

17th January 2025

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. Our priority remains with the out of service right-hand lift. We are keen to avoid a situation where both lifts are out of service at the same time. Once we have assurance that the works raised to RJ Lifts are fully complete, we'll communicate this with you around a planned outage on the left-hand lift to minimise disruption.

Left-hand lift

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 also aware that the lift is not stopping at the 15th floor. A job was raised to RJ Lifts for this issue on the 16th January and we are pushing to ensure this is rectified as a matter of urgency.

Right-hand lift

Safety edges have been ordered and we have provisionally scheduled these works to be completed on or by Friday 24th January. We cannot give any assurances as to the date at this point until the parts have been delivered. We will update as soon as we get confirmation RJ Lifts are in receipt of the parts and we can provide a confirmed completion date.

Here are the works that have taken place already with the right-hand lift:

1. Attend site with suitable hoarding & install to the ground floor landing entrance.
2. Remove the damaged landing & car door panels for sample.
3. Courier to specialist fabricators for replication.
4. Supply and fit new set of car door panels.
5. Supply and fit new main car skate to replace the damaged item.
6. Supply and fit new car door contact complete with new striker.
7. Supply and fit new set of car door air cords.
8. Supply and fit new set of car door shoes.
9. Supply and fit new set of ground floor landing door hanging and kicking rollers.
10. Supply and fit new set of ground floor landing door panels.
11. Supply and fit new ground floor landing door contact complete with new striker.
12. Supply and fit new set of ground floor landing door air cords.
13. Supply and fit new set of ground floor landing door shoes.
14. Carry out fabrication repairs to the damaged car door header.
15. Supply and fit new set of ground floor landing entrance architraves to replace the damaged items.
16. The final step will be to setup, test on completion and return lift to service.

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