

No hot water in 4008 Linkwood Rd since August 22

No hot water in 4008 Linkwood Rd for 9 days; apartment management is not cooperative and keeps dodging responsibility. Management repeatedly claimed hot water was a city issue and later claimed that hot water was fixed when it was not.

Timeline

I live at 4008 Linkwood Rd, an apartment managed by Iron Door Property Management (based in KC, Missouri). My understanding is that they acquired this property as part of the Chasen bankruptcy case. Since the abrupt transition, Iron Door has been very uncooperative with maintenance issues, making me question whether they even have the local presence needed to manage properties in Baltimore.

My current issue is that there has been no hot water in my building (a collection of 6 units) since Saturday, 8/22. Management first claimed this issue was caused by a water main break and was a city issue - however other buildings in the complex have hot and cold water, and my cold water service has been fine. A city worker from DPW came on Wednesday and said, approximately "that's the stupidest ----ing thing I've ever heard, if there's a hot water problem you check the boilers, they're [the management] just tryna brush you off" to my neighbor. Since then, I've contacted the councilwoman for my area (Odette Ramos). Management incorrectly claimed that the issue was fixed and has not acknowledged any more repairs.

The apartment management spent several days claiming that a hot water issue was a city problem, and then later claimed that the issue was fixed. Their poor communication with residents and their vendors is shocking.

Below is a timeline of the events:

- 8/22, morning: Neighbor tried to shower and found no hot water. Said they reported to management.
- 8/23, 9pm. I returned to Baltimore from a trip, found my unit had no hot water, and learned from my neighbor that this started Saturday morning. I sent an email to management and reported no hot water in our maintenance portal.
- 8/24: Management sends an email and text to the community saying that DPW is repairing a water main break and to check with 311 for updates (attached). I was not able to find any reported breaks on the DPW website.

- 8/24: I email management (below) emphasizing this is a hot water issue localized to our building, 4008, and is likely unrelated to a water main issue since we have cold water and the other buildings have hot water.
- 8/25: A technician comes to our building, confirms there is no hot water, checks on something in another unit, and leaves in the afternoon. Management contacts me by phone stating a technician will come and says by phone that it's not a city issue.
- 8/26: I see a city DPW truck in front of our building, with a worker talking to our neighbor. He emphasizes there is no city issue and is understandably surprised by management.
- 8/26: I reach out to management again, with no response.
- 8/28: I emailed Councilwoman Ramos about this issue. She contacted **Kelly Swann** of the management company, who claimed that "This has been fixed per Catons plumbing" (see images below). I provided pictures of sinks with thermometers in the shared basement and our unit showing there was still no hot water.
- 8/29: I emailed management asking about followup with the plumbers and their onsite technician, asking why they believed the issue was fixed. No response.
- 8/29, evening. I spoke with a different neighbor who said he was told twice that our hot water was a city issue. **This is management attempting to dodge responsibility for maintenance and repairs.**
- 8/31: I emailed management again asking about followup with their technician and plumbers. No response. **We still do not have hot water in 4008 and have not since 8/22.**

Images

Kelly Swann of management claiming the issue is fixed:

Re: Hot water issues with Iron Door Management at 4008 Linkwood Rd

 Summarize    



○ Kelly Swann <kswann@irondoormanagement.com>

Friday, August 28, 2026 at 2:11 PM

To: Ramos, Odette (City Council);  Marc Marone; Council President Constituent Services

You don't often get email from kswann@irondoormanagement.com. [Learn why this is important](#)

External Email - Use Caution

This has been fixed per Catons plumbing.

Best,

Kelly

Get [Outlook for iOS](#)

From: Ramos, Odette (City Council) <Odette.Ramos@baltimorecity.gov>

Sent: Friday, 28 August 2026 14:09:10

To: 'Marc Marone' <mmarone1@jhu.edu>; Council President Constituent Services <constituent.cp@baltimorecity.gov>; Kelly Swann <kswann@irondoormanagement.com>

Subject: RE: Hot water issues with Iron Door Management at 4008 Linkwood Rd

Hi Marc

Thanks for writing, sorry about this.

I am familiar with the issues there. Residents should contact me directly.

I've also added Ms. Swann from Iron Door. She has been very responsive to the needs of residents.

Photos from my unit and shared common areas (basement/laundry room) showing the hot water taps are still at approx. 72 degrees. These were all taken on Friday and Saturday:



Text blast claiming this is a city issue:

Monday 2:56 PM

Tuscan Hill Mgmt: DPW is repairing a water main break affecting your building. Updates: Baltimore City 311. We'll keep you posted.



Text Message • SMS

