

# ONE WARRINGTON GARDENS MANAGEMENT COMPANY LIMITED

Dear Residents & Shareholders

19<sup>th</sup> February 2020

First of all, we regret enormously the latest breakdowns and the anxiety and inconvenience suffered by residents and we agree that something must be done urgently.

As mentioned at the last General Meeting we have employed the services of Technical Lift Consultancy (TLC) independent lift consultants who are managing the lifts on our behalf. This service should ensure that we receive the best possible service and value for money from our maintenance providers Otis. TLC audit the lifts on a regular basis, monitor the maintenance program, and ensure all items identified by the insurers are taken care of in a timely manner.

As part of their appointment their representative, Ian Reynolds, was asked to report on the current state of the lifts. As you will see in his Audit Summary Report (attached) he assessed that the east wing lift has 12-18 months of useful life left and that we should plan to modernise it in that time frame. Ian's major recommendations are to get Otis to carry out some remedial works and to get full length sensors installed on all three lifts as soon as possible. He is of the opinion that this should provide stability to the lifts in the short term. There are separate more specific reports per lift and you can request copies if you wish.

In the last few weeks the east wing lift, which until recently seemed to have had the ongoing issue resolved and was performing well, had a string of breakdowns in quick succession. After the first of these it was suggested that the hydraulic fluid was becoming too thick in the cold weather and the speed of the lift was increased to try and alleviate this problem.

The reason the lift is stopping now seems to be that one of the safety mechanisms is being activated when it should not. Otis have brought in a third-party hydraulics firm (again) to make their assessments and TLC have also made an independent assessment with their own third-party engineers. The latter have identified a problem with a rupture valve and the quality of hydraulic fluid. Ian Reynolds has asked Otis to remedy these as soon as possible.

The priority is always safety, followed by convenience. The lift has only ever been put back in service in the sincere belief that any fault had been resolved, and in full confidence that all of the safety systems are fully functioning. We are also very aware of the inconvenience of the lift being out of service and in-depth investigation can take a long time. So we tread a fine line between these two aspects.

As a result of the recent recurrence of breakdowns we believe that the best thing is to continue with our initial plan to proceed as soon as possible to modernise/replace the east wing lift. As you will be aware we began the necessary Section 20 process and have now received all of the quotations, including one more from Aspect Lifts Ltd ([aspectlifts.com](http://aspectlifts.com)) under the advice of

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TLC, who have now assessed the suitability and value for money of each the quotes and have recommended that we proceed with the quote from Aspect which also happens to be the cheapest.

Therefore WBM have issued the second stage of the Section 20 process on the assumption that we will award the contract to Aspect Lifts Ltd. Please note that we do need further discussion with and information from Aspect during the next stage to confirm their suitability to carry out the works.

It is unfortunate that these issues have recurred. After receiving the assessment that the lift should operate into 2021 we were hoping to focus our finances on the exterior of the building, which is also long overdue, so as to minimise the financial impact to shareholders this year. However it seems, in the present circumstances, that we may not be able to avoid doing both jobs in the current year.

We will continue to endeavour to keep the lift safely in service in the interim period and will keep you updated as we proceed.

Yours faithfully,

The Board  
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