



**Richmond and Wandsworth Council**

Housing and Regeneration  
Town Hall,  
Wandsworth High Street,  
London  
SW18 2PU

Goulden House – H114, H115 & H116  
Winders Road  
London  
SW11 3HF

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Our ref: **HRD/WG/Goulden House**

Date: 11<sup>th</sup> March 2019

Dear Resident

As you are aware over the last few months, the lifts within Goulden House have been breaking down frequently. Most of these calls have been related to both H115 (Ent B) & H116 (Ent C)

During the months of November /December 2018, there were a high volume of calls raised for H116 due to a complex earth fault that was continuing to blow 100v fuse on power supply unit. The power supply unit controls apart of the safety circuit. A technician that specializes in the type of equipment was asked to attend site and carrying out in-depth diagnostic tests which had identified several small wiring fractures on top of lift car that was causing the electrical system to short-circuit. Both the wiring and power supply unit was repaired the lift was checked at all floors and returned to normal service. The last reported breakdown on this lift had been recorded on 4<sup>th</sup> February 2019 and the cause of the breakdown was a faulty contact/relay within the panel which was replaced.

According to our callout records H115 has had a high volume of the breakdowns compared with H114 & H116. Many of the faults have been controller related and various components within this panel have been replaced. As some of you might be aware H115 was also shut down for approximately 10 days in November 2018 due to the internal bearings within the overspeed governor pulley collapsing. This component was removed and sent away for repair. This shutdown would have had a huge impact on the lift's overall performance. The last reported Breakdown had been recorded on 2<sup>nd</sup> March 2019 due to an intermittent door fault at the 4<sup>th</sup> floor. The engineers made various adjustments to the door running mechanism and rechecked. Lift is currently being monitored by contractor.

As per our previous letter dated on 14<sup>th</sup> November 2018 we had advised H114 was shut down on the 13<sup>th</sup> November 2018 due to the lift trapping residents, when the lift contractor had attended they had identified an internal fault within the main processor in which the component needed to be removed and sent onto the controller specialist for repair. This the lift was shut down for approx. 2 days. The last reported breakdown was recorded on 7<sup>th</sup> March 2019, however when the engineers arrived on site the lift was found to be operational.

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Director of Housing and Regeneration: Mr Brian Reilly

These lifts have been programmed to be refurbished for 20/21. In the interim period both the council and the contractor are continuing to monitor these lifts and any breakdowns that are reported are attended to as a high priority.

Our main goal for the Goulden House is to improve the current lift performances of each lift by reducing the number of breakdowns that have occurred to date and try to ensure that these lifts remain in service. We are in the process of seeking alternative solutions by liaising with the controller manufacturer to see which components can be overhauled, including any upgrades to original components and replacing those found to be of poor quality. A full lift examination is also to be carried out by Wandsworth Lift inspectors and any recommendations will be actioned accordingly.

We would personally like to thank all the residents of Goulden House for being so patient and understanding.

In the event of an emergency please contact Emergency Control on 020 8871 7490 (24 hours).

The lift department can be contacted on 020 8871 7042 Monday to Friday from 8.00am to 5.00pm

Yours faithfully



**W. Griffith**  
Lift Manager

Cc. Mr S. Gotsell – Senior Lift Engineer

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