

From: Ksenia B <lamargarita@gmail.com>
Sent time: 01/05/2023 11:49:05 AM
To: Don Cole <Don.Cole@mercergov.org>
Subject: Lack of heat in 77 Central
Attachments: Gmail - Notice requesting repairs_10262022.pdf Gmail - Notice requesting repairs for B433_reply_cushman.pdf

Hello Don,

My name is Ksenya Medvedev, and we have spoken over the phone a couple of times. I originally reached out to you in early December letting you know about the lack of heat in our building. At that time, you told me that 77 Central told you that they will restore heat by mid-December and that this seemed reasonable to you. I then spoke with you again the third or fourth week of December, letting you know that the heat has not been restored. Also, I let you know that this issue is affecting many of the residents, the majority of the building, and not just a couple of units. You said that you'd be reaching out to the owners of the building, and if appropriate will be issuing a citation to the building. Since so many residents have been without heat for months, and none of our complaints have made the management work faster, we were hoping that perhaps citation indicating that they are actually in violation of building code might motivate them to prioritize restoring heat. Could you please let me know where that stands?

Also, you indicated you may be able to act as a witness for any civil dispute regarding the lack of heat. I'd like to request that please, as I am considering my options.

Attached is a letter, dated October 26, 2022, giving notice requesting repairs re heat. Also attached is a reply from Cushman & Wakefield, indicating receipt of the same. To date, I have not had heat; no one has even once accessed my unit to test for heat leaks; and I do not have an estimated date of repair. Moreover, I don't know whether repairs on the system that affects my unit have even started. All attempts to get this information from management are met with non-specific responses.

Could we please schedule a visit at your convenience?

Thank you,
Ksenya
(818) 384 - 8174



Ksenia B <lamargarita@gmail.com>

Notice requesting repairs for B433

Charlotte Skoglund/USA <Charlotte.Skoglund@cushwake.com>

Wed, Oct 26, 2022 at 10:36 AM

To: Ksenia B <lamargarita@gmail.com>, 77 Central-Mgr <77CentralMgr@cushwake.com>

Cc: Nora Grant/USA <Nora.Grant@cushwake.com>

Hi Ksenia,

I have copied the PM for this property.

Nora, please reach out to the construction company in charge of this project and get a completion date for the hvac.

Thank you for your patience Ksenia.

Charlotte Skoglund

Regional Support Area Manager - PNW
Multifamily Asset Services, Americas

Direct: +1 206-215-9736

charlotte.skoglund@cushwake.com



Cushman & Wakefield

11235 SE 6th Street, Suite 200

Bellevue, WA, 98004 | USA

cushmanwakefield.com

cushwakeliving.com

[LinkedIn](#) | [Facebook](#) | [Twitter](#) | [YouTube](#) | [Instagram](#)

Pronouns: she, her, hers

MI_0204

Are the suggestions above helpful?

From: Ksenia B <lamargarita@gmail.com>
Sent: Wednesday, October 26, 2022 4:26 AM
To: 77 Central-Mgr <77CentralMgr@cushwake.com>
Cc: norah.grant@cushwake.com; Charlotte Skoglund/USA <Charlotte.Skoglund@cushwake.com>
Subject: Notice requesting repairs for B433

External Mail

Dear manager/Cushman & Wakefield:

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]



Ksenia B <lamargarita@gmail.com>

Notice requesting repairs for B433

Ksenia B <lamargarita@gmail.com>

Wed, Oct 26, 2022 at 4:26 AM

To: 77 Central-Mgr <77CentralMgr@cushwake.com>

Cc: norah.grant@cushwake.com, Charlotte.skoglund@cushwake.com

Dear manager/Cushman & Wakefield:

This letter is to notify you that the rental unit B433 at 7785 Sunset Highway, Mercer Island, WA 98040, which you manage and which I occupy needs the following repairs:

- The heater needs to be fixed. It is broken and currently does not provide heat.

I am writing this letter at 4 am, because it is currently too cold in my apartment to sleep.

The Washington Residential Landlord Tenant Act (the "Act") requires you to begin to make requested repairs within one of the following specific time periods:


1. **Twenty-four (24) hours to repair the loss of hot or cold water, heat or electricity, or a condition imminently hazardous to life.**
2. Seventy-two (72) hours when the defect deprives the tenant of the use of a refrigerator, range and oven, or a major plumbing fixture supplied by the landlord.
3. Ten (10) days in all other cases.


Attached please find the sections of the code outlining landlord's responsibilities required by the Act. If the repairs are not completed within the applicable period of time, I intend to use the remedies provided in the Act.

Sincerely,

Ksenya Medvedev

2 attachments

 **RCW 59.18.070.pdf**
66K

 **RCW 59.18.060.pdf**
73K