

**From:** [Ksenia B](#)  
**To:** [Don Cole](#)  
**Subject:** Re: Lack of heat in 77 Central  
**Date:** Sunday, January 8, 2023 5:34:51 PM

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Hi Don,

I'm sad to report that there has been no change; the heat has not been restored. Seems someone might be misleading you as to the situation at this building. I still don't have it in my unit, Building B #433 (and haven't had it since the notice I sent them in October). Moreover, I reached out to some of my neighbors, and they also reported that their heat was not restored on Friday.

Here are the responses I received this weekend, which is by no means an exhaustive list of residents without heat for months in this building. Just an FYI.

1. *"my unit 436. Still no heat."*
2. *"Still, many of us in Bldg. A on the north side are still down, no heat and the system is shut down until Auburn returns Monday. "*
3. *"I have been without heat since Oct 538 B. No one has made contact or checked any systems in my apartments."*
4. *"I still don't have heat, unit 231 and neither does anyone else on HVAC unit #7. We have been without since October 24."*
5. *"We are in building A, Unit 219 without heat."*
6. *"Building B #533 no heat, no power to thermostat control unit on wall."*
7. *"I have been without heat since Oct 538 B. No one has made contact or checked any systems in my apartments. "*
8. *No heat in #438*

Can we please schedule a time for you to act as a witness?

Thank you,  
Ksenya

On Fri, Jan 6, 2023 at 3:09 PM Don Cole  
<[Don.Cole@mercergov.org](mailto:Don.Cole@mercergov.org)> wrote:

Thank you, your update is very appreciated :)

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**From:** Ksenia B <[lamargarita@gmail.com](mailto:lamargarita@gmail.com)>  
**Sent:** Friday, January 6, 2023 3:06 PM  
**To:** Don Cole <[Don.Cole@mercergov.org](mailto:Don.Cole@mercergov.org)>  
**Subject:** Re: Lack of heat in 77 Central

Hi Don,

Thank you for the update. I will let you know tomorrow whether the heat has indeed been restored.

Thank you again for your attention to our building.

Ksenya

On Fri, Jan 6, 2023, 1:44 PM Don Cole <[Don.Cole@mercergov.org](mailto:Don.Cole@mercergov.org)> wrote:

Hi Ksenia,

Sorry we missed each other yesterday.

I just got off the phone with the property manager, their service company has been onsite, has isolated and is repairing the leak, and anticipates being back in full service by the end of the day. This will restore heat to the remaining dwelling units. Hopefully, this will resolve the heat situation for good.

Please let me know if I can be of further assistance.

[Don Cole](#)

Building Official

City of Mercer Island - Community Planning & Development

206.275.7701 | [mercerisland.gov/cpd](http://mercerisland.gov/cpd) | [mybuildingpermit.com](http://mybuildingpermit.com)

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**From:** Ksenia B <[lamargarita@gmail.com](mailto:lamargarita@gmail.com)>  
**Sent:** Thursday, January 5, 2023 11:49 AM  
**To:** Don Cole <[Don.Cole@mercergov.org](mailto:Don.Cole@mercergov.org)>  
**Subject:** Lack of heat in 77 Central

Hello Don,

My name is Ksenya Medvedev, and we have spoken over the phone a couple of times. I originally reached out to you in early December letting you know about the lack of heat in our building. At that time, you told me that 77 Central told you that they will restore heat by mid-December and that this seemed reasonable to you. I then spoke with you again the third or fourth week of December, letting you know that the heat has not been restored. Also, I let you know that this issue is affecting many of the residents, the majority of the building, and not just a couple of units. You said that you'd be reaching out to the owners of the building, and if appropriate will be issuing a citation to the building. Since so many residents have been without heat for months, and none of our complaints have made the management work faster, we were hoping that perhaps citation indicating that they are actually in violation of building code might motivate them to prioritize restoring heat. Could you please let me know where that stands?

Also, you indicated you may be able to act as a witness for any civil dispute regarding the lack of heat. I'd like to request that please, as I am considering my options.

Attached is a letter, dated October 26, 2022, giving notice requesting repairs re heat. Also attached is a reply from Cushman & Wakefield, indicating receipt of the same. To date, I have not had heat; no one has even once accessed my unit to test for heat leaks; and I do not have an estimated date of repair. Moreover, I don't know whether repairs on the system that affects my unit have even started. All attempts to get this information from management are met with non-specific responses.

Could we please schedule a visit at your convenience?

Thank you,

Ksenya

(818) 384 - 8174