

To: [REDACTED]  
From: [REDACTED]  
Sent: Tue 1/19/2016 1:47:21 PM  
Subject: Re: cold

Oh my. Yes I will let the building know heat is not working in your apt! So sorry about this! I thought you were leaving this morning however? I have that in my schedule for you? Of course it is completely fine you are still here. But can you update me please? And good to know on alarm. Please let me know the phone number to the person we are to call before entering when you have it.

Sent from my iPhone

> On Jan 19, 2016, at 8:37 AM, [REDACTED] > wrote:  
>  
> hi [REDACTED]  
> There is a problem with the heating in the bedroom. It is 58 F and we cover with 4 blanket :( the kitchen and living rooms are OK.  
> Andrew is not available. I have told Tess last time and she promised to tell maintenance.  
> Can you please ask somebody to look into it? We are still in the apartment today all day, so it can be done.  
> They are arranging the alarm today. I shall be in touch with you when they finish.  
> have a good day,  
> thanks  
> [REDACTED]