
Oven not working: Apt 3570A

14 messages

Priyanka Sinha <prnk.snh@gmail.com>
To: Carlton Burns <cburns@liveatlantic.com>

Thu, Sep 3, 2026 at 10:00 AM

Hi Carlton,

As I mentioned to you yesterday while submitting the move in inspection form, that the gas oven is not igniting since we moved in.

No one came in yesterday and I am unable to cook any food.

Regards
Priyanka Sinha

Carlton Burns <cburns@liveatlantic.com>
To: Priyanka Sinha <prnk.snh@gmail.com>

Thu, Sep 3, 2026 at 10:29 AM

Good Morning Priyanka,

I recall that conversation from yesterday and I submitted your inspection sheet on a service request that same day and it's currently in the hands of our service team. For service requests we ask that you give our techs between 24-48 hours to come and service your home.

If there still aren't any changes after today, please contact me or the office again so that we can find out what's going on and possibly escalate the issue.

Thank you for your patience,

Carlton Burns | Leasing Consultant



Atlantic Realty Group

O: 410.542.1212 Village at Jones Falls

From: Priyanka Sinha <prnk.snh@gmail.com>
Sent: Thursday, September 3, 2026 10:00 AM
To: Carlton Burns <cburns@liveatlantic.com>
Subject: Oven not working: Apt 3570A

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Priyanka Sinha <prnk.snh@gmail.com>
To: Carlton Burns <cburns@liveatlantic.com>

Thu, Sep 3, 2026 at 11:46 PM

Also, just wanted to let you know that, since my move in, the toilet flush has been extremely problematic.

It almost never works, which is highly inconvenient. It also keeps releasing water all the time, which will definitely add to my water bill.

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Regards
Priyanka Sinha

Priyanka Sinha <prnk.snh@gmail.com>
To: Carlton Burns <cburns@liveatlantic.com>

Fri, Sep 4, 2026 at 11:55 PM

Hi Carlton, just letting you know that no maintenance help was obtained today either.

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Regards
Priyanka Sinha

Carlton Burns <cburns@liveatlantic.com>
To: Priyanka Sinha <prnk.snh@gmail.com>

Sat, Sep 5, 2026 at 10:51 AM

Good Morning Priyanka,

I'm confused why they weren't able to stop by and get those items handled. I still see the ticket I input hasn't been closed, but I'm sorry they weren't able to get to you within that 48-hour time frame.

I will escalate this to the service manager, however I'm the only one in the office today. Everyone will be back on Tuesday.

I do have another question as far as your stove. Does the ignite letters knob on your stove show you have to turn the knob all the way down for it to ignite?

Carlton Burns | Leasing Consultant



Atlantic Realty Group

O: 410.542.1212 Village at Jones Falls

From: Priyanka Sinha <prnk.snh@gmail.com>
Sent: Friday, September 4, 2026 11:55 PM
To: Carlton Burns <cburns@liveatlantic.com>
Subject: Re: Oven not working: Apt 3570A

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Priyanka Sinha <prnk.snh@gmail.com>
To: Carlton Burns <cburns@liveatlantic.com>

Sat, Sep 5, 2026 at 11:18 AM

I have tried turning them all the way down basically every time.

Regards

Priyanka Sinha

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Carlton Burns <cburns@liveatlantic.com>

Sat, Sep 5, 2026 at 11:25 AM

To: Priyanka Sinha <prnk.snh@gmail.com>

Okay, thank you for letting me know. I escalated this issue to the service manager and sent them both an email about the issue going on.

Carlton Burns | Leasing Consultant



Atlantic Realty Group

O: 410.542.1212 Village at Jones Falls

From: Priyanka Sinha <prnk.snh@gmail.com>

Sent: Saturday, September 5, 2026 11:18 AM

To: Carlton Burns <cburns@liveatlantic.com>

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Priyanka Sinha <prnk.snh@gmail.com>

Sun, Sep 6, 2026 at 10:22 PM

To: Carlton Burns <cburns@liveatlantic.com>

Thanks Carlton, but sadly no one arrived today either, and both the issues with the oven and the flush remain.

Regards

Priyanka

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Regards

Priyanka Sinha

Priyanka Sinha <prnk.snh@gmail.com>

Mon, Sep 7, 2026 at 10:41 AM

To: Carlton Burns <cburns@liveatlantic.com>

Hello Carlton,

Can you please tell me what are the requirements for breaking the lease, it looks like the buyout amount is two months rent which is \$2120. Can you please confirm this is the amount needed?

I am having a very hard time living in this apartment with no provision to cook and even the flush not working. It's been a week here and I am having a really hard time, I want to get out of the lease and find a different place to live.

Regards,

Priyanka

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Regards
Priyanka Sinha

Priyanka Sinha <prnk.snh@gmail.com>
To: Carlton Burns <cburns@liveatlantic.com>

Mon, Sep 7, 2026 at 12:28 PM

Hello Carlton,

Please ignore my last email, but is there a way you can send someone to help with the gas oven please? I am having a really hard time here, I went to the leasing office but it was closed.

I am unable to cook since I moved in on last Monday i.e. August 31st and the flush is also not working since then. Please try to understand that it is really hard without those things, no one came in today either. Could you please send someone to help, asap.

Regards,
Priyanka

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--
Regards
Priyanka Sinha

Priyanka Sinha <prnk.snh@gmail.com>
To: Carlton Burns <cburns@liveatlantic.com>

Tue, Sep 8, 2026 at 9:51 AM

Hello Carlton,

I am really hoping that you can send some to get the gas oven and the flush working today. I'd really appreciate it, as I am really suffering a lot due to this issue.

Since I have a cat, I don't want anyone entering my apartment when I am not there. Today I will not be home between 10 am to 12: 30 pm. I'd really appreciate it if you could send help at any other time.

[Quoted text hidden]

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Regards
Priyanka Sinha

Carlton Burns <cburns@liveatlantic.com>
To: Priyanka Sinha <prnk.snh@gmail.com>

Tue, Sep 8, 2026 at 12:58 PM

Good afternoon Priyanka,

I was scheduled off Monday, so I was unable to respond that day. However, I did speak with both the service managers regarding the ticket I put in for your home and the issues you've mentioned to me.

Once a service request is input into our system, our techs may show up at any time during working hours to get the issue taken care of. I can do my best to update the ticket as far as them notifying you when they're entering. Is there a good or preferred time ?



Atlantic Realty Group

O: 410.542.1212 Village at Jones Falls

From: Priyanka Sinha <prnk.snh@gmail.com>

Sent: Tuesday, September 8, 2026 9:51 AM

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Priyanka Sinha <prnk.snh@gmail.com>
To: Carlton Burns <cburns@liveatlantic.com>

Tue, Sep 8, 2026 at 1:46 PM

Yes I am available right now. They can come in right now.

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Regards
Priyanka Sinha

Priyanka Sinha <prnk.snh@gmail.com>
To: Carlton Burns <cburns@liveatlantic.com>

Tue, Sep 8, 2026 at 1:48 PM

The preferred time for tomorrow would be anytime before 12 pm o after 2 pm.

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Regards
Priyanka Sinha