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|  | Richmond and Wandsworth Council Housing and Regeneration  Town Hall, Wandsworth High Street, London SW18 2PU  Please ask for/reply to:  Telephone: 020 8871 6000  Direct line: 020 8871 6926    Email: [Bob.West@richmondandwandsworth.gov.uk](mailto:Bob.West@richmondandwandsworth.gov.uk)  Web: [www.wandsworth.gov.uk](http://www.wandsworth.gov.uk)  Our ref: **HRD/WG/H116**  Date: 14th January 2020 |
| Goulden House - Entrance C  Winders Road  London  SW11 3HF |
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## Dear Resident

I write regarding the shutdown of Lift **H116** because of a levelling fault.

Our lift contractor attended site on Tuesday 7th January 2020 to fit new inductors on the lift, once fitted a further fault was discovered which required further investigation.

An engineer attended site on Wednesday 8th January 2020 to investigate the fault, the engineer re- fitted the old inductors to prove the new inductors were not faulty and the fault remained on the lift.

The lift contractor has advised that a technician will be attending site on **Thursday 16th** **January 2020** to further investigate the fault with the intention of reinstating the lift.

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. We apologise for the inconvenience.

Yours faithfully

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Mr M. Clarke

Senior Lift Engineer

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Cc **B. West**

Lift Manager