

77 Central/Cushman & Wakefield – Resident Concerns

Meeting Minutes

12/2/2022 1:00PM

Present: Bob Gilbert, Laura Sheppard, Susie Casserd
Jenny Richards, Matthew Stibbs, Nora Grant, Trevor Park

1. HVAC

The system is constantly failing leaving residents without heating in the winter and AC in the summer. CW's efforts are perceived to all be reactive vs proactive. There are concerns about this HVAC system being able to handle the job. When it goes down it takes an unbelievable amount of time to receive the repair part. Is it possible to maintain attic stock on the parts needed for repair to reduce the amount of time it is down?

The overall HVAC system at 77 Central is an excellent performing system. The failing items are the coils in the individual apartments. The reason for the parts taking so long (approx. 2 weeks) is because the only vendor we can get parts from is on the East Coast. These coils costs thousands of dollars and every apartment's coil is different having a unique part number so pre ordering attic stock is not an option. Potentially on our next property inspection the maintenance team can record the specific part number of each coil in every apartment home to expedite the ordering process once the failure is diagnosed. Another preventative solution being researched is a property wide coil replacement project.

2. Utilities

There is no clear explanation of the billing methods and when comparing bills amongst residents the billing is inconsistent. Smaller homes with less residents are paying more then larger homes with more residents and bills fluctuate while the individual usage does not. If overcharging is clearly defined will there be refunds accordingly?

Research into this has already begun with Conservice. While the entire property is fitted for individual metering, it was discovered that 75% of the property was being billed on a RUBS (Ratio Utility Billing System) system while 25% of the property was being billed through individual metering. Starting in January 2023 we are going to convert 100% of the property over to the RUBS billing for consistency. Jenny is going to contact our Conservice representative and lock in a meeting with them to discuss more in detail the fluctuation on Sewer Capacity and obtain the mystery equation for #10 listed in the lease.

3. Spa

The spa has been down for a year, what is the status?

Spa is now up and running. Trevor will be working to clean and balance chemicals the week of 12/5/22.

4. Boiler/Hot Water

Since the control panel for the boiler was repaired the hot water on the property doesn't get as hot as it used to.

The reason for the temperature of the hot water going down wasn't related to the control panel repair, it was due to us following code. The master temperature was previously set at 145 degrees. We turned that down to 137 degrees which outputs approximately 127 degrees in the apartments.

5. Courtyard Lighting/Cameras

The courtyard lighting doesn't turn on at dusk like it is supposed to and the cameras are clouded with moisture blocking visibility.

Trevor is having trouble with the light timing. We will call both an electrician to address the lighting and our security camera vendor to address the moisture.

6. Exterior Window Cleaning

When will the exterior windows be cleaned?

We have this budgeted and planned for Q1 2023.

7. Cushman & Wakefield Responsiveness

Residents all feel that their corporate inquiries are ignored, and that maintenance is untimely. There is a desire for more service requests communication, specifically when a job is complete or if it isn't - a status update.

We are working on improving our corporate intake communication channels as they admittedly could be a lot better. In the meantime, residents at 77 Central should discuss all issues with Nora and Trevor for resolution. If there is more oversight needed or unresolved items at the site level, please reach out Matt and/or Jenny at the corporate level as needed.