

From: gilbysan@gmail.com
To: [Don Cole](#)
Cc: ["77 Central Neighbors"](#)
Subject: FW: Response to your latest update on lack of HEAT...
Date: Sunday, January 22, 2023 4:52:24 PM
Importance: High

Don,

Below is our response to Jenny Richards at C&W in reference to her update sent to residents on Friday at the close of business. This seems to be her habit to update us at the very end of the work week and manage to not answer any of our questions or address our needs. So we are about done with her, we do not feel that she is doing right by us and our requests and demands have fallen on deaf ears. Our two buildings might be considered a Disaster Zone due to the lack of heat for 45 apartments and many more humans.

We have taken a good hard look at the situation and believe that our list of demands below are both doable and reasonable for her team to accomplish. What is confounding is that they do not seem to have even given these ideas a thought, which is proof positive that they do not really care about their clients here. This should not be about money or lack of control over the supply chain; we happen to have on hand at 77 Central some inventory of coils (air handlers) in the 18 vacant units that may well get some people back to heat and we want C&W to make it happen, now. The weather forecast for the next two weeks calls for colder weather, 30s and 20s at night and 40s during the daytime. That is way too cold for the "temporary" solution to cope with so drastic methods are called for.

If we do not hear from her within 24 hours, we are launching letters to C&W board and CEO, TIAA Board of Governors, the media and our own City Officials to turn up the heat on everyone involved in this problem.

Further, we are asking you to get more involved in this problem and escalate as you need in order to become part of the solution. I ask that you contact me at your earliest possible time to discuss the situation so that we may get in sync.

Regards,

Bob Gilbert, on behalf of 77 Central Neighbors group

From: gilbysan@gmail.com <gilbysan@gmail.com>
Sent: Sunday, January 22, 2023 4:30 PM
To: Jenny Richards <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>
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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.
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.
3. **Cap the leaking branches and restore heat to those without leaks.** The branch controllers (BC) allow for the isolation of some 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.
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.
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.
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.
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.***
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.

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.

