

1 July 2024

**London Office**  
Arlington House, 220 Arlington Road, London NW1 7HE  
**Customer line:** 0300 123 9966  
**Find us at:** [onehousing.co.uk](https://onehousing.co.uk)

Lexington Apartments  
Railway Terrace  
Slough  
Berkshire  
SL2 5FQ / SL2 5GW

Dear Residents and Leaseholders,

## **IMPORTANT | Lexington Apartments | Further update lift outage**

Dear Residents and Leaseholders,

Following our recent correspondence dated 28<sup>th</sup> June 2024, we would like to provide you with a further update regarding the lift outages at Lexington Apartments.

We have understandably received several enquiries from residents relating to the outage and the support being provided by Riverside (formerly known as One Housing Group).

### **Support for residents:**

As mentioned previously, your safety and comfort are our top priorities, and we are committed to restoring full functionality to the affected lifts as swiftly as possible. We understand the frustrations and concerns this is currently causing for residents. Please do not hesitate to contact Riverside if you require specific assistance during this time.

- Via email at [Ask@riverside.org.uk](mailto:Ask@riverside.org.uk) or
- Via phone on 0300 123 9966

Please quote 'Lexington Apartments Lift Outage – Support Required, and your house number' and provide the best contact number, and a member of our Tenant and Leasehold Team will call you to talk about the support we can provide.

We would also encourage you to contact our on-site support team Park Guard via **07440 500 010** as they will be able to assist with any immediate support needs.

The Property Manager, Sarah Harman and the Building Safety Manager, Thelma Sheehy for Lexington Apartments will also be visiting the building tomorrow morning from approximately 10.00am if you would like to speak with them in person about the outages and/or any support needs.

### **Lift repair update:**

Since the incident on Thursday evening, we have held several meetings with the lift company (Amalgamated Lifts) to see how we can expedite the repairs to the lifts. The level of damage caused during the incident, means this lift will require replacement doors and associated items to allow this to return to operation. This may take several weeks for these to be manufactured and installed however our supplier is already in the process of scoping

the requirements and we are seeking to urgently obtain a definitive date for the repairs to be undertaken. As an interim measure, we sought professional advice on whether we could utilise the parts on the left side lift, however due to the level of damage to the lift this has unfortunately not been possible.

We recognise that there has been a long-standing issue with the left lift which has been out of commission for some time which has exacerbated the situation following this recent event. We are working closely with Amalgamated Lifts to understand the nature of these delays and how we can find a safe solution as quickly as possible.

### **Fire safety:**

We understand that there have been some concerns raised regarding fire safety at Lexington Apartments following the lift outages.

As a result of the Fire Risk Appraisal of the External Walls (FRAEW) it was determined that Lexington Apartments require cladding remedial works. Whilst we await the works to be undertaken, a temporary fire alarm system was installed, and the evacuation strategy was changed to a **Simultaneous Evacuation Procedure**.

This means that in the event of a fire, the temporary fire alarm system within your property will alert all residents so that they can evacuate the building.

In case of a fire within your flat or the building:

- If you discover fire, alert other members of your household immediately and ensure that everyone is aware.
- If you hear the fire alarm in your flat, ensure that you and your family immediately start evacuating.
- Close all doors within your flat if it is safe to do so.
- Evacuate your flat, ensuring that your flat entrance door is closed behind you.
- When outside the building, dial 999 on a phone and ask for the Royal Berkshire Fire and Rescue Service, giving the building address.

It should be noted that in the instance of a fire, the lifts should **not** be used at any time and evacuation should occur via the stairwells. At the time of the change in evacuation strategy, the stairwells were reviewed by a qualified fire engineer to ensure the stairwells were appropriate in the event of a full evacuation. Therefore, the lift outage does not have an impact on the Simultaneous Evacuation Procedure.

### **Vulnerable residents:**

If you are a resident that requires assistance in the event of a fire **or** a leaseholder who has a vulnerable tenant in the property, please complete the attached Personal Emergency Evacuation Plan form (PEEP) and return to [ask@riverside.org.uk](mailto:ask@riverside.org.uk).

This information will be recorded formally in our database and passed along to Park Guard who will be able to ensure the necessary assistance is provided.

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## Enquiries regarding the lift outage:

If you have any questions or concerns regarding this ongoing situation, please contact the Ask Team via [ask@riverside.org.uk](mailto:ask@riverside.org.uk) or via phone on 0300 123 9966. The Ask Team are aware of the lift outages and resulting issues and will be passing these enquiries across to the dedicated members within the Lifts Compliance and Tenancy and Leasehold Teams for a response.

You can also see full details on how to contact us on the One Housing Group website:

<https://www.onehousing.co.uk/home/contact-us>

We will provide you with a further update on Wednesday 3<sup>rd</sup> July 2024, however, we will ensure that we communicate with you earlier, if there is any significant progress in relation to the repairs.

Thank you for your patience and we would like to apologise again for any disruption and inconvenience caused.

Yours sincerely,

Building Safety Communications Team