

From: [Camellia Mann](#)
To: [Don Cole](#)
Subject: Re: Certification letter - Lack of permanent heat in dwelling unit
Date: Saturday, February 18, 2023 12:15:22 PM

Hi Don-

We still don't have heat. The thermostat doesn't even stay on for more than 5 seconds. Thanks!

Camellia
Mobile-206.514.1942

> On Feb 18, 2023, at 12:08 PM, Don Cole <Don.Cole@mercergov.org> wrote:

>

> Hello and Thank you for your information.

>

> The City compliance date was set for Friday, February 17, 2023. Do you have heat today?

>

> Thanks in advance for your reply.

>

> 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. City Hall is open for walk-in service on Tuesday – Wednesday – Thursday from 9 AM to 4 PM. CPD staff are available by phone on Monday – Friday from 8:30 AM – 5 PM. Please see the City's Facility and Program Information page for other City service hours of operation.

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> -----Original Message-----

> From: Camellia Mann <camelliamann@icloud.com>

> Sent: Wednesday, February 15, 2023 2:49 PM

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

> Subject: Re: Certification letter - Lack of permanent heat in dwelling unit

>

> Hi Don- I wanted to inform you that unit 436 as of today which was the date that C&W had promised to restore heat, still has not heat or air conditioning. We have been without heat since end of October of 2022. Please let me know if you have any questions.

>

> Thanks,

> Camellia

> Mobile-206.514.1942

>

>> On Jan 20, 2023, at 11:46 AM, Don Cole <Don.Cole@mercergov.org> wrote:

>>

>> Subject Property: Unit 436, 77 Central Apartments, 2630 77th Ave SE,

>> Mercer Island, WA 98040

>>

>> Dear Camellia,

>>

>> Per your request for an RCW 59.18.115 certification letter inspection, on January 19, 2023, I contacted Nora

Grant, the property manager at 77 Central Apartments, to arrange a site inspection to review your specific listed concern about the lack of adequate permanent heat within your unit. Instead of arranging for an inspection, she confirmed that your unit does not have permanent heat at this time. So, an inspection was not necessary to verify the condition.

>>

>> Therefore, I am able to certify on January 19, 2023, the permanent heating system at the subject unit was not able to maintain the required 70 degrees Fahrenheit. Furthermore, it is certified that the permanent heating system had not been able to provide adequate heat for more than a 72-hour period as specified within the RCW.

>>

>> I discussed the temporary heating situation with the property manager, she stated they have supplied and will continue to make their inventory of temporary heaters available to tenants as necessary to maintain the required 70 F within the units.

>>

>> Also, she provided an update on the repair status of the permanent heating system affecting the subject unit. Apparently, their recent testing found more coils within two systems that require replacement parts. The parts are on order and their worst-case estimate for the receipt of parts, installation, and all units back in service is before mid-February. Reportedly, the contractor is ready to make the repair, but the coils are only manufactured overseas, and they are using the fastest shipping option made available by the manufacturer. To remove this shipping delay from the time equation in the future, she is ordering a stockpile of extra coils.

>>

>> The sole purpose of this certification letter is to verify, to the best of my ability, whether specifically listed condition existed. This letter is for the purposes of your private civil remedy, and therefore shall not be related to any other governmental function of the City of Mercer Island.

>>

>> Please let me know if I can be of further assistance. I can be reached at (206) 275-7701 or don.cole@mercergov.org if you have any questions.

>>

>> Sincerely,

>> Don Cole, Building Official

>> Development Services Group, City of Mercer Island

>> 9611 SE 36th St. Mercer Island, WA 98040-3732

>> 206.275.7605 phone 206.275.7726 fax

>> 206.275.7701 voicemail don.cole@mercergov.org

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>> -----Original Message-----

>> From: Don Cole

>> Sent: Thursday, January 19, 2023 12:15 PM

>> To: Camellia Mann <camelliamann@icloud.com>

>> Subject: RE: Request for Verification of NO HEAT - 77 Central Unit 436

>>

>> Hi Camelia,

>>

>> I spoke with the landlord, and they confirmed your unit is without heat. So, no inspection is needed, and I will provide a certification letter this afternoon.

>>

>> They provided an update on the repair status that conflicts with the date you provided. Apparently, their recent testing found more coils serving two systems in need of replacement and the parts are on order. Their worst-case estimate for the receipt of parts and installation with all units back in service is before mid-February. Apparently, the contractor is ready to install but the coils are only manufactured overseas, and this is the fastest shipping option available from the manufacturer. Also, to help mitigate this situation in the future, they are ordering a stockpile of extra coils to remove this shipping delay from the time equation.

>>

>> Also, they noted they have an inventory of temporary heaters available to tenants if needed to maintain 70 F within the unit.

>>
>> 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
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RCW).
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Information page for City Hall and City service hours of operation.
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>> -----Original Message-----
>> From: Camellia Mann <camelliamann@icloud.com>
>> Sent: Thursday, January 19, 2023 10:46 AM
>> To: Don Cole <Don.Cole@mercergov.org>
>> Subject: Re: Request for Verification of NO HEAT
>>
>> Hi Don- I hope you are well. I am just following up on the below email. It would be great if you could kindly let
me know when you are available to stop by for a no heat inspection.
>>
>> Thanks!
>> Camellia
>> Mobile-206.514.1942
>>
>>>> On Jan 16, 2023, at 8:52 AM, Camellia Mann <camelliamann@icloud.com> wrote:
>>>>
>>>> Hello Don-
>>>> I would like to schedule a time for you to stop by to verify unit 436 has no heat.
>>>> Can you please provide me with a good date that would work for you?
>>>> It has been over 2 months since I gave my first written maintenance request regarding no heat or AC to
Cushman & Wakefield. It's been 10 days since my formal notice.
>>>>
>>>> I provided a formal notice to the management on 1/6/2023. Those documents are attached for your review.
They confirmed receipt of my notice the same day, however, I still have no heat and as a matter of fact, the
thermostat doesn't even stay on. It shuts off within a few seconds of turning on.
>>>> I have been told that the parts are ordered which is the same explanation they have given me since October.
>>>> I have been told by the maintenance director Trevor that they are planning on repairing everything by 2024.
That sounds to me like an absolutely unacceptable answer!
>>>> There is no transparency or any form of truth coming from the office. I still don't know when I will have heat
or air conditioning.
>>>>
>>>> Thank you!
>>>> Camellia
>>>> Mobile-206.514.1942
>>>>
>>>> <Notice Requesting Repairs w Supplemental Docs Re No Heat in Unti 436
>>>> Since October 2022.pdf>
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