# Residents raise safety concerns over Newall Court lift incidents and maintenance issues



Residents of Newall Court, a housing block situated adjacent to the Westfield shopping centre in Shepherd's Bush, have voiced serious concerns over safety and maintenance issues following a traumatic incident involving a lift. A resident, identified only as Eve, recounted her harrowing experience when the lift she was in unexpectedly plummeted two floors. Initially, the doors failed to open, leaving her in a state of panic. "I was terrified, I thought I was going to die," she stated in an interview with the Local Democracy Reporting Service (LDRS). Her concerns extend not only to her own safety but also to her family, particularly her daughter who suffers from asthma, which complicates their daily routine when the lifts are malfunctioning.

Eve, who has resided in Newall Court since 2019, described a plethora of issues plaguing the building, which is relatively new, having been constructed as part of the Westfield development project. She highlighted problems including flooding, antisocial behaviour, and unreliable lifts. “People defecating in the hallway, in the staircase, people having sex in the staircase, people taking drugs,” she detailed, expressing a deep-seated fear for her safety and the safety of her children.

David Lewis, Executive Group Director of Property Services at L&Q, the company responsible for managing the premises, acknowledged the complaints. He stated that the organisation is engaged with lift contractors to ensure any malfunctions are addressed, and an engineer had been dispatched to oversee necessary repairs. However, despite the quick fix to the malfunctioning lift, Eve reported that it resumed faulty behaviour soon after the repairs.

In the same vein, another resident, Mandy Goggin, 34, expressed frustration over ongoing repair delays due to damage in her home from a burst sprinkler. An improvement notice issued to the block’s landlord, White City Investments, by Hammersmith and Fulham local council, mandated repairs to be initiated by April 1. Nonetheless, the necessary work has yet to commence, leaving Ms Goggin and her four children living in conditions affected by mould and water damage. "It’s impacting their health, it’s impacting my health," she stated, emphasising the severity of the situation. Ms Goggin lamented the lack of communication and support from L&Q, saying, “I’ve just been left here for nine months now.”

In response to these mounting concerns, Lewis expressed regret for the ongoing reliability issues with the lift, reassuring residents that it is equipped with two fail-safe devices to prevent falls and is subject to monthly servicing and an annual safety inspection. He also acknowledged the unacceptable delays in addressing the repair needs in Ms Goggin’s home, promising that a timeline for repairs would be communicated in the coming days.

The situation at Newall Court continues to evolve, as residents seek accountability and effective resolution to the pressing problems that affect their daily lives and well-being.

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

## Bibliography

1. <https://en.wikipedia.org/wiki/Shepherd%27s_Bush> - This URL provides background information on Shepherd's Bush, where Newall Court is located. Understanding the local context can help place the safety and maintenance concerns in perspective.
2. <https://www.westfield.com/london/> - This is the official website of Westfield London, adjacent to Newall Court. The development project mentioned in the article includes Newall Court, providing context to its construction and location.
3. <https://www.lqgroup.org.uk/> - This is the official website of L&Q, the company responsible for managing Newall Court. It offers insights into their property management services and response to resident concerns.
4. <https://www.lbhf.gov.uk/> - This is the official website of Hammersmith and Fulham Council, responsible for issuing improvement notices to the landlord regarding safety and maintenance issues in Newall Court.
5. <https://www.localdemocracyreporting.co.uk/> - This URL is associated with the Local Democracy Reporting Service, which conducted the interview with resident Eve regarding her traumatic lift experience and ongoing safety concerns.
6. <https://www.westfield.com/london/news-and-events> - This provides local news updates and community information for Westfield London, which can include developments and responses related to Newall Court's situation.
7. <https://www.mylondon.news/news/west-london-news/i-thought-going-die-west-31392939> - Please view link - unable to able to access data