



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

Richmond and Wandsworth Council

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

Please ask for/reply to:
Telephone: 020 8871 6000
Direct line: 020 8871 7042
Email: Warren.griffith@richmondandwandsworth.gov.uk
Web: www.wandsworth.gov.uk
Our ref:
Your ref: **HRD/WG/H116**

Date: 9th September 2024

LIFT SHUTDOWN LETTER

Dear Resident,

We are writing to notify you that lift H116 (Entrance C) was shut down on the 8th September 2024 due to a control panel fault.

On 9th September 2024 the engineer returned to continue with their investigation, whilst testing the lift they had identified a fault within the drive unit. They immediately contacted the controller manufacturer for assistance.

The contractor has advised that they will be returning to site tomorrow (10th) with the assistance from the manufacturers technical team to diagnose and hopefully rectify the fault within the drive unit. Any updates received will be provided to the Goulden House Management Team.

If the event of an emergency, please can you contact Joint Control Centre on **020 8871 7490** which is fully maned 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 understand the inconvenience this may cause and appreciate your patience.

Yours faithfully

Warren Griffith
Head of Lift Services