




To: The Resident
Cumnor House
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Dear Resident,

Update 2 - Cumnor House Lift Disruption

We are writing to provide an update on the lift at Cumnor House following the recent service disruption.

The lift is now back in service, and we recognise the impact that the recent outage and incident had on residents - particularly those who rely on lift access. We apologise for the inconvenience and concern caused.

We want to reassure residents that this issue is being actively overseen and prioritised, with a clear focus on delivering a reliable, long-term solution. Plans to replace the lift remain in progress as part of SNG's wider commitment to improving building services.

As part of this process, the replacement works are subject to approval through the Building Safety Regulator (BSR). This is a required step to ensure that all safety and compliance standards are fully met before works can proceed.

We are actively progressing this process with our partners and working to move it forward as efficiently as possible. While this is an essential part of delivering the works safely and correctly, we recognise that it can affect overall timescales.

In the meantime, we are:

- Finalising the delivery programme for the lift replacement
- Progressing all required approvals and technical steps
- Ensuring the lift is closely monitored and maintained while it remains in service

We understand that residents want certainty on timelines, and providing a clear and confirmed programme is a priority. We will issue a further update as soon as this information is available.

We will also provide a further update on a quarterly basis, even if the approval process is still ongoing, to keep you informed of progress.

In the meantime, if there any further issues with the lift, please let us know so we can address them as quickly as possible.

Thank you for your continued patience while we work to deliver a lasting improvement.

Yours faithfully,

Belinda Stewart

Repairs Operations Manager