

Subject: Commendation for Exceptional Service and Community Impact – 3504 Greenspring Avenue

To the Department of Housing Leadership and Supervisors,

I am writing to share my deepest gratitude for the outstanding service your team provided regarding the vacant property at 3504 Greenspring Avenue.

From June 11, 2026, until June 19, 2026, your team arrived on-site ready to tackle major safety concerns that had begun to extend beyond the property itself. Their professionalism and personable nature were evident from day one. My husband and I were incredibly impressed by their responsiveness and genuine care, but most importantly, we were grateful for their commitment to following through on the complaints we raised.

I would like to specifically commend **Terrance Owens, Mickey Healy, Bobby Long, Jamaine Carter, Tom Marston, and Carlton Murray** for their hard work. Managing a home that has been abandoned for 8 years is no easy task, especially one structurally attached to others; this is complex, demanding work, and the team handled this project with remarkable care and attention to detail. It was truly impressive to witness their leadership and respect for one another and, quite frankly, their pure grit in getting the job done effectively.

Their work has been a breath of fresh air for our neighborhood and has made a tangible, positive difference in our daily quality of life. The fact that this team is so dedicated to creating a better Baltimore is truly commendable. They tackled this service request with precision and efficiency, and we feel incredibly fortunate that this was the team assigned to our community.

Please extend our sincere thanks to every member of this crew. They are a shining example of public service, and we are grateful for their dedication.

With much appreciation,

Jaeda Trabilsy

3502 Greenspring Avenue, Baltimore, MD 21211

The community of Greenspring Avenue