

# Dear Resident.

## Revised updated regarding Core 1 Lift.

There have been notices put up on all lift doors on every floor. We can only relay information to the residents when we have received this from Otis. Mainstay have been continuously on the phone to Otis trying to get a date when the work can be completed.

An update has just been received from Otis to Lisa Rowlands at Mainstay where she has been informed that the lift doors are on order and will take roughly 2 weeks, hopefully sooner.

Tuesday 7<sup>th</sup> July 2009 Otis will be coming on site to try and straighten the doors to the lift. They will have to be taken to a local manufacturer to see if this can be done. If this can be done the lift will hopefully become operational again till the new doors arrive on site.

We do apologise if you feel that there has been a lack of information regarding this but Otis have been extremely slow in providing us with how long all this work will take.

Regards,

Concierge.

# Dear Resident.

## Revised updated regarding Core 1 Lift.

Further to our conversations this week, both Diane and Gareth from Mainstay have been in continual contact with Mike Hitchen and Dave Jones of Otis, with reference to repairing the damaged lift at Landmark Place. They have also been in contact with the local field manager of Otis, who has been poor in communicating the actions being taken by Otis to rectify the situation; the most recent update provided by them was that replacement parts were ordered from their European Parts Centre(EPC) on Wednesday Morning. An impression was given that the parts would arrive within 48 hours and repairs commenced on the lift.

Clearly, this was not acceptable to you and your clients, as you reiterated to ILECS. I have escalated the complaint beyond local management to regional director level within Otis and have today received the following explanations, amongst some embarrassment for the poor responses from the local field operation.

1. The damage is significant, affecting both the landing door panels and suspension components, as well as the lift car doors and door driving mechanism.
2. All parts have been ordered but the lead time is now being quoted at up to a further two weeks – efforts are being made to improve this through world wide parts supply chain or warehoused installation stock.
3. The regional director has personally promised to update us with any developments, improvements or delays.

In an effort to improve returning the lift to service, Otis has placed an order on a local door specialist to remove the doors to their factory and see if it possible to straighten or manufacture damaged components, in an effort to have the lift returned to service next week.

We will continue to discuss the situation with Otis and provide an update on the situation on Monday. We also forward the apologies Otis has offered for the poor performance and communication during this event.

Kind regards,

Peter Roberts  
Director

ILECS Ltd - International Lift and Escalator Consultants (01206 392149)