






To: The Resident  
Cumnor House  
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SW9 Community Housing  
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Dear Resident,

### **Update 3 - Cumnor House Lift Disruption**

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

The lift replacement project remains in the planning stage. Lead times are expected to be up to 18 weeks, and we will keep residents informed of any progress.

As we previously advised in our letter dated 21 May, we are currently awaiting approval from the Building Safety Regulator as part of the application process. This is a required step to ensure that safety and compliance standards are met before works can proceed.

We want to assure you that this issue is being actively overseen and prioritised, with a clear focus on delivering a reliable, long-term solution.

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

Yours faithfully,

**SW9 Repairs Team**