

From: gilbysan@gmail.com
To: [Don Cole](#)
Cc: [Laura E. Shepherd](#); [Susan Casserd](#)
Subject: Status of heating at 77Central
Date: Friday, January 6, 2023 4:40:56 PM

Don,

I have cc'd my colleagues Laura Shepherd and Susie Casserd who have taken on the coordination of in and outbound communications for among over 100 residents (60+ apartments).

Thanks for your diligence in monitoring the heating issue. A fairly large group of residents have escalated our many concerns to C&W above the local and regional level; your offices are a part of this escalation, of course. Heat unfortunately, is not the only critical issue we are facing at 77Central; but it is the one that needs constant and immediate attention.

One of our residents who have escalated their heating problems to you will report on other residents, like me and my wife who are without heat. Some heat has been restored, so there has been progress to be sure. Having said this, there has been a pathological disconnect between what property management says to residents and the ground truth. This has been categorical across every potential problem area you can imagine in a mid-size residential property. Staff do not seem to grasp the nuance and complexity of the HVAC system installed at 77Central and constantly misstate both the problems and any potential timing or solutions. Not all heat has been restored, I have received no update from anyone at C&W as to status or next steps. My update had to come from the Tech's working on the issues.

Anything within your office's authority that will help restore heat to all residents is greatly appreciated. At the very least – pun intended, keep the up heat with them to insure they completely and as quickly as possible, resolve all outstanding heating issues. We are doing our part and will respond to any requests from your office for information, etc.

Sincerely,

Bob Gilbert
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