

20th March 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](https://onehousing.co.uk)

Dear customer,

## **Important | Lexington Apartments | lifts returned to service**

We hope this message finds you well. All outstanding works have now been completed.

### **Right-hand lift**

This lift has now been returned to service and we do not anticipate any further issues.

### **Left-hand lift**

We have completed all necessary works required to resolve the issues causing the noise within the lift. We are still waiting to complete some minor defects which do not affect the functionality of the lift, we anticipate these to be completed during early April.

In the previous communication we mentioned that we would create a poll around the ongoing issue with the left-hand lift, this will not be getting sent out as all issues were resolved sooner than expected.

### **Lexington website page**

We have developed a dedicated web page 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:**

If you have any questions or concerns please contact the Ask Team via [ask@riverside.org.uk](mailto:ask@riverside.org.uk) or phone on **0300 123 9966**.

Yours faithfully,  
Building Safety Communications Team  
Riverside