com>  
**Sent time:** 01/23/2023 03:18:49 PM  
**To:** gilbysan@gmail.com; Matthew Stibbs/USA <Matthew.Stibbs@cushwake.com>; Nora Grant/USA <Nora.Grant@cushwake.com>  
**Cc:** 77 Central Neighbors <77-central-neighbors@googlegroups.com>; Misty Cozzitorto/USA <Misty.Cozzitorto@cushwake.com>; Don Cole <don.cole@mercergov.org>  
**Subject:** RE: Response to your latest update on lack of HEAT...  
**Attachments:** image001.png image002.jpg

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Hi Bob,

Please see my responses below. Additionally, we have ordered a different portable heater with more watts. Once received, would you be willing to try these out in your home and let us know if they work better than the heaters we are currently distributing? If so, we will place a bulk order of this new model and deliver to each of the affected residents. Also, Laura posed the question about heated blankets. I have already discussed this with the owner, and am currently researching options that are not a fire/safety hazard. If that is something that everyone would be interested in having, please let me know.

Thank you,

**Jenny Richards**  
Regional Manager  
Asset Services - Multifamily, Americas

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**From:** gilbysan@gmail.com <gilbysan@gmail.com>  
**Sent:** Sunday, January 22, 2023 4:30 PM  
**To:** Jenny Richards/USA <Jennifer.Richards@cushwake.com>; Matthew Stibbs/USA <Matthew.Stibbs@cushwake.com>; Nora Grant/USA <Nora.Grant@cushwake.com>  
**Cc:** '77 Central Neighbors' <77-central-neighbors@googlegroups.com>  
**Subject:** Response to your latest update on lack of HEAT...  
**Importance:** High

External Mail

Jenny,

Your updates continue to be vague and provide little to no real information about a timely resolution of the problem. The "solutions" you describe will not do. You and your staff need to get creative about how you can restore heat for folks. We expect more from C&W leadership, from your level and up.

Here is what we want you and Auburn to do RIGHT NOW.

- 1. Let us know who at C&W above your level, and who at TIAA, have been made aware of the situation here.** Have you escalated this with Auburn Mechanical and/or Mitsubishi? Is the owner aware? You know how a disaster zone gets a visit from the Governor or the President? 77 Central is a **disaster zone** but you would not know it based on Cushman & Wakefield's behavior and lack of visibility to resources and actions. We intend that this will change, now. JR - The owner (Asset Manager) and the Managing Director at Cushman and Wakefield are both aware of the situation.
- 2. Remove working coils from vacant apartments with heat and install them where a coil has failed.** We understand there are about 18 vacant apartments as of last week. Inventory those units to see what HVAC parts you can harvest. Map the part swap to restore heat for the most possible. JR - I have reached out to our Construction Management to see if this is an option. I should have an answer later today, or tomorrow at the latest.
- 3. Cap the leaking branches and restore heat to those without leaks.** The branch controllers (BC) allow for the isolation of some

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branches over others, as does the control software located in the office. If you or Auburn don't have the expertise to make this happen, find someone who does, NOW. JR - This was covered in my update on 1/11. Specifically, we are now approaching almost a 40% failure rate on both systems. Therefore, we are not safely able to isolate that many branches on each system.

4. **Offer those without heat the option to move to a vacant unit with working heat.** Permanent or temporarily and with any fees you would normally associate with a move waived. JR – We can discuss this option with each of the affected residents on a one-on-one basis.
5. **Contact each person without heat and find out who has the greatest need.** Give priority of move to the elderly, those who have health needs, and or children and babies. Consider this as you design a part swap too. JR – As soon as coils are received, we can work to prioritize the order they are completed.
6. **Do the most good, for the most people.** Prioritize repairs so that at least one rooftop unit provides 15 homes with central, permanent heat. JR – Please see directly above.
7. **Develop a contingency plan for when the temperature drops below freezing.** Provide information about in building warming centers in the lounge or public spaces. Communicate the plan and put it into action before cold snaps. ***It is forecast to be in the 30s overnight beginning Sunday, January 29 and continue for several days.*** JR – Can you please elaborate on what you are asking for here? I want to make sure I fully understand.
8. **Expedite delivery of the parts you can't harvest.** Have them flown on a commercial flight. Have someone go to Japan to pick them up. Have the US Mitsubishi rep go get them, or the person from Japan hand deliver. There are many more ways of doing this if you put your mind to it AND if the owner is willing to pay. JR – This was also included in the questions that I posed to our Construction Management team.

Every single one of these requests are reasonable and doable by C&W and Auburn.

If you are not the person who can put these actions into place, then put us in contact with the person who has that authority, we will happily work with that person.

And, in a timely manner, such as 24 hours. We are prepared to contact leadership at C&W, TIAA, the media, and beyond if forced to. Please respond as soon as possible **within 24 hours**.

Bob Gilbert, On behalf of 77 Central Neighbors Group currently at 65 members.

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