



Ashlynn Randolph <ashlynnrandolph6@gmail.com>

Urgent Escalation: Ongoing Lack of Heat, Power Outage, and Request for Temporary Accommodation

Ashlynn Randolph <ashlynnrandolph6@gmail.com>
To: "Douglas, Davona" <ddouglas@baymgmtgroup.com>

Thu, Feb 5, 2026 at 2:01 PM

Following up on my email from this morning. I haven't heard back yet and wanted to check in.

Could you please let me know if the electrician has been scheduled and what the plan is if the heat cannot be restored today? I'm really trying to avoid another night in a cold apartment.

Thank you,

Kind Regards,
Ash-Lynn Randolph
Mobile: (410) 865-9458
[LinkedIn](#)

On Thu, Feb 5, 2026 at 9:09 AM Ashlynn Randolph <ashlynnrandolph6@gmail.com> wrote:

Given that I've now been without heat since January 26 and it wasn't resolved as planned, I just need more clarity on what today looks like. I've been told multiple times that repairs were scheduled or completed, but I continue to come home to a cold apartment. Do you know when the electrician is expected to come out today, or if there's a general timeframe??

If the heat is not able to be restored today, I also need to understand what the plan is moving forward. I'm really trying to avoid spending another night in a freezing apartment. I can't use a space heater due to the electrical issues, my oven doesn't adequately heat the unit, and I'm literally going to bed in my coat to stay warm!!!

Kind Regards,
Ash-Lynn Randolph
Mobile: (410) 865-9458
[LinkedIn](#)

On Thu, Feb 5, 2026 at 9:04 AM Douglas, Davona <ddouglas@baymgmtgroup.com> wrote:

Hello Ashlynn,

The contractor was working on your unit until the office closed and was unable to get it running. He requested for an electrician to come out. Tenoch will follow up with them today to get them out. We will follow up with you as soon as we hear back from the contractor.

Davona Douglas
Property Manager
Bay Management Group
[1114 Saint Paul St.](#)
[Baltimore, MD 21202](#)

Office: 443-884-2387 ext 21101

www.baymgmtgroup.com



From: Ashlynn Randolph <ashlynnrandolph6@gmail.com>

Sent: Wednesday, February 4, 2026 7:18 PM

To: Douglas, Davona <ddouglas@baymgmtgroup.com>

Subject: Re: Urgent Escalation: Ongoing Lack of Heat, Power Outage, and Request for Temporary Accommodation

< External Email >

I want to start by saying that I am not trying to be rude or difficult, but I am extremely frustrated and exhausted at this point.

I have now been without heat since January 26, and despite consistently raising this issue and being told that repairs are scheduled or forthcoming, I continue to come home to a very cold apartment. I am the one physically staying in these conditions, and it has been incredibly difficult.

I cannot use the space heater that was provided, as it caused my electricity to go out and the contractor specifically advised me not to use it because it is too much for my breaker. Using my oven does not adequately warm my apartment and is not a safe or effective solution. I have tried every temporary measure suggested, and none have resolved the situation.

I asked for temporary accommodation in advance because I did not feel it was reasonable or safe to continue waiting in this weather, especially given the repeated delays. It is now Thursday, and I am still without heat. At this point, I am genuinely concerned that this may continue into the weekend or even until Monday based on how things have progressed so far.

What has been especially difficult is the lack of communication. I am not being kept informed of the status beyond being told that something is scheduled. Instead, I return home to a cold apartment and have to reach out again and again to ask what is happening. I do not understand why I am not at least being provided with clear updates on progress or delays.

At this point, I am simply asking for temporary accommodation or a clear, guaranteed solution so that I am not continuing to stay in an uninhabitable apartment. I am not asking for anything unreasonable. I am just asking to be safe and warm.

This is my first apartment, and I truly love the building and the area. I was genuinely excited to renew my lease. That is why this has been so upsetting. The way this situation has been handled has been really disheartening.

Please let me know as soon as possible how this can be resolved today. I would appreciate clear communication and confirmation of next steps please!!!!

Kind Regards,

Ash-Lynn Randolph

Mobile: (410) 865-9458

[LinkedIn](#)

On Wed, Feb 4, 2026 at 6:58 PM Ashlynn Randolph <ashlynnrandolph6@gmail.com> wrote:

Again nobody has came to my apartment. I still have no heat. I have asked several and several times and have given this situation time since I know it's been difficult due to the weather but I am really at my wits end. I'm genuinely so frustrated and confused as to why no one is coming to fix the issue? I have put in several tickets, have tried escalating it to no avails. I was reassured that someone would come today and I have just come into my very cold apartment and still nothing.

What can be done here??

Kind Regards,

Ash-Lynn Randolph

Mobile: (410) 865-9458

[LinkedIn](#)

On Wed, Feb 4, 2026 at 9:18 AM Douglas, Davona <DDouglas@baymgmtgroup.com> wrote:

Goodmorning,

Once the heat is restored . You can submit an email for compensation and attach your BGE bill prior to your issue, during the outage, and a full month after the issue was repaired. Once I receive all three bills I would forward them over to my superiors for review and they would approve the amount of compensation to be received.

Davona Douglas

Property Manager

Bay Management Group

1114 Saint Paul St.

Baltimore, MD 21202

Office: 443-884-2387 ext 21101

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From: Ashlynn Randolph <ashlynnrandolph6@gmail.com>

Sent: Wednesday, February 4, 2026 8:02 AM

To: Douglas, Davona <DDouglas@baymgmtgroup.com>

Subject: Re: Urgent Escalation: Ongoing Lack of Heat, Power Outage, and Request for Temporary Accommodation

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Good morning Davona,

Thank you for the update and for confirming that the contractor is scheduled to come today. I appreciate you following up on the repair.

I also wanted to follow up on one additional item. During the period when my apartment had no heat, after hours maintenance advised me to leave my oven door open to help warm the unit. At that time, I was told that I would be compensated or credited for the increased gas usage resulting from this temporary measure.

Additionally, I want to note that I am unable to use space heaters as a temporary solution. The space heater that was previously provided caused my electricity to go out, and power was not restored for approximately two days. The contractor specifically advised me not to use a space heater going forward, as it draws too much power for my breaker.

Could you please confirm whether Bay Management will be providing a credit or reimbursement for the additional gas usage during that period, and how that will be handled?

Thank you, and I look forward to the heat being restored today.

Kind Regards,

Ash-Lynn Randolph

Mobile: (410) 865-9458

[LinkedIn](#)

On Tue, Feb 3, 2026 at 4:20 PM Douglas, Davona <DDouglas@baymgmtgroup.com> wrote:

Hello Ashlynn,

I have received the complaint forwarded to our office regarding the issue you have experienced over the past week. I sincerely apologize for the delayed response and for any miscommunication with the contractors while this matter has been addressed.

Due to recent inclement weather and minor contractor setbacks, repairs were delayed; however, I have confirmed with Canton Contracting that you are currently scheduled for service tomorrow, 02/04. We are hopeful this will resolve the issue as quickly as possible.

If you need any additional space heaters in the meantime, please let us know and we will be happy to assist. I will follow up with the contractor tomorrow to check on the status of the repair.

If the issue is not resolved or if you need anything further, please do not hesitate to contact me directly. I am the property manager for your building and am here to help.

Thank you for your patience and understanding.

Best regards,

Davona Douglas

Property Manager

Bay Management Group

1114 Saint Paul St.

Baltimore, MD 21202

Office: 443-884-2387 ext 21101

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From: Ashlynn Randolph <ashlynnrandolph6@gmail.com>

Sent: Monday, February 2, 2026 5:44 PM

To: Freeze, Patrick <pfreeze@baymgmtgroup.com>; Acap, Mariah <macap@baymgmtgroup.com>; zsigler@baymgmtgroup.com; Schofield, Megan <mschofield@baymgmtgroup.com>; @BMG Baltimore Info <info@baymgmtgroup.com>

Subject: Urgent Escalation: Ongoing Lack of Heat, Power Outage, and Request for Temporary Accommodation

You don't often get email from ashlynnrandolph6@gmail.com. [Learn why this is important](#)

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Good afternoon,

I am writing to formally escalate an ongoing and unresolved habitability issue in my apartment and to request immediate intervention from Bay Management.

I reside at **1114 Saint Paul Street, Baltimore, MD, Unit 3D**. I have been without heat in my apartment since Sunday, January 26, during a period of extreme winter weather, including a winter storm and multiple days of single digit temperatures. Despite repeated service requests, follow ups, and attempts to work with on site management, the issue remains unresolved.

For clarity, I want to outline the full timeline and circumstances:

An HVAC contractor was scheduled to come last Friday. They did not arrive until approximately 5:00 PM. When they arrived, they were unable to perform any work because the breaker they needed access to was located behind a locked door that only management could open. Because this occurred outside of business hours, no repairs were made, and I was left without heat for the entire weekend. It is concerning that a critical breaker serving the building is located behind a locked door, with no access or response available after 5:00 PM for an appointment that management itself scheduled.

As a temporary measure, management provided a space heater. On Tuesday of last week, the use of this space heater caused my apartment's electricity to go out. I remained without power until Friday morning, meaning I was without electricity for approximately three days in addition to having no heat. It took numerous attempts to reach management before the power issue was addressed.

During this time, after hours maintenance advised me to leave my oven door open in an attempt to heat the apartment. This did not adequately warm the unit and required increased gas usage. While I was told I would be compensated for the gas bill, this does not resolve the ongoing issue that the apartment remains extremely cold and unsafe to occupy.

As of today, I was informed that the soonest an HVAC contractor can return is Thursday morning. This means I am expected to remain in an apartment without heat for several additional days despite the continued winter conditions. At this point, the temperature inside my unit is extremely low, and I have been forced to wear multiple layers of clothing and socks simply to remain minimally warm.

I have submitted multiple service requests and sent numerous emails, texts, and made phone calls to my property manager regarding these issues, with little to no response. I have records and receipts documenting these attempts. I did not receive any response until I physically wrote a note and slid it under the management office door. Due to the lack of response, I also submitted a 311 request, and a city inspector has since reached out regarding these conditions.

This situation has gone well beyond an inconvenience. Heat and electricity are essential services, and the prolonged lack of heat during extreme cold presents a serious health and safety concern. The apartment is currently uninhabitable.

Given the duration of the issue and the continued delay in repairs, I am formally requesting immediate assistance, including temporary accommodations such as a hotel stay until heat is fully restored, as well as clear written confirmation of next steps and how this situation will be handled.

Please treat this matter as urgent. I would appreciate a response soon outlining how Bay Management intends to resolve this.

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Kind Regards,

Ash-Lynn Randolph

Mobile: (410) 865-9458

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