

**From:** Don Cole <Don.Cole@mercergov.org>  
**Sent time:** 01/30/2023 09:05:20 AM  
**To:** Jeff Thomas <jeff.thomas@mercerisland.gov>  
**Subject:** FW: Update on Questions from Last Week  
**Attachments:** image001.png image002.jpg Outlook-znmc3dzh.png

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**From:** 77 Central-Mgr <77CentralMgr@cushwake.com>  
**Sent:** Friday, January 27, 2023 3:58 PM  
**To:** Jenny Richards/USA <Jennifer.Richards@cushwake.com>; gilbysan@gmail.com  
**Cc:** Alicia Litts <adiane02@hotmail.com>; Laura E. Shepherd <laura.shepherd@comcast.net>; Susan Casserd <susancasserd@gmail.com>; Don Cole <Don.Cole@mercergov.org>; Matthew Stibbs/USA <Matthew.Stibbs@cushwake.com>  
**Subject:** Re: Update on Questions from Last Week

Hello Bob,

I just wanted to jump in and correct the information you stated below. We currently have 28 units with no heat. We have reached out to the residents without heat to see if they would like a new heater which we are ordering today. I believe the information you are mistaken by is actually the coils we are planning to replace with new coils to keep the system running efficiently for the long term. This is in our preventive maintenance plan to replace 3 systems with brand new coils. We currently have HP-3 and HP-7 down and we are waiting on the coils to be made in Thailand and sent to Auburn Mechanical. We are waiting on a coil replacement on one unit for HP-2, but HP-2 is in fact on and working for the rest of the residents. We have one more coil needing replaced on HP-1 and it was delivered today, HP-1 is also working for the rest of the residents. The resident with the coil replacement had a replacement date scheduled for Monday to get the heat back on, but he pushed it back an entire week to Monday the 6<sup>th</sup> as the resident has other obligations. Please make sure you are sending out correct information to the "resident neighborhood" emails as this is a high priority on our end, we would like the community to receive the correct information.

As Jenny stated in previous emails, we only have one vacate unit with a working coil. Auburn Mechanical does not recommend switching out any coils due to the risk of damaging the working coil. If we were to proceed with this, we would be taking a coil from a working system and risking that coil may not work once removed and replaced in a new apartment. This could impact the working system as well.

For the expedite shipping as Jenny stated in a previous email, these coils are no longer manufactured. They are being built in Thailand and sent overseas to Auburn Mechanical. We have no control over the parts being built and who brings them to us.

If you have any other questions, please let me know.

Thank you.

**Nora Grant**

Property Manager, Multifamily

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

**Sent:** Friday, January 27, 2023 3:28 PM

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

**Cc:** Alicia Litts <[adiane02@hotmail.com](mailto:adiane02@hotmail.com)>; Laura E. Shepherd <[laura.shepherd@comcast.net](mailto:laura.shepherd@comcast.net)>; Susan Casserd <[susancasserd@gmail.com](mailto:susancasserd@gmail.com)>; 'Don Cole' <[Don.Cole@mercergov.org](mailto:Don.Cole@mercergov.org)>; 77 Central-Mgr <[77CentralMgr@cushwake.com](mailto:77CentralMgr@cushwake.com)>; Matthew Stibbs/USA <[Matthew.Stibbs@cushwake.com](mailto:Matthew.Stibbs@cushwake.com)>

**Subject:** RE: Update on Questions from Last Week

Bob,

I already responded back to all of your questions. If you are unable to locate, please let me know and I can reforward the email chain.

Thank you,

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

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

**Sent:** Friday, January 27, 2023 1:49 PM

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

**Cc:** Alicia Litts <[adiane02@hotmail.com](mailto:adiane02@hotmail.com)>; Laura E. Shepherd <[laura.shepherd@comcast.net](mailto:laura.shepherd@comcast.net)>; Susan Casserd <[susancasserd@gmail.com](mailto:susancasserd@gmail.com)>; 'Don Cole' <[Don.Cole@mercergov.org](mailto:Don.Cole@mercergov.org)>

**Subject:** Update on Questions from Last Week

External Mail

Jenny,

In your response to me dated 1/23/23 you committed to have the answers to the two questions below not later than Jan 25<sup>th</sup>. We are now on the 27<sup>th</sup> with no update. We expected that you would meet your commitment for these because they are vital to restoring heat to some residents and understanding just where C&W stands with regard to the repair process and efforts. Nothing has changed that we can detect, you and C&W are now on a deadline with the City of Mercer Island; and if you believe that we are sitting back and just waiting over here, you would be wrong.

Here are the questions we demanded answers to, in case you do not have them close at hand:

1. **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 MI\_0092

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.

2. **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.

Further, we have corrected the City of MI's numbers relative to the broken units, there are somewhere between 27 & 38 failed coils or air handlers but there are at least 45 Apartments without heat due to the rooftop heat pumps branching system. 3 Rooftop units are shutdown affecting ALL ~45 apartments connected to the BCs. Let's call it what it is and not minimize the number of affected apartments and the people living in those apartments because as you have described it even one failed coil would be reason enough to shut down an entire rooftop system and all those connected to it.

We expect answers to these questions quickly.

Bob Gilbert

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