



Goulden House
London,
SW11 5SU

Dear Residents

We apologise for Lift H116 Goulden House being removed from service.

The contractor found the floor levels to be erratic and it has been determined that the positioning system needs to be upgraded.

The contractor has provided a provisional return to service date of 26 February.

The lift will either be returned to service on this date or further notification will be provided depending on the findings of the investigation.

Please accept our sincere apologies for the disruption and inconvenience caused by this unfortunate situation, we are working towards resolving this 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

Yours faithfully

S Skipp
Lift Engineer

cc. Mr B. West - Lift Manager

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 7583

Email: simonskipp@richmondandwandsworth.gov.uk
Web: www.wandsworth.gov.uk
Our ref: **HRD/MC/H116**

Date: 10 February 2021