

**From:** Jenny Richards/USA <Jennifer.Richards@cushwake.com>  
**Sent time:** 01/26/2023 12:57:46 PM  
**To:** Susan Casserd <susancasserd@gmail.com>  
Bob Gilbert <gilbysan@gmail.com>; Matthew Stibbs/USA <Matthew.Stibbs@cushwake.com>; Nora Grant/USA  
**Cc:** <Nora.Grant@cushwake.com>; Misty Cozzitorto/USA <Misty.Cozzitorto@cushwake.com>; Don Cole <don.cole@mercergov.org>; Laura E. Shepherd <laura.shepherd@comcast.net>; LaDan Abosein <ladanabos@gmail.com>; Alicia Litts <adiane02@hotmail.com>  
**Subject:** RE: Thank you  
**Attachments:** image001.png image002.jpg

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Hi Susan,

I met with Laura in person yesterday, and I have asked for a list of utility billing questions that I can forward to Conservice, our 3<sup>rd</sup> party utility billing company, and try and get detailed answers for everyone. As far as the spa, I sincerely apologize for any inconvenience this is causing. We were just notified by the manufacturer, that the existing pump and motor that are installed failed, and were recalled. As a result, we are now searching for universal equipment that can be used for replacement. We would love our spa to be up and running for everyone, and are working diligently to get repairs made as soon as possible.

As always, please let me know if you have any further questions.

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:** Susan Casserd <susancasserd@gmail.com>  
**Sent:** Wednesday, January 25, 2023 8:25 PM  
**To:** Jenny Richards/USA <Jennifer.Richards@cushwake.com>  
**Cc:** Bob Gilbert <gilbysan@gmail.com>; Matthew Stibbs/USA <Matthew.Stibbs@cushwake.com>; Nora Grant/USA <Nora.Grant@cushwake.com>; Misty Cozzitorto/USA <Misty.Cozzitorto@cushwake.com>; Don Cole <Don.Cole@mercergov.org>; Laura E. Shepherd <laura.shepherd@comcast.net>; LaDan Abosein <ladanabos@gmail.com>; Alicia Litts <adiane02@hotmail.com>  
**Subject:** Re: Thank you

External Mail

Hi Jenny,

I just wanted to take a moment and thank you for seeing that for us, this is a daily, unrelenting crisis with an uncertain end date, which is extremely stressful and disrupts our lives profoundly. The heated blankets and better heaters you ordered are very much needed and will be appreciated.

I want you to know that it is equally necessary to restore our utility billing to reasonable, predictable, and transparently calculated fees and to reimburse your extraordinarily patient tenants the excess unfair charges. I know you weren't here for the genesis of this fraud but there is much you can do to right the ship now.

Many people have been wondering, for the purpose of getting warm and easing aches and pains, when the hot tub will be heated and operational. We are expecting that no effort will be spared to get this building and the hundreds of humans and animals living here to feel they have a safe and secure home once again.

I have learned one thing from this ordeal: it is much more expensive, not just in dollars, but in the toll it takes on precious life, to let a building like this go, than to stay current and proactive.

So again, thank you and please stay on it so that we have a fully functional building once more!! The personal satisfaction of doing the right thing by people lasts a lifetime.

MI\_0084

Sincerely,  
Susie

Susie Casserd, CPC

## Professional Life Coaching

~the best antidote for anxiety is taking thoughtful action~

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On Jan 24, 2023, at 8:17 PM, Jenny Richards/USA <[Jennifer.Richards@cushwake.com](mailto:Jennifer.Richards@cushwake.com)> wrote:

Hi Bob,

As Nora mentioned, the heaters will be delivered tomorrow. I did some research before choosing this model, so hopefully it works better for everyone. Also, we will send out a resident notification tomorrow about the blankets.

Have a great evening,

Thank you,

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

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

<image001.png>

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MI\_0085

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**From:** [gilbysan@gmail.com](mailto:gilbysan@gmail.com) <[gilbysan@gmail.com](mailto:gilbysan@gmail.com)>  
**Sent:** Tuesday, January 24, 2023 10:21 AM  
**To:** Jenny Richards/USA <[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:** Misty Cozzitorto/USA <[Misty.Cozzitorto@cushwake.com](mailto:Misty.Cozzitorto@cushwake.com)>; 'Don Cole' <[Don.Cole@mercergov.org](mailto:Don.Cole@mercergov.org)>; Laura E. Shepherd <[laura.shepherd@comcast.net](mailto:laura.shepherd@comcast.net)>; LaDan Abosein <[ladanabos@gmail.com](mailto:ladanabos@gmail.com)>; Susan Casserd <[susancasserd@gmail.com](mailto:susancasserd@gmail.com)>; Alicia Litts <[adiane02@hotmail.com](mailto:adiane02@hotmail.com)>  
**Subject:** RE: Response to your latest update on lack of HEAT...

<image002.jpg>

Jenny,

Thank you for your prompt reply. As always, see my responses inline below.

Bob Gilbert

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**From:** Jenny Richards/USA <[Jennifer.Richards@cushwake.com](mailto:Jennifer.Richards@cushwake.com)>  
**Sent:** Monday, January 23, 2023 3:19 PM  
**To:** [gilbysan@gmail.com](mailto:gilbysan@gmail.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)>; Misty Cozzitorto/USA <[Misty.Cozzitorto@cushwake.com](mailto:Misty.Cozzitorto@cushwake.com)>; 'Don Cole' <[Don.Cole@mercergov.org](mailto:Don.Cole@mercergov.org)>  
**Subject:** RE: Response to your latest update on lack of HEAT...

Hi Bob,

Please see my responses below. Additionally, we have ordered a different portable heater with more watts. Once received, would you be willing to try these out in your home and let us know if they work better than the heaters we are currently distributing? If so, we will place a bulk order of this new model and deliver to each of the affected residents. Also, Laura posed the question about heated blankets. I have already discussed this with the owner, and am currently researching options that are not a fire/safety hazard. If that is something that everyone would be interested in having, please let me know.

*BG – I can try out one of these different heaters and it would be helpful if you can point me to it specs first. Not to debate this, but I am not sure that we offer for sale space heaters that exceed 1500Watts output because of the electrical code and the capacity of circuits installed in residences. Perhaps, it does a more effective job of broadcasting those Watts into an area. In any event, send one over and I will be happy to check it out in the hope that it will aid people to stay warm.*

*BG – I spoke with my partners about this and believe it may be a good thing for some people. Our recommendation; we believe that the best course of action is if you, C&W make the offer of blankets to affected residents as gesture toward showing care for their condition. Send out a 77 Central wide email making the offer. Sending to all residents will allow everyone to see that you are trying to mitigate the lack of heat. The qualifier for anyone who would like one; must not currently have heat, and must sign a "chit" or receipt that they have taken possession with an understanding that they will be returned once heat is restored. Having said this, I doubt that you really want used blankets returned when they are no longer needed, but that is not your biggest problem to deal with right now.*

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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MI\_0086

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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/USA <[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

<image002.jpg>

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. JR - The owner (Asset Manager) and the Managing Director at Cushman and Wakefield are both aware of the situation.

*BG – As a group, actions taken as mentioned in our previous interaction are in play and will continue, and we thank you for this information.*

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. JR – I have reached out to our Construction Management to see if this is an option. I should have an answer later today, or tomorrow at the latest.

*BG – Thank you. We hope this is a doable action in the interim period.*

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. JR - This was covered in my update on 1/11. Specifically, 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.
4. *BG – CU-7 has 3 leaking coils, CU-2 with 4 or 5, and CU-7 with at least 8 failed coils. Thinking in terms of a 40% failure rate is not actually a logical way to look at the problem. Flip it around and understand that you can restore heat to up to 15 apartments by moving only three coils to CU-7. All told, there are 39-45 total apartments with no heat; therefore, using 6% of the total coils on the 3 rooftop units you can restore heat to 33% of affected apartments. That is a good return on the investment in time and would demonstrate that C&W are trying everything possible to get the heat back for as many as possible.*
5. **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. JR – We can discuss this option with each of the affected residents on a one-on-one basis.

*BG – Understood and we will share this with the group.*

6. **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. JR – As soon as coils are received, we can work to prioritize the order they are completed.
7. **Do the most good, for the most people.** Prioritize repairs so that at least one rooftop unit provides 15 homes with central, permanent heat. JR – Please see directly above.
8. **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.** JR – Can you please elaborate on what you are asking for here? I want to make sure I fully understand.

*BG – Send out another site wide memo reminding all residents of the Common Room and its fireplace as a place to go if the temp really gets hard to handle. Consider suspending all room reservations during the forecasted cold period so that the room is accessible to anyone at any time.*

9. **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. JR – This was also included in the questions that I posed to our Construction Management team.

*BG – Thank you, we are asking C&W to turn over every possible rock to solve these problems.*

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.

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