
Fwd: URGENT: Multiple Elevator Failures – Safety Risk, Demand for Action, and Notice of Liability

From: Brickell Key Manager <manager@brickellkey1.com>
Date: April 28, 2026 at 1:11:17 PM EDT
To: Lourdes Castillo [redacted], Olena Biletska [redacted]
Subject: Re: URGENT: Multiple Elevator Failures – Safety Risk, Demand for Action, and Notice of Liability

Please see my responses below to the best of my knowledge.

Thank you,

Norkys Pascual, LCAM
Community Association Manager

From: Lourdes Castillo <lmclourdes@aol.com>
Sent: Friday, April 24, 2026 9:57 AM
To: olena [redacted]
Cc: Brickell Key Manager <manager@brickellkey1.com>; Ken Tannenbaum [redacted]; Ronald Packard <[redacted]>; Lourdes M. Castillo <[redacted]>
Subject: Fwd: URGENT: Multiple Elevator Failures – Safety Risk, Demand for Action, and Notice of Liability

Olena,

I am following up on my email dated April 21 (attached). To date, I have received no acknowledgment or response, which is concerning given the seriousness of the ongoing elevator outages and resulting safety risks to residents.

As previously noted, the building continues to operate with severely limited elevator service. This constitutes a material disruption of essential services and requires immediate attention.

Please provide:

1. The elevator service company's name and contact information; **TKE is the current company. TKE contact info is 1-844-427-5461**
2. A timeline for full restoration of service; **At this time, the Association does not have a confirmed timeline for full restoration of all elevators. The finalized contract prepared by the Elevator Consultant is currently under review with an alternative elevator service provider. Upon receiving feedback, the contract will be forwarded to the Association's legal counsel for final review before execution.**
3. The cause of the outages; and **The hoist ropes are in bad condition and need to be replaced.**
4. Current safety contingency measures. **As part of our current safety contingency measures:**
 - **Building staff is on-site and available to assist residents as needed**
 - **Emergency services (fire rescue/EMS) have full access to the building at all times**
 - **Operational elevators are being monitored and prioritized to ensure continued service. These measures are in place to ensure resident safety while the necessary repairs and next steps are being actively coordinated.**

Additionally, please confirm that my April 21 correspondence has been:

- circulated to all Board members; **Yes, it is being sent to the board as I complete this email with my responses.**
- entered into the Association's records; and **All emails received and sent are a part of this record and saved internally.**
- provided to the elevator service company. **The elevator company info is at the top as per your 1st request.**

I request written acknowledgment of this email and a response within 48 hours.

All rights are reserved.

Sincerely,
Lourdes M. Castillo
Trustee, LMC Trust

Begin forwarded message:

From: Lourdes Castillo <[REDACTED]>
Date: April 21, 2026 at 9:45:52 AM EDT
To: Manager Brickell Key <manager@brickellkey1.com>
Cc: ken <[REDACTED]>
Subject: URGENT: Multiple Elevator Failures – Safety Risk, Demand for Action, and Notice of Liability

To the Management and Board of Brickell Key One Condominium Association:
I am writing to follow up on the Board meeting held approximately one month ago, which was open to Brickell Key One residents. During that meeting, there was significant concern and frustration expressed regarding the ongoing issues with elevator service, including the lack of reliability and proper functionality. At that time, it was clearly acknowledged that this matter required immediate attention.

Despite that understanding, the situation has not improved. To date, residents are effectively left with only one passenger elevator and one service elevator operational, while the remaining elevators are out of service. This condition creates a clear and unacceptable hazard for all residents.

Accordingly, this correspondence serves as formal notice of my serious and escalating concern. The continued failure of multiple elevators in a high-rise residential building is not acceptable and constitutes a material deficiency in essential building services.

This situation presents a significant - and potentially life-threatening - risk, particularly in the event of medical emergencies, building fire or natural disaster evacuation and/or any other urgent circumstances where timely access is critical. Reliable elevator service is a fundamental expectation upon which unit owners rely when purchasing their property and paying ongoing association fees.

I understand that Management has represented that the Association maintains a service agreement with an elevator maintenance company. However, the current widespread failures raise serious concerns regarding the adequacy of maintenance, inspection protocols, oversight, and response times under that agreement.

Accordingly, I hereby demand the following:

1. Immediate disclosure of the name, contact information, and contractual scope of the elevator maintenance company responsible for servicing the building; **Please see it above as per your most current email.**
2. A clear and specific timeline for the restoration of all elevators to full operation; **Please see above response in your most current email.**
3. A detailed explanation of the cause of the multiple elevator failures; **Please see above response in your most current email.**

Maintenance, inspection, and service records for all elevators; and **If this request constitutes a request for official records, the Association will respond in accordance with Florida Statutes, which provide that official records must be made available within ten (10) working days of receipt of a written request. In order to properly process your request, I kindly ask that you provide additional clarification. Your request references reports and inspections; however, I am unable to determine the specific documents being requested without further detail.**

Please specify the type of records you are seeking and the applicable timeframe (for example, whether you are requesting records for a specific month such as January 2025, a particular date range, or all available records). This will allow us to efficiently gather and provide the appropriate documents.

4. A description of all contingency measures currently in place to ensure resident safety, particularly in the event of medical or other emergencies.

Please see above response in your most current email.

Please be further advised that this correspondence serves as formal notice that I am reserving all rights and remedies available under applicable law. Any damages, injuries, delays, or harm resulting from these elevator outages may give rise to claims against all responsible parties, including but not limited to the Association, the Board of Directors, property management, and the contracted elevator service provider, to the extent such harm is caused by negligence, failure to maintain essential services, delayed response, or breach of duty.

Additionally, I request that the elevator service provider issue a written statement directly addressing the cause of these failures, their response timeline, and the corrective actions being taken to restore and ensure reliable service going forward.

Given the severity of this situation, I expect immediate attention and ongoing updates until full elevator service is restored.

Please ensure that this correspondence is immediately circulated in full to all members of the Board of Directors and formally entered into the Association's records. Kindly confirm in writing that this has been completed.

Sincerely,

Lourdes M. Castillo

Trustee, LMC Trust