

10<sup>th</sup> December 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](https://onehousing.co.uk)

Dear customer,

## **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.

### **Left-hand lift**

We are planning to carry out minor works to the left-hand lift in the New Year. In the meantime, it may make noise from time to time, please be assured the lift is safe to use and will not affect the functionality of the lift. We will update further as soon as we have a scheduled date for the planned outage of the lift.

### **Right-hand lift**

In relation to the right-hand lift, we have carried out several repairs and are still waiting on parts to be delivered and fitted in order to return the lift to service. We are working on a timeline and will keep you informed as soon as we have confirmed dates for re-attendance.

### **Lexington website page**

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/>

### **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](mailto: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](mailto: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