

BRIAN J. WHEELIN

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Also admitted in New York

Via E-mail

February 5, 2026

Attorney General William Tong
Office of the Attorney General – State of Connecticut
165 Capitol Avenue
Hartford, Connecticut 06106

Matthew Lesser
State Senator, 9th District
300 Capitol Avenue, Room 3300
Hartford, Connecticut 06106

Kerry Wood
State Representative, 29th District
300 Capitol Avenue, Room 4000
Hartford, Connecticut 06106

Re: **Concierge Apartments, Rocky Hill, Connecticut**

Dear all:

We represent Century Hills Property Owner, LLC (“Century Hills”). We are writing in response to your February 4, 2026 correspondence directed to Mr. Lippman. As requested, we have sent this response to Chief of Staff, Cara Passaro. If you would like us to provide this correspondence to any of the recipients directly, please advise us and we will be happy to do so.

We have represented Century Hills for several years, including resolving various issues raised by the Town of Rocky Hill (the “Town”). Since its acquisition in 2013, Century Hills invested more than \$22 million (or more than \$44,000 per unit) in capital improvements including addressing deferred maintenance existing at the time of its acquisition. There are currently no open violations or citations relative to plumbing.

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As such, Century Hills respectfully disagrees with the characterizations in your correspondence as to its efforts in maintaining the aged apartment complex and addressing tenant concerns. We believe it is more prudent to focus on providing you information as to the scope of recent issues caused by the extreme weather and how they are being addressed, based on currently available information.

All units currently have heat and running water. Century Hills has seen reports claiming widespread loss of heat. However, only four (out of 500) units experienced heating loss and they were all resolved within twenty-four hours. Century Hills is currently aware of 61 units that lack hot water in at least one fixture.

We do not provide this information to suggest that any level of tenant displacement or loss of essential services is acceptable. It is not. But Century Hills has diligently been remedying the underlying issues and providing support to impacted tenants.

The remediation work being performed includes ripping out sheetrock and other demolition, replacing old pipes and, in an effort to ensure this does not happen again, installing insulation and heat tape on the new pipes. Century Hills expects the total cost of this renovation to be at least \$2 million.

In terms of timing, undoubtedly, there is currently a significant strain on contractors addressing issues throughout Connecticut caused by the severe cold. As a result, Century Hills expanded its scope to hire contractors from other states to ensure work is completed as soon as possible. Certain work has required permitting and other involvement from the Town which Century Hills has sought in earnest. Based on current estimates, Century Hills expects all remediation efforts will be completed by the end of next week.

As for tenant assistance, Century Hills has offered lodging to all impacted tenants. Additionally, any tenant who has submitted a work order or provided other proof of loss of hot water will be receiving a one month rent credit. In light of providing lodging and rent credits, Century Hills does not see a basis for permitting tenants to break their leases.

As for any personal property damage, all tenants are required by their lease to have renters' insurance that covers any loss. On a case-by-case basis, Century Hills is willing to work with tenants directly in the event their insurer declines coverage.

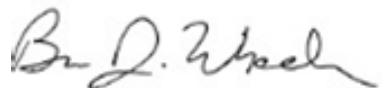
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We trust this correspondence addresses your concerns. Please feel free to reach out to me directly if you wish to discuss further.

Sincerely,

A handwritten signature in black ink, appearing to read "Brian J. Wheelin".

Brian J. Wheelin