

Butler & Young Lift Consultants Ltd



LIFT CONSULTANCY SERVICES

Timber Hall
21 Timber Lane
Caterham
Surrey CR3 6LZ
Tel: [REDACTED]
Fax: [REDACTED]
Email: liftconserv@btinternet.com

Also:
c/o Corporation of London
Milton Court, Moor Lane
Barbican, London
EC2Y 8DR
Tel/Fax: 020 7332 3769

Our Ref: L2508/SBE/CW

23rd December 2005

PRIVATE & CONFIDENTIAL

Mr W Jenchner
Managing Director
Apex Lift & Escalator Engineers Ltd
Apex House
LEFA Business Park
Edgington Park
Sidcup
Kent DA14 5BH

Dear Mr Jenchner,

Re: Grenfell Tower - Lancaster West Estate

It is with a certain amount of sadness and a great deal of frustration that I am obliged to send your company the attached certificate of non completion, something I have had to do only twice before during my fifteen years as a consultant.

This is particularly disappointing after a number of excellent projects undertaken by your company, notably Kensington Town Hall, 1-19 Victoria Street and Andrewes House on the Barbican Estate.

As you will remember you and I have had several conversations in the recent past concerning the troubles with this particular project culminating in the first phase of the Tower being delivered some five weeks late, time that you have been unable to recover during the second phase.

The organisation of the entire project has left much to be desired and this has now been exacerbated by the two floor hydraulic lift, now sixteen weeks into its programme and still not complete. The original programme you provided allowed eight weeks which the client generously extended to twelve.

Clearly this is not acceptable and the client will have no option but to levy LAD's and consider your company's position in respect of the considerable amount of refurbishment work scheduled by the Royal Borough over the next few years. The only saving grace was the professionalism shown by your Service Director, at, and following the November meeting when the client required assurances with only the single new lift running in the Tower over the Christmas holiday period.

The final insult came when, at this most critical time, no representative from Apex attended the latest progress meeting on the 19th December to the great embarrassment of all concerned.

Cont. Page 2/2 23rd December 2005
Our Ref: L2508/SBE/CW

In addition I have been chasing additional costs, some of them now for eight months, which I still have not received. Also, I was promised that Joe Cooper would take Peter Hambrook's place when he went on annual leave on 15th December. Joe did not appear.

Could you please take action to ensure that all these issues are speedily resolved so that your good name may be salvaged to a degree, and advise me of the actions being taken to ensure completion of the second tower lift by the third week in January.

Yours sincerely

Steve Ellis

Enclosure

CC Sarah Everson - Brodie Plant Goddard
Robin Cahalarn - RBKC - TMO