

15<sup>th</sup> October 2024

Lexington Apartments,  
Railway Terrace  
London  
SL2 5GQ

**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)

**Subject: Important Update – Lexington building**

Dear Resident,

We want to provide you with an update regarding Park Guard in your building.

Following the recent repairs after lift failures, we have implemented a proactive measure to ensure a continuous service for you. We have arranged for our contractor, RJ Lifts, to conduct daily visits twice a day – already taking place, Monday to Sunday. This will allow us to quickly identify and resolve any issues immediately.

As we are now having these visits twice daily and improved lift performance, the demand on Park Guard staff has reduced significantly. We are therefore going to stand down this service. Please note – in the future if the situation changes & we feel that we need to use Park Guard again, we will do so to support our customers. Your comfort, reassurance and safety are our priority.

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 phone on 0300 123 9966. The Ask Team is aware of the lift outages and will pass your enquiries to the resolute members within the Lifts Compliance and Tenancy and Leasehold Teams for a response.

Kindest regards

Emma Rittenberg  
Building Safety Communications Officer