



Goulden House [1-269]
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Richmond and Wandsworth Council

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Our ref: HRD/WG/H114

Your ref: **C6801**

Date: 10TH December 2024

WBC Ref: H114 INSTALLATION AND RECENT BREAKDOWNS

I am writing to address the concerns with the lift refurbishment and recent breakdowns that have occurred on lift H114 (Entrance A), and to extend my sincerest apologies for any inconvenience this has caused.

As you are aware in October 2019, components were upgraded to lifts H114 and H115 to improve the lifts' reliability until the lifts could be refurbished. These components were as follows:

- Controllers upgraded to microprocessor open protocol from Digital Advanced Controls
- Shaft position switches
- Full rewire including trailer flexes
- New Isolators
- New Landing pushes, car operating panel and indicators
- New LED lighting within car
- New door operator System

The new equipment that has been installed had to be adapted to the existing lift components that had been retained, the equipment requires a "bedding in" period which is a time when the mechanical parts adjust and conform to one another. During this period, you may notice slight changes in operation as the components align and wear in together. It's essential for the contractor to monitor the lifts performance, as this helps ensure longevity and efficiency of the equipment.

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. We do acknowledge that any lift breakdown will cause inconvenience to residents, and we make efforts to minimise that inconvenience as much as possible. Please note any breakdowns recorded during the installation and

the 12-month defects liability period relating to the new equipment installed will not be chargeable.

On 31st October 2024, the management team reported the floor levels were out of alignment, a callout instruction was raised to the contractor. When the engineers arrived on site and adjusted all floor levels via offset table within the control panel. During the lift testing, they observed an intermittent issue where the lift would stop just below the top floor level. They then made additional adjustments to the virtual terminal up limit device to address this problem. The lift was again tested at all floors, as no further issues were identified the lift service was restored.

Three callout instructions were raised on 21st 28th and 29th November 2024 as the council had been informed the lift was out of service. Callout instructions had been raised to the contractor. On each attendance the engineers had found the lift to be working arrival, the lift was checked at all floors with no issues found. We suspected there may have been an intermittent fault that was not evident during the engineer's visit. This made it challenging to determine the root cause of the issue. Both the contractor and council agreed that we would closely monitor the lift.

A callout instruction was issued on 4th December 2024, after the management team reported that the lift was stuck on the third floor. Upon receiving Mrs. Gleeson's email, I directed a Wandsworth lift inspector to visit the site and investigate the reported issue. The inspector confirmed that a door fault on the third floor was preventing the doors from closing, causing the lift to time out. When the engineers arrived on site, they checked the operation of the third-floor lock mechanism but were unable to replicate the door fault. They lubricated all moving parts and tested the lift on all floors.

Whilst on site they reviewed the event logger within the control panel and discovered numerous start failure events. The engineer requested the assistance from a senior technician, the lift was shut down and notices were displayed on the landings.

On 5th December 2024, Amalgamated Lift arranged for their construction Technical Manager, to attend the site and investigate the multiple "failure to start" faults. He found that the operation of the uncontrolled movement solenoid on the Overspeed Governor device (Safety device located in lift machine room and linked to the lift car was sluggish. Further testing revealed that the incoming voltage to the solenoid was lower than expected.

To address this issue, the technical manager re-wired the solenoid to utilize a different output from the control transformer. With the solenoid now operating from a new supply, its performance vastly improved, and they were satisfied that it was functioning correctly. The lift was then left on a test run to ensure the fault had been rectified. I am pleased to inform you that the lift has been returned to service and is now operating smoothly.

Both the council and the contractor are actively monitoring all three lifts to ensure their proper functioning. During this defect's liability period, we are hopeful that the performance of the lifts will improve, providing a more reliable service for all residents of Goulden House.

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.

Interim Executive Director of Housing & Regeneration Department: Mr Dave Worth

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

Interim Executive Director of Housing & Regeneration Department: Mr Dave Worth