



## Policy and Procedure for TMO Staff

**Final Working Draft Document** Dated **20th June 2012** Version **Ten**

Version	Date	Reason for Change	Authorised By	Review Date
One	19/1/09	Initiation		
Two	28/1/09	Lift trap- in update		
Three	14/4/10	Update lift number 80 Elm Park Gardens removed		
Four	18/07/11	Amalgamation with Lift Safety Policy, Procedure Statement issued to Estate Staff, change in LFB role/responsibilities		
Five	8/8/11	Following meeting held 4/8/11		
Six	17/8/11	Meeting JB/RC/JW/AM 17/8/11		
Seven	1/9/11	KF feedback electrical appliance testing/ KPI & Keystone reference		
Eight	27/9/11	Reference to statute added (asbestos)		
Nine	13/12/11	To account for trap-in attendance by Contractor delayed		
Ten	20/6/12	Feedback from Lift Engineer		



## PROCEDURE

## 20.0 Lift Breakdowns and Malfunctions During Normal Working Hours

## 22.0 General

## 24.0 Keystone Asset Management Database

## 26.0 APPENDICES

## 27.0 REVIEW DATE/AUTHORS

- 1.1 The TMO are responsible for maintaining passenger and goods lifts serving TMO managed social housing and Council owned buildings managed by General Services, Education, Social Services and Libraries.
- 1.2 The lifts are maintained by one lift contractor under contract and provide a breakdown and malfunction service 24 hours per day, 7 days per week 52 weeks a year.
- 1.3 There are 139 lifts in the TMO social housing properties, 16 in General Services, 6 in Education, 5 in Social Services and 3 in Libraries, totalling 169.
- 1.4 The purpose of this document is to:

The procedure and actions to be taken by TMO employees, Contractors and associated service providers following a report of a lift breakdown, malfunction or lift shut-in including the release procedure are issued to Estate Staff to assist with on-site emergency release for electric passenger lifts.

This policy statement on lift safety is issued to ensure that work carried out by the lift section and all associated processes are in accordance with RBKC's and TMO's Health, Safety and Welfare policies and all relevant health and safety legislation.

The TMO lift engineer is required to include reference to the Health and Safety at Work Etc. Act 1974, the Management of Health and Safety Regulations 1999 and all other relevant Health and Safety Regulations in the tender and contract documentation and to confirm to the contractor, at the time and place of work, any special knowledge of specific locations, which might affect the system of work.

**2.2.1** Because some of the lift section's work and that of the lift contractors brings its employees in direct contact with the residents, the public and other











- 8.2** Alarm: An alarm bell connected to an emergency supply and/or two-way communication system should be provided in the lift car and arrangements made so that the signal can be heard and the alarm raised. Instruction on the action to be taken is to be posted in the lift car and in areas where the alarm can be heard.
- 8.3** Guard Rails at Landings: Guard rails are to be erected if the lift landing doors are to be left open for any reason, when the lift is not in position level with the landing entrance. These guard rails must never be left unattended.

## 9.0 ELECTRICAL INSTALLATION & EQUIPMENT

- 9.1** Electrical Regulations: All electrical apparatus wiring must conform to the requirements of the electrical regulations and the IEE and is to be tested for compliance by a competent person and results recorded.
- 9.2** Earthing: All machines, plant and equipment, are to be effectively earthed and the earthing system is to be tested in accordance with the Electricity at Work Regulations 1989 and results recorded. This is part of lift contract annual LG (Lifting Gear) tests.

## 10.0 MAINTENANCE

- 10.1** All lifts, hoists and stair lifts are to be inspected periodically by a competent engineer at the periods required by statutory regulations, British Standards and manufacturers' instructions. Inspections are to be recorded.

## 11.0 INSPECTION & TESTS

- 11.1** Testing and inspections are to be arranged and records kept of the results for all equipment in accordance with statutory regulations, British Standards and Codes of Practice. Where manufacturers' instructions supplement the statutory requirements, additional tests are to be arranged. Certified equipment, i.e. lifting gear, ladders, slings, jacks, etc., are not to be used when the statutory inspection/test certificate is out of date. Routine maintenance is to be done on a predetermined basis according to the needs of the installation. Records are to be kept of all tests, inspections and maintenance.

## 12.0 ISOLATION OF LIFT DURING MAINTENANCE

- 12.1** All lifts being serviced are to be isolated and locked off from general use before work commences. "Out of Service" notices are to be placed on all switches and the Contractor must consider and take all necessary precautionary measures to prevent switches being activated accidentally. In situations where it is assessed that there is a potential risk, the use of a Permit to Work system is to be considered.

## 13.0 NOTICES & SIGNS









- 18.2** The outer protective overall is to be properly buttoned/zipped up so that no loose article e.g. a tie, is outside it as this could become trapped in machinery.
- 18.3** Safety helmets are to be worn on construction or refurbishment sites and at all places where there is a reasonably foreseeable risk of head injury. They should also be worn in designated hardhat areas or when your supervisor advises.

## 19.0 PROCEDURE

### 19.1 Definitions

- 19.1.1 Lift: Any lift carrying passengers or goods.
- 19.1.2 Breakdown: Lift has stopped working.
- 19.1.3 Lift Shut-In: Person(s) stuck inside lift car and unable to get out.
- 19.1.4 Malfunction: The lift is working and transporting passengers or goods but a specific function is not working correctly. For example, car lights or safety edge not working or lift not stopping level at lift entrance.
- 19.1.5 Lift Maintenance Contractor: The contractor responsible under contract for inspection, servicing, repair and responding to lift shut-ins.
- 19.1.6 TMO Senior Lift Engineer: The TMO's lift contract administrator who is responsible for the overall management of the lift maintenance contract including the monitoring of the contractors performance.
- 19.1.7 Normal working hours: 0900 -1700 hours Monday to Friday excluding Bank Holidays.
- 19.1.8 Out of normal hours: All other times not covered by 19.1.7 above.
- 19.1.9 TMO Customer Service Centre (CSC): The TMO's centre for reporting lift breakdowns.
- 19.1.10 Pinnacle: The TMO's out of hours call handlers.
- 19.1.11 London Fire Brigade (LFB): Can be called upon to assist with lift shut-ins but only in cases of medical emergency, where a trapped person is in great distress or where the Lift Maintenance Contractor is not able to attend within a reasonable time.

## 19.2 Responsibilities

- 19.2.1 TMO Senior Lift Engineer: The TMO's lift contract administrator who is responsible for supervising / monitoring contractors' performance and liaising with all client departments.





## 21.0 Lift Breakdowns and Malfunctions Outside of Normal Working Hours

- 21.1 On receipt of a report from resident or caretaker or other persons, Pinnacle log the report and telephone the Contractor. They do not log the fault on Academy.
- 21.2 On receipt of a telephone call from Pinnacle, the lift maintenance Contractor attends site, undertakes repair and returns lift to service.
- 21.3 If the Contractor cannot repair the lift and is shut down, the Contractor leaves a notice at ground floor entrance to apologising for lift shut down together with estimated date for completion of works and lift service reinstatement.
- 21.4 The Contractor then contacts Pinnacle by telephone to make them aware of the situation.
- 21.5 Pinnacle advise TMO CSC of the lift breakdown the following working day whereupon the order is raised by TMO CSC on Academy. The order is automatically faxed to the Contractor to complete the audit trail.
- 21.6 Lift Shut-ins: Upon receipt of a report of a lift shut-in from a resident, caretaker or other persons, Pinnacle will contact the lift Contractor to attend and release trapped persons, they will then log the report.  
If for any reason the Lift Contractor does not have an engineer available to attend within a reasonable time, Pinnacle will contact the LFB, requesting their attendance.

## 22.0 General

- 22.1** If the lift breaks down during the same day, TMO CSC shall recall the Contractor on the same order number and make a note in the “notes field” of the recall.
- 22.2** If the lift breaks down the next day a new order shall be raised by TMO CSC.
- 22.3** The TMO Senior Lift Engineer is responsible for all further monitoring of the breakdown and shall respond to any query from residents, TMO or Non-TMO clients.

## 23.0 Records

- 23.1** The Contractor's engineer who attends site to repair the lift shall enter the details on the site log card located in the lift machine room.
- 23.2** The Contractor shall provide a full report on the cause of the lift breakdown or malfunction at the monthly contract meetings. The TMO Senior Lift Engineer shall update the order on the Academy repairs system accordingly.

**23.3** The TMO Senior Lift Engineer in conjunction with lift contractor will monitor repair trends in shut-ins, breakdowns etc. and instigate measures to address these.

## 24.0 Keystone Asset Management Database

24.1 Keystone is the TMO's Asset Management System, all information and processes relating to the investment and repair of assets managed by the TMO will therefore be held and managed within Keystone.

## 25.0 Key Performance Indicators

25.1 Kpi 6 – Number of reportable incidents (RIDDOR), reported monthly.

25.2 Kpi 23 – Percentage of calls completed within agreed response time, reported monthly.

25.3 Kpi 24 – Percentage of lifts in service all month, reported monthly.

25.4 Kpi 28 – Number of Blocks (with Lift Service) without service for more than 48 hours, reported monthly

## 26.0 APPENDICES

## Appendix A – Schedule of Lift Equipment and Responsible Contractor

## Appendix B : Release Procedure

## Appendix C: Lift Shut In Report

## Appendix D - Inspection and Maintenance Procedure

## Appendix E - Checks

## 27.0 REVIEW DATE / AUTHOR

Review Date: December 2012

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## **Appendices**

Appendix A – Schedule of Lifts and Responsible Contractor

Appendix B : Release Procedure

Appendix C: Lift Shut In Report

Appendix D - Inspection and Maintenance Procedure

Appendix E - Checks

## **Appendix A – Schedule of Lifts and Responsible Contractor**

Address	Equipment	lift no.	Location	Contractor
Greaves Tower, Worlds End Estate, SW10	Passenger Lift	H001	R/H Even	ILS
Greaves Tower, Worlds End Estate, SW10	Passenger Lift	H002	L/H Odd	ILS
Whistler Tower, Blantyre Street, off Cheyne Walk, Worlds End Estate, SW10	Passenger Lift	H003	R/H Even	ILS
Whistler Tower, Blantyre Street, off Cheyne Walk, Worlds End Estate, SW10	Passenger Lift	H004	L/H Odd	ILS
Ashburnham Tower, Worlds End Estate, SW10	Passenger Lift	H005	R/H Even	ILS
Ashburnham Tower, Worlds End Estate, SW10	Passenger Lift	H006	L/H Odd	ILS
Dartrey Tower, Worlds End Estate, SW10	Passenger Lift	H007	R/H Even	ILS
Dartrey Tower, Worlds End Estate, SW10	Passenger Lift	H008	L/H Odd	ILS
Blantyre Tower, Worlds End Estate, SW10	Passenger Lift	H009	R/H Even	ILS
Blantyre Tower, Worlds End Estate, SW10	Passenger Lift	H010	L/H Odd	ILS
Chelsea Reach Tower, Worlds End Estate, SW10	Passenger Lift	H011	R/H Even	ILS
Chelsea Reach Tower, Worlds End Estate, SW10	Passenger Lift	H012	L/H Odd	ILS
Berenger Tower, Worlds End Estate, SW10	Passenger Lift	H013	R/H Even	ILS
Berenger Tower, Worlds End Estate, SW10	Passenger Lift	H014	L/H Odd	ILS
Blantyre Walk, Worlds End Estate, SW10	Goods Lift/Service Lift	H015	Goods lift	ILS
Jean Darling House, Milmans Street, SW10	Passenger Lift	H016	Passenger lift	ILS
Grenfell Tower, W11	Car Park Gate	H017	car park gate	R & B Doors















Burgessfield, 57 Wornington Road, W11	Passenger Lift	H147	Passenger lift	Liftec
Cambridge Gardens, 118, W10	Passenger Lift	H149	Passenger lift	ILS
Oxford Gardens, 36, W10 (temp accomm)	Passenger Lift	H150	Passenger Lift	ILS
Archer Hse, Flat 2, Portobello Ct, Westbourne Grove, W11	Hoist	H151	new hoist 03/08/11	Victor Hoist
Harriet House, 10, Wandon Road, SW6	Stairlift	H152	Stairlift	Stannah 1
Oakworth Road, 12 W10	Hoist	H153	Patient hoist	Test Valley
Kensal House, Ladbrooke Grove, W10	Car Park Gate	H154	Car Park Gate	R & B Doors
Burgessfield, 57 Wornington Road, W11	Hoist	H155	2nd floor bathroom	Victor Hoist
Estella House,13, Henry Dickens Ct.	Hoist	H156	bedroom hoist	Test Valley
Estella House, 13, Henry Dickens Ct.	Hoist	H157	Bathroom Hoist	Test Valley
Tavistock Rd, Flat 1, 70 W11	Hoist	H158	bedroom hoist	Test Valley
Exmoor Street, Flat 2, 5 W10	Stairlift	H159	Step lift	Stannah 1
Stadium Street , 35,SW10 OPU	Stairlift	H164	Stairlift	Stannah 1
Burgessfield, 57 Wornington Road, W10 5PT	Hoist	H166	Oxford Major 190kg ground floor	Britton Price
Burgessfield, 57 Wornington Road, W10 5PT	Hoist	H167	Nesbit Evans hoist 2nd floor	Britton Price
Tavistock Rd, Flat 1, 70 W11	Hoist	H168	toilet hoist	Test Valley
Tavistock Rd, Flat 1, 70 W11	Hoist	H169	lounge hoist	Test Valley
Edith Yard, Blantyre Street, Worlds End Estate SW10	Car Park Gate	H170	Car Park Gate (in)	R & B Doors
Edith Yard, Blantyre Street, Worlds End Estate SW10	Car Park Gate	H171	Car Park Gate (out)	R & B Doors
Walnut Tree House, Tregunter Rd, SW10	Car Park Gate	H173	Car Park Gate (in)	R & B Doors
Walnut Tree House, Tregunter Rd, SW10	Car Park Gate	H174	Car Park Gate (out)	R & B Doors
Treadgold House, 25 Bomore Road, W11 4HD	Car Park Gate	H175	Car Park Gate	R & B Doors
West Row, 15, W10	Stairlift	H178	Stairlift	Stannah 1







## 1.0 General Requirements

**2.0** **Warning:** It is dangerous for untrained and unauthorised persons to carry out the release procedure.

Exception: for lift already at floor level.

**4.0 *Warning:*** Do not attempt the release procedure unless the lift has completely stopped and does not move. If the lift is still moving then an immediate request for assistance from the TMO's Senior Lift Engineer or the TMO approved lift contractor is to be made as identified in Section 6 below.

**5.0 Warning:** Do not attempt this release procedure unless all car and landing doors are fully closed. If the car or landing doors are not fully closed and cannot be closed by hand, then one person should remain at the open door to protect the entrance and the other person should make an immediate request for assistance from the TMO's Senior Lift Engineer or the TMO approved lift contractor as identified in Section 6 below.

The following procedure is to be adopted if assistance is required.

During office hours contact the TMO's Senior Lift Engineer directly. The office telephone numbers and mobile telephone numbers are available in the internal telephone directory. At all other times contact the TMO approved lift contractor.

## 7.0 Procedure for Release of Trapped Passengers

To release trapped passengers, authorised persons are to adopt the following procedure.

- 7.1 Establish the position of the lift and reassure those trapped that help is at hand.
- 7.2 Instruct the passengers to stand away from the lift doors. (If the car or landing doors are open, do not attempt the release procedure, but stay with the passengers until help arrives).
- 7.3 Inform the passengers that you are about to move the lift and tell them to remain in the lift car until instructed to leave.
- 7.4 Proceed to lift machine room.
- 7.5 Switch off lift supply at the main switch in machine room. **THIS IS IMPERATIVE.**
- 7.6 Switch on hand winding floor level indicator or establish if painted floor level indicators align with each other. If floor level indicator sounds or if painted floor level indicators align, then lift is already at floor level so proceed directly to instruction number 7.12. If indicators do not sound or align, lift is not at correct level so proceed directly to instruction number 7.7.
- 7.7 If not already permanently fixed, fit hand winding wheel and brake release lever.
- 7.8 The first person should hold the hand winding wheel firmly and prepare for any initial strain when brake is released.
- 7.9 The second person should hold the brake release lever and release brake.
- 7.10 The person holding the hand winding wheel should then rotate the hand winding wheel to move the lift car down as indicated by the arrow on the lift machine. If the lift car does not move down, then safety gear may be engaged and all further attempts should be undertaken by lift engineers. If the lift car is free to move down, then rotate the hand winding wheel to move the lift car up or down to the nearest floor until the floor level indicator sounds or painted indicators align whereupon the lift car is at the correct floor level.

Maintain a firm control of the hand winding wheel at all times and do not attempt to spin the hand winding wheel as the lift may run out of control. If in difficulty, instruct the brake release operator to apply the brake.





Following shut in release, please complete report and forward to TMO Lift Engineers Section at Assets Investment and Engineering Division 292a Kensal Road (in accordance with Appendix B Release Procedure Section 8).

Date & time of incident	Name & address of trapped persons	Position of lift	Any information re cause of shut in	Breakdown reported who to & time

Ensure lift is switched off at main isolator following completion of release procedure.

## 1. Competent Persons

## 2. Notices

### 3. Guard Rails

#### 4. Entry to Lift Shaft

## 5. Fuses

## 6. Safety Devices

## 7. Guards

## 8. Security of Doors

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