

What is a Lift Servicing?

A picture story

Lift servicing keeps lifts safe, reliable and legal. Regular servicing helps prevent breakdowns and keeps everyone who uses the lift safe.



1 Why we service lifts.

We are responsible for making sure all lifts in our buildings are safe and working properly.

Regular servicing helps:

- ✓ Keep people safe
- ✓ Prevent breakdowns
- ✓ Make sure lifts meet legal safety requirements
- ✓ Protect your independence and peace of mind



We follow UK safety regulations and industry standards.

2 A qualified engineer will visit.

A qualified lift engineer will visit your home or building to carry out the service.

They will show you their identification and explain what they are going to do.

I'm here to service the lift.



Our engineers will always:



Be polite and respectful



Explain what they are doing



Keep your home safe

3 Two types of lifts we service.

Passenger lifts (communal)

These lifts are for everyone to use in communal buildings.



Stair lifts / Through floor lifts (domestic)

These lifts are in individual homes to help with getting upstairs or between floors.



Both types of lifts need regular servicing to keep them safe and reliable.

4 What happens during the service?

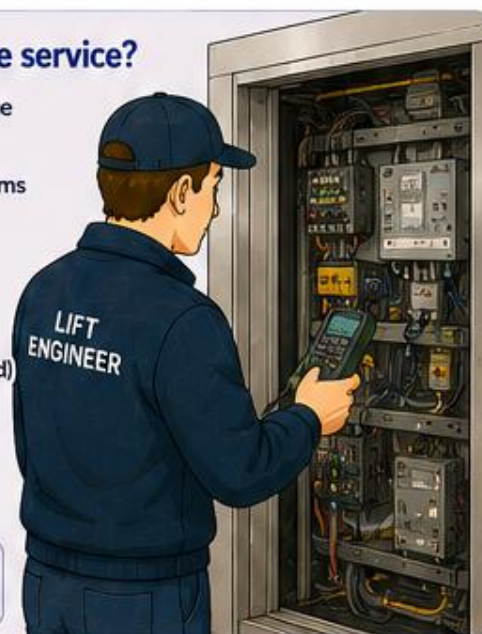
The engineer will carry out a range of checks and tests, including:

- ✓ Safety systems and emergency alarms
- ✓ Doors and sensors
- ✓ Controls and buttons
- ✓ Brakes and stopping systems
- ✓ Cables, pulleys and moving parts
- ✓ Battery and power backup (where fitted)
- ✓ Stair lift rail, seat, belt and charger (domestic lifts)

The service usually takes between 30 minutes and 1 hour.



We aim to cause as little disruption as possible while we work.



5 If something isn't right.

If the engineer finds a problem:

- ✓ They will make the lift safe to use (if possible)
- ✓ They will explain the issue
- ✓ They may fix it there and then
- ✓ If more work is needed, we will arrange this as quickly as possible



If the lift is unsafe to use, we will restrict it until it has been repaired. This is to keep everyone safe.

6 You don't need to do anything.

You don't need to prepare anything before the visit.

Just let us know if there is anything that might stop us accessing the lift, such as locked areas or items that are hard to reach.

Please continue to use the lift as normal unless we tell you otherwise.



Our priority is to keep your lift safe, reliable and easy to use.



7 You will get a report.

After the service, we will receive a report showing:

- ✓ What was checked
- ✓ Any issues found
- ✓ What was done
- ✓ If any further work is needed

We keep these reports and use them to plan future servicing.



We will explain everything in plain language. If you have any questions, just let us know.



8 Lift servicing happens regularly.

By law, passenger lifts in communal buildings are serviced at least every 6 months.

Stair lifts and through floor lifts in homes are usually serviced at least once a year.

Regular servicing helps prevent breakdowns and means the lift is there when you need it.



We will let you know when the next service is due.



If you have any questions or are worried about anything, please contact us. It's ok to ask for things to be explained in a different way.

We're here to help

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