

microwave and how are things going with the washer dryer!

When will you back ?

Tonight or tomorrow morning, why everything ok?

Washer/dryer will come tomorrow. If you aren't there I'll be there no problem. And I'm going there today to do the rest

Got it, thanks! That's all I wanted to know

Lmk how things go with the microwave! One of the outlets is also out so you're right it's def probably a circuit or something

Aug 16, 2025 at 11:56 AM

Washer & dryer are installed. They had to break down the old one piece by piece to get it out and were exhausted from the heat. I hope you don't mind I have them two of your waters from the kitchen floor

Other then that everything's complete from the list I asked you for

Yes that's fine! You all can have as many as you'd like

Thanks so much for getting that done!!

Aug 22, 2025 at 4:42 PM





Ummmm I just found this in my room fan... I think I should probably call the rat eradication phone number for the city and let them know, please call when you have a chance

Okay I just talked to the neighbors and they said calling the number isn't necessary, I just went and got a bunch of traps but if it's possible I would still love to have an exterminator come in and take a look. I have no idea how it got in! That's my bedroom, so there's no food in there. It's strange

Mon, Sep 8 at 8:21 PM

Hi kevin hope all is well!!

My friend is looking for an apt she wanted me to ask if u own any other properties in the bmore area. No worries if not, thanks!

Wed, Sep 10 at 3:49 PM

Did you send someone to fix something? I just saw someone at my front door with a drill but I didn't request anything

Tue, Nov 11 at 6:55 AM

Hi, is everything ok? Haven't been able to reach you for some time now.

The waters been shut off at my place. There was a local fire last night, not sure if that has anything to do with it. Do you have any idea of when it will be back on??

[1 Reply](#)

Tue, Nov 11 at 10:28 AM

I just found out today is Veterans Day and the city offices are closed, so unfortunately I haven't been able to get through to anyone yet to confirm what's going on.

I'll be calling the city first thing tomorrow morning when they open at 8:30am to get this resolved as quickly as possible. I'll keep you updated the moment I have more information.

Really appreciate your patience in the meantime I know this is frustrating and I'm doing everything I can to get it sorted.

[1 Reply](#)

Hi, is everything ok? Haven't been able to reach you for some time now.

The waters been shut off at my place. There was a local fire last night, not...

As far as get ahold of me. I visited you in September to fix the issues you requested lol. It just looks crazy in the text because you text me & I usually call you

I just found out today is Veterans Day and the city offices are closed, so unfortunately I haven't been able to get through to anyone yet to confirm what's going on....

No problem, thanks for trying! Hopefully it can get resolved tomorrow. Do you know if the neighbors lost water too? not sure if its just my place

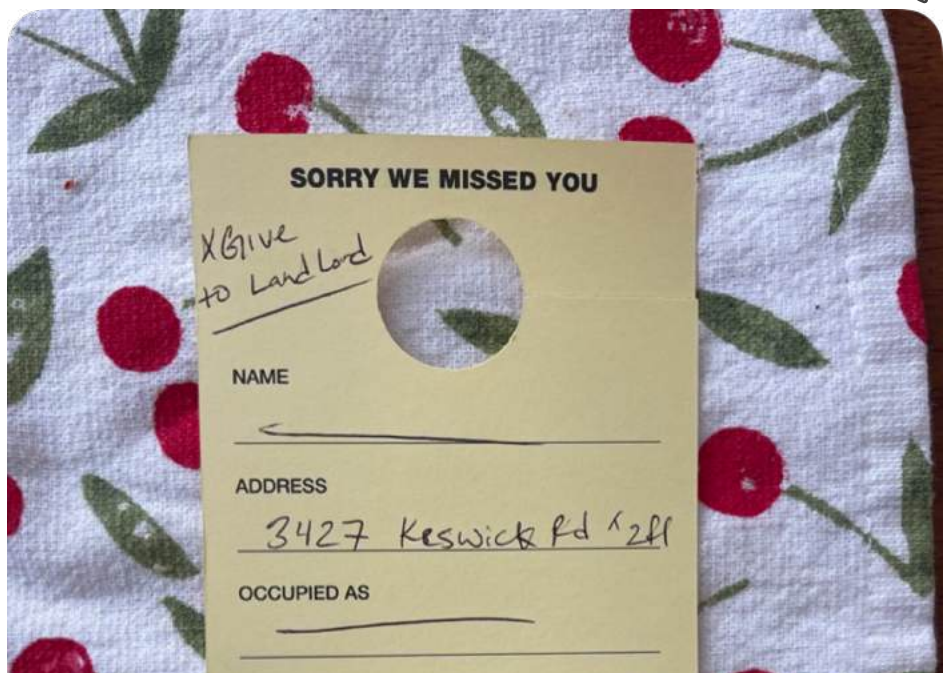
I've only spoke to 2 ppl, one on the same side of the street but some and they said theirs was off as well & they don't have a no clue why as well, and the other is across the street and she says hers is still on

Tenants downstairs just said theirs water is back on, are you able to check yours ?

Got it and I'll check when I'm home around 5, if the downstairs people have theirs then I'm hopeful mine is probably fine too. Thanks for checking !!!! :-)

Fri, Jan 16 at 10:13 AM

Hi! Someone from BGE is here to check the gas meter, he says it's in the basement...? ldk how to get there lol but maybe Stephen and his gf need to do it bc they have the downstairs unit? I'm not sure really



WE CALLED AT _____ PM ^{AM}

ON 01/16/26 DATE

REGARDING ITEM(S) CHECKED
ON THE REVERSE OF THIS FORM.

ISSUING DEPARTMENT NUMBER

 **bge**SM
AN EXELON COMPANY

SORRY WE MISSED YOU

Tech's No. 187849

We called to service your

☒ Gas ☐ Electric meter:

☐ Install/remove
☐ Change
☐ Read
☐ Repair
☐ Test
☐ Turn off

We were unable to:

☐ Get into apartment
☐ Get into house
☐ Get to appliance
☒ Get to meter(s)

If your service is ~~NOT~~ on, please contact us at:

1-855-470-8800

 **bge**SM
AN EXELON COMPANY

Rev. 8.22
BGE1885-1

They said they'll be reaching out to you instead. Here's the tag, the contractor said you'll need it for when they ..

call

Mon, Jan 19 at 8:57 PM

Hi kevin !! Sorry for the late message, i hope you're doing well. I'm sorry I didn't say this over the phone when you asked if everything else was fine, but there actually are 2 things I wanted to ask u if someone could look at!! First, the dishwasher has a smell and I've tried baking soda and vinegar all that but im not sure i think the bottom needs to be cleaned out? Also the motion sensor light on the deck outside still doesn't work, im not sure if i need to flip a switch or anything.

No rush on any of this, thanks !!

Sat, Jan 24 at 8:42 AM



Hey!!! Sorry lk it's a weekend but my top window just suddenly came down and I can't keep it back up I'm not sure what to do 😭😭 do you know if there's anyone who could come take a look today?

Sat, Jan 24 at 9:57 AM

I haven't had any luck yet, have you guys been able to get it back up

Yes i have! It'll hold for now, could you get someone maybe by Monday or so? Im not sure when the storm ends

Great! For sure, I'll have someone there Monday for sure

Great, thank u!!

Neighbors going to stop by later today to check it out also. His names James he lives directly across the street

Ok !! Thank you, what time?

Around 5-6ish if your home

Yep i should be

Ok I'll let you know when he's home

Tue, Feb 10 at 6:24 PM

Hey Kevin !! Any updates on when someone's coming to look at the window?? It's still broken but what the neighbor did is holding for now. Also, that guy James never showed up? not sure what happened

Would also love for someone to look at the motion sensor light and the dishwasher !! Thank u

Wed, Feb 11 at 10:33 AM

Maintenance guy has an opening and can stop by within

the next hour. Will you be able to let him in

No I have class at 1230, any other times?

When will you home ?

Maybe around 5 or 6

Wed, Feb 11 at 6:05 PM

He's outside. Can you let him in

Im not at home.. I never got a reply so I assumed he couldnt come today?

When will you be home ?

Not for some time, maybe after 9pm. Maybe we could schedule a time so we can make sure im home

Wed, Feb 11 at 7:20 PM

No, Days wise. So I can tell him your availability

Sorry, are you asking me to send my availability? I think maybe not all of your text sent

Yes for when you'll be home. So I can let him know your availability

You unsent a message

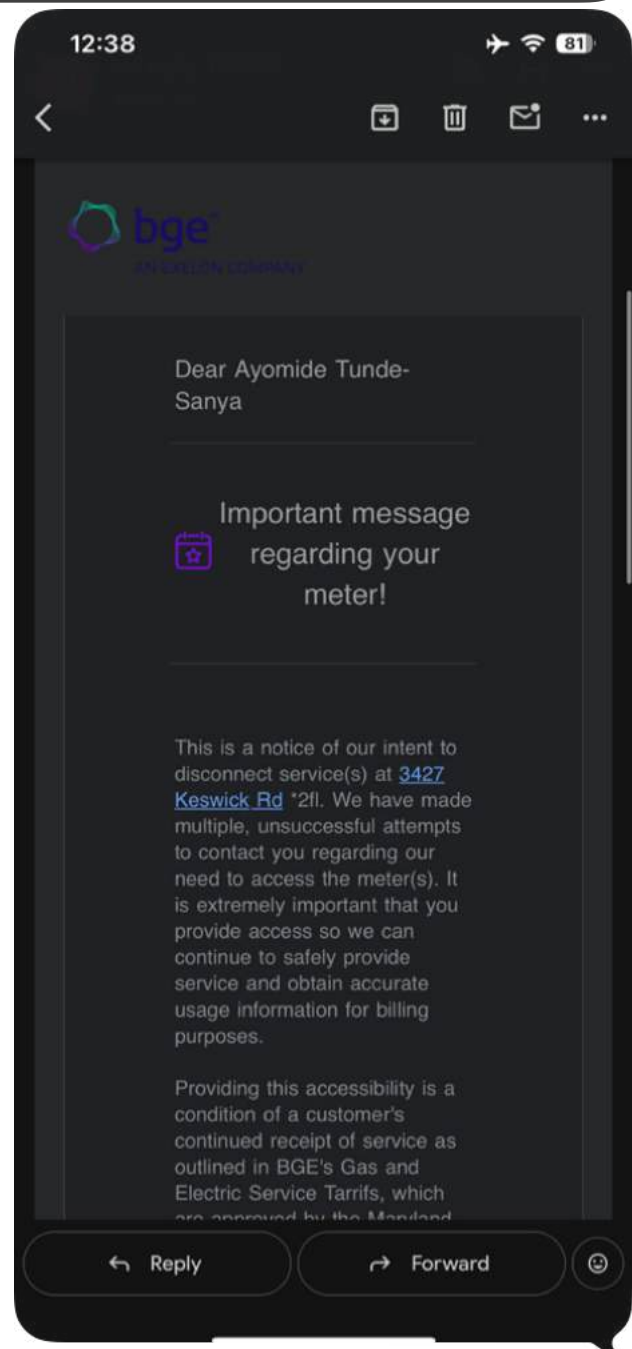
Tomorrow (Thursday): anytime after 4pm
Friday: anytime before 10am, anytime after 4pm
Saturday: free all day
Sunday: free all day

^^ this is my availability for the rest of this week. Let me know if I should send next weeks availability too

Thu, Feb 12 at 12:37 PM

Hey, any updates on when the electrician can come?

Also, got this message from BGE. I would probably call them soon...



He'll be there at 4pm to check the window and look at the dishwasher

I called them and was on hold for a hour last time. I'll call again

Ok! Thanks again

Thu, Feb 12 at 4:05 PM

Home now

Thu, Feb 12 at 6:39 PM

Ok well I'll be stepping out for a bit and I'll be back at 7

He never came ?

Nope

Calling him now. Don't worry about it

I'll let you know something by the morning. Or call someone else to try come the weekend or next week

Thu, Feb 12 at 8:30 PM

got it, thanks

Fri, Feb 13 at 3:30 PM

Will still be available after 4pm today ? He can come between 4:30-5

Yes! I'll b home

I'll let him know

Sorry I'm still a bit far but I will be home by 5. I was buying something and the pin took forever

Ok he's there

Okay I'll b there in 15, there's a lane closure ig there was an accident I'm stuck in traffic

I'm here now

Mon, Feb 23 at 3:59 PM

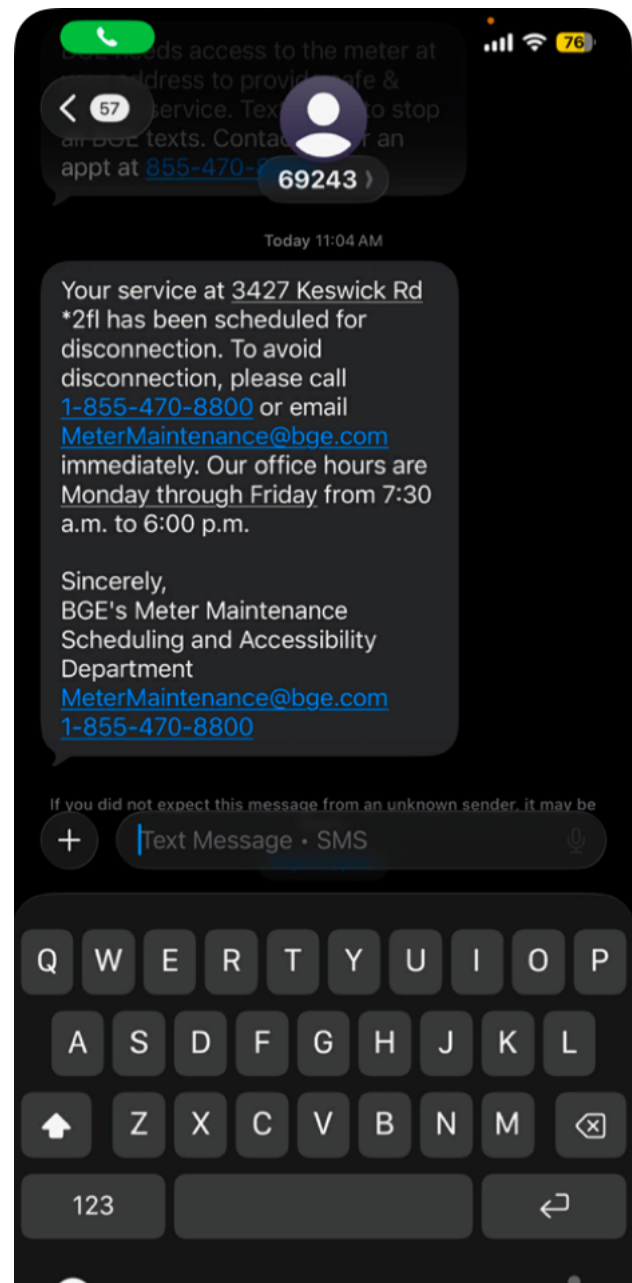
Hey Ayo, lease has been signed and completed. You should be receiving a copy soon. Thanks again enjoy your day

Thanks !! You too. Also, please let me know if you have any updates on the window + the light on the walkway outside, thanks

He stopped by last week again to fix the light. He'll return again to fix the light soon

Got it, lmk when you have an estimate so I can make sure im home. With the light, he couldnt fix it because he wasn't able to find the braker for it- he said he'd talk to you and you'd be in touch

Mon, Mar 2 at 11:12 AM



Kevin,

BGE has scheduled a disconnection at 3427 Keswick Rd (2nd floor) because they have been unable to access the gas meter since December. Providing access to utility meters is a landlord responsibility.

This must be resolved by tomorrow or Wednesday at the latest- I will not accept anything further.

I will not have my utilities shut off due to lack of access that is outside of my control.

Additionally, my February gas bill was \$450 — more than double my usual cost — which BGE has indicated may be related to the meter not being properly accessed. I will not accept responsibility for inflated charges caused by this issue.

If access is not arranged immediately, I will document the situation with BGE and proceed with formal complaints through housing authorities to protect my utilities and recover associated costs.

Confirm when access will be provided. If I do not hear from you by 5pm today I will go ahead and put in the report without hearing back.

In addition to getting back to me about this by end of the day at the latest, please also send over your detailed plan as to how you plan to compensate both I and my downstairs neighbors for the astronomically high BGE bills that have been a result of your negligence and inability to get this done in a timely manner.

Please also send any legal documents/ the name of the lawyer I may need to contact should I need to escalate this further

Also, just letting you know that this does fall under illegal disconnection of services, so should I not hear from you, I will have to make a report with the Baltimore county police as well. Especially since this would result in

disconnection of heat during cold weather months. I lightly suggest you implement clearer lines of communication in the future to prevent issues like this, especially since you take days and sometimes weeks to respond. I have let your cousin maia and your mother mrs Dionne know about this as well, so nobody should be surprised should this have to go to the police. Thanks and talk soon!

Hey Kevin- checking in: any updates on replacing the window? Please lmk. Thanks

Hey, I know the window was previously secured closed. So just checking, is it creating any safety issue for you right now?

Hi, thanks for getting back to me!

It's not an immediate safety hazard, but the window isn't functioning properly. Yes its closed for now, but i'm also nor sure if its fully "sealed" - which could be contributing to my increasing BGE bill.

Also, since it's the only window in the living room, I'd really appreciate having it repaired so it can function as intended

Please let me know when someone might be able to take a look. I understand windows are generally expected to be maintained in working condition, so I just wanted to follow up. I'm happy to work with your schedule — I can send my availability for the next two weeks, and I'll also be more available during spring break (March 14–21) if that helps with scheduling. Thanks!

Edited

Thanks for confirming it's not a safety issue. Since the window is secured closed, I'll have someone take a look

and repair or replace it once I'm able to schedule the work. I'll let you know when I have a contractor lined up.

Thanks for letting me know.

Since the window issue happened in January, I just wanted to check if you might have an approximate timeframe for when a contractor could come take a look?

My schedule can be fairly structured with school, so having an approximate timeframe would really help me make sure I'm available to let someone in. I'm happy to be flexible with scheduling whenever the contractor is available.

Right now I don't have an exact timeframe since I still need to line up a contractor. Once I have someone scheduled, I'll let you know ahead of time so we can coordinate access

Sounds good, thanks for the update. I'll keep an eye out for a text or call once you have someone lined up. I'll also check in later this week in case there are any updates or changes in my schedule

Sun, Mar 15 at 5:31 PM

Hi Kevin, I just wanted to follow up regarding the window repair and see if there have been any updates on lining up a contractor.

If it helps with scheduling, I'm happy to send over my availability for the upcoming week so we can coordinate access once someone is available. Thanks!

Mon, Mar 23 at 9:22 AM

Hi Kevin, checking in again about the window repair. Spring break is over now so my schedule is a bit tighter-have you been able to line something up with a contractor? If so, please let me know so we can schedule I time when I'm at home. Let me know if you need my availability for the next week. Thanks and hope to hear from you soon

Tue, Mar 31 at 1:34 PM

Hi kevin, this is the last time I'll be reaching out about this- any updates on the window? Just confirming that I haven't heard from you for 21 days now. Hope to hear from you soon

Also, since the window broke in January, just letting you know that, as of next month, it will be unarguable and officially documented as 4 months of this issue being ongoing. Thanks!

Also, lastly, I have reached out to you now twice (march 15th, and march 23rd) and, as far as I can see, I have had no response from you to either message, even though they were asking for updates,. Again, just fully confirming this so there is no confusion about any kind of differing information. Have a good one and I hope to hear from you soon

Hi, I'm not available to take calls right now, please keep communication in writing.

Regarding the window, as previously confirmed, it is secured closed and not a safety issue. I'm in the process of arranging a contractor and will update you once I have someone scheduled so we can coordinate access.

Hi Kevin, thanks for the update — I understand you're still working on lining up a contractor.

Since this has been ongoing for about 3-4 months now, would you be able to provide even a **rough timeframe** for when someone might come take a look? Like, within the next week, 2 weeks, something like that? My schedule is getting a bit tighter with school, so having a general idea would really help me plan to be home.

Also, while I understand the window is currently secured closed, I have noticed the support pole shifting slightly, especially during the last storm, so I just want to make sure it remains stable in the meantime.

Lastly, you saying that you're "not available to take calls right now" makes me wonder if theres another way I

right now makes me wonder if theres another way I should be trying to reach you? I've been reaching out by text but haven't received responses to my recent messages, and I wasn't able to leave a voicemail since the mailbox is full. Is there a preferred method of communication (like email) that works best for you? I'm not sure what else to do when I don't receive responses back for days - weeks via text. Do you have another messaging system you prefer?

I appreciate your help with this and look forward to coordinating once a contractor is scheduled. Thank you.

Edited

Wed, Apr 1 at 8:20 AM

Hi, I understand you're looking for a timeframe. At this point I don't have a specific date yet, as I'm still in the process of getting quotes and coordinating the work. Once I have someone scheduled, I'll reach out so we can coordinate access.

Wed, May 6 at 7:57 AM

Good morning, just wanted to let you know that the recent rent payment attempt was declined by your bank/ payment provider. You may want to check with your bank or resubmit the payment when you have a chance.

Thats strange, I see its declined- but it went through with my bank bc I added money that day. It should be paid now if you want to check again, if I re submit the payment it might charge me again. I'll check again on my end as well.

Since I have you, any updates on getting the window fixed? I'm sure since you're able to reach out about rent payment, that you've been working on this issue too- thanks! let me know if there are any more issues

You unsent a message

You unsent a message

Sorry I had to delete bc my checking numbers were showing- but my bank is showing that payments went

thru for April and May,

I'll resubmit May but it may take 3-5 days to show up in lease runner bc I have to check w my bank about the May 1 charge and make sure it won't get charged twice- it can take them a few business days to settle things - is that ok w you?

Wed, May 6 at 2:30 PM



IMG_2516.jpg
JPEG Image · 117 KB



Lease runner only shows one payment in April that was canceled, (this pic is from today). So yes once you figure the bank out just let me know if anything changes

Okay I'll put the other payment in, I talked to my bank and it should appear within the next 3-5 business days

Any updates on the window?

Wed, Jun 10 at 10:42 AM

Hi Kevin, hope youre well. 2 things

1- any update on the window? just confirming its now been 6 months since ive reached out about that problem
2- BGE is now reaching out again about the gas meter. I set up the meeting on my own to avoid any problems, but the issue is likely on your end and you'll probably have to have someone come out and look at the gas meter. Just letting u know

Edited

Tue, Jun 16 at 4:43 PM

What is your mailing address?

Sorry kevin, I'm not trying to get you in trouble, but I'm also not just going sit here with my window still broken waiting on you to reply. I mean I'm not even sure what to tell you because what kind of landlord can you not reach

by phone?? 😭😭 is this your first time doing this?

I've given you 6 straight months, I'm sorry but I'm going to have to make this an issue with the city now, this is getting to be a hazard!

Please provide your mailing address by the end of day today or I'll have to just tell the representative coming to look at it that you didn't provide it- thanks!

Edited

Sat, Jun 20 at 1:48 PM

Hey, wanted to let you know that I'll have someone coming to inspect the building & units tomorrow at 11:30. Please let me know if you have any questions. Keith (you've met before) will be with them if you are not able to be there. Thank you.

Ok got it- what is this inspection for? Is this just a routine thing or are they inspecting something specific? I just want to be aware of something is wrong / there's suspicion of some kind of infestation or something

Nothing is wrong and there are no concerns that I'm aware of. This is just a general assessment of the building and its condition so I can plan maintenance and upkeep coming up

Ok got it. Did you see my texts about the window? that's important too because I actually had someone fix what they could of it bc the pole wasn't holding strong enough anymore. It cost me so I'm wondering if we need to talk about having coming do a final fix or getting the cost of window repair taken off nexts month rent- thanks

They are coming to look at the building as a whole including the window. If you are there you can inform them on the issue of the broken window. I already spoken to them about it

Ok

Thu, Jul 23 at 7:30 AM

Good morning,

I wanted to give you a heads-up that someone may be stopping by to take photos of the property as part of the possible sale of the building, either Friday or Saturday. This would include photos of each apartment as well as the common areas.

If you're able to tidy up beforehand, it would be appreciated. If not, that's completely fine, no stress.

I'll let you know as soon as the date and time are confirmed.

This is pretty last minute and sale of the building? I wasn't aware of this.. do you mind telling me what's going on with this? Also, have you not been seeing my texts about the window...?

[5 Replies](#)

When is this sale supposed to be happening?

I'm having someone from the city housing department coming to look at the place some point as well, I believe they'll reach out to you should I not hear any updates from you anyway but if you could let me know now that would be better for me

Im literally making you aware of it now. If sold or not the terms of your lease will remain the same.

[4 Replies](#)

This is pretty last minute and sale of the building? I wasn't aware of this.. do you mind telling me what's going on with this? Also, have you not been seeing my texts about the window...?

[5 Replies](#)

Your last message to me says "ok".

Im literally making you aware of it now. If sold or not the terms of your lease will remain the same.

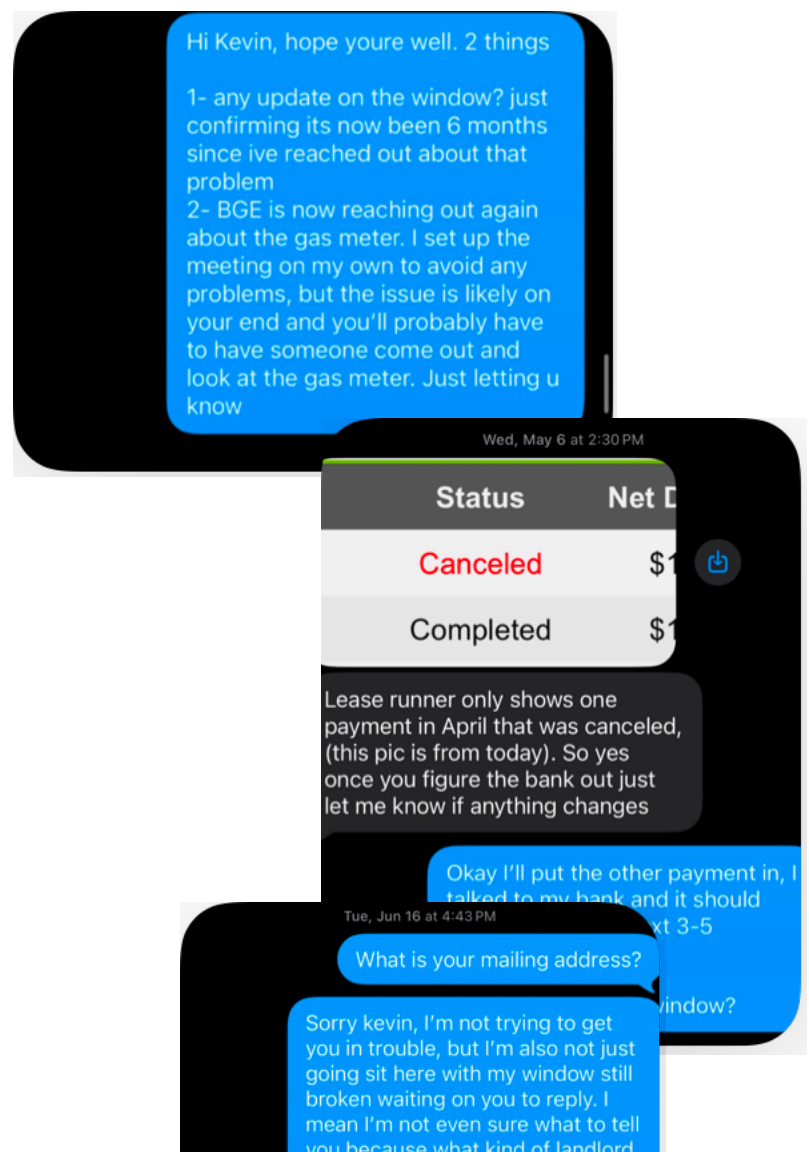
4 Replies

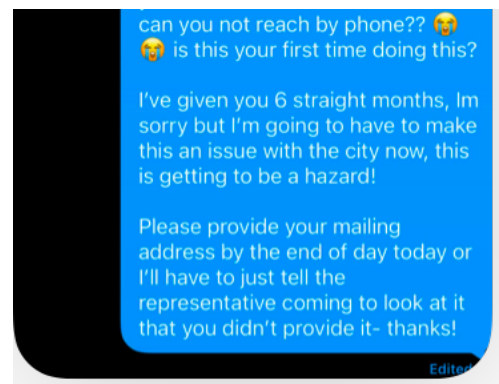
But that's my question- are you planning to sell before the lease is up? What company are you selling to- will they be my new landlord? Do I pay them?

Also, you say "I'm literally making you aware of it now"- today is Friday... isn't that less than 24 hours?

This is pretty last minute and sale of the building? I wasn't aware of this.. do you mind telling me what's going on with this? Also, have you not been seeing my texts about the window...?

5 Replies





I'm talking about these texts that you never responded to

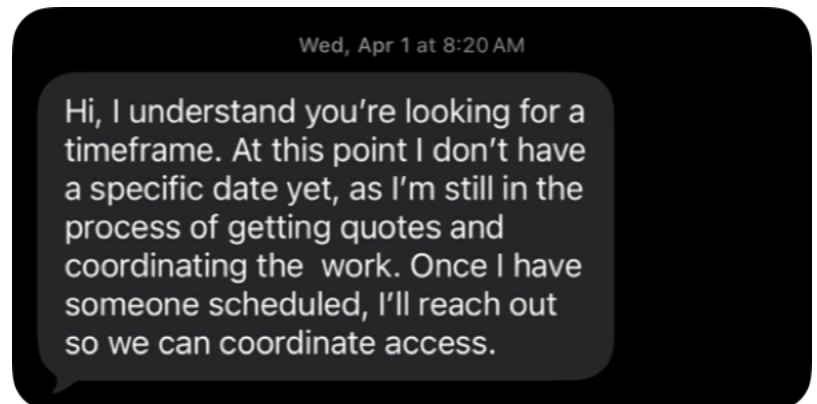
Im literally making you aware of it now. If sold or not the terms of your lease will remain the same.

4 Replies

Today is Thursday, and read my previous message about you lease

Ive answered these already and I've had someone come to your place for the window last month and it is already scheduled and I called your bge issue in already and they came by for the meter

2 Replies



but when someone came, they said it needed to be replaced- you then said you're on the lookout for a contractor (see pic of ur text on April 1st), but I haven't heard back about that since. Are you saying you're still on the lookout for a contractor? Do you want me to just find one myself, and then we can coordinate payment? because I don't mind just finding one myself if you're not able to find one

ask to find one

Im literally making you aware of it now. If sold or not the terms of your lease will remain the same.

4 Replies

Ok that's my bad, sorry I'm on a tight schedule and the days get confused often. However, should I expect a change in where I'm paying my rent- for example, does this new company also use lease runner or will I sign up for something else? Will they need me to re-sign something under their name? I would just like to have more info about this sale, especially if it's happening before my lease is up

Thu, Jul 23 at 12:39 PM

There is no information to give you. There is nothing for you to do, I'm just informing that I'm looking to sell it and it's going on the market. If anything changes or it is sold then you will know

The photographer will come Friday @2:30.

Fri, Jul 24 at 1:29 PM

Reminder photographer coming at 2;30

Saturday 2:27 PM

Hi, I wanted to check if you would be available to allow a showing of the apartment tomorrow if needed.

Also, my realtor is trying to coordinate future showings and asked whether the following times generally work for you:

- Tuesday: 4:00 PM – 6:00 PM
- Thursday: 4:00 PM – 6:00 PM
- Friday: 12:00 PM – 2:00 PM

Please let me know if these time windows generally work for you or if there are any conflicts I should be aware of.

If a showing is scheduled. I will provide at least 24 hours'

If a showing is scheduled, I will provide at least 24 hours notice before anyone enters the apartment.

Thank you for your cooperation.

Saturday 5:46 PM

Im not available tomorrow, and I wont be home at those times listed sorry

Monday 10:46 AM

Hi! Just wanted to let you know that the property is officially listed for sale. Going forward, the scheduled showing windows will be:

- Fridays: 4:00 PM – 6:00 PM
- Sundays: 12:00 PM – 2:00 PM

If a showing is scheduled during one of these windows, you'll receive at least 24 hours' notice beforehand. If you are not able to be present thats fine, a realtor will be there to gain access to the building.

Hi Kevin, thank you for the update. Please provide at least 24 hours' written notice for each specific showing, including the approximate time.

I also need to again address the broken window that I first reported in January. I've followed up numerous times over the past several months, and it remains unrepaired. Since I live alone, it's concerning that prospective buyers and realtors will be entering and leaving the property while a **security issue that I've repeatedly reported has gone unaddressed. I don't think it's reasonable or fair to ask me to accommodate showings under those circumstances.**

Please let me know when the window repair has been scheduled.

Today 9:04 AM

Please refer to my previous message regarding the window, as we've already discussed that matter.

As for the showings of the property, you'll continue to

As for the showings of the property, you are entitled to receive at least 24 hours' written notice for any scheduled showings. Your lease also provides for realtor and prospective buyer showings with proper notice

There is a scheduled showing Friday @4 & @5

Are you anywhere closer to finding a contractor to fix the window? Who have you asked so far? Please remember by window has been broken since January- to be frank, I do not plan on waiting for you to sell so you can put the responsibility on someone else to fix it when I can just do it myself. I am fine finding my own contractor to fix / replace the window, but I need confirmation from you that I would be reimbursed or it would be taken off my rent. If the window is not fixed this month, that is officially 8 months since I have told you about the issue, **which is very very far out of the range that Maryland and Baltimore county specifically says is appropriate to fix maintenance issues for a tenant.** Please have a plan with a contractor (not just someone you know coming to see how it looks) sometime in the next few weeks to replace this window, unfortunately I will have to take matters into my own hands beyond that

Edited

I will also be sure to let any of the people coming to look at the place about this issue as they might be wondering about any active reports with the city- thanks!

Quick reminder: "When a tenant reports a maintenance issue, Maryland law gives you a "reasonable time" to make repairs — courts generally interpret this as a maximum of 30 days for non-emergency issues" - this is **Maryland Law**. Im not sure how you're planning to sell with active issues not taken care of as 311 reports and violations of city/state law often prohibit / delay the sale process. But if that is what you would like to do- by all means, just let me know when you have finished with finding a contractor.

Also, the lease does not list your specific landlord license- it is **Maryland and Baltimore city law that the landlord provides this information (see below)**

Landlords must make licensing information available to tenants and the public. Rental license numbers must be:

- Included in lease materials
- Posted in required locations
- Displayed in common areas and included in

advertisements for covered rental properties

Read the Law: Baltimore City Code, Article 13, § 5-4(c)

(<https://codes.baltimorecity.gov/us/md/cities/baltimore/code/13/5-4>), Article 13, § 5-22 (<https://codes.baltimorecity.gov/us/md/cities/baltimore/code/13/5-22>)

It is up to you how you want to proceed, but please be aware I have provided you with all the possible information and did everything properly with my requests- whatever legal action you face thus forward I am not responsible for. We should also have a quick discussion about rent as it is likely you will be receiving it from the city and not from me in some time (aka escrow). Thanks again for the update

Delivered