

Lift safety information

how to stay safe in your home



Passenger lifts are an important safety feature in many buildings. They can help you move between floors easily and safely.

What are we doing to keep you safe?

As your landlord, we are responsible for making sure that the lift in your building is safe and accessible, and we do this in a number of ways including:

- 1** Have the lifts serviced every month by a qualified technician. This will help to identify and fix any potential problems that could have resulted in a lift breakdown.
- 2** Have the lift repaired as needed by a qualified technician. Repairs that are affecting operation of the lifts are attended to same day, with response times from as little as 45 minutes.
- 3** Have the lifts independently inspected every six months to ensure they are working to relevant standards and are safe for continued use.
- 4** For your safety, all lifts are fitted with a communication device, that allows a call to be made 24 hours a day in the unlikely event of the lift breakdown whilst you are travelling in it.

Lifts and fire safety

Where fire alarms are installed, passenger lifts are connected to the system and in the event of an activation the lifts are automatically returned to the ground floor and taken out of service as they are not designed to be used in the event of a fire. In some instances, the fire service may take control of the lifts if they know it safe to do so.

Stair lifts

They are a vital aid for tenants who need them, as they can help those who are unable to walk between floors in their home. Stair lifts are serviced and maintained to ensure they are as safe and reliable as possible.

What are we doing to keep the stair lifts safe?

We ensure they are safe by:



Servicing the lifts every six months by a qualified technician. This will help to identify and fix any problems that potentially could have resulted in a breakdown.



Repairing if needed by a qualified technician.



Independently inspecting the lifts every six months to ensure they are working as designed and are safe for you to use.

If your lift isn't working the way it should, or if you have any other safety concerns, please contact us by:



Visit our website forhousing.co.uk/how-to-contact-us, or scan the QR code below



0300 123 5522

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