From: Graciela Monserrate <g.monserrate@24asset.com>
Sent: Wednesday, February 4, 2026 9:22 AM
To: publicworks@baltimorecity.gov
Cc: HUD UTILITY <HUDUTILITY@24asset.com>; Stacy Ford <s.ford@24asset.com>; HUD5P <HUD5P@24asset.com>
Subject: need water shut off at curb for two properties in Baltimore MD

Good morning,

I have been trying to contact your 311 at 410-396-5352 since yesterday.

When I dial the number, I don't get a ring tone, not sure if you are experiencing problems with your phone system.

The following two properties are custodial foreclose/vacant properties.

24 Asset Management is the field service manager on behalf of the U S Department of Housing and Urban Development. (HUD)

Our local vendor has reported some issues with each property and request that **the water gets shut off at the curb to preserve the properties**.

We are aware that there is a $104 fee for each shut off, please bill us for this charge.

241-794963 5600 BALLMAN AVE, BALTIMORE MD 21225

- There is a pipe leak at main. The snow was plowed so high that he can't reach the main to shut it off.
-

241-794456 4204 NORFOLK AVE, BALTIMORE MD 21216

- Frozen pipes

Please let me know if you have any questions.

Sincerely,

Grace Monserrate
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All folders are up to date. Connected