From:	
To:	0 (6) Files; Shorewood Heights Manager
Cc:	jimmi serfling@mercergov.org; (b)(6) Privacy bruce.bassett@mercergov.org; customerservice@kingcounty.gov; secretary@doh.wa.gov; Title VI Complaints
Subject:	Re: Difference Burnt Scalp in the shower
Date:	Thursday, June 18, 2015 5:24:15 PM
Attachments:	image1.JPG

To Shorewood Heights Manager:

Our shower water and tap water are completely unsanitary and I'm sure by not fixing this you are putting my wife's my new born babies and my life in extreme danger. I have now come to the office 3 times and indicated water issues and attaching a sample of the water captured in a bottle. This is a continuation of the piping and water issue we've notified you since February that resulted in our relocation to a different unit which you refuse to address.

Who is in charge here?

I need this addressed today. But since you've known this I doubt you'll fix this. Who do I escalate this to?

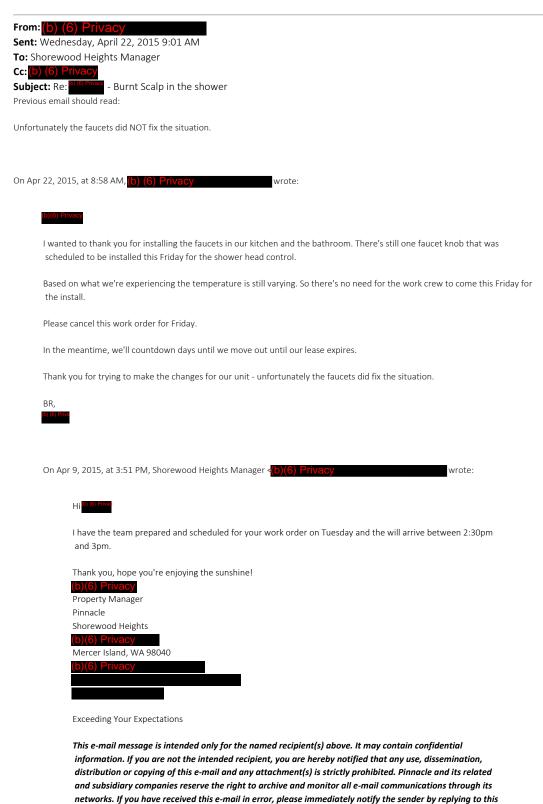
Btw, there is also no notice about the water quality being bad. We've been drinking this water and we did notify you of the chemical odors. You've not fixed this issue.

Do I continue drinking this?



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e-mail and deleting the message and any attachment(s) from your system. From: (b) (6) Privacy
Sent: Wednesday, April 08, 2015 5:11 PM

To: Shorewood Heights Manager Cc: (b) (6) Privacy Subject: Re: (0) (6) Privacy



2:30 pm on Tuesday next week is fine. Please confirm.



On Apr 8, 2015, at 3:42 PM, Shorewood Heights Manager <<u>ShorewoodHeightsMgr@pinnacleliving com</u>> wrote:



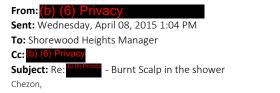
Yes the time frame given allowed for both the fridge and faucets to be replaced at that time. Please let me know if we can come in for that.



Property Manager
Pinnacle
Shorewood Heights
(b)(6) Privacy
Mercer Island, WA 98040
(b)(6) Privacy
(b)(6) Privacy

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Will they be also replacing the faucets @ that time?



On Apr 7, 2015, at 4:57 PM, Shorewood Heights Manager

Hi again,

Our maintenance team is all off at around 4-4:30, and we will anticipate the work to take around 1.5 hours due to the labor involved with this. Is there possibly an earlier time?



Mercer Island, WA 98040 (b)(6) Privacy

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Sent: Tuesday, April 07, 2015 4:51 PM To: Shorewood Heights Manager Subject: Re: Torrand - Burnt Scalp in the shower Chezon,

Thank you. Next Tuesday 4pm would be best for the fridge & faucet fixes.

Please confirm.



On Apr 7, 2015, at 4:09 PM, Shorewood Heights Manager (b)(6) Privacy wrote:



We found the rent check, it was applied to the old apartment but we corrected it and its registered in your new one. Sorry for the confusion there!

(b)(6) Privacy	
Property Manager	
Pinnacle	
Shorewood Heights	
(b)(6) Privacy	
Mercer Island, WA 98040	
(b)(6) Privacy	

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Subject: Re: (D) (G) Privacy - Burnt Scalp in the shower

I did drop the rent on Sunday (the 5th) in the mailbox. If for whatever reason you are not able to locate it I can write another one - provided the original is voided.

Please confirm by 5pm.



On Apr 7, 2015, at 1:36 PM, Shorewood Heights Manager

Good afternoon

Thank you for letting us into your home earlier today. Just to cover what we went over:

 Hot water issue: I tested the water temperature issue for myself and while I experienced temperature changes, I did not experience the burning that you and your wife say you endure. However, we have new faucets on order for you, we will contact you once they arrive to schedule a time to install them.

2) Fridge: Out of good faith and to appease your discomfort with your fridge problems, Matt and I can replace your fridge with an entirely new one. Would we be able to schedule a this for next Tuesday, 4/14/2015 since we are fully staffed on that day?

On another note, we do not have a rent check here for you for this month? When were you planning on paying rent?

Thank you again, I hope we can resolve these items for you sooner rather than later.



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From:^{(b) (6)} Privacy (b) (6) Privacy

Sent: Tuesday, April 07, 2015 6:42:55 AM To: Shorewood Heights Manager Cc: (b) (6) Privacy Subject: Re: (9) (6) Privacy - Burnt Scalp in the shower

I want this to go on record.

My wife tells me that when she was in the shower yesterday, the water was warm for 5 minutes. She had shampooed her head and had soap in her eyes when the water temperature became scolding hot.

My wife has burnt has scalp due to the varying temperature. It took her a bit of time to find the temperature knob so her scalp is affected.

We are in serious need of this matter being resolved asap. It's been almost 4 weeks and I'm not sure what it takes to fix this but we need professional plumbers to address this issue if your maintenance crew is not up to the job.

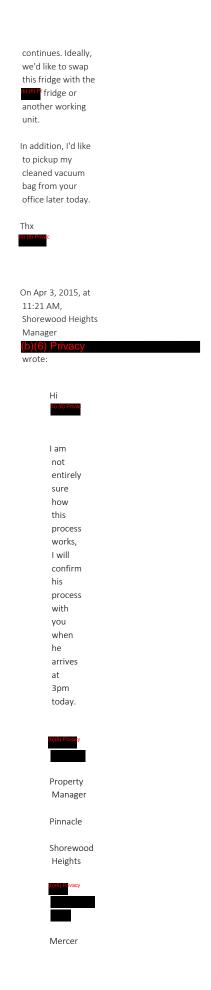
Thx (b) (6) Pri

On Apr 6, 2015, at 12:33 PM, ^{on fe} (b) (6) Privacy wrote:



Thank you for the flea fumigation. We're hoping that the unit won't require a second treatment. We'll know in a few weeks.

In addition, we've used baking soda fridge treatment for the past 3 days and we've been in the unit for over 3 weeks - we still have a pungent odor coming from the fridge. Even though we've cleaned it repeatedly. I vomited today just opening the fridge door. We're extremely concerned about our health if this pungent odor



Island, WA 98040



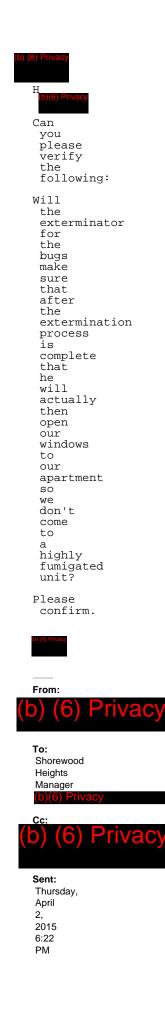
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all
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communications through
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networks.
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have
received
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e- mail
in
error,
please
immediately
notify
the
sender
by
replying to
this
e-
mail
and
deleting
the
message and
any
attachment(s)
from
your
system.
From:
(b) (6) Privacy
(b) (6) Privacy >
Sent:
Friday,
April
03,
2015
11:15
AM
То:
(b) (6) Privacy
Shorewood
Heights
Manager
Cubicat
Subject:

Re:







As mentioned in the previous email we'll leave the apt at 1pm tomorrow and your work crew may enter at that point. The CDC has also discovered а new virus spreading through ticks or insect bites that are killing people discovered а month ago. We hope that this fumigation will resolve this matter as

now we're extremely concerned for our health and wellbeing and our life. lf this is an issue throughout the apartment complex the only way to eliminate it is ensure that all the units are fumegated. L also noticed that our window screens (almost all of them) may need to be replaced as there are а few holes. Please try to have

this fixed tomorrow as well please.

http://www.foxnews.com/health/2015/02/20/cdcdiscoversnewvirusinkansas/

Please read the above article.

Best Regards,

On Apr 2, 2015, at 1:02 PM, Shorewood Heights Manager (b)(6) Privacy

wrote:

Good afternoon, (b) (6) Priva<mark>c</mark>

То replace your faucets we are going to need to place the order for them. We can

place

week and then we will have to arrange а time with you to come in and physically replace them. Regarding your washer, we would need to do that earlier in the day if you are able to grant us access for that we can do it. We need access any time between 1pm to 3pm tomorrow to do the washer. As

the order for that next time. In regards to the pests, the pest company requested for preparation, can you please make sure all the floors are cleared as much as you can for treatment

at the same

at the fridge

can also look

time tomorrow we

washer at this

we do the

with the washer from your last apartment.

be able to swap it

requested, we will

you

and also vacuumed. 1 also called them today to confirm that the treatment is safe around your pregnant wife as long as you are out of the apartment for at least 2 hrs after the treatment is preformed. I. have them on schedule for 3pm treatment tomorrow to address this issue for you. Please let me know if this will work for you, 1 would like to

```
put
your
issues
to
rest
as
soon
as
possible,
```



Property Manager

Pinnacle

Shorewood Heights



Mercer Island, WA 98040



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attachment(s) from your system. From:

o) (6) Privac

<(b) (6) Privacy

Sent:

Monday, March 30, 2015 11:53 AM **To:** Shorewood Heights

Manager

Subject: Re:

6) F 3pm on Friday works best. The 3-4pm window is fine. l'm anticipating that the pest controller will apply the treatment on Friday at 3pm and l can use my apt that night?

Please confirm.

Thx (b) (6) F Manager (b)(6) Privacy would have to call and request

On Mar 30, 2015, at 11:30 AM, Shorewood Heights

wrote:

L

а time for him. l've seen him arrive as early as 9am on Fridays, 1 would just have to ask him. ls 9am on Friday too early for Pest treatment? Also, for the 3pm appointment for my team, can T. give the team

а window of 3-4pm as all appointments are typically а window of time for the team.







Property Manager

Pinnacle

Shorewood Heights



Mercer Island, WA 98040

O:



b)(6) Privac

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From:

o) i mude

(b) (6) Privacy

Sent:

Monday, March 30, 2015 11:26 AM

To:

Shorewood Heights Manager

Cc:

Shorewood Heights

Subject:



Hi again,

Confirmed. I would like to know if I were to have the pest control person in

```
my
apartment
-
when
is
the
earliest
he
could
come?
It
would
help
to
know
his
schedule
for
me
to
consider
other
times
please?
```



From: Shorewood Heights Manager (b)(6) Privacy

To: (b) (6) Privacy

(b) (6) Privacy

Cc: Shorewood Heights (b)(6) Privacy

Sent: Monday, March 30, 2015 11:24 AM

Subject: Re: (6) Privacy

> Hi again,

Alright, so

the only items left

are:

1)

The fridge doors

2) Pest Control visit on Friday 3) Pending hot water issue Just to make sure I. am not

missing anything. I. will send my team in on Friday at 3pm. Т will send you any prep if

you any prep paperwork if needed before Friday for the pests.

Thank



Property Manager

Pinnacle

Shorewood Heights



Mercer Island, WA 98040

O: (b)(6) Privac I

F:

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Sent: Monday, March

30, 2015 11:20 AM

To: Shorewood Heights Manager



Subject:





3pm Friday works best. The ceiling spots were confirmed as black mold spots which were removed with Bleach.

did confirm this

L

as black mold by visiting

www.blackmold.awardspace.com

as well as

www.Inspectapedia.com

among other sites before I called

the office for а work order. Both sites had the exact black mold footprints as the one found in our ceiling.



On Mar 30, 2015, at 11:03 AM, Shorewood Heights Manager (b)(6) Privacy

wrote:

That time does work, but my concern is, are you alright waiting that long for pest control? I. can ask him to come out earlier

for you to take charge of the pests as soon as possible. Just let me know. L truly hope this helps with the water, so please do let me know if the changes to the water heater work or not. L spoke with Jose, we assessed the spots you noticed on the ceiling were paint . mishaps and repaired this already. Could you kindly

confirm?

Unless instructed otherwise L will arrange for the team to take care of this on Friday April 3rd at 3pm.

Thank you,



Property Manager

Pinnacle

Shorewood Heights



Mercer Island, WA 98040



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Sent: Monday, March 30, 2015 10:59 AM

To: Shorewood Heights Manager

Cc: Shorewood Heights;) (6) Privacy

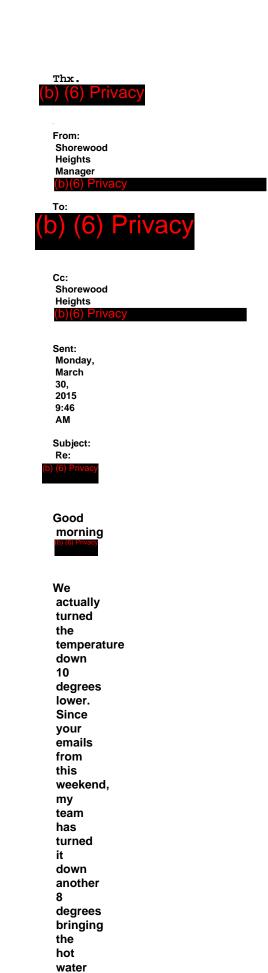
Subject:

Re: b) (6) Privacy

Good Morning

> First and foremost thank you!

1) I will monitor the faucet temperatures _ as of last evening ~4pm the dishes had to be washed with cold water because of the varying water temperature. Ι will be able to tell you the impact of the changes by the end of the week as it takes а few days of testing and monitoring the water level. 2) Friday 3pm works best for both the fridge and the pest control issues. Please confirm if that time works best?



to 120 degrees for the entire building since your building has to share а single hot water tank. Originally it was set to 138 and we have now turned it down а full 18 degrees. In regards to the bugs, my pest control service comes out every Friday, L could have him take а look in your home if you like. L

know you require appointments for all work need in your apartment home. All my team is aware of your specifics and we have to ensure our appointments are met with your requests. When would you like us to come in and take а look at the fridge and pests? We are doing our best to address the hot water issue, and all

three of my trained staff say it has nothing to do with the faucets, the temperature will still come out the same regardless of faucet change.

Thank you,



Property Manager

Pinnacle

Shorewood Heights



Mercer Island, WA 98040



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Sent: Saturday, March 28, 2015 6:43 PM

To: Shorewood Heights Manager

Cc: Shorewood

Heights;

(b) (6) Privacy Subject: Hi Chezon, We had а work order for our fridge (has obnoxious odor since day 1 + bad doors + makes noises) and our faucets the faucets have no proper temperature control. l've put in а work order, called the office 4 times, and indicated to the work crew that my hands

have been SCOLDED WITH нот WATER NOW 8 TIMES. The repairs were supposed to be done last Tuesday, it was postponed to Yesterday, then the repair crew told me the office will call be yesterday so they can fix it today. No one has called us yet. No fixes have been made to the hot water faucets.

addition, our unit has so many fleas/bugs that we need it to be properly terminix type solution. Shorewood is in violation of the lease agreement because the unit is not being repaired and is not sanitary and has major health issues. lt even had mold on the roof which we requested be cleaned. l'm attaching the picture of the bugs

Please fix this asap (tomorrow) otherwise This is а violation of my lease agreement on your end. l'm paying rent and Shorewood must provide me а safe place to live in.

that exist.



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