

Lift Breakdown & Trap In
Policy and Procedure for the TMO

DRAFT Dated 14th April 2010 Version Three

Version	Date	Reason for Change	Authorised By	Review Date
One	19/1/09	Initiation		
Two	28/1/09	Update to lift trap-ins		
Three	14/4/10	Update lift number 80 Elm Park Gardens removed		

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1. Introduction

- 1.1 The purpose of this Procedure Note is to identify the action to be taken by the TMO following a report of a lift breakdown, malfunction or lift trap-in.
- 1.2 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.

- 1.3 The lifts are maintained by two lift contractors under contract and provide a breakdown and malfunction service 24 hours per day, 7 days per week 52 weeks a year.

2.0 SCOPE

- 2.1 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.
- 2.2 The response times for a lift breakdown or malfunction between 0900 - 1700 hours Monday to Friday is two hours. At all other times the response time is three hours.

3.0 DEFINITIONS

- 3.1 Lift: Any lift carrying passengers or goods.
- 3.2 Breakdown: Lift has stopped working.
- 3.3 Lift Trap In: Lift has person or persons stuck inside and unable to get out of lift car.
- 3.4 Malfunction: The lift is working and transporting passengers or goods but a specific function is not working correctly. For example, car lights not working, safety edge not working or lift not stopping level at lift entrance.
- 3.5 Lift Maintenance Contractor: The contractor responsible under the contract for servicing and repair.
- 3.6 Senior Lift Engineer: The TMO's lift contract administrator.
- 3.7 Normal working hours: 0900 -1700 hours Monday to Friday excluding Bank Holidays.
- 3.9 Out of normal hours: All other times not covered by 3.7 above.
- 3.10 Customer Service Centre (CSC): The TMO's centre for reporting lift breakdowns.
- 3.11 Pinnacle: The TMO's out of hours call centre.
- 3.12 London Fire Brigade (LFB): Responsible for releasing persons trapped in the lift when TMO personnel or lift engineers are unable to attend.

4.0 RESPONSIBILITIES

- 4.1 Senior Lift Engineer: TMO engineer responsible for administrating the lift maintenance contract and liaising with all client departments.

- 4.2 TMO Customer Service Centre: Responsible for receiving and distributing lift breakdowns, malfunctions and lift trap-in reports to the lift maintenance contractors and LFB during normal working hours.
- 4.3 Pinnacle: Responsible for receiving and distributing lift breakdowns, malfunction and lift trap-in reports to the lift maintenance contractors and LFB if necessary out of normal hours.
- 4.4 Lift Maintenance Contractor: The contractor responsible for maintaining the lifts in a safe and serviceable condition and attending to lift breakdowns, malfunction and lift trap-in reports.

5.0 PROCEDURE

5.1 Within Normal Working Hours:

- 5.1.1 On receipt of a report from a resident or caretaker or other persons, CSC raise an Emergency order on Academy which is electronically faxed to the contractor. The report is also telephoned direct to the contractor.
- 5.1.2 On receipt of telephone call from CSC, the lift maintenance contractor attends site, undertakes repair and returns lift to service.
- 5.1.3 If contractor cannot repair lift and lift is shut down, contractor leaves a notice at ground floor entrance to apologise for lift shut down together with estimated date for completion of works.
- 5.1.4 The contractor also contacts the Senior Lift Engineer by telephone together with an e-mail at close of business each working day identifying current status of lift shut downs.
- 5.1.6 Senior Lift Engineer e-mails CSC, housing management or appropriate non TMO clients identifying fault and estimated time for completion of repair and lift service reinstatement.
- 5.1.7 Upon receipt of a report of a lift trap-in from a resident, caretaker or other persons, CSC contact lift contractor by telephone, who will send an engineer to deal with the situation. If for any reason the lift contractor does not have an engineer available, the CSC will contact LFB.

5.2 Outside of Normal Working Hours:

- 5.2.1 On receipt of a report from resident or caretaker or other persons, Pinnacle log the report and telephone the contractor direct. They do not log the fault on Academy.
- 5.2.2 On receipt of a telephone call from Pinnacle, the lift maintenance contractor attends site, undertakes repair and returns lift to service.

- 5.2.3 If the contractor cannot repair lift and lift is shut down, contractor leaves a notice at ground floor entrance to apologise for lift shut down together with estimated date for completion of works and lift service reinstatement.
- 5.2.4 The contractor then contacts Pinnacle by telephone to make them aware of the situation.
- 5.2.5 Pinnacle advise CSC of the lift breakdown the following working day whereupon the order is raised by CSC on Academy. The order is automatically faxed to the contractor to complete the audit trail.
- 5.2.6 Upon receipt of a report of a lift trap-in from a resident, caretaker or other persons, Pinnacle will contact LFB to attend and release trapped persons, they will then log the report.

6.0 GENERAL

- 6.1 If the lift breaks down during the same day, CSC shall recall the contractor on the same order number and make a note in the "notes field" of the recall.
- 6.2 If the lift breaks down the next day a new order shall be raised by CSC.
- 6.3. The 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.

7.0 RECORDS

- 7.1 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.
- 7.2 The contractor shall provide a full report on the cause of the lift breakdown or malfunction at the monthly contract meetings. The Senior Lift Engineer shall update the order on the Academy repairs system accordingly.

8.0 APPENDICES

- 8.1 Appendix A: Schedule of lifts and responsible contractor
- 8.2 Appendix B: Contractors telephone numbers
- 8.3 Appendix C: CSC and Pinnacle telephone numbers for reporting lift breakdowns and malfunctions

9.0 Review Date/Author

Review July 2011

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