

8th 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

IMPORTANT

Dear Resident,

IMPORTANT | Lexington Apartments | Lift Update

I hope this message finds you well.

We wanted to provide a full update on the recent issues with the Lexington Apartments lifts and the actions we've taken to address them. **Your comfort, reassurance and safety are our priority.** We're committed to ensuring the lifts remain fully operational.

Below is a summary of the recent events and our ongoing plan.

1. Lift Failure over the Weekend (07/10/2024)

On Saturday evening 5th October, the lift became inoperable. Upon inspection, we found out that the belt monitor was faulty. The belts and sensors were readjusted accordingly. The lift is now back in full service as of the afternoon on 6th October, but we've recommended the belts be replaced soon to prevent future issues.

2. Daily inspections for lift reliability

Following the recent repairs and occasional 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.

3. Planned maintenance

We are also developing a planned outage to replace any components that may lead to future issues. We are in the process of completing a full condition report on both lifts. Based on that report, we will schedule and complete any necessary repairs (including the belt replacement mentioned in point 1) within four to five weeks.

Please note that the timeline will depend on the delivery of any required parts.

4. Web page progress

We understand the frustration and inconvenience caused by the regular lift outages in our building and appreciate your continued patience as we work to address the issue.

We are in the process of developing a dedicated webpage specifically for your building. This page will provide real-time updates on: service outages and progress. Our goal is to keep you better informed and ensure you have all the latest information regarding the building status and any actions being taken to resolve ongoing problems.

We value your feedback. If there's additional information you would like to see on this page, please don't hesitate to contact us in the usual way. We're here to listen and improve your experience as much as possible.

5. Lift door replacement update

The lift doors are with a specialised contractor for repair. We have an estimated timescale of 4 weeks for works to be completed due to extensive works required; Repair the doors, fabricate and replace the damaged architrave. We will communicate to you a date for fitting once we have it confirmed that the doors are ready to be installed. We understand how frustrating lift issues can be, and we appreciate your patience and understanding as we work to ensure a long-term solution.

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**

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 resolute members within the Lifts Compliance and Tenancy and Leasehold Teams for a response.

Yours faithfully,

Ramaar Morgan-Johnson
Building Safety Communications Team