



Richmond and Wandsworth Council

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

Goulden House - Entrance A
Winders Road
London
SW11 3HF

Please ask for/reply to:
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Our ref: **HRD/WG/H114**

Date: 2nd August 2019

Dear Resident

Regarding the lift shutdown within core A of Goulden House (Lift H114), which is due to a levelling fault

The lift contractor had advised that technician would be attending on Thursday 1st August 2019 to carry out a full diagnostic examination on this lift. Unfortunately, due to lift breakdowns/lift shutdowns 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 Wednesday 7th 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