

30<sup>th</sup> January 2025

Dear customer,

**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)

## **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 still 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.

### **What has happened recently with the right-hand lift?**

An engineer attended to the right-hand lift on the 27th January 2025.

Here are the works that took place:

- They removed the hoarding and left this in bin shed (we have asked RJ Lifts to ensure all rubbish left on site is removed)
- They found that the door operator plug was loose on the door controller
- They ran and tested the lift but found that the landing doors were snagging on the 12th, 6th and basement floors.

This required pop rivets to be drilled out and the doors to be lifted. The engineers did not have the suitable drill to carry out the works needed.

We have arranged for our engineer to return the week commencing 3rd February to drill out pop rivets to the lift doors and carry out repairs, which will hopefully return the lift to service.

### **Left-hand lift**

This lift is functioning but we are aware that the lift is making noise. Please be assured that the lift is safe to use and the noise will not affect the functionality of the lift.

Once the right-hand lift has been returned to service we will arrange repairs for the left-hand lift.

### **Resident engagement meeting: 28th January**

We plan to communicate the outcome of your meeting with you on the 31<sup>st</sup> January.

### **Building assessment**

In reference to customer queries regarding the assessment completed in approximately 2022/23; conducted by OHG's consultant. These were used to help accurately capture the stock condition at that time however through the integration of services as part of the Riverside Group merger; this consultant was ultimately replaced by TUV-SUD Services. TUV SUD, having a much larger presence in the industry and demonstrated increased competency, have undertaken follow up assessments through 2024 to all Group Passenger Lifts to meet the latest industry standards and capture any changes or developments between assessments.

In regards to your building, the assessment was re-completed in June 2024 where Riverside absolved all costs. This identified a number of minor repairs, some of which have already been completed. The remaining repairs will be addressed once the assets are returned to service. This assessment confirms the installation date as 2013, with replacement recommended in 4-5 years. It is being programmed accordingly for the financial year 2029/2030.

### **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