

**From:** (b) (6) Privacy  
**To:** (b) (6) Privacy; Shorewood Heights Manager  
**Cc:** jimmi.seifling@mercergov.org; (b) (6) Privacy; bruce.bassett@mercergov.org; customerservice@kingcounty.gov; secretary@doh.wa.gov; Title VI Complaints  
**Subject:** Re: (b) (6) Privacy - 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?

(b) (6) Privacy  


On Apr 22, 2015, at 10:16 AM, (b) (6) Privacy wrote:

Hi (b) (6) Privacy

The fridge works as expected and so does the washer and dryer.

Thank you!

(b) (6) Privacy

---

**From:** Shorewood Heights Manager (b) (6) Privacy  
**To:** (b) (6) Privacy  
**Sent:** Wednesday, April 22, 2015 9:34 AM  
**Subject:** Re: (b) (6) Privacy - Burnt Scalp in the shower

(b) (6) Privacy

I am terribly sorry to hear the issue is continuing. I will let my crew know to not come out on Friday. I'm at a loss, I feel we have tried everything with your water problem. Is the fridge and washing machine better at least?

I hope all else is okay,

Thank you,

(b) (6) Privacy

Property Manager

Pinnacle

Shorewood Heights

(b) (6) Privacy

Mercer Island, WA 98040

(b) (6) Privacy

Exceeding Your Expectations

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---

**From:** (b) (6) Privacy  
**Sent:** Wednesday, April 22, 2015 9:01 AM  
**To:** Shorewood Heights Manager  
**Cc:** (b) (6) Privacy  
**Subject:** Re: (b) (6) Privacy - Burnt Scalp in the shower  
Previous email should read:

Unfortunately the faucets did NOT fix the situation.

On Apr 22, 2015, at 8:58 AM, (b) (6) Privacy wrote:

(b)(6) Privacy

I wanted to thank you for installing the faucets in our kitchen and the bathroom. There's still one faucet knob that was scheduled to be installed this Friday for the shower head control.

Based on what we're experiencing the temperature is still varying. So there's no need for the work crew to come this Friday for the install.

Please cancel this work order for Friday.

In the meantime, we'll countdown days until we move out until our lease expires.

Thank you for trying to make the changes for our unit - unfortunately the faucets did fix the situation.

BR,

(b) (6) Privacy

On Apr 9, 2015, at 3:51 PM, Shorewood Heights Manager <(b)(6) Privacy> wrote:

Hi (b) (6) Privacy

I have the team prepared and scheduled for your work order on Tuesday and they will arrive between 2:30pm and 3pm.

Thank you, hope you're enjoying the sunshine!

(b)(6) Privacy

Property Manager

Pinnacle

Shorewood Heights

(b)(6) Privacy

Mercer Island, WA 98040

(b)(6) Privacy

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---

**From:** (b) (6) Privacy  
**Sent:** Wednesday, April 08, 2015 5:11 PM  
**To:** Shorewood Heights Manager  
**Cc:** (b) (6) Privacy  
**Subject:** Re: (b) (6) Privacy - Burnt Scalp in the shower

Hi (b)(6) Privacy

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

Thx

(b)(6) Privacy

On Apr 8, 2015, at 3:42 PM, Shorewood Heights Manager <[ShorewoodHeightsMgr@pinnacleliving.com](mailto:ShorewoodHeightsMgr@pinnacleliving.com)> wrote:

(b)(6) Privacy

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.

Thank you,

(b)(6) Privacy

Property Manager

Pinnacle

Shorewood Heights

(b)(6) Privacy

Mercer Island, WA 98040

(b)(6) Privacy

(b)(6) Privacy

(b)(6) Privacy

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---

**From:** (b)(6) Privacy

**Sent:** Wednesday, April 08, 2015 1:04 PM

**To:** Shorewood Heights Manager

**Cc:** (b)(6) Privacy

**Subject:** Re: (b)(6) Privacy - Burnt Scalp in the shower  
Chezon,

Will they be also replacing the faucets @ that time?

Thx

(b)(6) Privacy

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

<(b)(6) Privacy> wrote:

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?

Thank you,

(b)(6) Privacy

Property Manager

Pinnacle

Shorewood Heights

(b)(6) Privacy

Mercer Island, WA 98040

(b)(6) Privacy

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---

**From:** (b) (6) Privacy

**Sent:** Tuesday, April 07, 2015 4:51 PM

**To:** Shorewood Heights Manager

**Subject:** Re: (b)(6) Privacy - Burnt Scalp in the shower  
Chezon,

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

Please confirm.

Thx

(b)(6) Privacy

On Apr 7, 2015, at 4:09 PM, Shorewood Heights Manager

(b)(6) Privacy wrote:

H (b)(6) Privacy

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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---

**From:** (b) (6) Privacy

**Sent:** Tuesday, April 07, 2015 2:17 PM

**To:** Shorewood Heights Manager

**Cc:** (b) (6) Privacy

**Subject:** Re: (b) (6) Privacy - Burnt Scalp in the shower

Hi (b) (6) Privacy

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.

Thx

(b) (6) Privacy

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

<(b)(6) Privacy> wrote:

Good afternoon (b) (6) Privacy

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

1) 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.

(b)(6) Privacy

Property Manager

Pinnacle

Shorewood Heights

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Mercer Island, WA 98040

(b)(6) Privacy

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*and any attachment(s) from your system.*

---

**From:** (b) (6) Privacy  
**Sent:** Tuesday, April 07, 2015 7:08 AM  
**To:** Shorewood Heights Manager  
**Cc:** (b) (6) Privacy  
**Subject:** Re: (b) (6) Privacy - Burnt Scalp in the shower  
12 noon today would be perfect. This issue had kept me up all night. Please confirm.

On Apr 7, 2015, at 6:45 AM, Shorewood Heights Manager  
(b)(6) Privacy  
wrote:

Good morning (b) (6) Privacy

I would like to come and look at these items myself. When is a good time to come by and take a look?

Thank you,  
(b)(6) Privacy  
Property Manager  
Pinnacle  
Shorewood Heights  
(b)(6) Privacy  
Mercer Island, WA 98040  
(b)(6) Privacy  
[REDACTED]

[REDACTED]

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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: (b) (6) Privacy - Burnt  
Scalp in the shower

(b) (6) Privacy

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) Privacy

On Apr 6, 2015, at 12:33 PM, (b) (6) Privacy

(b) (6) Privacy

wrote:

Hi (b) (6) Privacy

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

continues. Ideally,  
we'd like to swap  
this fridge with the  
(b) (6) Privacy fridge or  
another working  
unit.

In addition, I'd like  
to pickup my  
cleaned vacuum  
bag from your  
office later today.

Thx  
(b) (6) Privacy

On Apr 3, 2015, at  
11:21 AM,  
Shorewood Heights  
Manager  
(b)(6) Privacy  
wrote:

Hi  
(b) (6) Privacy

I am  
not  
entirely  
sure  
how  
this  
process  
works,  
I will  
confirm  
his  
process  
with  
you  
when  
he  
arrives  
at  
3pm  
today.

(b)(6) Privacy  
[Redacted]

Property  
Manager

Pinnacle

Shorewood  
Heights

(b)(6) Privacy  
[Redacted]  
[Redacted]

Mercer



Island,  
WA  
98040

(b) Privacy

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Exceeding  
Your  
Expectations

***This  
e-  
mail  
message  
is  
intended  
only  
for  
the  
named  
recipient(s)  
above.  
It  
may  
contain  
confidential  
information.  
If  
you  
are  
not  
the  
intended  
recipient,  
you  
are  
hereby  
notified  
that  
any  
use,  
dissemination,  
distribution  
or  
copying  
of  
this  
e-  
mail  
and  
any  
attachment(s)  
is  
strictly  
prohibited.  
Pinnacle  
and  
its  
related  
and  
subsidiary  
companies***

*reserve  
the  
right  
to  
archive  
and  
monitor  
all  
e-  
mail  
communications  
through  
its  
networks.  
If  
you  
have  
received  
this  
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

**To:**

(b) (6) Privacy

Shorewood  
Heights  
Manager

**Subject:**

Re:

(b) (6) Privacy

H  
(b)(6) Privacy

Can  
you  
please  
verify  
the  
following:

Will  
the  
exterminator  
for  
the  
bugs  
make  
sure  
that  
after  
the  
extermination  
process  
is  
complete  
that  
he  
will  
actually  
then  
open  
our  
windows  
to  
our  
apartment  
so  
we  
don't  
come  
to  
a  
highly  
fumigated  
unit?

Please  
confirm.

(b) (6) Privacy

---

**From:**

(b) (6) Privacy

**To:**  
Shorewood  
Heights  
Manager

(b)(6) Privacy

**Cc:**

(b) (6) Privacy

**Sent:**  
Thursday,  
April  
2,  
2015  
6:22  
PM

**Subject:**

**Re:**

(b) (6) Privacy

Hi

(b)(6) Privacy

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  
a  
new  
virus  
spreading  
through  
ticks  
or  
insect  
bites  
that  
are  
killing  
people  
-  
discovered  
a  
month  
ago.

We  
hope  
that  
this  
fumigation  
will  
resolve  
this  
matter  
as

now  
we're  
extremely  
concerned  
for  
our  
health  
and  
well-  
being  
-  
and  
our  
life.  
If  
this  
is  
an  
issue  
throughout  
the  
apartment  
complex  
the  
only  
way  
to  
eliminate  
it  
is  
ensure  
that  
all  
the  
units  
are  
fumigated.

I  
also  
noticed  
that  
our  
window  
screens  
(almost  
all  
of  
them)  
may  
need  
to  
be  
replaced  
as  
there  
are  
a  
few  
holes.  
Please  
try  
to  
have

this  
fixed  
tomorrow  
as  
well  
please.

<http://www.foxnews.com/health/2015/02/20/cdc-discovers-new-virus-in-kansas/>

Please  
read  
the  
above  
article.

Best  
Regards,

(b) (6) Privacy

On  
Apr  
2,  
2015,  
at  
1:02  
PM,  
Shorewood  
Heights  
Manager

(b)(6) Privacy

wrote:

Good  
afternoon,

(b) (6) Privacy

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

the  
order  
for  
that  
next  
week  
and  
then  
we  
will  
have  
to  
arrange  
a  
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

you  
requested,  
we  
will  
be  
able  
to  
swap  
it  
with  
the  
washer  
from  
your  
last  
apartment.

(b) (6) Privacy

A black rectangular redaction box covering several lines of text.

we  
do  
the  
washer  
at  
this  
time  
tomorrow  
we  
can  
also  
look  
at  
the  
fridge  
at  
the  
same  
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



and  
also  
vacuumed.  
I  
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  
performed.  
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,  
I  
would  
like  
to

put  
your  
issues  
to  
rest  
as  
soon  
as  
possible,

Thank  
you,  
(b)(6) Privacy  
[REDACTED]

Property  
Manager

Pinnacle

Shorewood  
Heights

(b)(6) Privacy  
[REDACTED]  
[REDACTED]

Mercer  
Island,  
WA  
98040

(b)(6) Privacy  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Exceeding  
Your  
Expectations

***This  
e-  
mail  
message  
is  
intended  
only  
for  
the  
named  
recipient(s)  
above.  
It  
may  
contain  
confidential  
information.  
If  
you  
are  
not  
the  
intended  
recipient,***

*you  
are  
hereby  
notified  
that  
any  
use,  
dissemination,  
distribution  
or  
copying  
of  
this  
e-  
mail  
and  
any  
attachment(s)  
is  
strictly  
prohibited.  
Pinnacle  
and  
its  
related  
and  
subsidiary  
companies  
reserve  
the  
right  
to  
archive  
and  
monitor  
all  
e-  
mail  
communications  
through  
its  
networks.  
If  
you  
have  
received  
this  
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:**

Monday,  
March  
30,  
2015  
11:53  
AM

**To:**

Shorewood  
Heights  
Manager

**Subject:**

Re:

(b) (6) Privacy

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

Please  
confirm.

Thx

(b) (6) Privacy

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

(b)(6) Privacy

wrote:

I  
would  
have  
to  
call  
and  
request  
a  
time  
for  
him.  
I've  
seen  
him  
arrive  
as  
early  
as  
9am  
on  
Fridays,  
I  
would  
just  
have  
to  
ask  
him.  
Is  
9am  
on  
Friday  
too  
early  
for  
Pest  
treatment?

Also,  
for  
the  
3pm  
appointment  
for  
my  
team,  
can  
I  
give  
the  
team

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

Thank  
you

(b) (6) Privacy

(b) (6) Privacy

Property  
Manager

Pinnacle

Shorewood  
Heights

(b) (6) Privacy

Mercer  
Island,  
WA  
98040

O:

(b) (6) Privacy

I

F:

(b) (6) Privacy

Exceeding  
Your  
Expectations

***This  
e-  
mail  
message  
is  
intended  
only  
for  
the***

*named  
recipient(s)  
above.  
It  
may  
contain  
confidential  
information.  
If  
you  
are  
not  
the  
intended  
recipient,  
you  
are  
hereby  
notified  
that  
any  
use,  
dissemination,  
distribution  
or  
copying  
of  
this  
e-  
mail  
and  
any  
attachment(s)  
is  
strictly  
prohibited.  
Pinnacle  
and  
its  
related  
and  
subsidiary  
companies  
reserve  
the  
right  
to  
archive  
and  
monitor  
all  
e-  
mail  
communications  
through  
its  
networks.  
If  
you  
have  
received  
this  
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:**

Monday,  
March  
30,  
2015  
11:26  
AM

**To:**

Shorewood  
Heights  
Manager

**Cc:**

Shorewood  
Heights

**Subject:**

Re:

(b) (6) Privacy

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?

(b) (6) Privacy

**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:**

(b) (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.  
I  
will  
send  
you  
any  
prep  
paperwork  
if  
needed  
before  
Friday  
for  
the  
pests.

Thank  
you

(b) (6) Privacy

(b) (6) Privacy

Property  
Manager

Pinnacle

Shorewood  
Heights

(b)(6) Privacy

Mercer  
Island,  
WA  
98040

O:

(b)(6) Privacy

I

F:

(b)(6) Privacy

Exceeding  
Your  
Expectations

*This  
e-  
mail  
message  
is  
intended  
only  
for  
the  
named  
recipient(s)  
above.  
It  
may  
contain  
confidential  
information.  
If  
you  
are  
not  
the  
intended  
recipient,  
you  
are  
hereby  
notified  
that  
any  
use,  
dissemination,  
distribution  
or  
copying  
of  
this  
e-  
mail  
and  
any  
attachment(s)*

*is  
strictly  
prohibited.  
Pinnacle  
and  
its  
related  
and  
subsidiary  
companies  
reserve  
the  
right  
to  
archive  
and  
monitor  
all  
e-  
mail  
communications  
through  
its  
networks.  
If  
you  
have  
received  
this  
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:

Monday,  
March

30,  
2015  
11:20  
AM

To:  
Shorewood  
Heights  
Manager

Cc:  
Shorewood  
Heights;  
(b) (6) Privacy

Subject:

Re:  
(b) (6) Privacy

Hi  
(b) (6) Privacy,

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

I  
did  
confirm  
this  
as  
black  
mold  
by  
visiting

[www.blackmold.awardspace.com](http://www.blackmold.awardspace.com)

as  
well  
as

[www.Inspectapedia.com](http://www.Inspectapedia.com)

among  
other  
sites  
before  
I  
called

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

Thx  
(b)(6) Privacy

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.

I  
truly  
hope  
this  
helps  
with  
the  
water,  
so  
please  
do  
let  
me  
know  
if  
the  
changes  
to  
the  
water  
heater  
work  
or  
not.

I  
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  
I  
will  
arrange  
for  
the  
team  
to  
take  
care  
of  
this  
on  
Friday  
April  
3rd  
at  
3pm.

Thank  
you,

(b)(6) Privacy

Property  
Manager

Pinnacle

Shorewood  
Heights

(b)(6) Privacy

Mercer  
Island,  
WA  
98040

O:

(b)(6) Privacy

I

F:

(b)(6) Privacy

Exceeding  
Your  
Expectations

*This  
e-  
mail  
message*



is  
intended  
only  
for  
the  
named  
recipient(s)  
above.  
It  
may  
contain  
confidential  
information.  
If  
you  
are  
not  
the  
intended  
recipient,  
you  
are  
hereby  
notified  
that  
any  
use,  
dissemination,  
distribution  
or  
copying  
of  
this  
e-  
mail  
and  
any  
attachment(s)  
is  
strictly  
prohibited.  
Pinnacle  
and  
its  
related  
and  
subsidiary  
companies  
reserve  
the  
right  
to  
archive  
and  
monitor  
all  
e-  
mail  
communications  
through  
its  
networks.  
If  
you  
have  
received  
this  
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

Sent:

Monday,  
March  
30,  
2015  
10:59  
AM

To:

Shorewood  
Heights  
Manager

Cc:

Shorewood  
Heights;

(b) (6) Privacy

Subject:

Re:

(b) (6) Privacy

Good  
Morning

(b)(6) Privacy

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.  
I  
will  
be  
able  
to  
tell  
you  
the  
impact  
of  
the  
changes  
by  
the  
end  
of  
the  
week  
as  
it  
takes  
a  
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?

Thx.

(b) (6) Privacy

From:

Shorewood  
Heights  
Manager

(b)(6) Privacy

To:

(b) (6) Privacy

Cc:

Shorewood  
Heights

(b)(6) Privacy

Sent:

Monday,  
March  
30,  
2015  
9:46  
AM

Subject:

Re:

(b) (6) Privacy

Good  
morning

(b) (6) Privacy

We  
actually  
turned  
the  
temperature  
down  
10  
degrees  
lower.  
Since  
your  
emails  
from  
this  
weekend,  
my  
team  
has  
turned  
it  
down  
another  
8  
degrees  
bringing  
the  
hot  
water

to  
120  
degrees  
for  
the  
entire  
building  
since  
your  
building  
has  
to  
share  
a  
single  
hot  
water  
tank.  
Originally  
it  
was  
set  
to  
138  
and  
we  
have  
now  
turned  
it  
down  
a  
full  
18  
degrees.

In  
regards  
to  
the  
bugs,  
my  
pest  
control  
service  
comes  
out  
every  
Friday,  
I  
could  
have  
him  
take  
a  
look  
in  
your  
home  
if  
you  
like.  
I

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  
a  
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,

(b)(6) Privacy

Property  
Manager

Pinnacle

Shorewood  
Heights

(b)(6) Privacy

Mercer  
Island,  
WA  
98040

O:

(b)(6) Privacy

I

F:

(b)(6) Privacy

Exceeding  
Your

## Expectations

This e-mail message is intended only for the named recipient(s) above. It may contain confidential information. If you are not the intended recipient, you are hereby notified that any use, dissemination, distribution or copying of this e-mail and any attachment(s) is strictly prohibited. Pinnacle and its related and subsidiary companies reserve the right to archive and monitor all e-



mail  
communications  
through  
its  
networks.  
If  
you  
have  
received  
this  
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**

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

To:  
Shorewood  
Heights  
Manager

Cc:  
Shorewood

Heights;

(b) (6) Privacy

Subject:

(b) (6) Privacy

Hi  
Chezon,

We  
had  
a  
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.  
I've  
put  
in  
a  
work  
order,  
called  
the  
office  
4  
times,  
and  
indicated  
to  
the  
work  
crew  
that  
my  
hands

have  
been  
SCOLDED  
WITH  
HOT  
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.

In

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.  
It  
even  
had  
mold  
on  
the  
roof  
which  
we  
requested  
be  
cleaned.

I'm  
attaching  
the  
picture  
of  
the  
bugs

that  
exist.

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

(b) (6) Privacy



This  
e-  
mail  
message  
is  
intended  
only  
for  
the  
named  
recipient(s)  
above.  
It  
may  
contain  
confidential  
information.  
If  
you  
are

not  
the  
intended  
recipient,  
you  
are  
hereby  
notified  
that  
any  
use,  
dissemination,  
distribution  
or  
copying  
of  
this  
e-  
mail  
and  
any  
attachment(s)  
is  
strictly  
prohibited.  
Pinnacle  
and  
its  
related  
and  
subsidiary  
companies  
reserve  
the  
right  
to  
archive  
and  
monitor  
all  
e-  
mail  
communications  
through  
its  
networks.  
If  
you  
have  
received  
this  
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.**

This  
e-  
mail  
message  
is  
intended  
only  
for  
the  
named  
recipient(s)  
above.  
It  
may  
contain  
confidential  
information.  
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the  
intended  
recipient,  
you  
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notified  
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error,  
please  
immediately  
notify  
the  
sender  
by  
replying  
to  
this  
e-  
mail  
and  
deleting  
the  
message  
and  
any  
attachment(s)  
from  
your  
system.

**This  
e-  
mail  
message  
is  
intended  
only  
for  
the  
named  
recipient(s)  
above.  
It  
may  
contain  
confidential  
information.  
If  
you**



are  
not  
the  
intended  
recipient,  
you  
are  
hereby  
notified  
that  
any  
use,  
dissemination,  
distribution  
or  
copying  
of  
this  
e-  
mail  
and  
any  
attachment(s)  
is  
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Pinnacle  
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its  
related  
and  
subsidiary  
companies  
reserve  
the  
right  
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e-  
mail  
communications  
through  
its  
networks.  
If  
you  
have  
received  
this  
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.**

This  
e-  
mail  
message  
is  
intended  
only  
for  
the  
named  
recipient(s)  
above.  
It  
may  
contain  
confidential  
information.  
If  
you  
are  
not  
the  
intended  
recipient,  
you  
are  
hereby  
notified  
that  
any  
use,  
dissemination,  
distribution  
or  
copying  
of  
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is  
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Pinnacle  
and  
its  
related  
and  
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companies  
reserve  
the  
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to  
archive  
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e-  
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its  
networks.  
If  
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have  
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this  
e-  
mail  
in  
error,  
please  
immediately  
notify  
the  
sender  
by  
replying  
to  
this  
e-  
mail  
and  
deleting  
the  
message  
and  
any  
attachment(s)  
from  
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**This  
e-  
mail  
message  
is  
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for  
the  
named  
recipient(s)  
above.  
It  
may  
contain  
confidential  
information.  
If  
you  
are**

not  
the  
intended  
recipient,  
you  
are  
hereby  
notified  
that  
any  
use,  
dissemination,  
distribution  
or  
copying  
of  
this  
e-  
mail  
and  
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attachment(s)  
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Pinnacle  
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and  
subsidiary  
companies  
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and  
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mail  
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its  
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If  
you  
have  
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this  
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.**

This  
e-  
mail  
message  
is  
intended  
only  
for  
the  
named  
recipient(s)  
above.  
It  
may  
contain  
confidential  
information.  
If  
you  
are  
not  
the  
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recipient,  
you  
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hereby  
notified  
that  
any  
use,  
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distribution  
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copying  
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mail  
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attachment(s)  
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Pinnacle  
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companies  
reserve

the  
right  
to  
archive  
and  
monitor  
all  
e-  
mail  
communications  
through  
its  
networks.  
If  
you  
have  
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this  
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mail  
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error,  
please  
immediately  
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the  
sender  
by  
replying  
to  
this  
e-  
mail  
and  
deleting  
the  
message  
and  
any  
attachment(s)  
from  
your  
system.

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