

From: Jenny Richards/USA <Jennifer.Richards@cushwake.com>
Sent time: 01/20/2023 12:27:44 PM
To: gilbysan@gmail.com; Nora Grant/USA <Nora.Grant@cushwake.com>; Matthew Stibbs/USA <Matthew.Stibbs@cushwake.com>
Cc: 77 Central Neighbors <77-central-neighbors@googlegroups.com>; Don Cole <don.cole@mercergov.org>
Subject: RE: Update on heating
Attachments: image001.png image002.jpg

Bob,

Did you not receive the most recent update regarding the replacement of the coils? I know you were having issues getting updates, has that issue been resolved? Please let me know as we will be sending out another update this afternoon, and I want to make sure you receive.

Thank you,

Jenny Richards
Regional Manager
Asset Services - Multifamily, Americas

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From: gilbysan@gmail.com <gilbysan@gmail.com>
Sent: Friday, January 20, 2023 12:13 PM
To: Jenny Richards/USA <Jennifer.Richards@cushwake.com>; Nora Grant/USA <Nora.Grant@cushwake.com>; Matthew Stibbs/USA <Matthew.Stibbs@cushwake.com>
Cc: '77 Central Neighbors' <77-central-neighbors@googlegroups.com>; 'Don Cole' <Don.Cole@mercergov.org>
Subject: Update on heating
Importance: High

External Mail

Jenny,

It is very disappointing that we have not had an update from you about the heating issues. As you know, the small space heaters are inadequate for the job of providing heat in those units whose heating have failed.

As a result of Auburn Mechanicals work, we learned that it would be the end of January before heat would be restored which was bad enough. This week, we heard a rumor that heat may not be restored until Mid-February. Is this correct? It is hard to have confidence in dates given because they change according to who is spoken with and most info is received through informal channels vs. from the supposed authority, namely you. We want an update by close of business today about the status of ordering parts, when they may arrive, and what else might happen in the interim.

I have received this question from most residents without heat. It is appropriate for you to answer it.

? If my particular unit's coil is found not leaking, why not turn on the rooftop units for mine and those others that have not failed, isolating those apartments that have been found to have a leak? What is preventing you from making this happen? If you do this, you can reduce the number of no heat residents by at least half. Is this not a reasonable approach to this situation versus causing us to sit and freeze? You may not know what it is like to sit in an indoor environment that hovers at 60 degrees; it is not pleasant and C&Ws lack of care makes it all the more intolerable.

We want a response to this question along with your update requested above. Please do not ignore this email; our next letters go to the Board of Governors of TIAA the top level C&W officers, the press and social media. You have not met your

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commitments as we agreed to in early December, but we are still hopeful that you will do as you said you will do.

Bob Gilbert on behalf of 77 Central Neighbors.

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