**Update on Lobby Works to Tollgate House**

Dear Resident,

We have been informed by Clarion that ENGIE are due to commence works to remove and replace the flooring in the lift lobby area of Tollgate House which is anticipated to commence in the coming weeks. These works will take approximately five weeks. This is part of the new, more spacious entrance area being developed for your block.

ENGIE have told us that to complete this flooring work they will need to shut one lift at a time for short periods over the course of the five weeks of works. During these periods, the lifts will still serve all floors except for the ground level. However, there will be certain times when you may need to use the stairs to access the lift which services your floor.

We are aware that this will cause inconvenience and Clarion and ENGIE aim to minimise disruption and ensure the work is completed as quickly as possible. ENGIE will have supervisors available to provide reasonable assistance as required during the works, and they will be in touch soon to provide more specific information.

**In the meantime, please let us know as soon as possible if you have any mobility needs which we need to know about. To let us know about your mobility needs, please contact us at** [**tollgategardens@westminster.gov.uk**](mailto:tollgategardens@westminster.gov.uk) **or 0207 641 4221.**

We will contact you again soon to provide more specific information about the lift outages and how this will be managed.

Kind regards,

**Dermot Moloney**  
**Senior Regeneration Manager**

