

1/16/23

Dear Adrienne Matthews,

Auburn Mechanical will be providing a replacement plan for the HVAC system by tomorrow. As soon as we know more information about the replacement plan, we will send an update to the community. Please let us know if you need an extra heater. They will be located in the office. If your HVAC has been repaired and you have not returned your heater, please be sure to return it to an office staff member.

Thank you.

77 Central Management

1/20/23

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Dear Adam Roodman,

We wanted to share the latest information received from Auburn Mechanical regarding our HVAC repairs. It has been determined that 38 fan coil heat exchangers will be replaced in three of the HVAC systems; 2, 3, and 7. The first set of coils have been ordered and will be shipped within 2 to 3 weeks.

With that said, there were 9 or 10 coils that have been discontinued; therefore, we will be replacing the entire HVAC unit in those homes instead of the specific coil. Because these units will be coming directly from the Mitsubishi manufacturing plant in Japan, they are estimating timing between 6 weeks to 90 days.

Please note, we also explored the option of a complete new system; however, the time frame for this alternative was 18 - 24 months.

Again, we want to thank you for your patience, and we will continue to keep you updated as we receive shipping information or if details change as we work through these replacements.

Thank you,

1/23/23

Dear Valued Resident(s),

We placed a small order for a different space heater in hopes that we could find a model that not only heats up the area quicker, but also covers a larger space. The initial order was placed today, and the heaters are expected to arrive on Wednesday. If we find that this heater is better overall, we will place a bulk order and distribute to affected homes as soon as received.

In the meantime, if you would like another heater delivered to your door, please let us know as we have approx. 10 of the original model in our office.

As always, please let us know if you have any questions.

Thank you,

77 Central Management

1/27/23

Dear Adam Roodman,

We are currently evaluating the need for heated blankets in the affected HVAC units. If you are interested in receiving a heated blanket, please visit us in the office so we can compile a list and then research the best option.

Thank you.

77 Central Management

1/27/23

Dear Adam Roodman,

We have placed the order for the new heaters. They will be arriving on Monday 1/30/23. We will reach out to the residents that contacted the office for a new heater as soon as they arrive. Please let us know if you would like a smaller heater at this time.

Thank you,

77 Central Management

2/3/23

Dear Adam Roodman,

Auburn Mechanical will be on-site on Monday morning to replace another coil for a resident's unit. We have received confirmation that the other coils are ordered, and the manufacturer will be sending Auburn Mechanical the tracking information, so we will have an accurate time frame once they have been shipped. When the new coils arrive, we will need access to replace the coils. We are replacing the coils, even if the old ones are fully functioning, in hopes of improving our HVAC system. Please let the office know if you need an extra heater during this time and we will bring one to you.

Thank you.

77 Central Management

2/23/23

Dear Adam Roodman,

We reached out to our Construction Manager today regarding the HVAC. The manufacturer is still manufacturing the coils, so there is no ETA for delivery/ installation just yet. We will update the community as soon as new information is received.

Thank you.

77 Central Management

3/3/23

Dear 77 Central Residents,

We are happy to share with you the latest update we have received regarding the ETAs for the coils and the air handlers as of today, March 3rd, 2023. We will continue to inform the community with further updates as they arise. We thank you so much for your patience and understanding. For any further questions, please email [77central@cushwake.com](mailto:77central@cushwake.com).

**(17) of the coils will arrive in 2 to 3 weeks**

**(11) of the coils will arrive 3 to 4 weeks.**

**(4) of the air handlers are estimated to ship in 6+ weeks (no specific date available yet) plus two weeks for shipping.**

**(6) of the air handlers are estimated to ship on 5/15 plus two weeks for shipping.**

**Install dates will vary as the parts and equipment arrive at our shop.**

Warmest Regard,

77 Central Management