

18th November 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

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.

An engineer from RJ Lifts is due to attend on the 25th November 2024 to begin work on the broken lift. We anticipate that this will take 1-2 days to complete the works.

We understand how frustrating lift issues can be, and we appreciate your patience and understanding as we work to ensure a long-term solution.

Web page progress

We have developed 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. You can find the link here - <https://www.riverside.org.uk/lexington-apartments/>

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.

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**

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,

Building Safety Communications Team
Riverside