



The Hive
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Friday 28 August 2020

Dear Residents of Vivo,

I am writing in relation to the ongoing lift repair at Vivo. Apex Lifts have conducted investigations on the lift and have replaced various components to return the lift back to normal operational service. On each occasion a different component has been found faulty which has resulted in the delay.

I can confirm following attendance on Monday 24 August 2020, a further fault with a circuit board was highlighted. The replacement component has been ordered and an engineer is scheduled to re-attend on Thursday 3 September 2020, which we are now confident will resolve the issue.

We would like to apologise for the delay in completing this repair.

Kind Regards,

A handwritten signature in blue ink, appearing to read "Nilay Patel".

Nilay Patel
Electrical Team