



Goulden House [1-269]  
Winders Road  
London  
SW11 3HF

## Richmond and Wandsworth Council

Housing and Regeneration Department  
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London  
SW18 2PU

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Our ref: HRD/WG/H114/H115/H116  
Your ref: **C6801**

Date: 17<sup>th</sup> November 2023

### LIFT REFURBISHMENT & UPGRADE

**WBC Ref: C7086**

Dear Resident,

As per our previous letter dated 31<sup>st</sup> July 2023 in which we had informed you of the planned lift refurbishment works and providing both start & completion dates for each lift.

Unfortunately, we have been informed by the onsite engineers that additional works are now required to landing architraves resulting in a 4-week delay to the original completion date. The lift contractors had advised that when they were replacing the existing landing door headers and door running equipment, the concrete walls around the entrance have crumbled away caused by vibration from drilling into the walls and distorting the structure of architrave frames.

On 16<sup>th</sup> November 2023 a joint inspection was carried out with the lift contractor, consultant, and the council. Unfortunately, due to the extent of damaged found around the landing entrances, the existing landing architraves need to be replaced with new. We have instructed the contractor to proceed with these works.

Due to additional works now required to lift H116, the completion has now changed to the **18<sup>th</sup> December 2023**. This has also resulted in the start dates for the next phase of works to be altered. It has been agreed that all lifts will remain in service over the Christmas period, then works to lift H115 will start in the new year. The contractor has advised that they will do their utmost to reduce the length of time the lift is shut down for.

#### **Revised Dates**

Lift Ref	Start Date	Revised Dates
H116	29 <sup>th</sup> August 2023	18 <sup>th</sup> December 2023
H115	3 <sup>rd</sup> January 2024	29 <sup>th</sup> March 2024
H114	1 <sup>st</sup> April 2024	28 <sup>th</sup> June 2024

The Housing Department's Project Controller for this scheme is **Mr Warren Griffith** who can be contacted on **020 8871 6926**. A Clerk of Works inspector will be visiting the site to ensure the works remain on programme.

If you have any mobility or access issues whilst these works are taking place, please can you contact the CO-OP Management team on **0207 924 5213**.

If the event of an emergency, please can you contact Joint Control Centre on **020 8871 7490** which is fully staffed 24 hours/7days a week.

The lift department can be contacted on **020 8871 7042** Monday to Friday between the hours of 9.00am to 5.00pm

We would sincerely like to thank all residents of Goulden House for your patience during the lift refurbishment works. The onsite engineers have advised that they will do their utmost to try and reduce the length of time the lift is shut down for.

Thank you in advance for your patience and co-operation during this period.

Yours faithfully

Warren Griffith  
Head Of Lift Services