

From: [Laura E. Shepherd](#)
To: [Don Cole](#)
Subject: Re: Request for Verification of NO HEAT
Date: Thursday, January 5, 2023 1:14:59 PM

Hi Don, just a thought ...since not many people have reached out to you to verify they have no heat, it might be helpful to ask C&W how many units are without heat. We suspect it is at least 30 but could be more.

Laura

On Jan 5, 2023, at 10:59 AM, Don Cole <Don.Cole@mercergov.org> wrote:

Yes, I will.

From: Laura E. Shepherd <laura.shepherd@comcast.net>
Sent: Thursday, January 5, 2023 10:49 AM
To: Don Cole <Don.Cole@mercergov.org>
Subject: Re: Request for Verification of NO HEAT

Thank you!

If you're able to share with me what you're told, I would appreciate it.

Many thanks,
Laura

On Jan 5, 2023, at 10:36 AM, Don Cole <Don.Cole@mercergov.org> wrote:

That is very good news. I will stop by the property manager's office this afternoon for their update on all of the units.

Thanks again for your information and please let me know if I can be of further assistance.

[Don Cole](#)
Building Official
City of Mercer Island - Community Planning & Development
206.275.7701 | mercerisland.gov/cpd | mybuildingpermit.com

Notice: Emails and attachments may be subject to disclosure pursuant to the Public Records Act (chapter 42.56 RCW).

The City of Mercer Island utilizes a hybrid working environment. Please see the City's [Facility and Program Information](#) page for City Hall and City service hours of operation.

From: Laura E. Shepherd <laura.shepherd@comcast.net>

Sent: Thursday, January 5, 2023 10:12 AM

To: Don Cole <Don.Cole@mercergov.org>

Subject: Re: Request for Verification of NO HEAT

Hello Don,

As of end of day yesterday it seems my heat has been restored so I do not need the verification at this time. There are still many others without heat though and they do have your info.

Laura

On Jan 4, 2023, at 3:32 PM, Don Cole
<Don.Cole@mercergov.org> wrote:

Hi Laura,

Does tomorrow at 3:15 PM fit your schedule?

From: Laura E. Shepherd <laura.shepherd@comcast.net>

Sent: Tuesday, January 3, 2023 12:47 PM

To: Don Cole <Don.Cole@mercergov.org>

Subject: Request for Verification of NO HEAT

Hello Don and Happy New Year.

I would like to schedule a time for you to come verify I have no heat.

What days and times are you available to come by?

It has been over 6 weeks since my first written notice about

no heat to Cushman & Wakefield. It has been 10 days since my formal notice to them.

I gave formal notice to management here on 12/23, those documents are attached. They confirmed receipt of my notice the same day however their response makes no sense based on what we have been told before. We have been told leak detection was completed in early December and that parts had been ordered weeks ago. Now she's telling me they are starting leak detection on 1/3.

Some of us have heard that it will be more than two months before parts arrive and heat is restored. One update from staff was that the system will be repaired in 2024. There is no truth, transparency, honesty, or regularity with updates. And no information specific to the portion of the system that serves my unit.

Thank you,
Laura

206-387-9613

Begin forwarded message:

From: "Laura E. Shepherd"
<laura.shepherd@comcast.net>
Subject: Fwd: A403 - Formal Notice of Repair Request - Confirmation of Receipt Requested
Date: December 23, 2022 at 1:00:21 PM PST
To: Don Cole <don.cole@mercergov.org>

Hello Don, I hope this finds you well and warm these colds days.

If you recall, you and I spoke in early November. At that time it was on behalf of neighbors who had no heat. I soon became one of those folks and now have not had heat for almost 6 weeks myself. Even with a space

heater my main living area and bedroom are measuring 60-66 degrees on my indoor/outdoor thermometer.

Management likes to say they can see our thermostats and that it is warm at 68 degrees. They don't seem to realize that is not necessarily accurate. And if it were, I do not stand in the hallway next to the thermostat.

I'm forwarding what I send the property management today. **If my initial notice by email and via Rent Cafe counts, I would like to request a visit for you to verify I have no heat.**

In the spring I did not have heat for several week and from that experience, I can tell you that as time goes on, any residual heat will dissipate and become unbearable even if temps happen to be the 50s outside.

We have a long way to go to spring and possible other cold snaps.

There are multiple others that still do not have heat. We are hearing that parts are not here, leak tests are still ongoing, and for parts not yet order it will be at least two months before they arrive. We are also hearing that it will be 2024 before the repairs are made. I understand via Alicia that the AG will not help and it is seeming as if there is no recourse for us that is not costly or a risk to credit scores.

Begin forwarded message:

From: "Laura E. Shepherd"
<laura.shepherd@comcast.net>
Subject: A403 - Formal Notice of
Repair Request - Confirmation of

Receipt Requested

Date: December 23, 2022 at
12:45:47 PM PST

To: 77 Central

[<nora.grant@cushwake.com>](mailto:nora.grant@cushwake.com)

Cc: Jenny Richards/USA

[<Jennifer.Richards@cushwake.com>](mailto:Jennifer.Richards@cushwake.com), Matthew Stibbs/USA
[<Matthew.Stibbs@cushwake.com>](mailto:Matthew.Stibbs@cushwake.com)

>

Hello, I have submitted a formal notice of repair on Rent Cafe and delivered a hard copy to the office. Those items plus other records are attached to the email.

Please confirm this email has been received.

Also, I would greatly appreciate status and details related specifically to the stack (HPX?) my unit is on. I also would like a realistic, honest, transparent estimate for the date heat will be restored. If you don't expect it to be fixed this winter or for months, please be forthcoming with that information so that I may set my expectations and plan accordingly.

Laura

Attachments:

Notice Requesting Repairs

RCW 59.18.060

A403 Thermostat and

Temperature 12-22-2022 - 60
degrees

A403 Delivery of hardcopy Notice
to Office - 12 -23-200

Rent Cafe Maintenance Request

Record 1839562 12/23/2022
Second Notice: Rent Cafe
Maintenance Request Record
1816352 11/23/2022
(screenshot)
First Notice: Email 11/16/2022

<image001.png>