

20th 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

Dear customer,

IMPORTANT | Lexington Apartments | lift update

We 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. Please be aware that we are trying to avoid both lifts being down over the festive period, that is why the left-hand lift is still in service (although it is making a noise).

Left-hand lift

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

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 constantly chasing the contractors for timescales and 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 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

**We create places
for people to call home
and support them to live well**

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