

**From:** Camellia Mann <camelliamann@icloud.com>  
**Sent time:** 01/16/2023 08:52:49 AM  
**To:** Don Cole <Don.Cole@mercergov.org>  
**Subject:** Request for Verification of NO HEAT  
**Attachments:** Notice Requesting Repairs w Supplemental Docs Re No Heat in Unti 436 Since October 2022.pdf

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Hello Don-

I would like to schedule a time for you to stop by to verify unit 436 has no heat.

Can you please provide me with a good date that would work for you?

It has been over 2 months since I gave my first written maintenance request regarding no heat or AC to Cushman & Wakefield. It's been 10 days since my formal notice.

I provided a formal notice to the management on 1/6/2023. Those documents are attached for your review. They confirmed receipt of my notice the same day, however, I still have no heat and as a matter of fact, the thermostat doesn't even stay on. It shuts off within a few seconds of turning on.

I have been told that the parts are ordered which is the same explanation they have given me since October.

I have been told by the maintenance director Trevor that they are planning on repairing everything by 2024. That sounds to me like an absolutely unacceptable answer!

There is no transparency or any form of truth coming from the office. I still don't know when I will have heat or air conditioning.

Thank you!

Camellia

Mobile-206.514.1942

NOTICE REQUESTING REPAIRS Date: January 6, 2023

Landlord's name and address:

Dear: Cushman and Wakefield- 77 Central Apartments- 2630 77<sup>th</sup> Avenue SE Mercer Island, WA 98040:

This is to notify you that the rental unit at 7785 Sunset Hwy #436 Mercer Island, WA 98040, which you manage and which I occupy needs repairs for the following defects:

1. NO HEAT/AC SINCE OCTOBER OF 2022- On October 26, 2022 via Livly app, we notified C&W in writing about having no heat which they closed out the ticket without looking into the issue or provide resolution. Furthermore, we submitted another written notification to C&W via Livly app on December 20, 2022 which they also closed the ticket without providing any resolution. Lastly, we provided the THIRD maintenance request in writing via 77central.securecafe.com to C&W, also on December 20, 2022 that there is no HEAT and that status was marked as work completed and nothing was remedied. Our unit is as cold as 60 degrees in the morning, and it doesn't go over 68 degrees unless the sun is shining into the unit. The heat DOESN'T work, neither does AC. This issue needs to be resolved ASAP!

2. \_\_\_\_\_

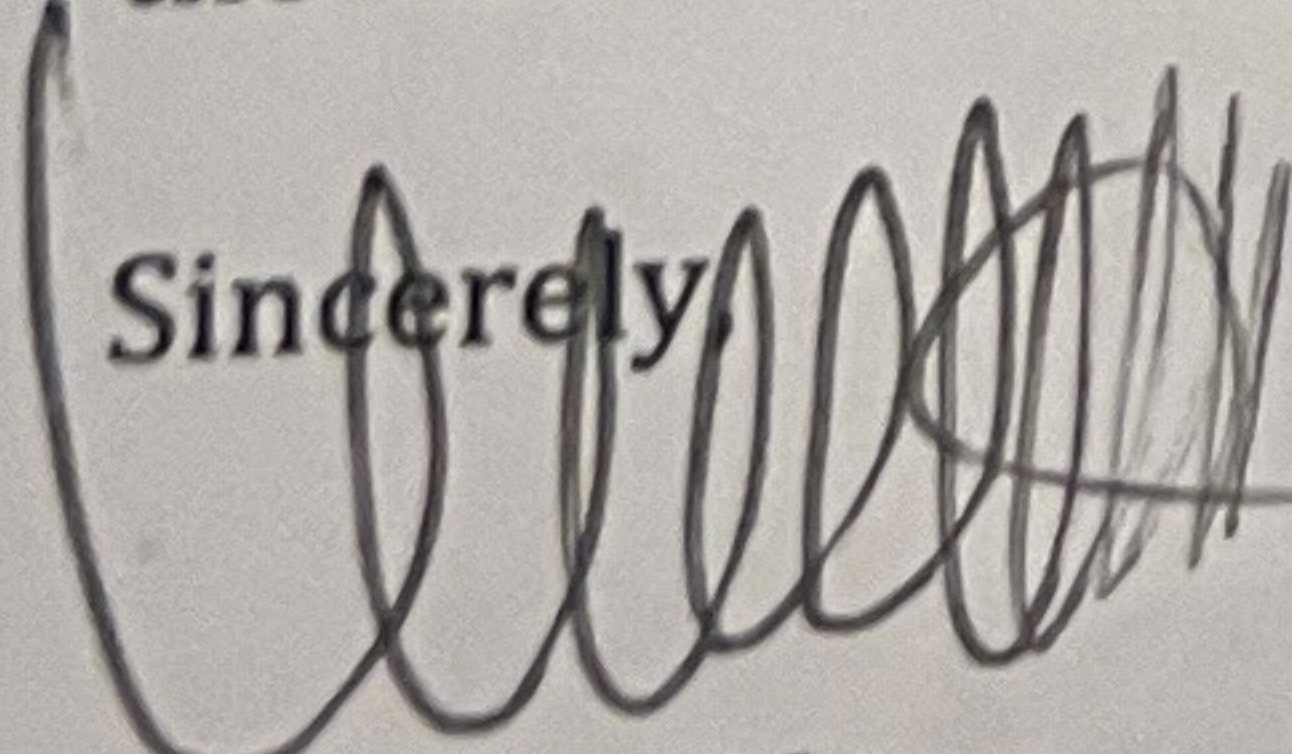
3. \_\_\_\_\_

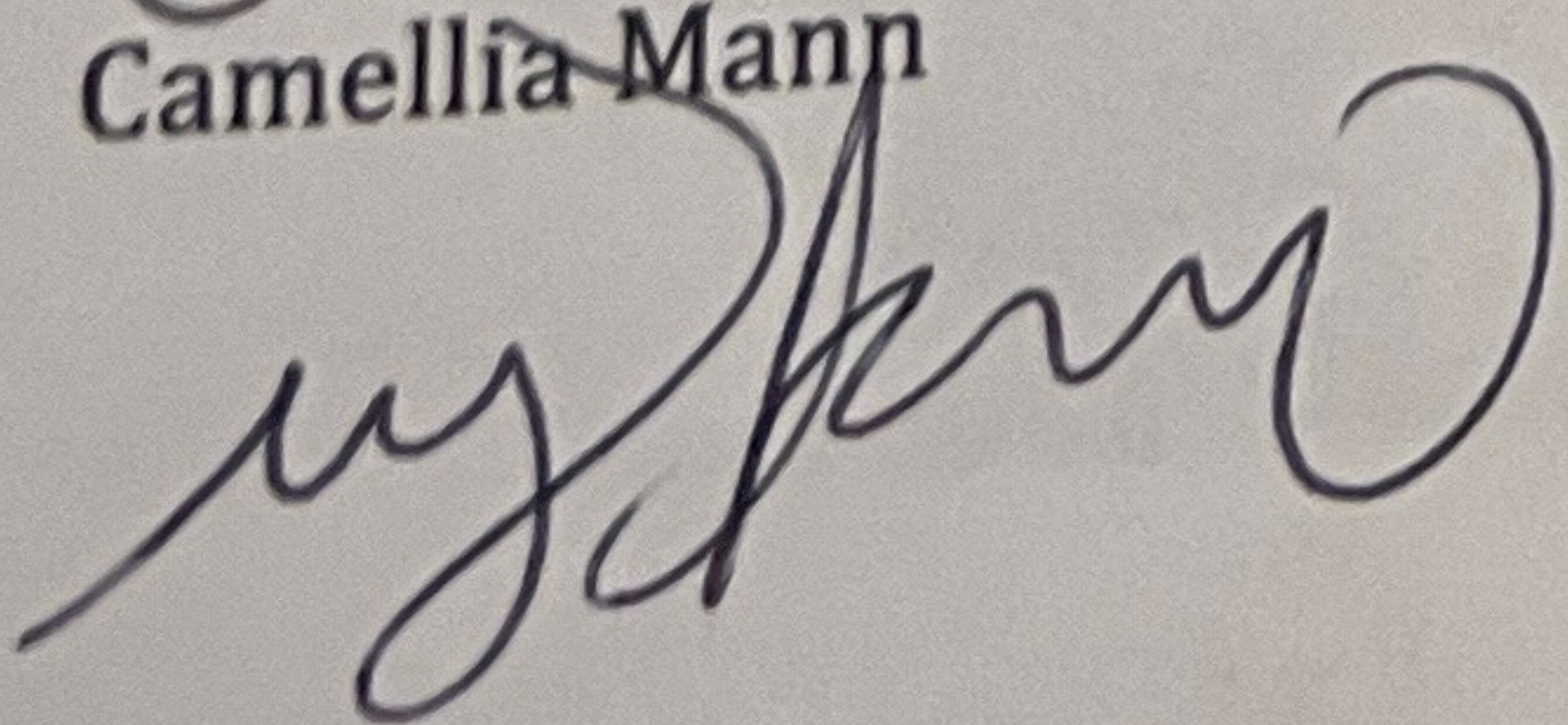
The Washington Residential Landlord Tenant Act requires you to begin to make repairs requested by me within one of these specific time periods:

1. Twenty-four (24) hours to repair the loss of hot or cold water, heat or electricity, or a condition imminently hazardous to life.
2. Seventy-two (72) hours when the defect deprives the tenant of the use of a refrigerator, range and oven, or a major plumbing fixture supplied by the landlord.
3. Ten (10) days in all other cases.

A list of landlord responsibilities required by the Act is attached. If the repairs are not completed within the applicable period of time, I intend to use the remedies provided in the Act.

Sincerely,

  
Camellia Mann

 1/6/22



# Maintenance

## ticket details

Submitted 10/26/2022

Closed



Unassigned

### Heat will not turn on / off

Unit B436

URGENT- The Heat Is Not Working In My Unit And Hasn't For Almost A Week. It Needs To Be Addressed And Resolved As It's Getting Cold Outside. >

#### ACCESS INSTRUCTIONS

Please Call Before Entering 206-514-1942 >

Permission to enter

#### PHOTOS

Add photo



Home



Community



Menu

Notice Requesting Repairs w Supplemental Docs Re No Heat In Unit 436 Since October 2022.pdf



# Maintenance

## ticket details

Submitted 12/20/2022

Closed



Unassigned

### Heat will not turn on / off

Unit B436

It's Been Several Months Since We Have Had Heat. It Doesn't Go Over 68 Degrees. This Issue Needs To Be Addressed! >

#### ACCESS INSTRUCTIONS

Call Before Entering- 206-514-1942 >

Permission to enter

PHOTOS Add photo

#### SUBMITTEE



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**REQUESTED** 12/20/2022

**CATEGORY** Heating / Ventilation / AC

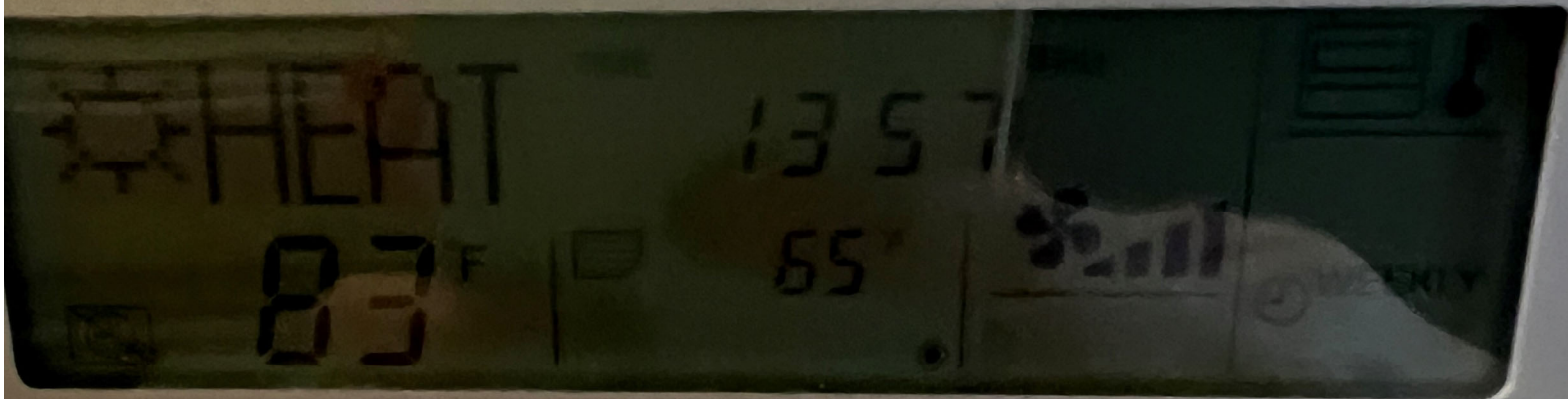
**DESCRIPTION** It's been several months since we have had heat. It doesn't go over 68 degrees. This issue needs to be addressed!

**STATUS** Work Completed

**DATE COMPLETED** 12/27/2022

**ORIGINATOR** Camellia Mann

MITSUBISHI ELECTRIC



TEMP.

ON/OFF

