



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 6926

Email:

Warren.griffith@richmondandwandsworth.gov.uk

Web: www.wandsworth.gov.uk

Our ref: HRD/WG/H114

Your ref: **C6801**

Date: 24th October 2024

WBC Ref: H114 Lift Shutdown

I am writing to address the breakdown that occurred on 16th October 2024, and to extend my sincerest apologies for any inconvenience this may have caused.

The breakdown was traced back to defective pencil switches located on top of the lift car. Our lift contractor promptly contacted the manufacturer to report the incident and ordered replacement parts to rectify the situation. The contractor has advised that the new pencil switches have been installed however when testing the lift, a secondary fault was identified, and they have requested the assistance from their technician.

We have been informed that their technician has been scheduled in to visit site on Monday 28th October 2024 to continue with their investigation.

Please note when a lift defect related to the new equipment is identified during a breakdown, the contractor works closely with the manufacturers. They provide feedback to help determine the cause of the fault and ensure the necessary adjustments are made to reduce the frequency of breakdowns. Any breakdowns recorded during the 12-month defects liability period relating to the new equipment will not be chargeable.

Due to the complex mechanical nature of lifts, breakdowns are, unfortunately, inevitable. Even after a thorough examination has been carried out, lift breakdowns may still occur due to various reasons such as door malfunctions, electrical faults, mechanical wear and tear, misuse and overloading or environmental factors.

The other two lifts (H115 & H116) have undergone thorough testing and are fully functional.

We deeply regret any inconvenience this breakdown is causing and appreciate your understanding and patience as we work to resolve this matter.

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

Official

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

Yours faithfully

Warren Griffith
Head of Lift Services

Executive Director of Housing & Regeneration Department: Mr Brian Reilly