

Subject: Elevator Update
Date: Wednesday, February 23, 2022 at 3:52:41 PM Mountain Standard Time
From: Truman Homes
Attachments: image001.png

Dear Residents,

As you are aware, Schindler has been on site since February 14 working on the elevator repairs. We have been advised by Schindler that the balance of the parts should arrive next week and they will update us on the completion timeline once all parts are received.

Many residents have inquired as to why parts from the 8445 building cannot be used to get at least one car working in the 8505 building. The answer is that the engineers from the elevator company strongly recommended against doing so and advise that doing this has negative implications on the warranty of all the affected cars and can create future operability issues in both buildings. Furthermore, they did not feel confident that this would even be a long term or effective solution.

We understand your frustration and assure our staff is doing all they can to expedite the repairs. To date our team has had 73 communications with Schindler since the event and has posted 5 updates on the owners portal and emailed each resident the same.

Thank-you for your continued patience.

On Behalf of the Gateway Condo Corporation



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