FICTIONAL SAMPLE · DRAFTED BY DEMANDLETTERHUB FROM A MADE-UP CASE FILE · NOT LEGAL ADVICE

PLEASE VERIFY BEFORE SENDING

Unverified AI draft. Every fact must be checked against the records before use. It is not legal advice. Fill in every [ADD: …] placeholder, set the demand amount, confirm anything marked [VERIFY], and delete this box before sending.

- Vehicle make and model are not in the records (the receipt says only "2021 hatchback, red"), and the receipt shows only a plate ending 4KD. Confirm both with the client.
- Whether the permit was displayed at the time of the tow is disputed. The evidence is the client's handwritten note on the receipt and Photo 2, taken at 10:40 AM at the Ironvale lot after release. Ironvale says its driver logged no permit visible. Confirm with the client where the tag was when the car was towed.
- The sign text and the shrub obstruction come from the client's typed photo log. The actual photos were not provided. Confirm the images support the descriptions.
- The receipt's storage line reads "2 calendar periods at $60.00," but the car was held from 1:52 AM to 10:35 AM on one date. The meaning of "periods" is unclear. Fee comparisons to the sign are stated without calculating differences.
- The total paid ($696.80) and the repair estimate ($538.48) are copied as read. Check the arithmetic. The estimate is not a paid bill, so confirm whether repairs have been done or paid.
- Bumper damage rests on the client's statement of no prior damage, Photo 4 (taken after release), and the attendant's "no new damage" mark without a walk-around. There is no pre-tow photo of the bumper in the records.
- The Brookstead towing contract is not in the records. The firm notes say Brookstead signed it, and Ms. Grieves' email says Ironvale patrols under it. Confirm its terms and whether to quote her June 15 email to Ironvale.
- Maryland and local rules on private property tows (signage, notice, authorization) and on towing and storage fee limits are marked [VERIFY] in the letter. No statutes or fee caps are cited.
- Fill in the date, delivery method, recipient names and addresses (the receipt lists only the storage lot at 2900 Foundry Hill Road, Calder Mills, which may not be the mailing address), demand amount, and response deadline.

Abernathy Solis LLC
[ADD: firm street address]
[ADD: city, state ZIP]
[ADD: phone] · [ADD: email]

[ADD: date]

VIA [ADD: delivery method]

[ADD: recipient name]
Ironvale Towing and Recovery Inc.
[ADD: street address]
[ADD: city, state ZIP]

Re: Demand for refund of towing and storage charges and payment for vehicle damage. Our client: Jasmine A. Okoye. Receipt No. IVT-26-07713. Date of tow: June 13, 2026

Dear [ADD: recipient name]:

Introduction

We represent Jasmine A. Okoye about the tow of her 2021 red hatchback [ADD: make and model], plate [ADD: plate number] (the receipt lists a plate ending 4KD), from Larkfield Commons Apartments, 400 Larkfield Way, Calder Mills, Maryland, on June 13, 2026 [tow_and_storage_receipt.pdf p.1]. Ms. Okoye asks that Ironvale Towing and Recovery Inc. ("Ironvale") refund all fees she paid and pay for the damage to her bumper [firm notes].

The tow

Ironvale towed Ms. Okoye's vehicle from space 118 at Larkfield Commons at 1:52 AM on June 13, 2026 [tow_and_storage_receipt.pdf p.1]. Space 118 is her assigned space. It is marked "RESERVED 118" on the curb stop [lot_photos_and_permit.pdf p.1]. Her lease parking addendum, signed January 5, 2026, assigns her space 118 and states that permit LC-118-A was issued to her [lot_photos_and_permit.pdf p.1].

Ironvale's receipt gives the reason for the tow as "No valid permit displayed." It lists the authorization as "Patrol, per property contract," with no name or signature of any property staff member [tow_and_storage_receipt.pdf p.1]. The driver is identified as unit 9, operator ID 2214 [tow_and_storage_receipt.pdf p.1].

The receipt states that no notice was left at the space or on the property. Ms. Okoye found her vehicle by calling the number on the entrance sign at 2:15 AM. She was told the lot's hours are 8:00 AM to 6:00 PM and that the vehicle could not be released before 8:00 AM [tow_and_storage_receipt.pdf p.1]. The vehicle was released at 10:35 AM on June 13, 2026, and Ms. Okoye paid $696.80 by debit card [tow_and_storage_receipt.pdf p.1]. Next to her signature she wrote: "Paid under protest. Permit was on mirror." [tow_and_storage_receipt.pdf p.1]

Why the tow or charges were wrong

The vehicle was parked in its assigned space with a valid permit. Ms. Okoye's lease addendum states: "Vehicles with a valid hang tag parked in their assigned space will not be towed." [lot_photos_and_permit.pdf p.1] Her green Larkfield Commons hang tag, permit No. LC-118-A, bears an expiration date printed as "12/31/2026" [lot_photos_and_permit.pdf p.1]. Ms. Okoye states the permit was on her mirror when the vehicle was towed

[tow_and_storage_receipt.pdf p.1]. The community manager of Brookstead Residential Management confirmed in writing on June 15, 2026 that "Our records show your permit is valid through December 31, 2026." [emails_and_repair_estimate.pdf p.1]

The property manager did not request the tow. Paula Grieves, Community Manager at Brookstead Residential Management, wrote on June 15, 2026: "Our office did not request a tow for space 118. Ironvale patrols the lot under our contract." [emails_and_repair_estimate.pdf p.1] On June 22, 2026, Ironvale's dispatch replied only that its "driver logged no permit visible at time of tow," that "All fees are standard," and that there would be "No refunds." [emails_and_repair_estimate.pdf p.1] Ironvale has not identified any property representative who authorized this tow.

No notice was given. The receipt itself records that no notice was left at the space or on the property [tow_and_storage_receipt.pdf p.1].

Signage. The sign at the Larkfield Way entrance, as shown in Ms. Okoye's photo, reads: "Private Property. Unauthorized vehicles towed at owner's expense. Ironvale Towing and Recovery. Tow $250. Storage $40 per calendar day. No other fees." The photo shows the sign partly blocked by an overgrown shrub [lot_photos_and_permit.pdf p.1].

[VERIFY: Maryland and local rules on private property tows (signage, notice, authorization)]

The charges exceed the posted rates. Ironvale's receipt charges $295.00 for the tow and $60.00 per storage period [tow_and_storage_receipt.pdf p.1]. The sign states a tow rate of $250 and storage of $40 per calendar day [lot_photos_and_permit.pdf p.1]. The receipt also includes an after-hours surcharge, a dolly fee, an administrative fee, a gate release fee, and a card processing fee [tow_and_storage_receipt.pdf p.1]. The posted sign states "No other fees." [lot_photos_and_permit.pdf p.1]

[VERIFY: Maryland and local limits on towing and storage fees]

Damage to the vehicle. At release, the lot attendant marked "no new damage" without walking around the vehicle with Ms. Okoye [tow_and_storage_receipt.pdf p.1]. At 10:55 AM that day, Ms. Okoye photographed a scrape on the lower right front bumper, about 8 inches long, with fresh paint transfer. She states the bumper had no damage before the tow [lot_photos_and_permit.pdf p.1]. Foundry Hill Collision prepared a repair estimate dated June 18, 2026 [emails_and_repair_estimate.pdf p.1].

Charges and losses

Item	Date	Amount	Source
Private property tow	June 13, 2026	$295.00	tow_and_storage_receipt.pdf p.1
After-hours surcharge	June 13, 2026	$85.00	tow_and_storage_receipt.pdf p.1

Item	Date	Amount	Source
Dolly fee	June 13, 2026	$75.00	tow_and_storage_receipt.pdf p.1
Storage, 2 calendar periods at $60.00	June 13, 2026	$120.00	tow_and_storage_receipt.pdf p.1
Administrative fee	June 13, 2026	$45.00	tow_and_storage_receipt.pdf p.1
Gate release fee	June 13, 2026	$50.00	tow_and_storage_receipt.pdf p.1
Card processing fee, 4%	June 13, 2026	$26.80	tow_and_storage_receipt.pdf p.1
Total (as read from the bills)		**$696.80**	tow_and_storage_receipt.pdf p.1
Bumper repair estimate: repair and refinish front bumper cover, lower right ($412.00); paint materials ($96.00); tax ($30.48)	June 18, 2026	$538.48	emails_and_repair_estimate.pdf p.1

Demand

On behalf of Ms. Okoye, we demand that Ironvale pay [ADD: demand amount], covering a refund of the charges listed above and payment for the damage to her bumper, by [ADD: response deadline]. Because the vehicle was released on June 13, 2026 [tow_and_storage_receipt.pdf p.1], we do not demand its release.

Please also send us, within the same time, the driver's log entry for this tow, any photographs taken of the vehicle or the space, and the document Ironvale relies on as authority to tow from space 118.

Ms. Okoye reserves all rights and remedies. Please direct all communications about this matter to our office.

Sincerely,

Natalie R. Abernathy
Abernathy Solis LLC

cc: Paula Grieves, Community Manager, Brookstead Residential Management, for Larkfield Commons Apartments, [ADD: address]