



OFFICE OF THE ATTORNEY GENERAL
CONNECTICUT

WILLIAM TONG
ATTORNEY GENERAL

February 4, 2026

By Email

Mr. Jim Lippman
J.R.K. Property Holdings and J.R.K. Residential Group
11766 Wilshire Boulevard, Suite 1500
Los Angeles, California 90025
jlippman@jrk.com

Re: Century Hills Property Owner LLC *d/b/a* Concierge Apartments,
Rocky Hill, Connecticut

Dear Mr. Lippman:

We are writing to demand that you take immediate action to stem what you have allowed to become a health and safety crisis at your property, Concierge Apartments at 98 Cold Spring Road, Rocky Hill, Connecticut. Years of deferred maintenance and code violations finally and predictably came to a head in the face of the freezing temperatures our State has experienced over the past two weeks. As you must be aware by now, below freezing temperatures caused pipes to freeze and burst, a loss of hot water and extensive damage to buildings and personal property at Concierge Apartments.

We are aware of numerous complaints from residents who have been unable to get straight answers from the management at Concierge Apartments. Instead, Concierge has instructed some tenants to seek their own accommodations and submit claims to their renters insurance. We understand that as of yesterday, after days without hot water and pressure from municipal officials, Concierge finally agreed to pay for some tenants' lodging while their apartments are uninhabitable.

However, according to complaints, your company has a long history of breaking its commitments to tenants. Paying for lodging does not fully reimburse the tenants for Concierge's failures. In addition to paying for lodging for all impacted tenants and replacing damaged property, we expect that you will prorate rent for the days during which tenants could not access hot water or any other essential services they are entitled to under their leases.

Your company's failure to respond in a timely and sufficient manner is completely unacceptable and may be in violation of the law. We therefore demand a written response outlining (1) how your company will pay for lodging and prorate rent and utilities for all tenants who have been unable to consistently access hot water or other essential services for the period those services are unavailable to them in their units and for as long as residents are displaced; (2) a detailed plan for reimbursing

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Mr. Jim Lippman, J.R.K. Property Holdings and J.R.K. Residential Group
February 4, 2026
Page | 2

tenants for loss of personal property; (3) a detailed plan for making both immediate emergency repairs and ensuring long term maintenance of the apartment complex; and (4) a written policy permitting residents who wish to seek other long-term housing to terminate their leases without penalty.

Given that Connecticut temperatures are expected to dip below zero this coming weekend, time is of the essence. Please provide the above information to Cara.Passaro@ct.gov by 5 p.m. Eastern Time on Friday, February 6, 2026.

Sincerely,



William Tong
Attorney General of Connecticut



Matt Lesser
State Senator, 9th District



Kerry Wood
State Representative, 29th District

CC: Attorney Brian J. Wheelin, Robinson & Cole, LLP, bwheelin@rc.com