

Head Office

Daresbury Point, Green Wood Drive, Manor Park, Runcorn, Cheshire, WA7 1UG
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Our Ref: TJ/Churchill
Direct Line: 0151 510 5149
Date: 31st March 2014
Email: john.robinson@haltonhousing.org

FAO Brian Cattrall
TJ Lift Solutions
Unit 11 Hulme Court
Commercial Road
Darwen
BB3 0FE

Dear Brian

Re: Emergency Lift Works at Churchill Mansions – Reference

For whom it may concern and on behalf of Halton Housing Trust I would like to recommend TJ Lift solutions to any potential client based on the works they carried out for the Trust during a difficult and unfortunate time especially for customers who lived at Churchill Mansions in Runcorn.

Churchill Mansions is made up of 11 floors consisting of 44 flats. At the time the Trust took on TJ Lift Solutions the building had 2 lifts stopping on alternative floors (odds and evens) and both lifts had been in use for over 50 years with some key components being replaced during this time whereas other components have never been replaced.

This time last year the Trust budgeted for the replacement of both lifts but over a short amount of time prior to procurement both lifts deteriorated quickly resulting in 1 lift having to be taken out of service completely having been told by our Maintenance & Servicing contractor (a well-known, high profile lift company) that nothing could be done ahead of its replacement which wasn't due to be handed over for another 7 months.

Due to condition and additional demand put on the 2nd lift this too deteriorated having been told following numerous visits and inspections by our Maintenance & Servicing contractor that little could be done due to replacement parts being obsolete. It was the belief of the Trust that not enough was being done to assist in resolving this issue and that a lack of knowledge and experience from this contractor was also a problem in dealing with such an older lift which put our insurance at risk as the current SAFed certificate no longer complied.



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With a plan in place to decant customers who had trouble using the stairs should the 2nd lift completely stop working we were advised to speak with TJ Lift Solutions having been told of their vast experience and ability to repair the older lifts and not just those manufactured more recently.

Having discussed the issues with the team at TJ Lift Solutions every effort was made to get to site the next day and although like most highly reputable companies in demand with other workloads and deadlines they still managed to move workloads around to accommodate an extremely difficult and sensitive matter for the Trust.

Parts were sort, ordered and put in place not just for the 2nd lift but also for the lift that was deemed as never to work again prior to its replacement.

Therefore over a short period of time TJ Lift Solutions attended site, located replacement parts, brought both lifts back into service supported with viable SAFed reports offering the insurance cover needed until the time came when both lifts would be replaced.

A short time after the work was carried out I received a courtesy call from Ray Saxton to enquire how the repairs was holding up and asking if everything was OK which I felt was unusual as most companies tend to walk away from completed work and simply move on.

Halton Housing Trust has kept contact details of TJ Lift Solutions and will be inviting them to tender for any future replacement works based on our experience of working together with them for which the journey is recognised within the Trust.

I would highly recommend TJ Lifts Solutions to any potential client as a company who have the knowledge and experience to do everything possible to resolve a problem with the 1 to 1 communication that I feel is sometimes missed when dealing with the more high profile companies.

Yours sincerely



John Robinson BSc
Procurement & Facilities Coordinator

