

Complaint and Safety Concern Regarding Smoke/CO Detector Service
April 20-21, 2026
Chana Harding

First, I would like to thank the firefighters of the Baltimore City Fire Department for the work they do each day to protect the residents and communities of Baltimore. I understand crews are often responding to emergencies and balancing many responsibilities at once.

However, I still feel it is important to bring this experience to the attention of a supervisor because I may not be the only resident to experience this type of situation.

On April 20, Truck 8 or 10 responded to my residence and removed two hardwired smoke/CO detectors. The firefighters advised that they had to leave for another call and stated they would return, but they did not return.

On April 21, Truck 10 or 8 responded. During that visit, the previously removed detectors were not reinstalled. One smoke-only detectors were installed, and my family member was advised that carbon monoxide detectors would need to be purchased separately. In addition, an ongoing issue involving another detector was not resolved after my family member explained that the battery had already been replaced.

The fire department also identified three hardwired smoke/CO detectors in the home as faulty, including one in the living room, one in a bedroom, and one on the upper level near the skylight.

As a result, my family was left without full smoke/CO coverage until I purchased and installed my own temporary detectors for safety.

While I appreciate the existence of programs that provide smoke detectors to residents, no resident should walk away from that experience feeling dismissed, uncomfortable, or hesitant to ask questions regarding fire safety in their home. Residents rely on the Fire Department as trusted professionals for guidance and protection, especially when it comes to smoke and carbon monoxide safety.

My goal in writing this email is not simply to complain, but to bring awareness to an experience that could potentially affect other residents as well. I respectfully ask that this matter be reviewed and that additional attention be given to communication and follow-through during these types of service calls. Thank you for your time and attention.

Sincerely,

Ms. Harding

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