311 Complaint

Hello,

My name is Noorulzahraa Ogaili and I reside at the apartments at Charles Plaza, located at 15 Charles plaza, Baltimore, MD 21201. I am formally filing this complaint in regards to constant Elevator Outages in my building. I have medical complications and am disabled and sometimes I am stuck all the way on the 27th floor with no way out. The elevators keep shutting off, sometimes for over 24 hours and they are still not fixed. I spoke to management about his and they are nothing but negligent and disrespectful. I tried to seek immediate medical attention a few times and the elevators were out, and I had to walk down 27 floors just to go to the ER and urgent care. This is very dangerous for individuals with disabilities and is making life hard.

Sincerely,
Noorulzahraa Ogaili