

Notice of Maintenance Issues and Rent Withholding

19 messages

Robert Miles <robmiles3@gmail.com>

To: info@castlerockrealtyllc.com

Cc: info@castlerockrealtyllc.com

Fri, Mar 13, 2026 at 11:31 AM

Dear Castle Rock Realty

I hope this email finds you well. I am writing to formally notify you that several maintenance issues in my unit at 2108 Boston St Apt 604 Distillery Apartments remain unresolved despite prior requests. These issues include:

Issue #1 – Ongoing HVAC. (1st reported in 2022)

Issue #2 – Ongoing floor vibration/humming noise. (Reported Dec 2024)

Issue #3 – Hole in utility closet floor. (Since Nov 2025)

These issues are affecting the habitability of the unit. I previously reported these problems via Resident app, email, and phone call but they have not yet been repaired yet showing all work has been completed.

If these issues are not resolved within a reasonable timeframe, I may need to exercise my rights under Maryland tenant law, including the possibility of withholding rent or pursuing other remedies until the necessary repairs are completed.

Please let me know as soon as possible when these repairs will be scheduled. **Emailed preferred contact.** I would appreciate prompt attention to ensure the apartment remains safe and habitable.

Thank you for your attention to this matter. I look forward to your response.

Sincerely,
Robert Miles
2108 Boston St Apt 604
856-777-0880
robmiles3@gmail.com

9 attachments



Original Requests.PNG
216K



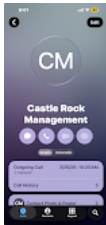
Nov 2025 Contact.PNG
256K



Ongoing Nov 2025 Contact.PNG
300K



Feb 2026 Contact.PNG
298K



2-25-26 Call to Office with no call back.png
2912K



Canceled-Closed.PNG
218K



Work Completed.png
347K



Hole in floor with packing paper and a box over it.jpeg
2888K



Hole in floor exposed.jpeg
1823K

Robert Miles <robmiles3@gmail.com>
To: amanda@castlerockrealtyllc.com

Please advise.

Begin forwarded message:

From: Robert Miles <robmiles3@gmail.com>
Date: March 13, 2026 at 11:31:41 AM EDT
To: info@castlerockrealtyllc.com
Cc: info@castlerockrealtyllc.com
Subject: Notice of Maintenance Issues and Rent Withholding

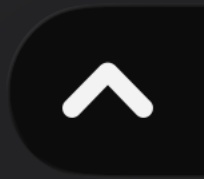
[Quoted text hidden]

7:52



3 Messages

Distillery Apts...



3:38



Maintenance

OPEN REQUESTS

ALL REQUESTS

MONDAY, OCTOBER 20, 2025

REQUEST # 4239
Flooring

REQUEST # 4228
Heating / Air Conditioning

Heating / Air Conditioning

WEDNESDAY, AUGUST 27, 2025

REQUEST # 3617

Heating / Air Conditioning



7:52



3 Messages



Any response before I have to call??

[See More](#)



Robert Miles

11

To: amanda@castlerockr... & 1 mo

Apt 304 is running now. Poor lady's e
bill is insane.

[See More](#)



Robert Miles

11

To: amanda@castleroc... & 1 more

Hello

Please advise the open cases that have been acknowledged. AC issues against pipes were never wrapped from JULY reopened in AUG due to the app change and the hole in the floor in the utility c



8:01



Castle Rock
Management

Management



Details

Voicemails

Outgoing Call
1 minute

2/25/26 · 10:25

Call History

CM Contact Photo & Poster



Calls



Contacts



Keypad

7:59



MAINTENANCE REQUEST

STATUS

Work Completed

REQUEST #

4828

ORIGINATOR

Robert Miles

PRIORITY

High

CATEGORY

Other

DESCRIPTION

Vibration

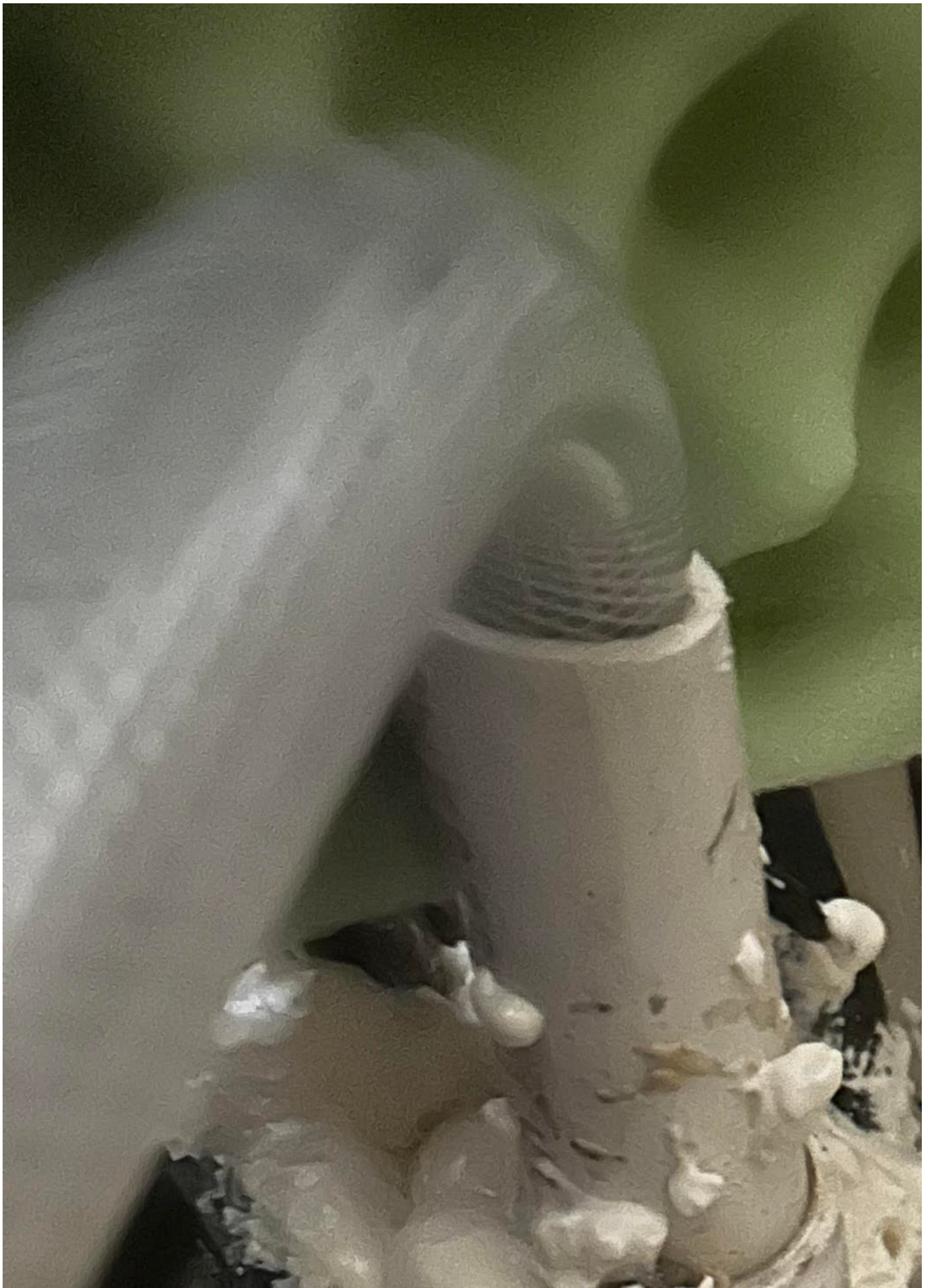
PERMISSION TO ENTER?

No

ACCESS INSTRUCTIONS

Air Tech will be on-site on Friday 12/19/2 between 9 and 11 to evaluate. I will meet I met with Air Tech on Friday at 9:30am. went on roof to see if anything was running that could cause vibration, nothing found will try to insulate refrigerant lines properly see if that helps. Also, fill small hole in floor around refrigerant lines. DC. DAN IS GOING TO HAVE THE MECHANICAL ROOM FOAM INSULATED TO TRY AND REDUCE THE NOISE COMING FROM THE HVAC UNIT.

1/10/26













Amanda <amanda@castlerockrealtyllc.com>
To: Robert Miles <robmiles3@gmail.com>

Hi Robert,

What is the best time to send our Supervisor to come speak with you regarding these issues?

Amanda Littles

Castle Rock Realty Management LLC

7444 Holabird Ave., Suite D

Baltimore, MD 21222

410-282-6060 (P)

www.castlerockrealtyllc.com



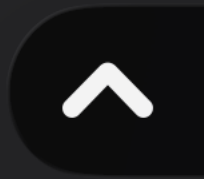
[Quoted text hidden]

[Quoted text hidden]

7:52



3 Messages
Distillery Apts...



3:38



Maintenance

OPEN REQUESTS

ALL REQUESTS

MONDAY, OCTOBER 20, 2025

REQUEST # 4239
Flooring

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Heating / Air Conditioning

WEDNESDAY, AUGUST 27, 2025

REQUEST # 3617

Heating / Air Conditioning



7:52



3 Messages



Any response before I have to call??

[See More](#)



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To: amanda@castlerockr... & 1 mo

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bill is insane.

[See More](#)



Robert Miles

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To: amanda@castleroc... & 1 more

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8:01



Castle Rock
Management

Management



Details

Voicemails

Outgoing Call
1 minute

2/25/26 · 10:25

Call History

CM Contact Photo & Poster



Calls



Contacts



Keypad

7:59



MAINTENANCE REQUEST

STATUS

Work Completed

REQUEST #

4828

ORIGINATOR

Robert Miles

PRIORITY

High

CATEGORY

Other

DESCRIPTION

Vibration

PERMISSION TO ENTER?

No

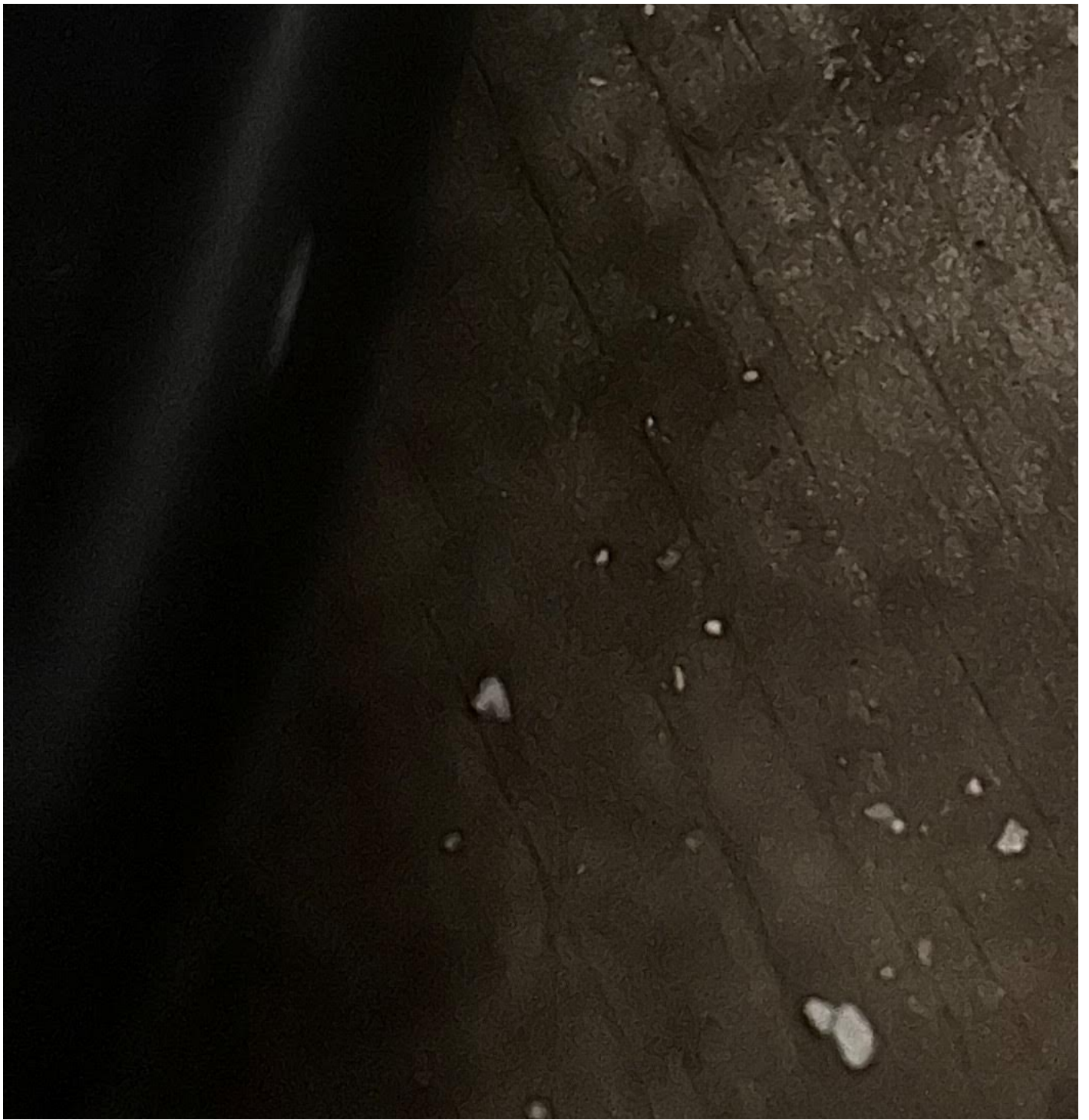
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1/10/26













Robert Miles <robmiles3@gmail.com>
To: Amanda <amanda@castlerockrealtyllc.com>

Tue, Mar 24, 2026 at 3:54 PM

Hello Amanda,
Anytime tomorrow is ok.

On Mar 24, 2026, at 3:52 PM, Amanda <amanda@castlerockrealtyllc.com> wrote:

Hi Robert,

What is the best time to send our Supervisor to come speak with you regarding these issues?

Amanda Littles
Castle Rock Realty Management LLC

7444 Holabird Ave., Suite D
Baltimore, MD 21222
410-282-6060 (P)
www.castlerockrealtyllc.com
<image001.png>

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<image002.png>
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<image005.png>
<image006.png>
<image007.png>
<image008.png>
<image009.jpg>
<image010.jpg>

Amanda <amanda@castlerockrealtyllc.com>
To: Robert Miles <robmiles3@gmail.com>

Tue, Mar 24, 2026 at 4:31 PM

They will be there between 1pm-4pm

Amanda Littles

Castle Rock Realty Management LLC
7444 Holabird Ave., Suite D
Baltimore, MD 21222
410-282-6060 (P)
www.castlerockrealtyllc.com



[Quoted text hidden]

Robert Miles <robmiles3@gmail.com>
To: Amanda <amanda@castlerockrealtyllc.com>

Tue, Mar 24, 2026 at 4:34 PM

Confirmed.

On Mar 24, 2026, at 4:31 PM, Amanda <amanda@castlerockrealtyllc.com> wrote:

They will be there between 1pm-4pm

Amanda Littles

Castle Rock Realty Management LLC
7444 Holabird Ave., Suite D
Baltimore, MD 21222
410-282-6060 (P)
www.castlerockrealtyllc.com
<image001.png>

[Quoted text hidden]

Robert Miles <robmiles3@gmail.com>
To: Amanda <amanda@castlerockrealtyllc.com>

Mon, May 4, 2026 at 1:39 PM

Hello Amanda,

I am writing to follow up, as it has now been six weeks since the initial response. To date, the only action taken was a visit on March 25, 2026. There has been no subsequent follow-up or communication from the supervisor who visited.

On April 21, 2026, I received an unexpected call from Betty regarding Rucker returning. Rucker has visited multiple times previously and indicated the issue was "normal." I returned the call on April 22, 2026, after Megan called and spoke with Betty. She and I confirmed an appointment for April 23, 2026, at 8:00 AM. Unfortunately, this resulted in a no call, no show, and again, no follow-up or communication.

As April's rent remains withheld, the associated late fee must be removed. Please confirm once removed. Additionally, I will be withholding May's rent due to the continued lack of resolution.

I will also be exercising my rights under Maryland tenant law by requesting a Baltimore City inspection to ensure that all aspects of the apartment, as well as any connected or affiliated systems, are up to code. I will notify you once the inspection is scheduled so that your personnel may be present if needed. Looks to take about 15 days to have someone here for the inspection.

For transparency and documentation purposes, please respond via email only, as I will not be accepting phone calls on this matter.

Thank you for your attention to this issue.

[Quoted text hidden]

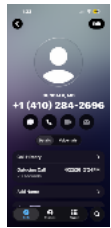
3 attachments



Betty's VM.PNG
211K



Megan's VM.PNG
211K



4-22-26 Return Call.PNG
610K

Robert Miles <robmiles3@gmail.com>
To: Debbie Scarfield <debbie@castlerockrealtyllc.com>, Amanda <amanda@castlerockrealtyllc.com>

Tue, May 5, 2026 at 8:31 AM

debbie@castlerockrealtyllc.com via sendgrid.net

HI ROBERT, I WAIVED THE LATE FEE FOR APRIL....WHY ARE YOU NOT PAYING THE RENT? PLEASE PAY THE RENT FOR WE NEED IT TO COVER OUR EXPENSES FOR THIS APT BUILDING. OUR MAINTENANCE I WAS TOLD IS COMING TOMORROW? I TRIED TO CALL YOU TWICE YOU MUST BE WORKING. PLEASE LET ME KNOW WHEN YOU ARE PAYING THE RENT. THANK YOU ROBERT!

Hello Debbie,

In response to your email, it appears there is still a gap in communication regarding why rent is currently being withheld. For your reference, I have forwarded prior correspondence outlining the ongoing issues that remain unresolved.

Given that these concerns have been ongoing, all relevant parties should be fully aware of the scope of work required. When maintenance is scheduled, they should be prepared to address the following:

1. Access to Apartments 204-504 to turn on AC Units.
2. Access to Apartment 504 to properly block and seal the hole in the floor from both units.
3. Correct re-wrapping of the HVAC pipes.
4. If the units are not being replaced or serviced regularly (not just changing the air filter), they must be raised higher off the roof to reduce vibration transfer into my apartment. If that is not feasible, appropriate insulation must be installed in the ceiling and walls to mitigate the noise.

For transparency and documentation purposes, I request that all communication regarding this matter be conducted via email only. I will not be accepting phone calls.

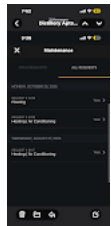
I look forward to your prompt response and resolution of these issues.

Thank You

----- Forwarded message -----
From: Robert Miles <robmiles3@gmail.com>
Date: Fri, Mar 13, 2026 at 11:31 AM
Subject: Notice of Maintenance Issues and Rent Withholding

To: <info@castlerockrealtyllc.com>
Cc: <info@castlerockrealtyllc.com>
[Quoted text hidden]

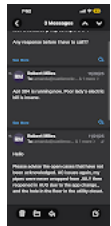
9 attachments



Original Requests.PNG
216K



Nov 2025 Contact.PNG
256K



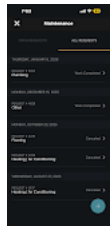
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Feb 2026 Contact.PNG
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2912K



Canceled-Closed.PNG
218K



Work Completed.png
347K



Hole in floor with packing paper and a box over it.jpeg
2888K



Hole in floor exposed.jpeg
1823K

Debbie Scarfield <debbie@castlerockrealtlyllc.com>
To: Robert Miles <robmiles3@gmail.com>, Amanda <amanda@castlerockrealtlyllc.com>

Tue, May 5, 2026 at 11:46 AM

Robert we have a Logue also of how many times we tried to make arrangements with you before we would come to your apt. So your not being fair whatsoever. Its not all true what you are saying about us.

Get [Outlook for iOS](#)

[Quoted text hidden]

Get [Outlook for iOS](#)

Robert Miles <robmiles3@gmail.com>
To: Debbie Scarfield <debbie@castlerockrealtlyllc.com>
Cc: Amanda <amanda@castlerockrealtlyllc.com>

Tue, May 5, 2026 at 2:35 PM

There's no need for your response to come across as defensive. I've made every effort to communicate these concerns clearly and consistently, and the documentation reflects that. Characterizing my statements as unfair or inaccurate is concerning.

Since November 2025, (HVAC issues 2022) I have consistently and respectfully reported these concerns through the Resident app and email, all of which are documented in the thread below. Based on these records, access to my apartment has been provided as needed without issue. Dec 2025, March 2026, April 2026 (Never Showed)

If your records reflect something different, I kindly ask that you share your logs so we can reconcile any discrepancies and move forward productively.

Again...Given that these concerns have been ongoing, all relevant parties should be fully aware of the scope of work required. When maintenance is scheduled, they should be prepared to address the following:

1. Access to Apartments 204-504 to turn on AC Units.
2. Access to Apartment 504 to properly block and seal the hole in the floor from both units.
3. Correct re-wrapping of the HVAC pipes.
4. If the units are not being replaced or serviced regularly (not just changing the air filter), they must be raised higher off the roof to reduce vibration transfer into my apartment. If that is not feasible, appropriate insulation must be installed in the ceiling and walls to mitigate the noise.

My goal remains to have these matters fully addressed as soon as possible, and I appreciate your cooperation in helping resolve them before the need to call 311.

Thank You.

[Quoted text hidden]

Robert Miles <robmiles3@gmail.com>
To: Debbie Scarfield <debbie@castlerockrealtlyllc.com>
Cc: Amanda <amanda@castlerockrealtlyllc.com>

Mon, May 11, 2026 at 9:29 AM

Hello,

Following the completion of the floor repair in the utility room and the maintenance worker's written report, I am following up to inquire about the next steps regarding the HVAC pipe wrapping and the plan to mitigate the ongoing noise from the AC units.

Please provide an update on the proposed timeline and actions moving forward.

Thank you.

[Quoted text hidden]

Robert Miles <robmiles3@gmail.com>
To: Debbie Scarfield <debbie@castlerockrealtlyllc.com>
Cc: Amanda <amanda@castlerockrealtlyllc.com>

Tue, May 19, 2026 at 3:06 PM

Hi Debbie,

As previously requested several times, I ask that all communication be conducted through email for documentation purposes.

Regarding your phone call on 5/11/26, a screenshot of the voicemail is attached for reference. I am still awaiting confirmation of your scheduled arrival to assess the nuisance noise

coming from the AC units. Once a date has been determined, please confirm the day and time of your arrival so I can arrange my work schedule. Please ensure you have access to apartments 204–504. This will allow you to individually turn each unit on and off to properly distinguish the differences in the sounds being reported.

If no one is able to properly wrap the pipes, I will move forward with ordering the necessary materials and completing the work myself. The cost of materials, along with compensation for my time, will then be deducted from June's rent.

Please advise how you would like to proceed.

I look forward to your reply.

Thank you.
[Quoted text hidden]



Screenshot 2026-05-19 at 2.57.27 PM.png
374K

Debbie Scarfield <debbie@castlerockrealtyllc.com> Tue, May 19, 2026 at 4:17 PM
To: Robert Miles <robmiles3@gmail.com>

Hi Robert, can Brandon our Supervisor come to your apt. tomorrow morning between 10:00 and 12:00 ? What is a good time for you???

[Quoted text hidden]

Robert Miles <robmiles3@gmail.com> Tue, May 19, 2026 at 4:21 PM
To: Debbie Scarfield <debbie@castlerockrealtyllc.com>

Anytime between then would work. I go on lunch at 12 for an hr so that would be ideal if he came at 12. Please confirm.

Thanks.

On May 19, 2026, at 4:17 PM, Debbie Scarfield <debbie@castlerockrealtyllc.com> wrote:

[Quoted text hidden]

Debbie Scarfield <debbie@castlerockrealtyllc.com> Tue, May 19, 2026 at 4:54 PM
To: Robert Miles <robmiles3@gmail.com>

Yes Robert, he can come at 12 noon Wednesday May 13TH. Thank you!

[Quoted text hidden]

Robert Miles <robmiles3@gmail.com> Tue, May 19, 2026 at 5:02 PM
To: Debbie Scarfield <debbie@castlerockrealtyllc.com>

Confirmed.

On May 19, 2026, at 4:54 PM, Debbie Scarfield <debbie@castlerockrealtyllc.com> wrote:

[Quoted text hidden]

Debbie Scarfield <debbie@castlerockrealtyllc.com> Tue, May 19, 2026 at 5:03 PM
To: Robert Miles <robmiles3@gmail.com>

I MEANT MAY 20th LOL HAPPY TUESDAY ROBERT.....

[Quoted text hidden]

Debbie Scarfield <debbie@castlerockrealtyllc.com> Tue, May 19, 2026 at 5:04 PM
To: Robert Miles <robmiles3@gmail.com>

I MEANT MAY 20TH WEDNESDAY ITS BEEN A LONG DAY. HAVE A GOOD EVENING!

[Quoted text hidden]

Robert Miles <robmiles3@gmail.com> Sat, Jun 13, 2026 at 6:58 AM
To: Debbie Scarfield <debbie@castlerockrealtyllc.com>

Hello,

This is a follow up to Dan's (Supervisor) visit on 5/20/26.

Stated "Will have utility closet insulated 1st. Airtech was about a week out then per Dan to schedule an appointment (from 5/20/26) to have the pipes wrapped. Apt 304's HVAC unit came on while Dan was here and he heard that noise but stated "that's normal". I asked Dan several times to also turn on Apt 504's HVAC unit to hear both noises combined and that was refused. Stating that's not going to change anything and the building is old and nothing else can be done with the HVAC units.

No follow-up, no communication since that interaction.

Please see below and attached as a formal letter....

SECOND NOTICE OF DEFECTIVE CONDITIONS AND INTENT TO WITHHOLD RENT

Date: June 13, 2026

To: Castle Rock Realty Management C/O Distillery Apartments
Property Address: 2108 Boston St Apt 604 Baltimore, MD 21231
Tenant(s): Robert Miles

This letter serves as my second formal notice regarding the ongoing excessive mechanical noise and vibration originating from the rooftop HVAC/mechanical equipment located directly above my apartment.

Despite prior notification, the issue remains unresolved and continues to substantially interfere with my ability to peacefully occupy the premises. The noise and vibration are severe enough to disrupt sleep, conversations, and normal daily activities within the apartment.

Under Baltimore City tenant protections and the implied covenant of "quiet enjoyment," tenants are entitled to occupy their residence without unreasonable disturbances caused by defective building systems or improperly maintained mechanical equipment. If excessive noise substantially interferes with habitability or daily living, it may also violate applicable Baltimore City noise ordinances and housing maintenance requirements.

The ongoing conditions include, but are not limited to:

- Loud mechanical humming and structural vibration transmitted through the ceiling and building frame
- Excessive rattling, banging, and irregular operational cycling from rooftop equipment
- Repeated disruptive noise during both daytime and nighttime hours
- Continued interference with sleep, rest, and reasonable enjoyment of the apartment

For clarification, while certain low-level operational sounds from commercial rooftop HVAC systems may be considered normal, the following conditions are generally recognized as abnormal indicators of defective or improperly maintained equipment:

- Grinding or screeching noises
- Loud banging or rattling
- Sudden violent shaking or heavy vibration
- Short-cycling or irregular on/off operation

Potential causes may include deteriorated vibration isolation mounts, loose mechanical components, failing bearings, damaged fan systems, or inadequate sound isolation between the rooftop mechanical systems and residential units.

I have continued documenting the disturbances and maintaining records of the ongoing conditions. Since management refuses again to properly inspect and repair the issue within a reasonable timeframe, I am prepared to escalate the documented evidence to the appropriate Baltimore City tenant rights agencies, housing authority, code enforcement office, and any other applicable regulatory entities.

Accordingly, unless meaningful corrective action is taken immediately, I reserve all rights available under Maryland and Baltimore City law, including the right to pursue rent escrow and/or withhold rent due to the continued failure to maintain habitable living conditions and quiet enjoyment of the premises.

Please provide written confirmation within [5–7] business days outlining:

- The date of inspection
- The repair plan being implemented
- The anticipated completion timeline
- Any contractor or mechanical service company assigned to the matter

I request that this matter be treated with urgency.

Sincerely,

Robert Miles
Distillery Apartments--Apt 604
856-777-0880
robmiles3@gmail.com (Preferred Contact)

[Quoted text hidden]

 **2nd Notice.docx**
16K