



To all residents of:  
151 Stockwell Road  
SW9 9FX

11 July 2025

SW9 Community Housing  
6 Stockwell Park Walk  
London, SW9 0FG

[www.sw9.org.uk](http://www.sw9.org.uk)   
[info@sw9.org.uk](mailto:info@sw9.org.uk)   
0207 326 3700 

Dear Resident

### Update on Leak and Lifts

Thank you for your continued patience and understanding regarding the failure of both lifts, which occurred due to a significant leak over the past weekend.

I want to sincerely apologise for the inconvenience and disruption this has caused. We fully appreciate how difficult and frustrating the situation is, and resolving it remains our top priority.

### Current Status

Despite contractor attendance, both lifts remain out of service. On 8 July, a tanker was deployed to remove excess water from the lift shafts and clear blocked drains in the car park. Unfortunately, water ingress has damaged critical electrical components in both lifts.

RJ Lifts, our appointed contractor, has been on site and has placed an urgent order for the required replacement parts. Once these parts arrive, repairs will commence immediately to restore lift service as quickly as possible.

### Ongoing Measures

The lift shaft is still damp. To assist with drying, a dehumidifier has been installed. However, due to these conditions, we can confirm that neither lift will be operational over the weekend.

To support residents during this time, two officers from United Guard will be on-site daily from 8am to midnight, starting today:

- **Friday 11 July:** 6pm – 12am
- **Saturday 12 July onward:** 8am – 12am daily

They will be based in the ground floor office next to the lifts. We are arranging a dedicated phone number you can use to contact them directly for assistance, including help carrying goods to your home. We will share this number as soon as it becomes available.

### Insurance and Repairs

We have notified our building insurers, and please rest assured that you will not be charged for any damage or repair work related to the leak or the lift reinstatement.

If you are vulnerable or considering temporary accommodation (e.g. a hotel), we recommend contacting Zurich (our insurer) directly to discuss your individual circumstances. Each case is assessed independently. SW9 cannot guarantee cover, which is why it is important to speak with Zurich directly.

You can find their contact details and our policy number on our website via this QR code.



### **Responsible Parties**

Sovereign Network Group (SNG) is responsible for the reinstatement of the lifts and is managing the process in partnership with SW9. SNG has confirmed that the building remains safe and habitable during this period.

### **Stay Updated**

While many residents have received updates via text and email, we understand some may not have been reached.

To ensure you continue to receive updates, please email your preferred contact information to: [Leasehold.Enquiries@sw9.org.uk](mailto:Leasehold.Enquiries@sw9.org.uk)

If you or anyone in your household has specific vulnerabilities or requires urgent support and you haven't informed us yet, please contact us immediately so we can provide the appropriate assistance.

We truly regret the continued disruption and thank you once again for your patience and cooperation. We will keep you fully informed as soon as further updates become available.

If you require urgent assistance, please continue to call us on 020 7326 3700.

Yours sincerely

A handwritten signature in dark ink, appearing to read 'Hayley Matthews'.

**Hayley Matthews**  
Head of Property Services