

Tina Brown-Anderson

[Apartment Number]

700 E. Chase Street

Baltimore, MD 21202

[Phone Number] | [Email Address]

June 30, 2026

Property Management

700 E. Chase Street

Baltimore, MD 21202

Re: Formal Complaint – Health, Safety, ADA Violations, Staff Misconduct, and Demand for Immediate Action

I am writing to formally document ongoing hazardous conditions, unresolved ADA and safety failures, and abusive conduct by staff at 700 E. Chase Street, despite repeated requests for repairs. The ceiling in my apartment has been leaking again through the bathtub vent.

Instead of dispatching proper emergency maintenance and addressing these urgent health hazards, Angela Mullings called me back from the emergency maintenance line and responded with profanity, whispering, "I do not got fucking time..." and continuing to curse and berate me. I hung up and immediately sent an email documenting the incident.

I want no further contact with Mullings or any staff member associated with her regarding me, my residence, my property, or my family. In addition, I am requesting that management ensure that the residents of Apartments 313, 211, 214, 215, 212, and 101 — and any other known drug-using or drug-dealing tenants — have no contact with me, my children, my grandchildren, or my family, and are not permitted to congregate around my unit. I do not consent to any interaction with these individuals and consider their presence around my home a threat to my health, safety, and peace.

Additionally, there are unresolved ADA and safety issues in my apartment: paint is peeling and failing; I do not have functioning remote controls or smart app access for essential ADA devices and blinds; floors and hallways remain unsafe due to water intrusion and buckling; and the trash chute room remains blocked, unsanitary, and a fire hazard. These unresolved conditions create daily barriers to my mobility, health, and safety.

Given the pattern of neglect and the abusive retaliation I experienced, I demand the following immediate actions:

1. Permanent removal of Angela Mullings from any contact, communication, or involvement with me and my residence, and immediate personnel action up to and including termination.
2. Immediate, documented emergency maintenance to clean and clear the trash room, remove vermin and maggots, and remediate any health hazards.
3. Prompt repair or replacement of my broken stove, refrigerator, dishwasher, and any other failed appliances, with documentation of scheduled repairs and completion dates.
4. Immediate repair of the leaking ceiling and remediation of any water damage, including addressing buckled flooring and hallway trip hazards, and replacing or repairing all failed ADA-related devices, controls, and fixtures needed for my safe, independent living.
5. Installation and activation of appropriate remote and/or SMART controls for blinds, lighting, and any other reasonable accommodation needed to manage my environment from my wheelchair and with limited mobility.
6. A full, professional deep cleaning and sanitation of the trash chute rooms and surrounding hallways, with an ongoing schedule to prevent maggots, vermin, and foul odors from returning, and written confirmation of the cleaning contractor and frequency.
7. Written assurance that I will not be subjected to retaliation, harassment, or interference by any staff member or resident for reporting health, safety, or criminal concerns, including but not limited to the tenants in Apartments 313, 211, 214, 215, 212, and 101.
8. A written response from management within ten (10) business days of receipt of this letter, outlining the specific steps and timelines you will take to address each of the above concerns, along with the name and contact information of a new point of contact who will handle my unit and safety concerns going forward instead of Angela Mullings.

As a disabled tenant and a long-time resident, I have the right to a safe, sanitary, and harassment-free living environment. I am documenting these issues for my records and for any agencies or legal entities that may review this matter, including but not limited to the Baltimore City Health Department, the Housing Authority, disability rights organizations, and law enforcement. I am prepared to cooperate fully with any investigation into the conditions at 700 E. Chase Street and the conduct of your staff.

I expect prompt, professional action on all of the above.

Sincerely,

Tina Brown-Anderson

700 E. Chase Street, Baltimore, MD 21202