



Goulden House - Entrance C
Winders Road
London
SW11 3HF

Richmond and Wandsworth Council

Housing and Regeneration
Town Hall,
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London
SW18 2PU

Please ask for/reply to:
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Our ref: **HRD/WG/H116**

Date: 10th November 2021

Dear Residents

As you are aware the lift in your block, lift H116 has been shut down since the 1st November 2021, due to a faulty door close contactor. A replacement was ordered and was due to be delivered on the 8th November 2021. With the delivery of the replacement part being overdue the contractor contacted the supplier and it had been identified there was a system error on their side which has delayed the part.

The lift contractor has advised that the delivery of the part will be the 12th November 2021 and the target date to install the part will be the same day.

Please accept our sincere apologies for the disruption and inconvenience caused by this unfortunate situation. Thank you for your patience and understanding.

In the event of an emergency please contact the Joint Control Centre (JCC) **020 8871 7490** (24 hours).

The lift department can be contacted on **020 8871 7042** Monday to Friday from 9.00am to 5.00pm

Yours faithfully

Mr M. Clarke
Senior Lift Engineer
