

Log for Phone calls w/o follow-up emails – CE23-0005 – 77 Central Apts – Lack of heating facilities

January 9, 2023 – per phone conversation with Jenny Richards, Regional Manager for Cushman & Wakefield, about tenant complaints that the heat had not been restored to their respective dwelling units:

- Discussed temporary heating situation, she stated they have supplied and will continue to make their inventory of temporary heaters available to tenants as necessary to maintain the required 70 F within the units.
- Discussed repair status of the permanent heating system. Apparently, their recent testing found more coils within two systems that require replacement parts.
- She reported the parts are on order, the contractor is ready to make the repair, but the coils are only manufactured overseas, they are using the fastest shipping option made available by the manufacturer. To remove this delay from the time equation, they will be ordering a stockpile of extra coils.
- She stated the heating repairs at the 77 Central Apartment are their top priority and they will continue their repair efforts until all units have their permanent heating systems restored.
- She apologized for their mistaken predictions about the anticipated restoration dates for the heating systems, citing several factors including their team’s unfamiliarity with the repair times for some of the equipment, mentioning delays in the supply chain, holidays and bad weather, limited availability of service technicians, and unfortunately finding that some of the repaired systems needed further repairs.
- She expressed reluctance to make another prediction given their track record but believed that permanent heating facilities serving all units would be operational before the end of January 2023.

January 19, 2023 - per phone conversation about status of heating facilities with Nora Grant, Cushman & Wakefield, Property Manager at 77 Central Apts:

- Temporary electric space heaters provided to tenants.
- Two full systems are down – all coils to be replaced.
- Estimate permanent heat restored to all units by mid-February.
- Confirmed the following 27 units are without heat for more than 3-days: 219, 220, 319, 320, 321, 417, 419, 420, 421, 515, 517, 519, 520, 521, 231, 336, 433, 436, 438, 440, 531, 533, 536, 538, 540, 542, 543

March 8, 2023 - per phone conversation (returned phone call) with Jim Moore, Auburn Mechanical, contractor hired by Cushman & Wakefield for HVAC repair work at 77 Central Apts:

- Requested additional time as they would not be able to meet heat restoration timeline within notice.
- Described series of unlucky events leading to delays.
- Described complexity of system making repairs difficult.
- Discussed useful life of equipment, repairs vs new systems, avoiding delays due to manufacturing and delivery, etc.

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- Asked him if age of system was near end of useful life? he responded they were.
- Asked if he ever had a system take this long to repair? he responded that he never had a repair take so long.

March 8, 2023 - per phone conversation (returned phone call) with Terry Graham, Cushman & Wakefield, Property Manager at 77 Central Apts:

- Requested additional time as they would not be able to meet heat restoration timeline within notice.
- Described series of unlucky events leading to delays.
- Discussed useful life of equipment, repairs vs new systems, avoiding delays due to manufacturing and delivery, etc.
- Informed me that there currently are 38 units without heat (on 3-systems).
  - 28 units are to be remanufactured. Estimate heat restored sometime between April and mid-May.
  - 10 units are to be manufactured, new air handlers, etc. Estimate heat restored sometime between June or July.
- Stated the problem with replacement is that the line sets would need to be replaced too.
- Stated the two previously repaired systems are still working well.
- Asked him if age of system was near end of useful life? he responded they were.
- Asked if he ever had a system take this long to repair? he responded that he never had a system out so long.