




To: The Residents
25 Robsart Street

SW9 Community Housing
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Dear Resident,

Update 2 - Communal Repairs at 25 Robsart Street

We are writing to provide an update on the water ingress and associated repair works at Park Heights, including the impact on the riser cupboards and communal areas.

We recognise that these issues have been ongoing and that progress has not always been as clear or as quick as residents would reasonably expect. We apologise for the disruption and frustration this has caused.

Current Position

Investigations have identified leaks affecting multiple levels within the building.

- The issue originating from the 10th floor has now been resolved
- A further issue at 1st floor level has been contained, but requires a permanent repair (valve replacement)

Water from these issues has affected the ground floor riser cupboard and other communal areas, and we are aware of the impact this has had.

Next Steps

We are progressing the permanent repair required to fully resolve the remaining issue. This includes:

- Replacement of the faulty valve at 1st floor level
- Coordination of access and works through our delivery partners
- Completion of follow-on works, including:
 - o Reinstatement of fire stopping
 - o Repairs to riser cupboard doors
 - o Making good and redecoration of affected areas

These works are being actively coordinated to ensure they are delivered in the correct sequence and to a lasting standard, rather than as temporary fixes.

Fire Safety

We understand concerns regarding fire safety, particularly where fire stopping has been disturbed to allow access for repairs.

We want to reassure residents that

- This is a controlled and managed process
- All fire stopping will be fully reinstated once repairs are completed
- Fire safety remains a priority throughout these works

Oversight and Delivery

These works are being actively overseen and prioritised, with a clear focus on:

- Resolving the underlying issue fully
- Avoiding repeat failures
- Ensuring all associated works are completed to the required standard

We are also working to improve:

- Coordination between contractors and partners
- Communication with residents, which we recognise has not always been consistent

Keeping You Updated

We know that a lack of clear timelines has been frustrating. Establishing and communicating a confirmed programme for the remaining works is a priority.

We will provide a further update by 4 June setting out the progress with the permanent repair, the programme for the follow-on works and indicative timescales for completion.

Thank you for your continued patience while we work to fully resolve these issues and restore the affected areas.

Yours faithfully,

Belinda Stewart

Repairs Operations Manager