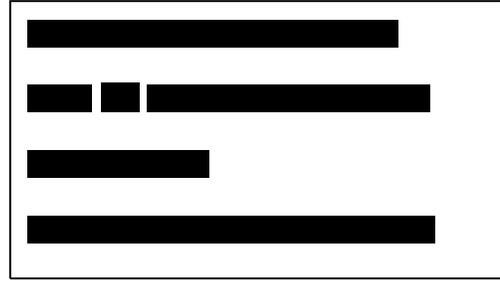


Diane Lucas



Statement of patterns of behavior/ overall climate regarding working at Belltown Court.

This is in regards to the Board President Sepher Ebrahimzadeh as well as the overall tenor/ procedures/ priorities of the building.

Working at Belltown Court was unlike any other building. The Board President was there daily and insisted on micromanaging and personally being a priority. He also runs over 60 Short Term Rental (STR) units and that was clearly his priority. There were many issues which would arise, for example, water leaks, issues with electricity etc. These only took priority if they affected his units/ livelihood. For example, a water leak was coming through the Belltown Market's ceiling, instead of calling a professional and handling the issue, we were asked to wait until the following week to save money, despite it being an emergency.

Mentioning rules to his clients was frowned upon. His clients were allowed to violate rules, including walking under the gate and moving large furniture items through the lobby. Kent Ewert noted that Sep's wife, Kathryn Teagarden, walked under the gate with no issue/ reprimand, even with no cart or large items. This is not a real security issue or problem but shows additional favoritism.

Mr. Ebrahimzadeh would speak with owners who had already aligned themselves with STR companies in order to take them on as clients. I witnessed this with Aardvark and Vacasa units. It is understandable that an owner would like to have the Board President on their side for preferential treatment, less violations and overall favor. It felt like his position was only to further advance his business and maintain control.

Mike Hernandez has continually aligned himself with tenants/ workers/ owners whilst bad mouthing them behind their backs. He did with all the staff members as well. Examples: Kevin Hoyt: Mike would allow him to do anything, then complain about him and make fun of his car. Karen Grasso: Mike alleged she was on drugs and was a "Karen" and didn't like her coming in his office, whilst asking her into the office with her dogs. He accused Ahmis Loving of intentionally starting the fire in 2023. Though this may be true, there was no evidence and he relayed this to many other residents and staff (Karen Grasso, Grace Hamilton, Sefika, DJ, Tessa, Diane etc.) He would allege housekeeping was not working and ask me to check in on them, then state I shouldn't be checking on them. This also occurred many times with Maintenance Supervisor Jesus Medina. As my job was to watch the cameras, I would note when Jesus would come and leave, per Mike's request. There was evidence of 3+ hour times to get an item from The Home Depot and was not reprimanded, though I was, simply for noting times (which I had been asked to do). This led to repercussions VIA Kari Sprecher and the Board. I will admit, I really like Mike, however, his negative and divisive behavior was very toxic. He complained about Sefika's attitude to many and put down Brisa as well. Mr. Hernandez reported false actions and behaviors of staff.

Getting anything done was a nightmare, there was an abundance of oversight, and at the same time, no training, help or trust to actually do our jobs and make BTC run smoothly. All is an uphill battle and caring seemed futile. The standard 3 bids for projects were constantly changing and even more bids were asked and vendors had to change the work and requests regularly. Mr. Hernandez relayed to me that most vendors don't want to work with us as there was "nickel & diming" and more work just for a bid than it was worth. This is likely why there is so much sub-par work being done. Clearly, caring about the building was not important as I really wanted operations and the building to be much better. Residents were very happy with my work and multiple times said I was the best concierge they've had. This didn't matter to Sep.

On my 2nd day working at BTC, a resident living there for over 18 years told me "I wouldn't make it" there. She later called to apologize but let me know no one lasts long due to the environment... Boy, was she right. I have never been happier than being terminated.

As I noted the negativity in the management, I preemptively sent emails to myself for the record. Note, this is only a fraction of the issues experienced daily:

1/17/24: 9:37 AM, two immediate calls about water leaking from 531 (work being done) to 431 (Sep unit). 9:39 text to Mike about the issue.

Sep showed up infuriated that it took Mike some time to research the leak. VERY snappy with me insisting that I explain why everything was not dropped to attend. I noted that Mike was otherwise occupied and Sep would need to discuss with Mike. Mike was doing VERY crucial work making sure people were not slipping in the courtyard as there was adverse weather that day.

Prior remarks of leaks between Sep and myself (including 411 and others in the 2nd Ave side and below Belltown Market), included waiting with an ongoing leak to see what happens and to get additional quotes. Even with prodding that this is important, waiting was fine then.

I feel this is a constant, when staff needs anything or there is something we feel is pressing, it is okay to wait or be overly frugal at the expense of staff time and budget, but if it directly affects a Seneca unit or business issues related, it is a #1 PRIORITY, even when minor. This issue was noted to be a small leak, a couple of drops, but Mike was enlisted to mop and dry immediately.

Being snapped at, does not encourage teamwork or staff to do the usual above and beyond work we are proud of.

Feels like sometimes we are working for Seneca and Sep vs. BTC.

3/18/24: 2 women, using BTC Carts entered the lobby to move furniture. Fortunately the pads were already up. I let them know that moves can't be through the lobby. They had 2 carts that had a TON of items on them. One would not fit on the lift and they insisted on attempting to fit it. They held the doors open for quite a while, this caused the lift to do the beep, which causes issues with the operation of the elevators. I asked them to remove the second cart and take the next. I then reminded the second woman that no moves can go through the lobby and they will likely get a fine/ violation.

This was done by an owner, managed by Seneca.

Sep came down pretty upset about the violation and my mentioning it. I let him know that all violations are enforced equally.

1:18 - Same couple brought furniture out through the lobby. I kindly reminded them moves can't be through the lobby. It was a smaller amount and no big deal, however, they were improperly given permission as Sep said it was okay so they didn't have to walk around. No one wants to walk around. This one is not a full violation, despite them having prior instructions.

1:28 - Again, moving large furniture into the lobby to the upstairs unit.

2:32 - last chair brought through the lobby. They said it will be the last and "thanks for putting up with us". I responded "Sep said it was okay and thanks"

Sep was VERY rude and unprofessional towards staff, and per usual, did not take responsibility for bad behavior.

4/9/24: I was in the middle of a project. Sep was again really upset about the interoffice printer issues. Days before, I said I'd prefer to not order expensive ink when we will likely need updated tech. He is forceful these are okay, though they don't work wirelessly, don't scan wirelessly and cause a lot of extra work for staff. Despite this, I ordered new ink.

Once arrived, he insisted I come up and install them with him. I let him know I was in the middle of something and to give me 15 minutes and I can meet him. He snarled and stomped off in a temper tantrum.

Ongoing:

Sep needs multiple bids and to override decisions under the \$ threshold. Even in an emergency, he wants to wait. Once Mike, Diane, Jesus have made a decision in an emergency or for a minor amount, it shouldn't be continually questioned. This has been an issue with water mitigation in the past... waiting is NOT an option

Ex: 4/12/24 - There was a broken door handle, Tessa contacted me (I was out of town for the weekend) but recommended she contacted DJ/ Jesus as they are maintenance and will know what to do. Both recommended calling Nyberg. Both noted this could NOT be done in-house. Sep insisted and argued with maintenance and Mike. This led to the company coming on the way Monday, when it was denied.

Commercial units were NEVER a priority. Some were really disgusting in the kitchens and mentioning this to Phil (TRF) was also frowned upon and reprimanded. Simple suggestions (cleaning and not leaving open food out for vermin) led to calls from Suhrco/ Sepher and my being labeled as interfering/ meddling.

The hostility from Sep and double standards made the environment almost unbearable. Both Mike and I would cringe from seeing a white Tesla as we knew the attitude and negativity were coming into the building from Sep. I usually love Mondays so I can get a lot of work done and a leg-up on the week, but I

grew to hate being at BTC. There is a clear double standard as well as aggression from the Board President. There is a clear pattern of hostility towards staff and residents.

The guests and residents were a Godsend and wonderful people, making BTC tolerable, despite the many flaws and overall environment. I do cherish my time there for that reason *only*, and have not been happier knowing that each day does not include Sep.

Best wishes for a better Belltown Court for the residents, investors, commercial properties and staff,

A handwritten signature in blue ink, appearing to read "Diane Lucas". The signature is fluid and cursive, with a large initial "D" and a long, sweeping underline.

Diane Lucas