

**Subject:** RE: Response to your latest update on lack of HEAT..  
**Date:** Monday, January 23, 2023 at 11:17:29 AM Pacific Standard Time  
**From:** Jenny Richards/USA  
**To:** Don Cole, Matthew Stibbs/USA, Nora Grant/USA  
**CC:** Misty Cozzitorto/USA  
**Attachments:** image002.jpg, image001.png

Hi Don,

I have inquired about swapping out parts between units, and should have an answer for everyone today. As far as the heaters, I can look into options with a higher wattage, but in the meantime, residents were provided with the option of having more than one heater, and we offered to deliver to their home per their request. We will send out a reminder about this today. Additionally, in regards to capping leaking branches like we were able to do on some of these previously, as mentioned on the update sent January 11<sup>th</sup>, we are now approaching almost a 40% failure rate on both systems. Therefore, we are not safely able to isolate that many branches on each system. Lastly, I have passed along the suggested options for expedited shipping and should also have an answer today for everyone as well.

Thank you,

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

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**From:** Don Cole <Don.Cole@mercergov.org>  
**Sent:** Monday, January 23, 2023 10:51 AM  
**To:** Jenny Richards/USA <Jennifer.Richards@cushwake.com>; Matthew Stibbs/USA <Matthew.Stibbs@cushwake.com>; Nora Grant/USA <Nora.Grant@cushwake.com>  
**Subject:** FW: Response to your latest update on lack of HEAT..  
**Importance:** High

External Mail

Hello Jenny, Nora, and Matthew,

I have heard from 4 tenants that the temporary space heaters are not capable of maintaining 68 F within their units. Why is this happening and what can be done to remedy this situation? Also, please clarify the type, wattage and number of heaters made available to each tenant.

Also, please see items 2, 3, 4 and 8 within the email below. Are you able to harvest parts from vacant units, cap leaking branches, expedite deliveries or similar measures that will more quickly restore the heating systems? If so, why are not these actions being taken?

Please let me know.

## 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:** [gilbysan@gmail.com](mailto:gilbysan@gmail.com) <[gilbysan@gmail.com](mailto:gilbysan@gmail.com)>

**Sent:** Sunday, January 22, 2023 4:30 PM

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

**Cc:** '77 Central Neighbors' <[77-central-neighbors@googlegroups.com](mailto:77-central-neighbors@googlegroups.com)>

**Subject:** Response to your latest update on lack of HEAT...

**Importance:** High

Jenny,

Your updates continue to be vague and provide little to no real information about a timely resolution of the problem. The "solutions" you describe will not do. You and your staff need to get creative about how you can restore heat for folks. We expect more from C&W leadership, from your level and up.

Here is what we want you and Auburn to do RIGHT NOW.

1. **Let us know who at C&W above your level, and who at TIAA, have been made aware of the situation here.** Have you escalated this with Auburn Mechanical and/or Mitsubishi? Is the owner aware? You know how a disaster zone gets a visit from the Governor or the President? 77 Central is a **disaster zone** but you would not know it based on Cushman & Wakefield's behavior and lack of visibility to resources and actions. We intend that this will change, now.
2. **Remove working coils from vacant apartments with heat and install them where a coil has failed.** We understand there are about 18 vacant apartments as of last week. Inventory those units to see what HVAC parts you can harvest. Map the part swap to restore heat for the most possible.
3. **Cap the leaking branches and restore heat to those without leaks.** The branch controllers (BC) allow for the isolation of some branches over others, as does the control software located in the office. If you or Auburn don't have the expertise to make this happen, find someone who does, NOW.
4. **Offer those without heat the option to move to a vacant unit with working heat.** Permanent or temporarily and with any fees you would normally associate with a move waived.

5. **Contact each person without heat and find out who has the greatest need.** Give priority of move to the elderly, those who have health needs, and or children and babies. Consider this as you design a part swap too.
6. **Do the most good, for the most people.** Prioritize repairs so that at least one rooftop unit provides 15 homes with central, permanent heat.
7. **Develop a contingency plan for when the temperature drops below freezing.** Provide information about in building warming centers in the lounge or public spaces. Communicate the plan and put it into action before cold snaps. ***It is forecast to be in the 30s overnight beginning Sunday, January 29 and continue for several days.***
8. **Expedite delivery of the parts you can't harvest.** Have them flown on a commercial flight. Have someone go to Japan to pick them up. Have the US Mitsubishi rep go get them, or the person from Japan hand deliver. There are many more ways of doing this if you put your mind to it AND if the owner is willing to pay.

Every single one of these requests are reasonable and doable by C&W and Auburn.

If you are not the person who can put these actions into place, then put us in contact with the person who has that authority, we will happily work with that person.

And, in a timely manner, such as 24 hours. We are prepared to contact leadership at C&W, TIAA, the media, and beyond if forced to. Please respond as soon as possible **within 24 hours**.

Bob Gilbert, On behalf of 77 Central Neighbors Group currently at 65 members.