



**Richmond and Wandsworth Council**

Housing and Regeneration  
Town Hall,  
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SW18 2PU

Goulden House - Entrance C  
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London  
SW11 3HF

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Our ref: **HRD/WG/H116**

Date: 26<sup>th</sup> July 2019

Dear Resident

The lift within core c of Goulden House (Lift H116) has been shut down since 25<sup>th</sup> July 2019, due to a fault within the control panel.

The lift contractor has advised a technician will be attending on Monday 29<sup>th</sup> July 2019 to carry out a full diagnostic examination on this lift with the aim to reinstate back into service. Any recommendations from the contractor will be actioned immediately.

Whilst this lift is out of service the lift contractor will check on the other lifts serving the block to ensure there is always liftin operation. If any breakdowns do occur the contractor will attend as quickly as possible.

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

We would sincerely like to thank all residents of Goulden House for your patience and understanding during this difficult and regrettable time.

Yours faithfully

**W. Griffith**  
Lift Manager

Cc. Mr M. Clarke– Senior Lift Engineer