



To The Residents

151 Stockwell Road

London SW9 9FX

18 August 2025

SW9 Community Housing

6 Stockwell Park Walk

London, SW9 0FG

www.sw9.org.uk 

info@sw9.org.uk 

0207 326 3700 

Dear Resident,

151 Stockwell Road Lifts' Service Disruption July 2025

I am writing to you to provide an explanation surrounding the issues which occurred over the weekend of Saturday 5 and Sunday 6 July 2025 and the fortnight that followed.

Background

Due to a significant leak in the car park area and the large amount of excess water that collated, the lifts that serve 151 Stockwell Road became inaccessible. In a short time, the lift shafts were flooded and despite our initial attempts to restore service, it soon became apparent that specialist contractors would be needed to attend; to make good and complete restoration.

The responsive repairs contractor MNM Property Services was unavoidably detained between midnight and 6.00am on Sunday 6 July; however, from 6.00am, TBrown was on site and an investigation to find the location of the leak commenced soon after.

On Monday 7 July, we advised you that the appointed contractor, RJ Lifts would be attending the site and further investigate. Despite this, the lifts remained out of service. A tanker was to be deployed to remove the excess water from the shafts, as well as clearing the blocked drains in the car park. The water ingress was severe enough that critical electrical components in both lifts had been damaged. Upon this assessment and while still on site, RJ Lifts placed an urgent order for the required replacement parts in order that a full repair could commence to restore lift service as quickly as possible.

Despite ongoing efforts throughout the week including the installation of a dehumidifier, the lift shafts remained damp, and it was determined that neither lift would be operational over the following weekend. It was agreed to install two officers from United Guard who would be on site daily, commencing Friday 11 July. The two officers had a dedicated telephone number that could be used directly if you required assistance, including help to carry shopping to your home.

Power to the left-hand lift was partially restored on Monday 14 July and engineers continued to monitor its efficiency. Work continued to restore service to the remaining lift. By Wednesday 16 July, full service was restored to the left-hand lift.

On Monday 21 July, a further engineer returned to the site to ascertain that the affected shaft of the right-hand lift was completely dried out. Upon the positive findings, service to the lift was fully restored.

Throughout the disruption, we strived to keep you informed as much as possible. The situation was constantly fluid in nature; updates were sent by each communications platform available to us. I apologise if our communications were lacking at any stage.

Process & Compensation

Our parent organisation, Sovereign Network Group (SNG) managed the overall process as outlined in previous communication to you, in partnership with SW9. In stating this, we wish to assure you that you will not be charged for the damage and repair work attributed to the leak and the reinstatement of service to the lifts. These costs are to be met through the building's insurers. We can advise you that SNG have confirmed that all works required following the leak including flooring replacement including non-slip vinyl carpet in all areas of the ground floor, skirting and redecoration on the ground floor will be completed under SNG's insurance policy.

Considering the recent issues experienced, time taken for conclusion to the works required and the disruption the fortnight caused, we believe it is appropriate to offer you compensation, in line with SW9's Compensation Policy. For further reading, please scan the QR code shown here:



We are awarding you compensation payment of £52.75, which includes the monthly lift service charge for July.

Your compensation will be charged on your statement and refunded to your account.

Conclusion

We could not have foreseen the severity of the major water leak and its subsequent outcome during the first weekend of July. We will be conducting a full precis of actions taken, together with SNG, in order that we can learn lessons and put a more robust action plan in place, in the possibility of a similar incident taking place. Nonetheless, we fully regret the major disruption you experienced during the last month and thank you for your continuing patience and cooperation throughout this time.

Please be assured that all of us at SW9 Community Housing will continue to strive in offering all our residents the best service delivery and customer satisfaction as we can.

Yours faithfully,

Kellie Carson

Head of Customer Services

SW9 Community Housing