



Electeds aid the aged

Jul 30, 2026

Dear Editor:

We, the Coalition of Institutionalized Aged and Disabled, write to publicly extend thanks to elected leaders in Queens who took the time to listen and support residents of Sanford Manor — an adult care facility privately owned by the W Group that is home to 180 Queens seniors — who were without hot water for bathing and washing from June 5 until July 6.

After several days without hot water, Sanford residents reached out to CIAD for support. After we were unable to get a clear answer from management on when hot water would be restored, we worked with residents to contact local elected officials. Sanford residents were met with a quick response from the staff of several of them, including the offices of Queens Borough President Donovan Richards, Public Advocate Jumaane Williams, Assemblymember Ron Kim and Councilmember Sandra Ung. These electeds, as well as the NYS Department of Health and NYC Department of Buildings, all pushed to get repairs.

CIAD and the residents of Sanford Manor are grateful for the action of these local leaders. After nearly four weeks, a temporary, portable water heater was connected, providing hot water to resident bathrooms. The swift response from electeds not only helped effect an interim solution, but also showed residents that their self-advocacy can foster change.

CIAD and Sanford Manor residents will continue to monitor the boiler replacement progress until the solution is permanent. We hope that this experience will better connect elected leaders with their constituents as the residents face other challenges relative to significant maintenance needs of the facility. Again, we extend our sincere thanks to the staff members who navigated the city bureaucracy to help bring solutions to this serious situation.

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