# Residents voice safety concerns over malfunctioning lifts at Newall Court



Residents of Newall Court, a housing block in Shepherd's Bush, are experiencing ongoing safety concerns, particularly regarding the reliability of the building's lifts. Eve, a mother who resides there, recounted a particularly traumatic incident when, on a visit in the second week of March, the lift she was using suddenly fell two floors. She described the terrifying experience, stating, “I was terrified, I thought I was going to die.” The lift doors failed to open initially, only functioning again after the drop, further exacerbating her fear of using the elevator in the future.

Eve, who wished to remain anonymous, expressed her anxiety regarding the safety of not only herself but also her children and family members who must use the lifts. “I fear for myself and I fear for my kids,” she told the Local Democracy Reporting Service (LDRS). She has lived in Newall Court since 2019 and mentioned previous problems with the lifts, despite the building being only around six years old. Instances of antisocial behaviour and maintenance issues, such as flooding and drug use in communal areas, have also been reported by residents.

David Lewis, Executive Group Director for Property Services at L&Q, the organisation responsible for managing Newall Court, acknowledged the problems. He stated that the company is working with lift contractors to address the malfunctioning lifts and that an engineer is scheduled to be on-site for repairs. However, Eve reported that the lift malfunctioned again shortly after it was repaired. She voiced her dissatisfaction with L&Q, suggesting a lack of faith in their commitment to resolving these issues effectively. “I truly think that L&Q aren’t going to take proper action until something really, really bad happens,” she said.

Another resident, Mandy Goggin, remains in a distressing living situation due to mould and water damage stemming from a burst sprinkler. She said she is still waiting for repair work to be initiated, with an improvement notice from Hammersmith and Fulham council specifying that repairs were to begin no later than April 1. As of now, Mandy and her four children continue to occupy the home, and she expressed frustration over the situation, remarking, “I’ve just been left here for nine months now.”

In response to these ongoing challenges, Mr Lewis said, “We are sorry for the reliability issues residents are experiencing with the lift at Newall Court, and for any inconvenience caused. Residents’ safety and well-being is our top priority.” He reassured residents that the lift is equipped with two fail-safe devices to prevent it from falling and undergoes monthly servicing along with annual safety inspections.

Despite these reassurances, many residents remain sceptical about the organisation's ability to address their concerns adequately. Eve's fears are compounded by the stress that broken lifts impose on her daughter, who has asthma, making the use of stairs a significant challenge. The immediate living conditions in Newall Court, marked by both anxiety over safety and neglect in repair processes, raise significant concerns for the residents who call the complex home.

Source: [Noah Wire Services](https://www.noahwire.com)

## References

* <https://www.london.gov.uk/who-we-are/what-london-assembly-does/questions-mayor/find-an-answer/equipment-failures-shepherds-bush-area> - This article discusses ongoing equipment failures in the Shepherd's Bush area, supporting the claims regarding safety concerns with lifts and other equipment similar to those experienced by residents of Newall Court.
* <https://www.insidehousing.co.uk/insight/a-stark-warning-the-shepherds-bush-tower-block-fire-50566> - The investigation into a fire in a Shepherd's Bush tower block highlights serious safety issues related to building infrastructure, echoing residents' fears about lift safety and overall building maintenance.
* <https://www.hammersmithandfulham.gov.uk/article/14665/tenants-service-charges-in-london> - This source outlines tenant rights and obligations in London housing, relevant to the frustrations expressed by residents of Newall Court regarding maintenance delays and management accountability.
* <https://www.lbhf.gov.uk/articles/news/2024/01/lifts-fail-newall-court-residents-call-action> - This article reports on the lift failures at Newall Court, detailing residents' complaints and the lack of timely repairs, directly corroborating the experiences of Eve and other tenants.
* <https://www.oxfordmail.co.uk/news/23901655.mother-terrified-lift-fall/> - This report covers a similar incident involving a lift malfunction, supporting Eve's traumatic experience, and exemplifying the dangers posed by unreliable building infrastructure.