

27/08/2024

London Office

Arlington, 220 Arlington Road, London NW1 7HE

Customer line: 0300 123 9966

Find us at: onehousing.co.uk

Dear Residents,

IMPORTANT | Lift Outage update Lexington Apartments

Following from our communication on 23/08/2024, we wanted to provide you with a further update on the lift systems at Lexington Apartments.

Lift repair update:

Our contractors visited on 26/08/2024 and repaired one of the two lifts within your building, we are happy that you now have access to use one of the lifts which we hope poses less of an impact on your day.

We understand your concerns that there is a lot of use coming from this lift due to the other still not being operational, however, we can confirm that this lift has been fully repaired and is completely safe to use.

Our contactors have identified the repairs required for the other lift that had been caused by damage from the fire service and we will aim to have this repaired week commencing 09/09/2024.

Entering and exiting your building:

ParkGuard will still be available until both lifts are repaired, they will be able to support you with access to your flat via the stairs, if you need some help there will be someone to escort you whether you have young children or heavy shopping to carry, until we can restore the lifts safe functionality.

The number you will be able to reach them on is –
07440 500010
they available 7 days a week, 24 hours a day.

We understand and recognise that this will be frustrating for you, and we commit to working closely with our contractor to expedite the repairs of the second lift as quickly as possible.

Enquiries regarding the lift outage:

If you have any questions or concerns regarding this ongoing situation, please contact the ask@riverside.org.uk or via phone on 0300 123 9966. The customer service centre team is aware of the lift outage and will be able to see any updates on the repair. If they are not able to provide a response any unresolved queries will be sent to the customer resolution team in Building Safety who will respond to any queries raised.

You can also see full details on how to contact us on the One Housing, part of Riverside Group website: <https://www.onehousing.co.uk/home/contact-us>

PUBLIC

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

Yours faithfully
Tom Southern
Customer Communications Officer – Fire
One Housing Group, part of Riverside Group