

**KENSINGTON & CHELSEA TMO**  
**LIFT SAFETY, BREAKDOWN & TRAP IN POLICY & PROCEDURE**  
**Latest Working Document** Dated **20th June 2012** Version **Eleven**

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 numbers		
Four	18/07/11	Amalgamation with Lift Safety Policy, Procedure Statement 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 & Eleven	20/6/12	Feedback from Lift Engineer		
	June 2012	Signed Off by H&S Committee	J Borra	June 2013

## 1.0 Introduction

## 2.0 Lift Safety Policy

### Protection of the Public

### Codes of Safe Working/Safe Working Procedures

## Other References and HSE Publications

## Restrictions

## Access & Egress

Restricted Access

## Restricted Pit Depths & Overhead Clearances

## Warning Signs

## 5.0 Manual Handling

## 7.0 Asbestos

## 8.0 Guards & Emergency Devices

## 9.0 Electrical Installation & Equipment

## 10.0 Maintenance

## 11.0 Inspection & Tests

## 12.0 Isolation of Lift during Maintenance

## 13.0 Notices and Signs

## 14.0 Training

## 15.0 Hazards & Malfunctioning

## 16.0 Accidents Dangerous Occurrences & Violent Incidents

## 17.0 Fire Precautions

## 18.0 Protective Clothing & Equipment

## PROCEDURE

### **19.0 Definitions Responsibilities**

### **20.0 Lift Breakdowns and Malfunctions During Normal Working Hours**

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

### **22.0 General**

### **23.0 Records**

### **24.0 Keystone Asset Management Database**

### **25.0 Key Performance Indicators**

### **26.0 APPENDICES**

- Appendix A – Schedule of Lifts and Responsible Contractor
- Appendix B : Release Procedure
- Appendix C: Lift Shut-n Report
- Appendix D - Inspection and Maintenance Procedure
- Appendix E – Checks

### **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 employees, every reasonably practicable precaution to protect such persons both collectively and individually must be taken.



**2.2.2** Safe access and egress at the places of work must be maintained at all times.

**2.2.3** If a temporary obstruction is caused, adequate warning signs are to be prominently displayed.

**2.2.4** Special care is also to be taken to ensure that hazards are not created by the work process, particularly where vulnerable people such as aged, infirm, disabled people, children etc. could be affected.

### 2.3 Codes of Safe Working / Safe Working Procedures

All employees must familiarise themselves with all relevant Safe Working Procedures and Information, Instruction or Procedure Notes which relate to their own particular place or system of work.

## 2.4 Other References and HSE Publications

- Health and Safety at Work etc Act 1974
- Management of Health and Safety at Work Regulations 1999
- Regulatory Reform (Fire Safety) Order 2005
- London Building Acts (Amendment) Act 1939 as amended by The Building
- Act 1984 and the Building (Inner London) Regulations 1985.
- Electricity at Work Regulations 1989.
- I.E.E. Regulations.
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations. 1995.(**RIDDOR**)
- British Standards Applicable to Lifts BS 5655 Parts 11,12
- Safety Working on Lifts BS 7255 (1989).
- EN81-70 Accessibility to Lifts for persons including persons with disabilities 2003
- EN81-80 Safety norm for existing lifts
- EN81-28 Remote Alarm on Passenger and Goods Passenger Lifts 2003
- The Lifting Operations and Lifting Equipment Regulations 1998 (**LOLER**)
- The Provision and Use of Work Equipment Regulations 1998 (**PUWER**)
- The Health and Safety (Safety Signs and Signals) Regulations 1996
- The Construction (Design and Management) Regulations 2007
- The Work Place (Health, Safety and Welfare) Regulations 1992
- Personal Protective Equipment at Work Regulations 1992
- Manual Handling Operations Regulations 1992
- Confined Spaces Regulations 1997
- The Lifts Regulations 1997
- BS7671 Wiring regulations -2008 17<sup>th</sup> Edition
- Control of Asbestos Regulations 2006

**2.4.1** The Regulations and Approved Codes of Practice (ACOPs) are often supplemented by Health & Safety Executive Guidance Notes which further





**5.1** All manual lifting, movement and individual carrying is to be done in accordance with the Manual Handling Operations Regulations. In particular, the task should always be assessed before any manual handling is carried out

**6.1** Machine Rooms: All lift machine rooms are to be adequately ventilated, illuminated and heated as required by the Work Place Regulations 1992. Ventilation is not to produce excessive draughts.

**6.3 Cleanliness:** All lift machine rooms are to be kept clean and free from dirt, grease or oil or redundant equipment.

## 7.0 ASBESTOS

## 8.0 GUARDS & EMERGENCY DEVICES

**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**

- 13.1** Statutory Notices: Notices and signs are to be displayed in accordance with statutory regulations. The following are high priority:





**15.1** Hazards, malfunctioning and damage in and around the lift landing area, the lift cage and lift machine room are to be reported at the earliest opportunity, to the TMO Senior Lift Engineer.

**16.1** Accidents and dangerous occurrences are to be reported in accordance with the TMO procedure and the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995. Telephone reports are also to be made to the TMO Senior Lift Engineer immediately.

- ## 17.0 FIRE PRECAUTIONS

- ## 18.0 PROTECTIVE CLOTHING & EQUIPMENT

- 18.1** Protective clothing and equipment issued by the TMO to enable work to be carried out safely must be worn/used.
- 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.



19.2.2 TMO Customer Service Centre (CSC): Receive notification of lift breakdowns, malfunctions and lift shut-in reports and immediately advise the lift maintenance contractors. Operate during normal working hours.

19.2.3 Pinnacle: Receive notification of lift breakdowns, malfunction and lift shut-in reports and immediately advise the lift maintenance contractors. Operate outside of normal working hours.

19.2.4 Lift Maintenance Contractor: The Contractor contractually responsible for maintaining the lifts in a safe and serviceable condition and attending to lift breakdowns, malfunction and reports of lift shut-ins.

## **20.0 Lift Breakdowns and Malfunctions during Normal Working Hours**

20.1 The response time 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. The CSC/Pinnacle telephone numbers for reporting lift breakdowns and malfunctions is [REDACTED] line open 24hours, 7 days a week.

20.2 On receipt of a report from a resident / caretaker / other persons, TMO CSC raise an Emergency order on Academy which is electronically faxed to the contractor. The report is also telephoned to the contractor directly.

20.3 On receipt of the telephone call from TMO CSC, the lift maintenance Contractor attends site, undertakes repair and returns lift to service.

20.4 If contractor cannot repair lift and lift is shut down, Contractor leaves a notice at ground floor entrance apologising for lift shut down together with estimated date for completion of works and reinstatement of service.

20.5 The Contractor also contacts the TMO Senior Lift Engineer by telephone together with an e-mail at close of business each working day identifying current status of lift shut downs.

20.6 The TMO Senior Lift Engineer shall e-mail the TMO CSC, Neighbourhood Management or appropriate non-TMO clients identifying fault and estimated time for completion of repair and lift service reinstatement.

20.7 Lift Shut-ins: Upon receipt of a report of a lift trap-in from a resident, caretaker or other persons, TMO 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 to attend within a reasonable time, the CSC will contact the LFB, requesting their attendance.

## **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: June 2013

Authors:

J Borra – Policy and Compliance Manager A&R

R Cahalan – Senior Lift Engineer A&R

J Wray – Health & Safety Manager - POD



## **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

King Charles House, Wandon Rd, SW6	Passenger Lift	H018	L/H	AXIS
King Charles House, Wandon Rd, SW6	Passenger Lift	H019	R/H	AXIS
Ladland House, Anne Lane, SW10	Passenger Lift	H020	Flats 1-16	ILS
Ladland House, Anne Lane, SW10	Passenger Lift	H021	Flats 17-32	ILS
Riley House, Anne Lane, SW10	Passenger Lift	H022	Flats 1-16	ILS
Riley House, Anne Lane, SW10	Passenger Lift	H023	Flats 17-32	ILS
Gillray House, Anne Lane, SW10	Passenger Lift	H024	Flats 1-16	ILS
Gillray House, Anne Lane, SW10	Passenger Lift	H025	Flats 17-32	ILS
Millman House, Anne Lane, SW10	Passenger Lift	H026	Flats 1-16	ILS
Millman House, Anne Lane, SW10	Passenger Lift	H027	Flats 17-32	ILS
Brunel House, 105 Cheyne Walk SW10	Passenger Lift	H028	Passenger lift	ILS
Hill Farm Road, 18, W10	Stairlift	H029	Stairlift	Stannah 1
Nursery Lane, Highlever Road, 1 W10	Passenger Lift	H030	Passenger Lift	ILS
Mulberry Close, Beaufort Street, SW3 5AB	Passenger Lift	H031	Passenger Lift	Liftec
Wiltshire Close, London SW3	Passenger Lift	H032	Flats 1-26	ILS
Wiltshire Close, London SW3	Passenger Lift	H033	Flats 35-60	ILS
Wiltshire Close, London SW3	Passenger Lift	H034	Flats 155-180	ILS
Wiltshire Close, London SW3	Passenger Lift	H035	Flats 189-214	ILS
Wiltshire Close, London SW3	Passenger Lift	H036	Flats 69-146 6 Floors R/H	ILS
Wiltshire Close, London SW3	Passenger Lift	H037	Flats 69-146 6 Floors R/H	ILS
Curran House, Lucan Place, SW3	Passenger Lift	H038	Passenger lift	Liftec
Keppel House, Fulham Road, SW3	Passenger Lift	H039	Passenger lift	Liftec
Elm Park House, Fulham Road, SW3	Passenger Lift	H040	L/H Lift	ILS
Elm Park House, Fulham Road, SW3	Passenger Lift	H041	R/H Lift	ILS
Elm Park Gardens, 110, SW10	Passenger Lift	H042	Passenger lift	ILS
Elm Park Gardens, 104, SW10	Passenger Lift	H043	Passenger lift	ILS



Elm Park Gardens, <b>98</b> ,SW10	Passenger Lift	H044	Passenger lift	ILS
Elm Park Gardens, <b>93</b> , SW10	Passenger Lift	H045	Flats 21-40	ILS
Elm Park Gardens, <b>93</b> ,SW10	Passenger Lift	H046	Flats 1-20	ILS
Elm Park Gardens, <b>92</b> ,SW10	Passenger Lift	H047	Passenger lift	ILS
Elm Park Gardens, <b>86</b> , SW10	Passenger Lift	H048	Passenger lift	ILS
Elm Park Gardens, <b>74</b> SW10	Passenger Lift	H050	Passenger lift	ILS
Elm Park Gardens, <b>71</b> SW10	Passenger Lift	H051	Passenger lift	ILS
Elm Park Gardens, <b>68</b> , SW10	Passenger Lift	H052	Passenger lift	ILS
Elm Park Gardens, <b>68</b> ,SW10	dustbin hoist	H053	Goods Lift	ILS
Elm Park Gardens, <b>67</b> SW10	Passenger Lift	H054	Flats 21-40	ILS
Elm Park Gardens, <b>67</b> , SW10	Passenger Lift	H055	Flats 1-20	ILS
Elm Park Gardens, <b>55</b> SW10	Passenger Lift	H056	Passenger lift	ILS
Elm Park Gardens, <b>40</b> ,SW10	Passenger Lift	H057	Passenger lift	ILS
Elm Park Gardens, <b>35</b> ,SW10	Passenger Lift	H058	Passenger lift	ILS
Elm Park Gardens, <b>34</b> ,SW10	Passenger Lift	H059	Passenger lift	ILS
Elm Park Gardens, <b>28</b> ,SW10	Passenger Lift	H060	Passenger lift	ILS
Elm Park Gardens, <b>22</b> ,SW10	Passenger Lift	H061	Passenger lift	ILS
Elm Park Gardens, <b>16</b> SW10	Passenger Lift	H062	Passenger lift	ILS
Elm Park Gardens, <b>10</b> SW10	Passenger Lift	H063	Passenger lift	ILS
Elm Park Gardens, <b>7</b> ,SW10	Passenger Lift	H064	Flats 21-40	ILS
Elm Park Gardens, <b>7</b> , SW10	Passenger Lift	H065	Flats 1-20	ILS
Elm Park Gardens, <b>5</b> , SW10	Passenger Lift	H066	Flats 21-40	ILS
Elm Park Gardens, <b>5</b> ,SW10	Passenger Lift	H067	Flats 1-20	ILS
Fulham Road, <b>361</b> , SW10	Passenger Lift	H068	Passenger lift	ILS
Fulham Road, <b>437</b> , SW10	Passenger Lift	H069	Passenger lift	ILS
Cecil Court, Fawcett Street, SW10	Passenger Lift	H070	Passenger lift	ILS
Broadwood Terrace Pembroke Rd W8	Passenger Lift	H071	Passenger lift	ILS

Chesterton Square, Pembroke Road, W8	Passenger Lift	H072	"A" L/H lift	ILS
Chesterton Square, Pembroke Road, W8	Passenger Lift	H073	"B" R/H lift	ILS
Ingelow House, Holland Street, W8	Passenger Lift	H074	Flats 1-16	ILS
Ingelow House, Holland Street, W8	Passenger Lift	H075	Flats 17-32	ILS
Campden Houses, Peel Street, W8	Passenger Lift	H076	Flats 1-17	ILS
Campden Houses, Peel Street, W8	Passenger Lift	H077	Flats 18-34	ILS
Campden Houses, Peel Street, W8	Passenger Lift	H078	Flats 35-53	ILS
Campden Houses, Peel Street, W8	Passenger Lift	H079	Flats 54-72	ILS
Campden Houses, Peel Street, W8	Passenger Lift	H080	Flats 73-91	ILS
Campden Houses, Peel Street, W8	Passenger Lift	H081	Flats 92-108	ILS
Campden Houses, Peel Street, W8	Passenger Lift	H082	Flats 109-125	ILS
Hesketh Place, <b>6-16</b> ,W11	passenger Lift	H083	Passenger lift	ILS
Runcorn Place, <b>7-12</b> , W11	Passenger Lift	H084	Passenger Lift	ILS
Carton House, Henry Dickens Court, W11	Passenger Lift	H085	Big lift	ILS
Carton House, Henry Dickens Court, W11	Passenger Lift	H086	Small lift	ILS
Marley House, Henry Dickens Court, W11	Passenger Lift	H087	Big lift	ILS
Marley House, Henry Dickens Court, W11	Passenger Lift	H088	Small lift	ILS
Treadgold House, <b>25</b> Bomere Road, W11 4HD	Passenger Lift	H089	Passenger lift	ILS
Grenfell Tower, W11	Passenger Lift	H090	"A" L/H lift	ILS
Grenfell Tower, W11	Passenger Lift	H091	"B" R/H lift	ILS
Grenfell Tower, W11	Passenger Lift	H092	S.S. Office	ILS
Dixon House, Darfield Way, W10	Passenger Lift	H093	Even floors	ILS
Dixon House, Darfield Way, W10	Passenger Lift	H094	Odd floors	ILS
Frinstead House, Shalfleet Drive, W10	Passenger Lift	H095	Even floors	ILS
Frinstead House, Shalfleet Drive, W10	Passenger Lift	H096	Odd floors	ILS
Markland House, Darfield Way, W10	Passenger Lift	H097	Even floors	ILS





Edenham Way, W10	Passenger Lift	H121	Flats 15-50 R/H	ILS
Edenham Way, W10	Passenger Lift	H122	Flats 51-80 L/H	ILS
Edenham Way, W10	Passenger Lift	H123	Flats 51-80 R/H	ILS
Trellick Tower, 5	Passenger Lift	H124	L/H lift	Liftec
Golborne Road, W10	Passenger Lift	H125	Middle lift	Liftec
Trellick Tower, 5	Passenger Lift	H126	R/H lift	Liftec
Golborne Road, W10	Passenger Lift	H127	L/H lift	ILS
Adair Tower, Appleford Road, W10	Passenger Lift	H128	R/H lift	ILS
Adair Tower, Appleford Road, W10	Passenger Lift	H129	L/H lift	ILS
Hazlewood Tower, Appleford Road, W10	Passenger Lift	H130	R/H lift	ILS
Manchester Drive, Southern Row, W10	Passenger Lift	H131	Block 1/2	ILS
Manchester Drive, Southern Row, W10	Passenger Lift	H132	Block 3/4	ILS
Raymede Tower, Treverton Street, W10	Passenger Lift	H133	L/H lift	Apex
Raymede Tower, Treverton Street, W10	Passenger Lift	H134	R/H lift	Apex
Treverton Tower, Treverton Street, W10	Passenger Lift	H135	L/H lift	Apex
Treverton Tower, Treverton Street, W10	Passenger Lift	H136	R/H lift	Apex
St. Quintins Avenue, 69, W11	Passenger Lift	H137	Passenger lift	ILS
Portobello Road, 375, W11	Passenger Lift	H138	Passenger Lift	ILS
Oxford Gardens, 34, W10	Passenger Lift	H139	Passenger Lift	ILS
Upper Berenger Walk, 41, Worlds End Estate, SW10	Stairlift	H140	Stairlift	Stannah 1
Orchard Close, 33 W10	Hoist	H141	Patient hoist	Test Valley
Elm Park Gardens, 5/7, SW10	Car Park Gate	H142	Car Park Gate	SW Security
Elm Park Gardens, 67, SW10	Car Park Gate	H143	Car Park Gate	SW Security
Elm Park House, Fulham Rd, SW3	Car Park Gate	H144	Car Park Gate	SW Security
Lowerwood Court, Ladbroke Grove, W11	Car Park Gate	H145	Car Park Gate (in)	SW Security
Lowerwood Court, Ladbroke Grove, W11	Car Park Gate	H146	Car Park Gate (out)	SW Security

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, Ladbroke 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 0PU	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

Bracewell Road, <b>28</b> , W10 6AF	Stairlift	H179	Stairlift ground-1st	Stannah 1
Bracewell Road, <b>28</b> , W10 6AF	Stairlift	H180	Stairlift 1st - 2nd	Stannah 1
Bracewell Road, <b>28</b> , W10 6AF	Stairlift	H181	Stairlift 2nd - 3rd	Stannah 1
Oakworth Road, <b>12</b> W10	stairlift	H182	stairlift	Stannah 1
Treadgold House, <b>Flat</b> <b>16</b> , <b>25</b> Bomore Rd, ,W11	Stairlift	H184	Stairlift	Stannah 1
Balfour House, <b>10</b> , London W10	Stairlift	H188	Stairlift SSD21626	Stannah 1
Finborough Road, <b>125</b> <b>Flat B</b> , SW10 9AW	stairlift	H190	Platform lift	Stannah 1
Ingelow House, Holland Street, W8	Car Park Gate	H192	Car Park Gate	R & B Doors
Wornington Rd, <b>12B</b> , W10	Stairlift	H193	Stairlift	Stannah 1
Foreland House, <b>Flat</b> <b>10</b> , Walmer Rd, W11 4FS	Stairlift	H194	Platform lift	Stannah 1
Whitchurch House, <b>Flat 12</b> , W11	stairlift	H195	Platform lift	Stannah 1
Caversham Street, <b>24</b> SW3	Stairlift	H196	Stairlift	Stannah 1
Orchard Close, <b>20</b> , W10 5RA	Stairlift	H199	Stairlift	stannah 1
Golborne Rd, <b>75A</b> , W10 5NP	Stairlift	H201	bottom floor stairlift	Stannah 1
Golborne Rd, <b>75A</b> ,W10 5NP	Stairlift	H202	top floor stairlift	Stannah 1
Kelfield Court, ( <b>Flat 2</b> ) 1-13 Kelfield Grnds, W10 6NS	Hoist	H203	Ceiling hoist	Test Valley
Wornington Rd, <b>18B</b> , W10	Stairlift	H205	Stairlift	Stannah 1
Oakworth Road, <b>34</b> , W10 6DQ	Hoist	H206	living rm hoist	Test Valley
Oakworth Road, <b>34</b> , W10 6DQ	Hoist	H207	Bathroom Hoist	Test Valley
Oakworth Road, <b>34</b> , W10 6DQ	Hoist	H208	bedroom hoist	Test Valley
Allom Hse, <b>Flat</b> <b>17</b> ,Clarendon Rd ,W11 4JJ	Stairlift	H210	Terry Steplift	Stannah 1
Clare Gardens, <b>3</b> , W11 1NX	Stairlift	H212	stairlift	Stannah 1
Matthew Close, <b>15</b> , Barlby Road, London, W10 5YJ	Stairlift	H213	stairlift	Stannah 1
Octavia House, <b>Flat</b> <b>48</b> , W10 5AE	hoist	H214	bedroom hoist	Test Valley



Burgessfield, Flat 4, 57 Wornington Road, W10 5PT	Hoist	H215	ceiling track hoist	Test Valley
Verity Close, 60, London W11 4HE	stairlift	H216	stairlift	Stannah 1
Camborne Mews, 1- 12, London W11 1QA	Car Park Gate	H217	Car Park Gates	R & B Doors
Treverton Towers, 4, Treverton Street, W10 6BG	stairlift	H218	freeway hydraulic steplift	Stannah 1
Whitstable House, Flat 5, Silchester Est, London W10 6SB	hoist	H219	bedroom hoist	Test Valley
Whitstable House, Flat 5, Silchester Est, London W10 6SB	hoist	H220	living rm hoist	Test Valley
Methwold Road, 7, London W10 6DD	stairlift	H221	420 saxon stairlift	Stannah 1
Markland House, Flat 4, 28 Darfield Way, W10 6PU	hoist	H222		Westholme
Wornington Road, 30B, W10 5YE	stairlift	H223	420L saxon	Stannah 1
Matthew Close, 7, Barlby Road, London, W10 5YJ	stairlift	H224	260 Pearl stairlift	Stannah 1
Ann Lane, 15, London SW10 0BN	stairlift	H225	260 Pearl stairlift	stannah 1
Bruce House, 27, Bruce Close London W10 6HD	hoist	H226	bedroom hoist	Westholme
Bruce House, 27, Bruce Close London W10 6HD	Hoist	H227	lounge hoist	Westholme
St Ervans Road, 89, London W10 5QY	stairlift	H228	grnd to 1st 420 saxon stairlift	Stannah 1
St Ervans Road, 89, London W10 5QY	stairlift	H229	1st to 2nd 420 saxon	Stannah 1
Whistler Walk, 22, Worlds end Estate, SW10 0EP	stairlift	H230	420L saxon	stannah 1
375 Potobello Road, flat 22, London W10 5SL	stairlift	H231	420 saxon stairlift	stannah 1

## **Appendix B : Release Procedure**

### **1.0 General Requirements**

This section identifies the general requirements only and all Caretakers shall be trained in the specific requirements relating to lifts within their day to day working environment. The following release procedures relate to electric passenger lifts **only** and **not** to hydraulic lifts. If shut-in is in a hydraulic lift, under no circumstances should Caretakers attempt a release procedure, but should immediately contact the TMO's Senior Lift Engineer or the TMO approved lift contractor via the TMO Customer Service Centre.

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

- 3.0 *Warning:*** At least two trained and authorised persons must be in attendance when carrying out the release procedure. If two persons are not available, 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.

Exception: for lift already at floor level.

If only one trained and authorised person is in attendance, **and** after carrying out instructions in Section 7.0 to 7.6 below, it is established that the lift is already at floor level, the single trained and authorised person may release the trapped passengers by proceeding directly to instruction 7.12.

- 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.

### **6.0 How to Contact the TMO Senior Lift Engineer**

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.



- 7.11 Apply brake before releasing hand winding wheel.

**NOTE:** If not already permanently fixed, **REMOVE** hand winding wheel and brake release lever. **THIS IS VITAL.**

- 7.12 Switch off floor level indicator if fitted.

- 7.13 Leave lift switched off and place lift shut-in sign on main switch to advise lift Contractor.

- 7.14 Proceed to lift car at floor level. Instruct passengers to stand clear of doors, open doors and release passengers.

- 7.15 Leave lift switched off, ensure all doors are left fully closed and report incident to TMO Customer Service Centre.

## **8.0 Details of Trapped Passengers**

Take names and addresses of trapped passengers and forward report to TMO's Senior Lift Engineer. Copy of proforma for recording this information attached at Appendix C

## **9.0 Restrictions on Entry to Lift Well**

**Do not** enter lift well, pit or attempt to gain entry to top of lift car. Access to these areas is restricted to lift engineers only.

## **10.0 Prohibition on Moving Lift Electrically**

**Do not** attempt to move lift electrically.

### **Appendix C: Lift Shut In Report**

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).

<b>Date &amp; time of incident</b>	<b>Name &amp; address of trapped persons</b>	<b>Position of lift</b>	<b>Any information re cause of shut in</b>	<b>Breakdown reported who to &amp; time</b>

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

## **Appendix D - Inspection and Maintenance Procedure**

### **1. Competent Persons**

Inspection and maintenance personnel who are carrying out work **are to be trained and competent** when working on any lift or hoist

### **2. Notices**

Notices are to be placed **at each entrance** indicating that the lift is immobilised when out of service for any reason.

### **3. Guard Rails**

Guard rails and warning notices are to be placed across shaft landing entrances if the landing doors have to be left open at any time. These should be attended by an Engineer and increased to a full barricade if anyone, especially a child, is likely to be in the area. Otherwise all landing doors should be closed when the lift is not at the landing entrance.

### **4. Entry to Lift Shaft**

**Do not** enter the lift shaft unless authorised.

### **5. Fuses**

**Do not** fit any fuse to the lift except one of the correct type and size.

### **6. Safety Devices**

**Do not** by-pass any safety device.

### **7. Guards**

**Do not** leave guards, panels, back panels, lids, etc. lying about, always replace them securely.

### **8. Security of Doors**

**Do not** leave access doors, ladders, etc. open or unlocked; close them and/or replace them and ensure that they are locked before leaving them unattended.



## **Appendix E - Checks**

### **1. Checks by Staff - Caretakers**

The following visual checks are to be made by caretakers on a regular, periodic basis according to site. Reports of damage, etc., are to be reported immediately to the TMO's Senior Lift Engineer. Estate staff are to check for:

- i) Damage to and security of landing and car doors.
- ii) Breakage to vision panels, where fitted.
- iii) Damage or missing escutcheon plates at apertures in the landing doors. Missing or damaged plates which allow the doors to be opened by any instrument. Doors should only be opened by approved release keys.
- iv) Damage to buttons and indicators.
- v) Correct functioning of the alarm and door control panel buttons.
- vi) Car or landing safety edges are in good condition and working order.
- vii) That the lift levels at landing places within the tolerances allowed for each type of lift (normally +/- 20 mm).
- viii) That lift car lights are in working order.
- ix) That lift lobby lights are in working order.
- x) That all lift machine room and other lift plant doors are secure.
- xi) That tracks are clean and clear of obstructions.

### **2. Checks by Staff – TMO Senior Lift Engineer**

Periodic checks are to be by the TMO lift engineer to cover safety gear, emergency alarms, emergency car lighting, lift machine room emergency lighting, etc., in accordance with statutory regulations.

The above to include:

- i) That all Fireman's switches, where fitted, operate correctly (monthly)
- ii) Ensure that hand winding wheel and brake release are in correct place (monthly)