

02 August 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

IMPORTANT

Dear Residents and Leaseholders,

IMPORTANT | Lexington Apartments | Further Update on Lift Outage

We hope this message finds you well. Following our previous correspondence dated 31st July 2024, we are writing to provide you with the latest update regarding the lift outages at Lexington Apartments.

Lift Repair Update:

Since our last update, our contractor re-attended today, 2nd August 2024, and has successfully restored one of the two lifts onsite by fitting multiple parts. However, the remaining lift is still isolated due to fire service entrapment attendance.

This lift requires the following parts to be replaced:

- Safety Edges
- Hanger Plates
- Contacts
- Door Spuds
- Landing & Car Doors
- Landing Entrance Re-skin

These parts have been ordered, and a preliminary attendance has been booked for 25th August 2024 to commence these works. This schedule is dependent on the timely arrival of the parts. Should there be any changes to the expected timescales, we will provide you with a further update.

Support for Residents:

Your safety and comfort continue to be our top priorities. If you require specific assistance during this time, please do not hesitate to contact Riverside:

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

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

We would also encourage you to contact our on-site support team, Park Guard, via 07440 500 010 for any immediate support needs.

Fire Safety:

We understand there have been concerns regarding fire safety following the lift outages. The building's evacuation strategy remains unchanged and follows a Simultaneous Evacuation Procedure. In the event of a fire, the temporary fire alarm system within your property will alert all residents to evacuate the building. Please do not use the lifts during a fire evacuation; use the stairwells instead.

If you have any questions or concerns regarding this ongoing situation, please contact the Ask Team via 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 dedicated members within the Lifts Compliance and Tenancy and Leasehold Teams for a response.

We will provide you with a further update on 25th August 2024, or sooner if there is any significant progress in relation to the repairs. Thank you for your patience, and we apologise again for any disruption and inconvenience caused.

Yours faithfully,

Building Safety Communications Team