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**Subject:** C&W-Residents Meeting Summary

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Hello Neighbors, this is a followup about our meeting last Friday with Cushman & Wakefield. As you will see, we covered many topics and some questions are still being researched. If you don't see your topic here, or have additional questions after reading through the summary, please share them using [this Google form](#). They will go to Bob and Laura and will help us collect them in a single location. As we have additional information, we'll be in touch.

A **big thank you** to Bob, Susie, Jenny, Matt, Nora, and Trevor, for their time and collaboration, and to you for sharing your issues and concerns.

Bob, Laura & Susie

*Bcc to the group to manage inboxes, and to the Cushman & Wakefield team (Jenny, Matt, Nora) for visibility and alignment.*

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### Summary of Topics Discussed with C&W

**Maintenance requests.** We've been instructed that **Rent Café** is the best method to submit a maintenance request. This goes straight to onsite staff and generates a record and ticket that can be tracked and allows management to assess and allocate resources. Access the form via [RentCafe.com](#) OR [77 Central.com](#) > [Resident Login](#) OR download the Rent Café app for [Apple](#) or [Android](#). If you're not able to use Rent Cafe, deliver a request in writing to the office.

**Heat. In progress.** There is no estimated date for restored heat. C&W has been and is actively working to make repairs and restore heat as soon as possible. They are doing what they can within limitations beyond their control. The delay is due to many challenges that include the nature of the system, the process of leak detection and part identification, scheduling with the HVAC vendor, plus supply chain timing. Parts for nonworking units have been ordered and are on the way. C&W will not reimburse anyone for loss of heat. You may use a space heater OR check your renter's insurance to see if Loss of Use is covered as part of your policy.

**HVAC.** There is no plan to replace the system. The HVAC was assessed and found to be a very good top of the line Mitsubishi system sufficient for our building. Though the units are no longer made, parts are still manufactured. We requested regular preventive maintenance and suggested a way to streamline part replacement. C&W is putting a parts inventory into place to streamline part replacement. They are also exploring replacement of coils in all units at the same time.

*"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...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."*

**Utility Billing. In progress.** The ill handled transition to Conservice and implementation of RUBS was due to management issues. The delay in correction and ability to get clear, correct information has been due to lack of a regional manager. As the new regional manager, Jenny has the required authorization to get information and make changes and is taking steps to get things cleared up. **We still have some questions and have requested additional details. Jenny is currently researching and we will share with you once we have more info.** We have also requested a specific communication from C&W to our community with greater detail about the coming changes to utility billing.

*"... 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."*

• **Identified issues:**

- Residents are not being billed using the same method
- There are two versions of the utility bill (RUBS and sub metered)
- Water and sewer: There are three methods are being used to allocate cost
- Sewer capacity: This charge may be incorrect (Jenny looking into this)
- Trash fee: Accurately billed
- Number of occupants per unit has been audited and should be correct. You may confirm this at

- Number of occupants per unit has been verified and should be correct. You may confirm this at [utilitiesinfo.conservice.com](http://utilitiesinfo.conservice.com).
- Lack of communication to all residents in one email or letter addressing the issue
- **Ratio Utility Billing System (RUBS) will be applied to ALL units in January** for water, sewer, and gas.
- **What to expect after conversion to RUBS:**
  - Those not currently on RUBS will likely see a small increase in the bill amount
  - A full month of correct billing should be seen on your March Conservice statement (billing is in arrears)
- **Reimbursement requests:** If you find you've been overcharged, you may request reimbursement, ideally after all transition to RUBS
- **TIP:** [Set up a Conservice account online](#) to view your bill on the web, get your bills by email, access your previous bills, and confirm occupants on record for your unit.

**Safety and security.** Crime is increasing everywhere. Cameras and signs serve as a deterrent to some extent, but residents must be on the lookout and not let strangers into the garage or lobbies.

- **Security cameras.** C&W will investigate if and where possible to update and improve/replace out of spec and outdated equipment.
- **Secured entries.** These need to be checked regularly for proper latching. C&W has committed to check monthly.
- **Courtyard lighting.** Trevor is manually turning on courtyard lighting and lights do not come on at dusk. He explained he needs electrical assistance with the system. Jenny approved the hire of an electric or lighting vendor.
- **Ice Treatment.** Sidewalks are being treated. We have requested pet friendly solution. Jenny is researching with current vendor.
- **Garage exhaust fan.** Noise has gotten louder and there's concern about CO2 going into apartments. Jenny is researching.

**Property condition and cleanliness.** Decline of property condition under C&W is acknowledged and Jenny is committed to turning this around. She is going to provide onsite staff with a checklist and scheduling system for proactive property management and maintenance.

- **Exterior windows** in all units will be washed Q1 2023.
- **Exterior street level surfaces** (garage, sidewalks) will be pressure washed in Q1 2023.
- **Stains near recycling room and at lobby entrances.** Have asked that the nastiest stains be cleaned in the next week. Jenny is researching.
- **Pet stains.** Owners need to be more responsible and considerate with dog toilet habits. Also report any interior accidents to Nora.
- **Cleaning products.** C&W agreed to start using 7th Generation or other non-toxic cleaning solutions in common areas.
- **Smell from garbage collector on north side of building.** Several methods have been tried to eliminate the odor. C&W will continue to explore how to fix this issue and report progress.
- **Pests.** C&W has a contract with a pest control company. The vendor has performed four inspections at Faves Kitchen and has confirmed there is no infestation. The vendor is under contract to spray the building monthly including garbage and recycling areas, garbage rooms and chutes, as well as the restaurant space. Apartment spraying is on an as need basis. If you see even one roach or other pests in your unit, notify Nora right away.
- **Hot tub.** RESOLVED. THIS HAS BEEN FIXED AS OF DEC 6!
- **Hot water.** Resolved. After the boiler repair was inspected, the temperature at the output connection was found to be above the legal limit and had to be lowered to comply with 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."*
- **Light bulbs, refrigerator water filters, air filters.** Per your lease, replacements are your responsibility though you may request replacement as a courtesy or assistance if needed.

#### **Management concerns.**

- **Lack of response to, and resolution of, maintenance requests.** In progress. Requests are not being answered or completed. In [Rent Café](#) they are being marked as complete when they're not. Jenny acknowledged the request process needs improved. She realized one flaw, and made an adjustment, during our meeting. She is going to work to improve the process and incorporate a detailed request acknowledgement, confirmation when work has been performed, and a card left after entry to your home.

*"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 contact Matt ([Matthew.Stibbs@cushwake.com](mailto:Matthew.Stibbs@cushwake.com)) and/or Jenny ([Jennifer.Richards@cushwake.com](mailto:Jennifer.Richards@cushwake.com)) at the corporate level as needed."*

- **Lease renewal letters and honoring of amounts.** Resolved. C&W will honor the amount in renewal letters. We did not discuss why the switch was happening. Always review your new lease carefully before signing.
- **Staff incentives.** Leasing staff are not incentivized to prepare apartments for new tenants. They get bonuses for renewing leases and tenant retention is the goal of C&W. Maintenance staff do have an incentive

process for remaining issues and tenant retention is the goal of both. Maintenance team to have an incentive to quickly prepare vacated units for rental.

- **Mistrust of C&W.** Recognized by C&W and intent to improve. They want to follow up with us in a few months to check in on progress.
- **Communication that is transparent and forthcoming.** Jenny agreed that over communication is better especially given the ongoing issues. We requested that if there is no answer or update say so. If an answer is not known, try to get one. Give greater explanation and information, rather than less. While we have so many outstanding issues, send a regular update with status of all issues so we all hear the same update at the same time and so that the rumor mill does not takeover.
- **We have requested regular community wide emails with updates about all unresolved issues.**

