



Richmond and Wandsworth Council

Housing and Regeneration
Town Hall,
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London
SW18 2PU

Goulden House - Entrance C
Winders Road
London
SW11 3HF

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

Date: 31st July 2019

Dear Resident

As per our previous letter dated 26th July 2019 regarding the lift shutdown within core C of Goulden House (Lift H116), which is due to a fault within the control panel.

The lift contractor had advised that technician would be attending on Monday 29th July 2019 to carry out a full diagnostic examination on this lift. Unfortunately, due to the hot weather last week which caused a high volume of breakdowns/lift shutdowns to occur which meant the technician was needed elsewhere.

My sincere apologies that the technician had not be able to attend to your lift as scheduled. The contractor has now advised that a technician has been programmed in to attend on Thursday 1st August 2019.

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