



Jennah Walcott <jennah.walcott03@gmail.com>

Formal Notice of Uncorrected Cockroach Infestation and Unsafe Pesticide Application – Unit 1301

13 messages

Jennah Walcott <jennah.walcott03@gmail.com>
To: dominicw@pmcpropertygroup.com
Cc: Sumrac227@gmail.com

Mon, Sep 14, 2026 at 2:07 PM

Hi Dominic,

I am writing to formally notify you, in writing, of an ongoing cockroach infestation in my unit that has not been resolved despite multiple maintenance requests, and to raise a serious health and safety concern about how pest treatment has been applied in my home.

Summary of the problem:

- We have had a cockroach infestation since moving into this unit on [move-in date].
- We have submitted maintenance requests (attached).
- Each time, maintenance has sprayed the unit, but the infestation has not been resolved. Roaches are now appearing in areas farther from the kitchen sink and in rooms where they were not previously present, indicating the problem is spreading rather than improving.
- We have also attempted our own supplemental measures (roach traps) due to the lack of an effective resolution from management.
- During the last treatment visit, maintenance left large, visible puddles of chemical pesticide on the floor. This resulted in strong fumes throughout the apartment that persisted for several days.
- I have asthma, and exposure to these fumes poses a direct risk to my respiratory health. I also have a cat who was at risk of ingestion and subsequent illness. This is not a minor inconvenience — it is a health and safety hazard in my home.

Legal basis:

Under Maryland law, every residential lease carries an implied warranty of habitability, which cannot be waived by lease terms. Baltimore City housing code further requires that a unit be free of conditions that endanger the life, health, and safety of tenants, including vermin infestation. A spreading, unresolved infestation — combined with an unsafe method of pesticide application that is creating a respiratory hazard for a tenant with asthma — falls squarely within these protections.

What I am requesting:

1. A licensed, professional-grade pest control treatment of the entire unit (not spot-spraying), performed by a properly trained applicator, using an application method that does not leave standing pesticide residue or produce prolonged fumes.
2. Written confirmation of the treatment plan and the date it will occur.
3. That any future treatment be conducted in a manner that does not endanger tenant health, consistent with proper pesticide application standards.

I am requesting a response and a concrete resolution plan within 7 days of this notice. Please be advised that if this issue remains unresolved, I intend to pursue all remedies available to me under Maryland law, including filing a rent escrow petition with the Baltimore City District Court and filing a housing code complaint with the City, as well as reporting the pesticide application practices to the Maryland Department of Agriculture.

I am keeping a full record of all communications, maintenance requests, and photographic documentation related to this issue, and I am glad to have a phone call or a repair walkthrough to resolve this quickly and cooperatively.

Please confirm receipt of this notice in writing. I have submitted this via the portal as well since the property manager's contact is not readily available.

Sincerely,
Jennah Walcott

663068	8/14/2026	Extermination	Roaches found in bathroom multiple times. no treatment has been done here	Work Completed	8/14/2026	Sumra Chaudhry	
662231	8/10/2026	Extermination	We are now seeing baby roaches around the kitchen.	Work Completed	8/12/2026	Sumra Chaudhry	
659949	8/1/2026	Extermination	We found a cockroach in the bathroom	Work Completed	8/4/2026	Sumra Chaudhry	

Dominic Willis <DominicW@pmcpropertygroup.com>
To: Jennah Walcott <jennah.walcott03@gmail.com>
Cc: "Sumrac227@gmail.com" <Sumrac227@gmail.com>

Mon, Sep 14, 2026 at 4:45 PM

Dear Jennah,

Thank you for your email and for bringing this ongoing issue to our attention. We understand your concerns regarding the cockroach infestation and appreciate your patience while we work to address this matter.

We will be taking a comprehensive approach to the issue. Bug Squashers, our pest control contractor, will be treating the entire floor, as well as the apartments directly above and below your unit. The 13th floor and the surrounding apartments will be treated tomorrow, including yours and your unit will also be placed on a four-week pest control treatment schedule to ensure that the issue is thoroughly addressed and monitored over time.

Once Bug Squashers reaches out to me and confirms their availability, I will provide you with the first date they will be on site to begin treatment.

We understand that this has been a major and ongoing issue in your unit, and our goal is to resolve it as thoroughly as possible. Thank you for your patience and cooperation as we work with our pest control contractor to address the problem.

Sincerely,

Dominic W.
Assistant Property Manager

Dominic Willis
Assistant Property Manager
PMC Property Group
300 St. Paul Place.
301 N. Charles St.
Baltimore, MD 21202
410-844-8300
E-mail: DominicW@pmcpropertygroup.com

From: Jennah Walcott <jennah.walcott03@gmail.com>
Sent: Monday, September 14, 2026 2:07 PM
To: Dominic Willis <DominicW@PMCPropertyGroup.com>
Cc: Sumrac227@gmail.com <Sumrac227@gmail.com>
Subject: Formal Notice of Uncorrected Cockroach Infestation and Unsafe Pesticide Application – Unit 1301

[Quoted text hidden]

Jennah Walcott <jennah.walcott03@gmail.com>
To: Dominic Willis <DominicW@pmcpropertygroup.com>
Cc: "Sumrac227@gmail.com" <Sumrac227@gmail.com>

Tue, Sep 15, 2026 at 12:17 AM

Dear Dominic,

I'm writing to follow up on your email from Monday, September 14th, in which you confirmed that Bug Squashers, a licensed third-party pest control contractor, would treat the 13th floor and my unit, and that my apartment would be placed on a four-week professional treatment schedule.

That is not what happened.

Earlier tonight, the regular maintenance staff person (Byron) came to my unit — not Bug Squashers — and applied the same spray treatment that has already failed to resolve this problem over multiple prior visits. This is a direct departure from what you committed to in writing.

I also want to document what occurred during and after that visit:

- The maintenance staff member stated, while on site, that the unit directly next to mine has an active, severe cockroach infestation that is spreading into my apartment, and that the spray treatment would cause roaches to come out of hiding.
- Beginning at approximately 11:45 PM, we saw multiple roaches emerge in the unit, including 3 within a 10-minute span.
- The only mitigation for the strong chemical fumes was an open window. Given my asthma, this is direct endangerment to my health.

I am providing this information in writing because I intend to treat it as part of the formal record of this ongoing issue. To be clear about where things stand:

1. This is now a documented case of a written commitment made and not honored.
2. It is now on record, from your own maintenance staff, that this is a multi-unit infestation problem, not isolated to my apartment.
3. I experienced a physical health reaction consistent with my asthma diagnosis directly following last night's treatment.

Given this, I am requesting immediate written confirmation of the specific date Bug Squashers will begin treatment, as originally promised, and confirmation that no further spraying by non-licensed maintenance staff will occur in my unit in the meantime.

I want to resolve this without further escalation, but given that the plan you confirmed in writing was not followed, I am proceeding today to file a housing code complaint with the City and am preparing a rent escrow petition with the Baltimore

City District Court.

I would still prefer a fast, cooperative resolution over further formal proceedings, and I am open to any options you may have for us.

Please confirm receipt of this email.

Sincerely,
Jennah Walcott
[Quoted text hidden]

Dominic Willis <DominicW@pmcpropertygroup.com>
To: Jennah Walcott <jennah.walcott03@gmail.com>
Cc: "Sumrac227@gmail.com" <Sumrac227@gmail.com>

Tue, Sep 15, 2026 at 9:15 AM

Dear Jennah,

Thank you for your email.

I have already reached out to Bug Squashers regarding the pest control treatment, and I am currently waiting for them to provide me with the official treatment date. As soon as I receive confirmation from them, I will make sure you are notified.

I will also inform the maintenance team that you do not want any further pest control services performed by maintenance staff in your unit moving forward.

Thank you for bringing your concerns to my attention. I will follow up with you as soon as I receive the confirmed date from Bug Squashers.

Thank you,

Dominic W.
Assistant Property Manager

Dominic Willis
Assistant Property Manager
PMC Property Group
300 St. Paul Place.
301 N. Charles St.
Baltimore, MD 21202
410-844-8300
E-mail: DominicW@pmcpropertygroup.com

From: Jennah Walcott <jennah.walcott03@gmail.com>
Sent: Tuesday, September 15, 2026 12:17 AM
To: Dominic Willis <DominicW@PMCPROPERTYGROUP.COM>
Cc: Sumrac227@gmail.com <Sumrac227@gmail.com>
Subject: Re: Formal Notice of Uncorrected Cockroach Infestation and Unsafe Pesticide Application – Unit 1301

[Quoted text hidden]

Dominic Willis <DominicW@pmcpropertygroup.com>
To: Jennah Walcott <jennah.walcott03@gmail.com>
Cc: "Sumrac227@gmail.com" <Sumrac227@gmail.com>

Tue, Sep 15, 2026 at 10:33 AM

Hello,

Bug squashers will start the consecutive 4 treatments on Friday September 18, 2026.

Dominic Willis
Assistant Property Manager
PMC Property Group
300 St. Paul Place.
301 N. Charles St.
Baltimore, MD 21202
410-844-8300
E-mail: DominicW@pmcpropertygroup.com

From: Dominic Willis <DominicW@PMCPPropertyGroup.com>
Sent: Tuesday, September 15, 2026 9:15 AM
To: Jennah Walcott <jennah.walcott03@gmail.com>

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Jennah Walcott <jennah.walcott03@gmail.com>
To: Dominic Willis <dominicw@pmcpropertygroup.com>
Cc: Sumrac227@gmail.com

Fri, Sep 18, 2026 at 11:10 AM

Dear Dominic,

I want to give you a full update on where things stand, and propose a path forward that I think is reasonable given how this has progressed.

My first written notice of the cockroach infestation was submitted on August 14th. In the month since, the situation has continued to get worse rather than better:

- We are now seeing roaches daily — six were spotted yesterday alone.
- We've found two hatched egg sacks in the apartment (image attached), which indicates active breeding, not just occasional wandering roaches.
- Roaches have been seen in the building hallway outside our unit.
- The infestation has spread to areas of the apartment where we never saw them before.
- I had to throw out a rug due to the infestation.
- We have been having difficulty sleeping due to roaches in our bedrooms and bathrooms. Just last night, I saw one crawl under my floorboard right next to my bed.

I also want to be transparent: we saw into the neighboring unit identified as the source, and the infestation there is severe — they had to rip up their rug, and roaches were visible throughout the space. Given that, I don't think this is something that resolves quickly, even with proper treatment now underway.

Our lease, in Section 5 (Condition of Rental Units), states that the property must be fit for human habitation — defined as safe and suitable to live in and free of conditions that are a serious and substantial threat to health or safety — and that if the landlord does not fix the problem within a reasonable time after written notice, the tenant has the right to seek damages and a rent decrease. Four weeks of an active, worsening infestation, with confirmed breeding in the unit, is precisely the kind of ongoing health and safety issue that provision is meant to address.

I recognize that today, for the first time in a month, a licensed professional exterminator was sent to treat the unit, and I appreciate that step. But given the scale of the infestation next door and how long this has already gone on, I don't believe a single treatment — or even the four-week schedule — is realistic for actually making this apartment livable in the near term. In the meantime, I have been living with an active, worsening infestation for over a month, which I don't believe meets the standard our own lease sets for a habitable living space that I'm paying rent for.

Given all of this, I'd like to propose the following as a resolution:

1. A transfer to a different available unit, with rent adjusted accordingly if there is any difference in square footage.

2. Coverage of moving costs to relocate to the new unit - meaning professional movers, not unlicensed, uninsured maintenance staff.

3. A credit or rent deduction covering a hotel stay for the coming week, while the infestation is being actively treated and I'm unable to reasonably remain in the unit.

I'd rather resolve this directly with you than through a lengthier formal process. For full transparency, I have also filed a complaint with the city, and an inspector is expected to visit the unit — I wanted you to have the complete picture rather than learning about it separately.

I'm hoping we can work this out efficiently and would appreciate a response with your thoughts by EOD Monday.

Thank you for your attention to this.

Sincerely,
Jennah

[Quoted text hidden]

Dominic Willis <DominicW@pmcpropertygroup.com>
To: Jennah Walcott <jennah.walcott03@gmail.com>
Cc: "Sumrac227@gmail.com" <Sumrac227@gmail.com>

Mon, Sep 21, 2026 at 12:45 PM

Dear Jennah,

Thank you for taking the time to provide such a detailed update. I completely understand your frustration with the situation, and I'm very sorry that you have been dealing with this for as long as you have. I understand how disruptive and stressful this has been, particularly given the impact it has had on your ability to comfortably sleep and use your apartment.

While I cannot make any promises regarding all of the requests outlined in your email, I would be happy to submit a request to my supervisor for review and see what options may be available.

If you are interested in transferring to another available apartment, I can request that the transfer fee be waived. I can also ask whether we may be able to provide a credit toward your moving expenses to assist with the cost of professional movers. And also see about a rent reduction or possible hotel stay for time being as well.

Would this be something you would be interested in pursuing? If so, please let me know, and I will move forward with submitting the request for review.

Thank you again for bringing your concerns to my attention, and I appreciate your patience while we work through this.

Sincerely,
Dominic W.
Assistant Property Manager

Dominic Willis
Assistant Property Manager
PMC Property Group
300 St. Paul Place.
301 N. Charles St.
Baltimore, MD 21202
410-844-8300
E-mail: DominicW@pmcpropertygroup.com

From: Jennah Walcott <jennah.walcott03@gmail.com>

Sent: Friday, September 18, 2026 11:10 AM

[Quoted text hidden]

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Jennah Walcott <jennah.walcott03@gmail.com>

Mon, Sep 21, 2026 at 4:08 PM

To: Dominic Willis <DominicW@pmcpropertygroup.com>

Cc: "Sumrac227@gmail.com" <Sumrac227@gmail.com>

Hi Dominic,

Thank you so much for understanding. We would still like to pursue this as we have seen more roaches this morning.

If possible, we would definitely like to submit a request for an apartment transfer and everything else mentioned in your email. Do you happen to know which units are available, and would we be able to see the unit before moving?

Thank you again for your understanding and help!

Best,

Jennah Walcott

[Quoted text hidden]

Dominic Willis <DominicW@pmcpropertygroup.com>

Mon, Sep 21, 2026 at 5:24 PM

To: Jennah Walcott <jennah.walcott03@gmail.com>

Cc: "Sumrac227@gmail.com" <Sumrac227@gmail.com>

Hi Jennah,

Thank you for your response.

Regarding the four consecutive pest treatments, the first treatment was completed on September 18, 2026. The treatments will take place every Friday, with the fourth and final treatment scheduled to be completed after the full four-treatment process has been carried out.

I will also submit a request to my supervisor regarding your requests and the possibility of an apartment transfer.

At this time, we have the following two-bedroom apartments available:

- **Unit #1610** — 982 sq. ft. — **\$2,360.00/month**
- **Unit #1208** — 1,125 sq. ft. — **\$2,170.00/month**

Yes, you would be able to tour the available units before making a decision regarding a transfer. Please let us know if you would like to schedule a time to view either unit.

Thank you again for your patience and understanding. I will keep you updated regarding the transfer request.

Thank you,

Dominic W.

Assistant Property Manager

Dominic Willis
Assistant Property Manager
PMC Property Group
300 St. Paul Place.
301 N. Charles St.
Baltimore, MD 21202
410-844-8300
E-mail: DominicW@pmcpropertygroup.com

From: Jennah Walcott <jennah.walcott03@gmail.com>
Sent: Monday, September 21, 2026 4:08 PM
To: Dominic Willis <DominicW@PMCPropertyGroup.com>
Cc: Sumrac227@gmail.com <Sumrac227@gmail.com>

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Sumra Chaudhry <sumrac227@gmail.com> Wed, Sep 23, 2026 at 1:13 PM
To: Dominic Willis <DominicW@pmcpropertygroup.com>, Jennah Walcott <jennah.walcott03@gmail.com>

Hi Dominic,

Thank you for the update and for looking into the transfer request for us.

I wanted to confirm that the exterminators are still scheduled to come tomorrow for the next treatment. We want to make sure we are available and that the treatment schedule continues without interruption.

After speaking with a few others about the ongoing roach issue, we also wanted to ask whether management and the pest control company would be willing to consider using a more extensive treatment, such as a bug bomb/fogger or another whole-unit treatment, if they feel it would be appropriate. We are happy to vacate the apartment for the necessary amount of time if a more comprehensive treatment could help resolve the infestation. We would appreciate it if this option could be discussed with the pest control company.

Regarding the apartment transfer, we are definitely interested in viewing the available units. However, we would appreciate management allowing us to transfer at our current rental rate and under our existing lease terms. We are not requesting a transfer simply because we would prefer a different apartment; we are considering moving because of the ongoing roach problem despite our repeated reports and efforts to have the issue addressed. We do not feel that we should have to take on a higher monthly rent as a result of circumstances outside of our control.

Could you please confirm tomorrow's pest control visit and let us know what your supervisor says regarding both the transfer and maintaining our current rental rate?

Thank you for your continued help with this.

Best,
Sumra

[Quoted text hidden]

Dominic Willis <DominicW@pmcpropertygroup.com> Thu, Sep 24, 2026 at 11:35 AM
To: Sumra Chaudhry <Sumrac227@gmail.com>, Jennah Walcott <jennah.walcott03@gmail.com>

Good morning Sumra,

Thank you for your email.

I wanted to confirm that the exterminators are scheduled to come to your unit every Friday for the next three weeks, with tomorrow being the next scheduled treatment. They will continue addressing the roach

concerns we discussed during each visit.

After speaking with my Property Manager, Chris, regarding your apartment transfer request, management's recommendation at this time is to first allow our pest control contractor to complete the scheduled four consecutive treatments in an effort to fully resolve the issue in your current unit.

We understand your concerns and want to give the treatment plan the appropriate opportunity to work. If the issue continues after the scheduled treatments have been completed, we can then revisit the apartment transfer request and discuss the appropriate next steps at that time.

Regarding the possibility of a more extensive treatment, we can also discuss that with our pest control contractor and determine what treatment they recommend based on their assessment of the unit.

Thank you for your cooperation and patience as we work to address the issue.

Best regards,

Dominic W.

Assistant Property Manager

Dominic Willis

Assistant Property Manager

PMC Property Group

300 St. Paul Place.

301 N. Charles St.

Baltimore, MD 21202

410-844-8300

E-mail: DominicW@pmcpropertygroup.com

From: Sumra Chaudhry <sumrac227@gmail.com>

Sent: Wednesday, September 23, 2026 1:13 PM

To: Dominic Willis <DominicW@PMCPPropertyGroup.com>; Jennah Walcott <jennah.walcott03@gmail.com>

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Sumra Chaudhry <sumrac227@gmail.com>

To: Jennah Walcott <jennah.walcott03@gmail.com>

Thu, Sep 24, 2026 at 1:01 PM

----- Forwarded message -----

From: **Sumra Chaudhry** <sumrac227@gmail.com>

Date: Thu, Sep 24, 2026 at 1:01 PM

Subject: Re: Formal Notice of Uncorrected Cockroach Infestation and Unsafe Pesticide Application – Unit 1301

To: Dominic Willis <DominicW@pmcpropertygroup.com>

Good afternoon Dominic,

Thank you for confirming that the exterminators will be coming tomorrow.

We do want to express that we are disappointed with management's decision to require us to wait until all four treatments are completed before reconsidering a transfer. Unfortunately, this is not just an occasional pest issue that we feel comfortable continuing to live with for several more weeks. We have seen roach eggs hatch into young roaches in the apartment, and we are now seeing more adult roaches than before. At this point, the continued activity is extremely

concerning and has made us increasingly uncomfortable living in the unit. We have been cooperative throughout this process and will continue to provide access for every scheduled treatment, but we need management to recognize the impact this is having on our ability to comfortably and safely live in our apartment.

Given what we are currently seeing, we would like the conversation about a more extensive treatment to happen with the pest control contractor **during tomorrow's visit**, rather than waiting until the four-week treatment period is over.

We would therefore appreciate having the pest control contractor evaluate more aggressive treatment options tomorrow and having our concerns communicated to Chris as well.

Thank you, and we look forward to having this addressed further tomorrow.

Best,
Sumra

[Quoted text hidden]

Jennah Walcott <jennah.walcott03@gmail.com>
To: Dominic Willis <DominicW@pmcpropertygroup.com>
Cc: "Sumrac227@gmail.com" <Sumrac227@gmail.com>

Mon, Sep 28, 2026 at 1:04 PM

Hi Dominic,

I wanted to follow up on where things stand, since a few things have happened since we last spoke.

The second scheduled treatment did not happen. We were told the exterminator would come Friday, September 25th, but someone was home in the unit the entire day and no knock was heard. We spoke over the phone with someone in the office and they stated that we were the ones who failed to let the exterminator in. We were never told in advance that we needed to be present for the full day for treatment to occur, nor were we given any time to expect someone to come so we could be prepared to let them in - and again someone was here all day and did not hear a knock. We were then told treatment would happen Saturday instead, and that we would receive a phone call so we could let them in. We did not hear anyone come nor did we receive a phone call.

In the meantime, the infestation is continuing. I saw two roaches this morning and four more over the weekend, and I have photos of them with dates.

I also want to flag a concern about how the source of the problem is being handled. We've been told the unit next to us is the source of the infestation, but our treatments only address our own unit. I'm not sure how the underlying problem is expected to resolve if the source unit isn't being fully treated at the same time. On a related note, we've noticed that the unit is currently being shown to prospective new tenants, which makes me worried the source issue isn't being addressed at all. Additionally, we have started seeing them in the hall and near the elevator -- away from our apartment, which indicates to me that the issue is spreading.

Given all of this, I wanted to reopen our discussion about moving units. The scheduled treatment of 4 consecutive weeks before entering this discussion has now not been fulfilled, the infestation is spreading into the hallway and worsening in our room, and we have now lived with this issue for 6 weeks despite clear language in the lease agreement that states issues will be resolved in a timely manner.

We've stayed flexible and available for every scheduled treatment on our end, and I want to keep working with you to get this resolved. Could you let me know the rescheduled date for the missed treatment with a time so we can be prepared, and give us an update on the transfer?

Thanks again for your help with this.

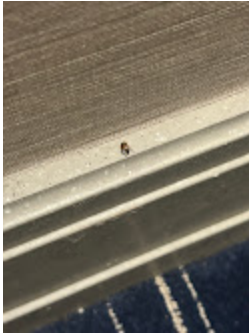
Best,
Jennah

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4 attachments



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1684K



IMG_8847.jpg
2237K



IMG_8983.jpg
2578K



IMG_8844.jpg
2475K