



Kelcy mccray <kelcy.mccray@gmail.com>

Request for HVAC Inspection – System Not Heating Properly

11 messages

Kelcy mccray <kelcy.mccray@gmail.com>

Wed, Dec 10, 2025 at 4:26 PM

To: Deonte Thompson <deonte.thompson@dtprime6.com>, Cathy Chase <cathy@harrishawkinsandco.com>

Hello,

I hope you're doing well. I'm reaching out because the HVAC system is not heating the home properly. Even with a new filter installed and no visible freezing on the line, the temperature in the home stays around 65° or below even when the thermostat is set to 80°.

This is the same issue the system was having over the summer, where it struggled to cool properly. It seems the underlying problem may not have been fully resolved and is now affecting the heating as well.

With colder temperatures setting in, the house is becoming increasingly uncomfortable. I kindly request that the HVAC system be inspected as soon as possible to determine the cause and restore proper function.

Additionally, I would appreciate it if you could consider adding insulation/weather proofing around the windows and doors to help maintain temperature and improve overall comfort.

Thank you for your prompt attention to this matter. Please let me know when a technician can be scheduled.

Best regards,

Kelcy A McCray

Cathy Chase <cathy@harrishawkinsandco.com>

Wed, Dec 10, 2025 at 6:41 PM

To: Kelcy mccray <kelcy.mccray@gmail.com>

Cc: Deonte Thompson <deonte.thompson@dtprime6.com>

Hi Kelcy,

Thank you for your detailed email and request. I will follow up with Deonte to arrange for a technician to come out.

Please let me know your availability for tomorrow, Thursday, through Saturday so he can schedule the technician.

Thanks,
Cathy

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Kelcy mccray <kelcy.mccray@gmail.com>

Fri, Dec 12, 2025 at 2:16 PM

To: Cathy Chase <cathy@harrishawkinsandco.com>

Hello Ms Cathy

Great I can take off next Wednesday or Thursday Saturday i'll be running around and I worked today. I

[Quoted text hidden]

Kelcy mccray <kelcy.mccray@gmail.com>
To: Cathy Chase <cathy@harrishawkinsandco.com>
Cc: Deonte Thompson <deonte.thompson@dtprime6.com>

Thu, Dec 18, 2025 at 7:49 AM

Hi

Mike came out yesterday and attempted to fix the issue. Around 7pm I texted him advising the issue was still unresolved. He had me go down and walk me through steps I took photos of everything. this is an urgent issue.

The HVAC system is not working, and the home is not heating despite the thermostat being set to 85°F with the heat on. The indoor temperature is remaining between 65–67°F, as shown in the attached photos. This is the same unresolved issue we experienced previously.

The home is not maintaining a habitable temperature, and a licensed HVAC professional needs to inspect and repair the system immediately. Please confirm that someone will be sent out on Saturday.

Thank you.

Kelcy A McCray

On Wed, Dec 10, 2025 at 6:41 PM Cathy Chase <cathy@harrishawkinsandco.com> wrote:

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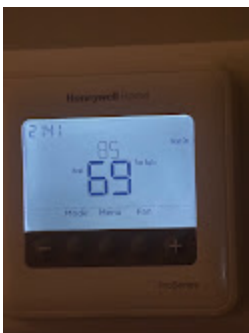
3 attachments



IMG_2555.jpeg
1028K



IMG_2543.jpeg
983K



IMG_2554.jpeg
1063K

Cathy Chase <cathy@harrishawkinsandco.com>
To: Deonte Thompson <deonte.thompson@dtprime6.com>
Bcc: kelcy.mccray@gmail.com

Thu, Dec 18, 2025 at 9:09 AM

Hi Deonte,

As Kelcy's message below confirms, the heat is still not working properly. Given the approaching holidays and low overnight temperatures, this is an issue that needs immediate attention. Kelcy is also concerned because she expects to be away starting Tuesday she wants to ensure the home stays warm to prevent freezing or pipes breaking causing damage to the home and her belongings.

Since I will be unavailable after 6 PM today until January 5th, I recommend having the HVAC specialist coordinate directly with Kelcy to schedule the repair.

Thanks,
Cathy

Cathy Chase
REALTOR®
The Navigation Home Team of CENTURY 21 Harris Hawkins & Co.
C 443.414.4595 | O 410.321.1035
cathy@harrishawkinsandco.com
[1404 Bare Hills Ave, Baltimore, MD 21209](#)
The Baltimore Sun Top Workplaces 2024
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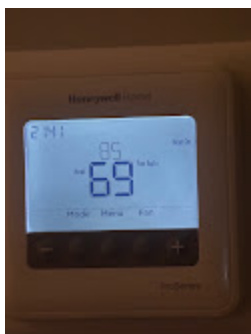
3 attachments



IMG_2555.jpeg
1028K



IMG_2543.jpeg
983K



IMG_2554.jpeg
1063K

To: Deonte Thompson <deonte.thompson@dtprime6.com>

Hello again Deonte

I'm writing to follow up on my previous messages regarding the HVAC system and the inability of the heating to maintain a habitable temperature in the home. As of today, the system still isn't working correctly and indoor temperatures remain significantly below a safe and comfortable level despite the thermostat being set high.

Under Maryland landlord-tenant law and applicable local housing codes, landlords are required to maintain essential services and keep rental units habitable. This includes providing and maintaining heating systems so that tenants can reach reasonable indoor temperatures during cold weather. Landlords must keep supplied utilities, including heating equipment, in good working order, and make necessary repairs in a timely manner to ensure the health and safety of occupants.

I have documented this ongoing issue and my attempts to report it. At this point, not only is this a comfort concern, but it is affecting the safety and habitability of the dwelling. Under Maryland's landlord obligations, failure to provide adequate heat and maintain essential systems can constitute a violation of housing and health standards, which may entitle tenants to pursue remedies through local code enforcement, rent escrow, or other legal avenues.

Please reply by the end of day 5:00pm with a confirmed plan and timeline for a licensed HVAC professional to come out and repair or replace the system. If I do not hear from you within that timeframe, I will need to take the next step of contacting housing/code enforcement to ensure compliance and to protect my rights.

Thank you for your prompt attention to this critical matter.

Kelcy A McCray

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Kelcy mccray <kelcy.mccray@gmail.com>

Wed, Dec 31, 2025 at 11:40 AM

To: Deonte Thompson <deonte.thompson@dtprime6.com>

Bcc: Cathy Chase <cathy@harrishawkinsandco.com>, Kel M <kamaka0714@gmail.com>

Hello again, Mr Thompson

I am writing to follow up on the email sent on 12/19 regarding the ongoing HVAC failure in the home and to request that you contact me directly at 843-496-8352 to resolve this matter, as Ms Cathy is currently unavailable until the 5th.

I have made multiple attempts to report and resolve this issue, including contacting you directly as well as my insurance company contacting you, and we have not received a response. The HVAC system remains nonfunctional and the home is unable to maintain a habitable temperature despite the heat being set well above normal levels. This is a continuation of a previously documented issue.

At this point, I need a confirmed resolution plan from you, including when a licensed HVAC professional will inspect and repair the system. If no resolution plan is provided by Friday, January 2nd, please be advised that January's rent will be placed into a rent escrow account until the HVAC issue is fully resolved and the home is returned to a habitable condition, in accordance with my rights as a tenant under Maryland law.

I would prefer to resolve this promptly and cooperatively. Please contact me as soon as possible to confirm next steps.

Thank you for your immediate attention to this matter.

Sincerely,

Kelcy A McCray

2640 E Oliver Street Baltimore MD 21213

843-496-8352

kelcy.mccray@gmail.com

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Kelcy mccray <kelcy.mccray@gmail.com>
To: Deonte Thompson <deonte.thompson@dtprime6.com>
Cc: Cathy Chase <cathy@harrishawkinsandco.com>

Wed, Dec 31, 2025 at 2:00 PM

Hello again Mr Thompson,

I am following up again due to the continued lack of response regarding the HVAC failure.

Because this issue remains unresolved and the home is still unable to maintain a habitable temperature, I have independently contacted a licensed HVAC inspector to prevent further delay. The inspector is scheduled to come by today or tomorrow to evaluate and complete the necessary work.

Please note that payment coordination will need to be handled directly with you, as I will not be paying for or funding the service he provides as a part of a rent deduction. This repair falls under the landlord's responsibility to maintain essential systems, including heat. I am requesting that you contact Mr Going's at +1 (443) 271-7138 immediately to confirm how you would like to proceed with payment and authorization so there is no disruption to the inspection or repair process.

This step was taken only due to the lack of response and the urgency of restoring safe and habitable conditions in the home. Moving forward I would prefer to resolve any issue cooperatively and without further escalation.

Sincerely,

Kelcy A McCray

2640 E Oliver Street Baltimore MD 21213

843-496-8352

kelcy.mccray@gmail.com

[Quoted text hidden]

Cathy Chase <cathy@harrishawkinsandco.com>
To: Kelcy mccray <kelcy.mccray@gmail.com>
Cc: Deonte Thompson <deonte.thompson@dtprime6.com>

Wed, Dec 31, 2025 at 2:52 PM

Kelcy-

Thank you for your continued communication. Once Chad Going of Tropicool HVAC completes needed repair please have him forward the receipt of services rendered along with listing any warranty of service repairs to Deonte via email or text.

Thank you for your understanding in this matter.

Kindly

Cathy
REALTOR®

The Navigation Home Team of CENTURY 21 Harris Hawkins & Co.
C 443.414.4595 | O 410.321.1035
cathy@harrishawkinsandco.com
1404 Bare Hills Ave, Baltimore, MD 21209
The Baltimore Sun Top Workplaces 2024
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Deonte Thompson <deonte.thompson@dtprime6.com>
To: Kelcy mccray <kelcy.mccray@gmail.com>

Tue, Jan 13, 2026 at 1:58 PM

Please refer to **Sections 23 and 25** of your lease. After the initial HVAC repair attempt by the property manager was unsuccessful, you were provided multiple reasonable options to address the issue, including: (i) scheduling repairs directly with an HVAC technician and deducting the cost from your rent, or (ii) providing the repair cost so I could arrange direct payment.

Since that time, you have been in direct contact with **Chad**, the HVAC technician, to coordinate repairs based on your availability. I have also spoken with Chad directly, and he has confirmed that repairs are currently underway and are expected to be completed this week. At no point did any of the provided options authorize or permit withholding rent.

As stated in **Section 8** of the lease, *"Tenant agrees to pay rent when due without any deduction or setoff. If a monthly installment of rent is paid more than five (5) days after the date when due, Tenant shall pay, as additional rent, a sum equal to five percent (5%) of the amount of delinquent rent."*

As of **January 13, 2026**, rent has not been received. Accordingly, late fees are being assessed in the amount of **\$555**, calculated at **5% of \$1,850 (\$92.50 per day)**, in accordance with the lease.

That said, in an effort to remain reasonable and resolve this matter promptly, if payment is initiated within **24 hours**, I am willing to **waive the assessed late fees**.

Deonte Thompson

On Dec 19, 2025, at 2:40 PM, Kelcy mccray <kelcy.mccray@gmail.com> wrote:

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Kelcy mccray <kelcy.mccray@gmail.com>
To: Deonte Thompson <deonte.thompson@dtprime6.com>

Tue, Jan 13, 2026 at 2:48 PM

Hello Mr Thompson,

My prior emails regarding the unresolved HVAC failure and the need for direct coordination were left unanswered.

As previously advised, the home is not maintaining a habitable temperature, an HVAC inspector Chad advised that the issue is much larger as the HVAC system was not installed properly. There are ongoing issues that still needs to be addressed. The temperature cannot be set above 75 degrees which is alarming given the current weather conditions here in Maryland that are below 30 degrees. There has not been another attempt to schedule final repairs for the system to be corrected.

Additionally, as I advised previously due to the unresolved HVAC failure resulting in uninhabitable temperature conditions, January's rent has been placed into a rent escrow account.

This action was taken after multiple documented attempts to contact you regarding the HVAC system, the need for a resolution plan, and the absence of a designated property manager. As of today, the heating system remains unfunctional beyond 75 degrees and the issue has not been fully addressed. I have also filed a complaint with Baltimore City.

The escrowed rent will remain on deposit until the HVAC system is fully repaired and the home is restored to a habitable condition, in accordance with Maryland tenant rights and habitability requirements.

I remain willing to resolve this matter promptly and cooperatively. Please contact me to confirm:

- The repair timeline
- Identification of a responsible property manager going forward.

I look forward to your prompt response so this matter can be resolved without further escalation.

Very Respectfully

Kelcy A McCray

Tenant 2640 E. Oliver Street Baltimore Maryland

Human Capital Program Manager

Executive Office of the President The White House

Program Analyst U.S. Department of Justice

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