

28 June 2024

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

London Office

Arlington House, 220 Arlington Road, London NW1 7HE

Customer line: 0300 123 9966

Find us at: onehousing.co.uk

Dear Residents and Leaseholders,

IMPORTANT | Lexington Apartments | Lift outage

Dear Residents and Leaseholders,

We would like to sincerely apologise for the disturbance caused by the recent lift outages at Lexington Apartments.

Unfortunately, there was an incident that occurred on the evening of 27th June 2024 whereby the Royal Berkshire Fire and Rescue Service (RBFRS) was contacted and attended Lexington Apartments to free the occupants of the lift. During this incident, lift OHG043 has sustained significant damage to its doors, resulting in its current out-of-service status. We have commenced an internal investigation which will involve seeking feedback from the RBFRS in relation to the incident and will engage further with them to look at how we can avoid a similar situation in the future.

We understand the frustration and impact this further lift outage will have on residents and we have escalated this matter to a Level 3 priority due to both lifts now being out of service and are actively collaborating with our contractors to expedite the resolution process. We will provide a further update to residents once we have received feedback from our contractors.

As part of our internal investigations regarding this matter, we will also be undertaking a full review of the timeline for completing the repairs on the first lift that experienced an outage and any delays regarding this. We will provide residents and leaseholders with the outcome of these investigations once completed, but please do not hesitate to contact the Building Safety Communications Team via ask@riverside.org.uk if you would like to provide input or have any questions.

Your safety and comfort are our top priorities, and we are committed to restoring full functionality to the affected lift as swiftly as possible.

We are actively contacting residents where we are aware there are vulnerabilities within the household to check on their welfare and offer support where possible during the outage.

If you or anyone in your household might need support during the outage, but have not yet received a call from us, it is possible we do not have a record of any needs you or your household may have.

Therefore, please let us know by contacting us as follows:

- Via email at Ask@riverside.org.uk or
- Via phone on 0300 123 9966

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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.

Please be aware that if you are a tenant of a leaseholder and are not directly a Riverside (formerly known as One Housing Group) customer, you will need to contact your landlord for support in the first instance.

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

Yours sincerely,

Building Safety Communications Team