

February 8, 2026

By Electronic Mail

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

Re: **Concierge Apartments in Rocky Hill**

Dear Attorney General Tong:

We are in receipt of your February 6, 2026 correspondence. At the outset, we want to apologize for the tone of the prior February 5 letter. It was not intended to be callous and we deeply regret that it created the misimpression that Century Hills is indifferent to the health and safety of the more than 500 residents of Concierge Apartments. That is not and has never been the case. Century Hills is doing everything it can to provide for residents' immediate needs and to return them to their homes as soon as repairs are complete. Based on current estimates, we expect all repairs to be completed by the end of this week.

Century Hills' Commitment to Compensating Residents

Century Hills will fairly compensate all affected residents. Prioritizing their immediate needs, it is currently paying the alternative lodging expenses for *all* residents until they can return to their homes. Century Hills will also provide:

- **One month rent credit** to all residents;
- **An additional one month rent credit or the ability to break leases without penalty** for residents who lost hot or cold water.
- **Reimbursement of residents' out-of-pocket costs** including for lost food, medications, and alternative childcare during the period that they were displaced from their apartments. Residents will not need to file claims with their renter's insurance carriers.

Century Hills' Ongoing Response

Century Hills is making significant progress towards repairing damaged piping and plumbing so residents can return to their homes safely and as quickly as possible. Immediately upon learning of frozen pipes and plumbing damage in three of its five buildings (Buildings A, B and C), Century Hills:

- Dispatched local plumbing crews to begin repairs;
- Expanded that effort the following day by bringing in out-of-state crews; and
- Ensured that plumbing and construction crews have been on site every day since January 27, working to repair building piping and plumbing.

Today and through this weekend, two dozen plumbers, electricians, and construction workers are working multiple shifts on the repair efforts.

There have been inaccurate reports of Concierge Apartments residents being without heat. **In fact, all five buildings have had continuous heat.** Only four units (B312, C604, C505 and A101) temporarily lost heat during this period, and Century Hills restored heat to each of them within 24 hours.

Last Wednesday, February 4th, the sprinkler piping for Buildings D and E froze due to extreme low temperatures. The Fire Department declared this to be a life and safety issue and residents from those buildings were evacuated to alternative housing accommodations. On February 6th, the Town further requested that all residents in Buildings A, B and C be evacuated as a precautionary measure, given the forecasted extreme cold. Although many residents stated that they did not want to leave their homes, Century Hills heeded the Town's request and assisted in evacuating all remaining residents to alternative housing accommodations.

Century Hills has communicated with residents daily to update them of the status of repairs, answer questions, address concerns, and to assist with resident relocation. This effort has been undertaken by a team including:

- The on-site property management team at the Concierge;
- A second team of employees from our corporate office who are communicating with residents by phone and email to assist with alternative housing; and
- A senior executive from our corporate office who is on-site supervising repair efforts and helping to coordinate the company's effort to locate and arrange alternative accommodations for all residents until repairs have been completed.

Timeline for Repair Completion

Moving forward, we anticipate that all repairs to the sprinklers in Buildings D and E will be completed shortly, that these buildings will pass inspection on Monday, February 9, and we hope to have residents of Buildings D and E back in their homes by Tuesday, February 10.

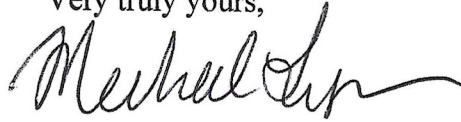
Repair work on the piping and plumbing in Buildings A, B and C is continuing. Crews have been working around the clock to complete demolition work and replace and insulate piping. Century

Hills expects that insulation work will begin tonight and will continue for the next few days. Century Hills' goal is to have residents in Buildings A, B and C back in their homes by the end of the week, and we will continue to update residents as repairs are made as to when they may return to their homes.

Century Hills Will Do Right By Its Residents

Your suggestion that Century Hills "do better" has been heard and communicated to all employees. Century Hills is committed to working cooperatively with you and Town officials to minimize inconvenience and disruption to residents and ensure they can return to their homes as quickly and safely as possible. It is also committed to paying for alternative accommodations, reimbursing residents for necessary expenses, and fairly compensating residents for the difficulties they have experienced due to this extremely unfortunate situation. As you have requested, we will continue to keep you apprised of repair progress over the coming week.

Very truly yours,

A handwritten signature in black ink, appearing to read "Michael Lynn", with a long horizontal flourish extending to the right.

MICHAEL LYNN
General Counsel

cc: Cara Passaro, Esq.
Matt Fitzsimmons, Esq.
Rob McKenna, Esq.
Brian Wheelin, Esq.
Seth Orkand, Esq.