

**Subject:** RE: Code Compliance Notice - 77 Central Apartments  
**Date:** Wednesday, March 8, 2023 at 12:25:08 PM Pacific Standard Time  
**From:** Jenny Richards/USA  
**To:** Don Cole  
**CC:** Misty Cozzitorto/USA, Terry Graham/USA, Nora Grant/USA  
**Attachments:** image004.png, image003.png, image002.jpg, image001.png

Hi Don,

I just spoke with Terry Graham, our Construction Manager with Cushman and Wakefield. I understand you spoke with him about the HVAC repairs and daily fines, and you stated that our only option at this point is to appeal this decision. With that said, can you please explain this process for us? Specifically, is there a form that is completed, who is the appeal sent to, etc.

Thank you very much!

**Jenny Richards**  
Regional Manager  
Asset Services - Multifamily, Americas

Mobile: +1 425 280-9682  
[jennifer.richards@cushwake.com](mailto:jennifer.richards@cushwake.com)



11235 SE 6th St, Suite 200A  
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[cushmanwakefield.com](http://cushmanwakefield.com)  
[cushwakeliving.com](http://cushwakeliving.com)

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**From:** Jenny Richards/USA  
**Sent:** Tuesday, February 28, 2023 10:39 AM  
**To:** Don Cole <Don.Cole@mercergov.org>; Nora Grant/USA <Nora.Grant@cushwake.com>  
**Cc:** Misty Cozzitorto/USA <Misty.Cozzitorto@cushwake.com>  
**Subject:** RE: Code Compliance Notice - 77 Central Apartments

Hi Don,

As of yesterday, the coils are still being manufactured as Nora stated last week. We will notify you and the residents as soon we hear they have been shipped, so that we can provide everyone with an ETA for delivery and installation.

Thank you,

**Jenny Richards**  
Regional Manager  
Asset Services - Multifamily, Americas

Mobile: +1 425 280-9682  
[jennifer.richards@cushwake.com](mailto:jennifer.richards@cushwake.com)



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**From:** Don Cole <[Don.Cole@mercergov.org](mailto:Don.Cole@mercergov.org)>  
**Sent:** Tuesday, February 28, 2023 10:17 AM  
**To:** Nora Grant/USA <[Nora.Grant@cushwake.com](mailto:Nora.Grant@cushwake.com)>; Jenny Richards/USA <[Jennifer.Richards@cushwake.com](mailto:Jennifer.Richards@cushwake.com)>  
**Subject:** RE: Code Compliance Notice - 77 Central Apartments

External Mail

Hello Jenny and Nora,

Can you please provide an update this morning on the status of parts arrival and the heating system repair status?

Thanks in advance.

**Don Cole**  
Building Official  
City of Mercer Island - Community Planning & Development  
206.275.7701 | [mercerialand.gov/cpd](http://mercerialand.gov/cpd) | [mybuildingpermit.com](http://mybuildingpermit.com)

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**From:** Nora Grant/USA <[Nora.Grant@cushwake.com](mailto:Nora.Grant@cushwake.com)>  
**Sent:** Wednesday, February 22, 2023 10:46 AM  
**To:** Don Cole <[Don.Cole@mercergov.org](mailto:Don.Cole@mercergov.org)>; Jenny Richards/USA <[Jennifer.Richards@cushwake.com](mailto:Jennifer.Richards@cushwake.com)>  
**Subject:** Re: Code Compliance Notice - 77 Central Apartments

Hello Don,

Last week we were able to get A201's HVAC up and running. We are still down with 26 units with out heat. We have the coils being made in Thailand and shipping over to us with a tracking number once they are completed. As for our temporary heat we have ordered newer/ nicer heaters that have been dropped off to the residents about 2 weeks ago, and we have heard only good news about the heaters. We are consistently waiting on updates for the parts, but we do not have any more information at this time. We only have 2 systems down and once those are repaired all of the residents will have HVAC.

Thank you,

**Nora Grant**

Property Manager, Multifamily  
77 Central Apartments

Direct: +1 206 230 8888

Fax: +1 206 230 8889

[nora.grant@cushwake.com](mailto:nora.grant@cushwake.com)



***Pinnacle is now Cushman & Wakefield***

2630 77<sup>th</sup> AVE SE

Mercer Island, WA 98040 USA

[cushmanwakefield.com](http://cushmanwakefield.com)

[cushwakeliving.com](http://cushwakeliving.com)

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**From:** Don Cole <[Don.Cole@mercergov.org](mailto:Don.Cole@mercergov.org)>

**Sent:** Tuesday, February 21, 2023 10:23 AM

**To:** Jenny Richards/USA <[Jennifer.Richards@cushwake.com](mailto:Jennifer.Richards@cushwake.com)>; Nora Grant/USA <[Nora.Grant@cushwake.com](mailto:Nora.Grant@cushwake.com)>

**Subject:** RE: Code Compliance Notice - 77 Central Apartments

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attachments or providing sensitive information and funds. Report all suspicious emails immediate  
Phish button in Outlook.**

Hello Jenny and Nora,

I have received multiple email notifications from tenants stating that the permanent heating systems within their units are still not operational. Please confirm which units do not have heat at this time.

Also, please provide an update on restoration efforts and the anticipated date that permanent heat will be restored to all units.

Thank you in advance for providing this information.

**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:** Jenny Richards/USA <[Jennifer.Richards@cushwake.com](mailto:Jennifer.Richards@cushwake.com)>

**Sent:** Thursday, January 26, 2023 12:36 PM

**To:** Don Cole <[Don.Cole@mercergov.org](mailto:Don.Cole@mercergov.org)>

**Subject:** RE: Code Compliance Notice - 77 Central Apartments

Hi Don,

Received.

Thank you,

**Jenny Richards**  
Regional Manager  
Asset Services - Multifamily, Americas

Mobile: +1 425 280-9682  
[jennifer.richards@cushwake.com](mailto:jennifer.richards@cushwake.com)



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**From:** Don Cole <[Don.Cole@mercergov.org](mailto:Don.Cole@mercergov.org)>  
**Sent:** Wednesday, January 25, 2023 2:37 PM  
**To:** Jenny Richards/USA <[Jennifer.Richards@cushwake.com](mailto:Jennifer.Richards@cushwake.com)>  
**Subject:** Code Compliance Notice - 77 Central Apartments

External Mail

Hello Jenny,

Please confirm your receipt of the attached Code Compliance Notice regarding the repair of the heating system serving multiple units at the subject property. Also, a paper copy will be mailed.

Please let me know if you have any questions.

**Don Cole**  
Building Official  
City of Mercer Island - Community Planning & Development  
206.275.7701 | [merceraisland.gov/cpd](http://merceraisland.gov/cpd) | [mybuildingpermit.com](http://mybuildingpermit.com)

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