



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

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

www.sw9.org.uk 
info@sw9.org.uk 
0207 326 3700 

12 October 2026

Dear Resident,

Park Heights Balcony Safety Works Update

We are writing to provide you with a further update regarding the planned programme of works to replace the balcony fixing washers at Park Heights.

In our previous letter, we advised that SW9 was working with our specialist glazing contractor to finalise arrangements for the replacement of the balcony washers and that we expected works to commence during September.

Unfortunately, there has been a delay to the start of the programme.

Following further review of the proposed works, SW9 has decided to seek additional technical advice from specialist glazing companies and feedback from Sovereign Network Group (SNG) before proceeding. Whilst inspections have confirmed that the glass installed at Park Heights is compliant with Building Regulations and the original as-built design, we want to ensure that the proposed replacement washers, installation methodology and long-term performance of the balcony fixing system are fully assessed before works begin.

As resident safety remains our highest priority, we believe it is important to take the time necessary to obtain this additional assurance rather than proceed before all technical questions have been fully resolved.

At present, all existing balcony safety guidance remains unchanged. Residents may continue to use their balconies, but we ask that everyone continues to exercise care and follows the advice previously issued by SW9, including reporting any signs of damage, movement, loose fixings, or other concerns immediately.

As an additional precautionary measure, we will install a scaffold fan around the ground floor of the building. This is intended to provide an extra layer of protection while the technical review is completed, and the longer-term programme of works is finalised.

We are actively progressing discussions with specialist glazing advisers and will write to you again as soon as this review has been completed and a revised programme of works has been agreed.

We appreciate your patience and understanding while we complete this additional work and apologise for any inconvenience caused by the delay.

If you have any questions or concerns, please contact the SW9 Customer Services Team on 0207 326 3700.

Yours faithfully,

A handwritten signature in blue ink, appearing to read 'K Carson', with a stylized flourish at the end.

Kellie Carson

Director of Resident Services.