



To: All Residents
Park Heights
25 Robsart Street
London
SW9 0FD

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

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0207 326 3700 

24 June 2026

Dear Resident,

Reminder: Use of your Balcony

I am writing to provide a further reminder following the recent incident at Park Heights. As previously advised, a glass panel on one of the balconies shattered, and SW9 has been taking steps to investigate the cause, make the affected area safe, and progress the specialist advice and inspections required.

Your safety and the safety of others remain our highest priority. Until the specialist inspection programme has been completed and any necessary follow-up works have been identified, we are asking all residents to take extra care if using their balcony.

In particular, please:

- Avoid leaning against, pushing, knocking, or placing pressure on the balcony glass panels.
- Do not allow children to play close to the balcony glass or climb on any balcony furniture.
- Keep heavy items, planters, furniture, or other objects away from the glass panels where possible.
- Report any cracks, loose fixings, movement, unusual noises, or visible damage to SW9 immediately.
- If you have any concern about the condition of your balcony, please stop using it and contact us straight away.

We appreciate that balconies are an important part of your home, particularly during this warmer weather. However, we ask residents to use them carefully and sensibly while this matter is being progressed.

Please also remember that barbecues of any kind must not be used on balconies, as they present a serious fire risk. This includes disposable, charcoal, gas, and electric barbecues.

SW9 is continuing to work with specialist contractors to replace the damaged panel and arrange the wider inspection of balcony glazing, fixings, and supporting components. We will provide residents with further information as soon as inspection dates are confirmed, including access arrangements.

Thank you for your continued cooperation and understanding while we take the necessary steps to manage this issue safely and responsibly.

If you have any questions or wish to report a concern about your balcony, please contact SW9 as soon as possible.

Kind regards,

A handwritten signature in dark ink, appearing to read 'D Rankin', with a stylized, cursive script.

Delroy Rankin
Executive Director
SW9 Community Housing