

10/25/22

Dear Adedayo Omotunde,

The Watermill was on site today to inspect the spa for repairs. They will be creating a proposal and sending it to the office later this week.

We are aware some HVAC systems have started to fail in specific apartments. We have been looking into this issue for repairs.

We do not have specific dates for these repairs to take place, we wanted to communicate with the community with the information we do have.

These issues are a high priority for the owners of the property. We are working on these issues and will continue to work on the repairs until the systems have been fully repaired. We will be sending out updates as soon as we have more information and specific dates for the repairs.

Thank you.

77 Central Staff

10/27/22

Good evening Adedayo Omotunde,

Today we had Auburn Mechanical onsite to inspect the HVAC systems. They discovered one of the systems had a failed sensor and they had parts onsite from a previous installation. They did attempt to install the sensor and it started working but failed later in the day. We received approval for the hallway HVAC system. We have scheduled Auburn Mechanical to replace and repair the two compressors in each building. I will update the community as soon as the repairs are completed. As a reminder, we do have heaters located in the office if you would like one. Please let us know, we will deliver them to your door.

Thank you to everyone who came to our resident event. I appreciated all the kind words. Trevor and Hope felt the same way. It meant the world to the team to see the residents and their kids enjoying themselves today. We left cookies, cupcakes and kid's activities in the lobby. Anyone is welcome to take whatever they would like. Thank you again, as we work on the building repairs, we know we need to repair trust in the community as well. We know this will take time; trust will not be built over an event. The office staff is grateful for the chance you all have given us to show our efforts.

Thank you kindly.

CW0019

11/2/22

Dear Adrienne Matthews,

We are still currently working on the HVAC systems.

We are hoping to have an ETA by tomorrow.

I will continue to keep everyone updated as we find out more information.

Please do not put a work order in, so Trevor can navigate through the work requests.

Please contact the office via email 77central@cushwake.com if you have not already.

As a reminder, we do have heaters in the office for any resident affected by the HVAC issues.

Please let me know if you need a heater.

Thank you!

77 Central Staff

11/9/22

Dear Adedayo Omotunde,

Auburn Mechanical was on site Monday morning at 8am to conduct the HVAC leak detection. They have the system in testing mode until Thursday morning to gather information on each unit's HVAC system to see where the leak may be located.

They have found a few individual units that will need repairs at this time. Auburn Mechanical will need access to specific units to complete the repairs. We will send out notices when we have all the information from the leak detection test. They will begin the repairs the week of the 14th on Monday morning. Please contact the office if you need a heater during this time.

They also inspected the loud fan in the residential parking garage, and they will be repairing the fan on Thursday 11/10/22. I will continue to keep the community updated with the information we received.

Thank you.

77 Central Staff

11/11/22

Dear Adedayo Omotunde,

Auburn Mechanical has been onsite testing the systems for leak detection this week. They have completed half of the pressure test and they will be leaving the system in pressure testing mode over the weekend to gather more results. Auburn Mechanical will be onsite Monday the 14th at 8am to continue working on the system with a full team. We will continue to send updates as we receive them. Please let me know if you need an extra heater during this time.

Thank you.

77 Central

11/14/22

Dear Adedayo Omotunde,

Auburn Mechanical is currently on-site working on the two systems. He believes he can get one system turned back on if possible today, maybe tomorrow. He is still testing the second system. I will send another update when he has the results.

Thank you.

77 Central Staff

11/15/22

Dear Adedayo Omotunde,

Auburn Mechanical has turned one HVAC system back on. They are still working on the other system.

Auburn Mechanical will be back on-site tomorrow morning to inspect the individual HVAC systems.

We have sent notices to the residents that we will need to inspect their HVAC unit.

Thank you everyone for being patient during this time.

Thank you.

77 Central Staff

11/16/22

Dear Adedayo Omotunde,

Auburn Mechanical was able to get both systems turned back on besides the few individual units.

During their inspection, we had many residents with other HVAC systems who mentioned their heat was no longer working. These residents are having an error code pop up on their device. Auburn Mechanical checked the other systems and has noted 3 other systems have started showing the error codes. They will be working on one of the systems today, and the reminder will be inspected further tomorrow. Thank you to everyone who emailed us to let us know their system is not working. We are working as efficiently as we can to get these repairs completed. We will keep you updated as we know more information. Please let us know if you need an extra heater during this time.

Thank you

77 Central Staff

11/18/22

Dear Adedayo Omotunde,

Auburn Mechanical has been on-site this week working on the two HVAC systems that went down.

During their inspection of the two units, we received emails about other units without heat.

We asked Auburn Mechanical to check the other systems to see what the issue could be.

When they did their inspection they discovered 3 other HVAC systems not operating correctly.

They discovered one system with a failed sensor and were able to get that system back on, but it's not fully operating 100%. They were able to turn on 3 out of the 5 systems down currently by isolating the units causing the leaks. We understand how frustrating this can be for each resident affected. We are working with the vendor to find the issues and get them resolved as quickly as possible. Auburn Mechanical will be on-site Monday 11/21/22 to continue working on the system. We will continue to update the community with any new information we have.

Thank you.

77 Central Staff

11/22/22

Dear Adedayo Omotunde,

Auburn Mechanical will be onsite today to repair individual HVAC units. We will still be detecting leaks in the other HVAC units, but this is one step closer to repairing the system. Please let the office know if you need an extra heater.

Thank you.

77 Central Staff

11/23/22

Dear Adedayo Omotunde,

Auburn Mechanical is still on site working on the HVAC at this time. He's going to continue to complete his work today and return on Monday to proceed with the leak detection for the other two systems down.

Please let me know if you would like a heater during this time.

Hot tub update: The Watermill has received one of the two parts needed to repair the spa. As soon as they receive the second part, they will be out for repairs. I do not have an ETA on delivery, they said, within a week and a half possibly.

Let's hope for a speedy delivery!

Thank you.

Happy Holidays!!

77 Central Staff

11/29/22

Dear Adedayo Omotunde,

Auburn Mechanical will be on-site on Thursday morning to troubleshoot the individual resident's HVAC system.

They are still working on the other 2 systems trying to locate the leaks, but it's taking some time to find the issues. If you have a heater and your HVAC is now working, please bring it to the office to provide for the other units with out heat. Please let us know if you need an extra heater during this time.

Thank you.

77 Central Staff

12/2/22

Dear Adedayo Omotunde,

Auburn Mechanical was on-site this morning to inspect the individual units needing repairs. They have ordered the parts for the coil replacements in those units. For the new systems that have failed, they are setting up a leak detection test to find out what other individual units are leaking and causing the heat loss. You may see some new codes on your system during the leak detection, such as "error or defrost". Please do not be alarmed as these codes will be commonly displayed during this time. As a reminder, we do have heaters in the office. If you need one, please let us know.

Thank you.

77 Central Staff

12/21/22

Dear Adedayo Omotunde,

We do not have a current update on the HVAC system. However, our construction team met with Auburn Mechanical this morning to discuss what the property can do to keep the system operating correctly. We have discussed changing out HVAC filters more often, and adding more site visits to inspect the system throughout the year. They are working on a plan to conduct a leak detection test before the system starts to fail. This will keep the system running perfectly throughout the hot and cold seasons. We are striving to keep this community up and running for the long run and we appreciate the support we have received during this time.

Thank you.

77 Central Staff

12/23/22

Dear Valued Resident(s),

Please see HVAC updates directly below:

HVAC Leak Detection - We have confirmed with Auburn Mechanical, that the leak detection on the inoperable units will begin Tuesday, January 3rd. Please note, they will not need to access any homes at that time; however, after the leak detection has been completed, we will then coordinate the inspection of any individual units if needed.

HVAC Coils - Parts have been ordered and will be installed the same week as the leak detection. Hallway – The vendor has confirmed that the parts are on order; therefore, as soon as they arrive, we will confirm scheduling with the vendor and pass along to everyone.

Thank you for your patience while we work to resolve all heating issues and we hope that everyone has a safe and happy holiday!

77 Central Management Team

1/3/23

Dear Adedayo Omotunde,

Our vendor for the HVAC system, Auburn Mechanical is currently on-site to inspect the 3 systems that are currently down.

The leak detection can take around 2-3 days to complete. You may see different error codes on your system during this time.

Please let us know if you need an extra heater. They will be located in the office. If your HVAC has been repaired and you have not returned your heater, please be sure to return it to an office staff member.

Thank you

77 Central Management

1/6/23

Dear Residents,

Auburn Mechanical has been working this week on the 3 systems that have been down. They started the leak detection on 1/3/23.

They have completed the leak detection test for one of the systems and have found the cause of the leak. They are ordering parts for the repair. The other two systems are still in leak detection mode searching for the cause of the leak. They noticed smaller leaks in these two systems, but they were not able to find the specific cause of the leaks.

They will leave the system in pressure testing mode over the weekend to gather further results of the leak location. Please come to the office if you are in need of a heater. If your heat is working, please return your heater to the office.

Thank you.

77 Central Management

1/10/22









































Dear Adedayo Omotunde,









































Auburn Mechanical has been back on-site this past week working to detect the leaks on the 3 systems that have failed. They were able to detect the leak in one of the systems and isolated the rest of the units; therefore, heat has been restored in 10 more units. The other two systems, they found multiple leaks, and as a result, will not be able to resume operations of these systems until new coils can be installed which have been placed on order. We will continue to provide updates, and if you are in need of another heater, please let us know and we will deliver it to your door. Otherwise, if your heat was restored and you no longer need the heater that was provided to you, if you could please return it to the office, we would really appreciate it.

We sincerely appreciate everyone's patience while we work through this project together, and as always, please let me know if you have any questions or concerns.









































Sincerely,

77 Central Management









































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HVAC/Spa/Conservice Update - Please Read	11/2/2022	Resident	One-Time 11/2/2022 @8:49 PM	Sent	   
HVAC Updates	10/31/2022	Resident	One-Time 10/31/2022 @2:32 PM	Sent	   
HVAC Updates	10/27/2022	Resident	One-Time 10/27/2022 @9:43 PM	Sent	   
Halloween Party	10/27/2022	Resident	One-Time 10/27/2022 @3:13 PM	Sent	   
Halloween Party	10/26/2022	Resident	One-Time 10/26/2022 @12:39 PM	Sent	   
HVAC Work Requests	10/26/2022	Resident	One-Time 10/26/2022 @10:01 AM	Sent	   
Safety Measures	10/25/2022	Resident	One-Time 10/25/2022 @4:52 PM	Sent	   
HVAC/Spa Repair Updates	10/25/2022	Resident	One-Time 10/25/2022 @4:07 PM	Sent	   
Noise Complaint 3rd floor	10/25/2022	Resident	One-Time 10/25/2022 @11:19 AM	Sent	   
Noise Complaint	10/25/2022	Resident	One-Time 10/25/2022 @9:48 AM	Sent	   














































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HVAC Update	11/18/2022	Resident	One-Time 11/18/2022 @4:25 PM	Sent	   
HVAC Update	11/16/2022	Resident	One-Time 11/16/2022 @2:55 PM	Sent	   
HVAC Update	11/15/2022	Resident	One-Time 11/15/2022 @5:37 PM	Sent	   
HVAC Update	11/14/2022	Resident	One-Time 11/14/2022 @2:48 PM	Sent	   
HVAC Updates	11/14/2022	Resident	One-Time 11/14/2022 @1:14 PM	Sent	   
Quiet Hours Reminder	11/11/2022	Resident	One-Time 11/11/2022 @6:01 PM	Sent	   
Doormat Policy Update	11/11/2022	Resident	One-Time 11/11/2022 @5:58 PM	Sent	   
HVAC Updates	11/11/2022	Resident	One-Time 11/11/2022 @5:46 PM	Sent	   
HVAC Updates	11/9/2022	Resident	One-Time 11/9/2022 @1:31 PM	Sent	   

10 records per page Search:

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Spa Update	12/2/2022	Resident	One-Time 12/2/2022 @11:32 AM	Sent	   
Heater Precautions	12/2/2022	Resident	One-Time 12/2/2022 @11:02 AM	Sent	   
77 Central Toy Drive	12/2/2022	Resident	One-Time 12/2/2022 @10:55 AM	Sent	   
Email Glitch	12/1/2022	Resident	One-Time 12/1/2022 @12:53 PM	Sent	   
Trash Chute- A Building	11/30/2022	Resident	One-Time 11/30/2022 @12:06 PM	Sent	   
HVAC Update	11/29/2022	Resident	One-Time 11/29/2022 @12:20 PM	Sent	   
HVAC/ Hot Tub Updates	11/23/2022	Resident	One-Time 11/23/2022 @4:16 PM	Sent	   
Holiday Hours	11/22/2022	Resident	One-Time 11/22/2022 @2:10 PM	Sent	   
HVAC Update	11/22/2022	Resident	One-Time 11/22/2022 @10:16 AM	Sent	   

10 records per page Search:

Subject	Date Created (M/d/yyyy)	Recipient Type	Schedule Type (M/d/yyyy)	Status	Actions
Holiday Potluck Party	12/21/2022	Resident	One-Time 12/21/2022 @12:34 PM	Sent	   
Resident Lounge Friendly Reminder	12/21/2022	Resident	One-Time 12/21/2022 @12:24 PM	Sent	   
HVAC	12/21/2022	Resident	One-Time 12/21/2022 @10:10 AM	Sent	   
Cleaners Update	12/20/2022	Resident	One-Time 12/20/2022 @10:21 AM	Sent	   
Friendly Reminder- Recycle Room/Christmas Trees	12/15/2022	Resident	One-Time 12/15/2022 @12:16 PM	Sent	   
Holiday Potluck Party	12/13/2022	Resident	One-Time 12/13/2022 @7:42 PM	Sent	   
Trash Chute Update	12/13/2022	Resident	One-Time 12/13/2022 @3:15 PM	Sent	   
Toy Drive Appreciation	12/12/2022	Resident	One-Time 12/12/2022 @6:09 PM	Sent	   
Trash Chute Update	12/12/2022	Resident	One-Time 12/12/2022 @3:54 PM	Sent	   
SPA UPDATE- Good News!	12/6/2022	Resident	One-Time 12/6/2022 @2:05 PM	Sent	   

Subject	Date Created (M/d/yyyy)	Recipient Type	Schedule Type (M/d/yyyy)	Status	Actions
Email Notifications	1/11/2023	Resident	One-Time 1/11/2023 @4:14 PM	Sent	    
HVAC Update	1/10/2023	Resident	One-Time 1/10/2023 @5:37 PM	Sent	    
HVAC Update	1/6/2023	Resident	One-Time 1/6/2023 @6:04 PM	Sent	    
Fire Alarm Test	1/3/2023	Resident	One-Time 1/3/2023 @3:49 PM	Sent	    
HVAC Update	1/3/2023	Resident	One-Time 1/3/2023 @1:51 PM	Sent	    
Trash Chutes Update	12/30/2022	Resident	One-Time 12/30/2022 @10:43 AM	Sent	    
Hot Tub Update	12/30/2022	Resident	One-Time 12/30/2022 @10:30 AM	Sent	    
HVAC Update	12/23/2022	Resident	One-Time 12/23/2022 @3:47 PM	Sent	    
Trash Chutes Update	12/23/2022	Resident	One-Time 12/23/2022 @2:50 PM	Sent	    
Trash Chutes Update	12/22/2022	Resident	One-Time 12/22/2022 @8:19 PM	Sent	