



FOR YOUTH DEVELOPMENT  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

February 13, 2012

Dear Members:

As you may know, we have been experiencing some intermittent difficulty with our hot water distribution in the past several weeks. Since Mid-January we have been consulting with several different plumbers and engineers, including the original design construction team, to find a proper and permanent solution. Unfortunately the underlying cause of the issue remains unclear.

Actions we have taken to date include:

- On January 13, a new return pump was installed.
- Between January 18 and 20, all of the mixing valve spindles were changed.
- On January 24, the plumber responsible for the building's initial design was contacted. On January 25, this company began their assessment of the facilities, and on January 27 they determined that the electric eyes in the automatic faucets were the problem, and new faucets were ordered.
- Between February 2 and 4, all faucets in the building were replaced.
- On February 7, a representative from a local licensed contracting company personally tested the water temperature of every shower. It was recommended that we once again rebuild the shower units. These parts arrived today.
- On February 9, the master mixing valve was recalibrated.

As none of these actions have improved the situation, we continue to work with outside professionals and town officials to find an answer. On the advice of engineers, we have scheduled appointments today and tomorrow to hopefully permanently solve the problem.

We understand your frustration with cold showers, and we ask for your continued patience and understanding, as we are committed to finding and implementing a resolution as soon as possible. If you would like more details or have suggestions, please feel free to contact me at 508-870-1320 x230. In addition, to receive email updates please inquire at the Welcome Center.

Sincerely,

Lori Bastien  
Executive Director  
Boroughs Family Branch YMCA

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**Mission Statement**

The YMCA of Central Massachusetts is an association united in a common goal to strengthen our communities and to develop the spirit, mind and body of all persons, regardless of means, through activities guided by and based upon our core values of caring, honesty, respect and responsibility.

