



Policy Outline

Lift Servicing and Repair Policy Update September 2009

OVERALL PURPOSE

WNWhL Lift Servicing and Repairs policy outlines our approach to managing the Lift servicing and repairs service. It provides a link to the Asset Management Strategy and sets out our commitment to high quality service delivery with an aim of achieving sustainable communities, highly satisfied customers and value for money.

INTRODUCTION

WNWhL Leeds will ensure that:

We are committed and will provide safe passage for all Residents and Visitors who as part of their everyday activity travel between floors by mechanical means of a lift while entering, travelling or exiting from a lift.

Through a Service Level Agreement (SLA) with our partners Leeds City Council Property Maintenance Lift Section, we will carry out programmed maintenance safety checks to all lifts managed by WNWhL.

Lift Servicing and Repair provides a key service to a large percentage of tenants and leaseholders within the Almo area. In any one year WNWhL a legislative obligation to provide 10 annual services to passenger lifts and 1 annual service to domestic stair, step, through floor lifts and tracking hoists in addition to 2 independent maintenance safety checks on passenger lifts and 1 annual independent maintenance safety check on domestic equipment by a reputable Insurance assessor.

WNWhL seeks to provide a highly responsive service, whilst recognising the need to be proactive and undertake an effective planned and programmed lift servicing programme. There is therefore no rationing of access to the need for lift servicing repair action.

WNWhL aims to provide a lift servicing and repairs service that is

- Sensitive to the needs of the individual
- Efficient
- Responsive and flexible
- Accountable
- Fair

- Meets current legislation and Regulations

In order for us to achieve this we will ensure that the lift servicing and repairs service meets the following criteria

- A 24hr – 7 days a week service for lift breakdown and repairs. We will attend an emergency breakdown within 2 hours, 1 hour where a customer is stuck in or on the lift and complete any works within 24 hours unless parts are obsolete then on receipt of supply.
- On domestic stair, step ,through floor lifts and tracking hoists we will offer and agree appointment times which are convenient for you. In most cases you will have the option of a morning, afternoon or some evening and Saturday morning appointments. and we will take into account religious and faith practices when appointments are made .
- We will write to you one month prior to your lift service due date, which will enable you to make an appointment that is more convenient for you and people you live with in your home
- Where we have your telephone details, we will ring you on the day of the appointment to confirm when we expect to arrive to service your stair, step, through floor lifts and tracking hoists.
- We will send a fully trained Engineer on the day and at the time agreed. All our Engineers will always wear corporate uniforms, show official identification, present themselves in a professional manner and treat you with courtesy and respect.
- When a service is completed, the Engineer will always explain and or show you that the equipment is working safely and leave the job in a neat and tidy condition. If it is not possible to complete the service and leave the equipment working safely, we will explain why and make another appointment before leaving.
- Engineers will comply with current Health & Safety legislation and relevant codes of practice
- We will make provisions for your individual needs e.g.) Disability, religion, faith. and gender
- Provide interpretation and translation services and BSL signers upon request
- We will consider other ways of communicating with our customers e.g. by text messaging or by email
- Ensure that written information can be made available in other formats upon request
- WNWhL will ensure that high quality Customer Care is delivered at all times ensuring we are committed to all our customers with the provision of feedback and performance information regularly, supporting all other related legislation, policy and procedures

Service Standards

1. We will provide you with a 24 hour, 7 day a week emergency cover for lifts.
2. We will carry out annual maintenance safety checks and inspections for all domestic lifting equipment.

3. We will attend a lift breakdown within 1 hour from notification where a person is stuck in the lift.
4. We will service the lifts 10 times a year and undertake 2 annual safety checks by a reputable specialist.
5. We will attend to a lift breakdown within 2 hours and repair the lift within 24 hours.
6. We will provide advance notice of when a lift will be out of service for instance for routine maintenance we will measure this through a specific question on our satisfaction survey.
7. We will measure your overall satisfaction with the lift service at least twice a year.

PERFORMANCE MEASURES

We will monitor the implementation and delivery of services through this Policy through the following indicators;

- Monitor service delivery in monthly progress meetings
- % urgent repairs completed within stated timescales
- % of servicing appointments made & kept
- Number of emergency & urgent repairs
- Overall Satisfaction with Lift Servicing and Repair - Telephonic Customer satisfaction survey (Domestic)
- 'Ring before/Ring after' Customer Satisfaction (RARA)
- Collate customer satisfaction (Monthly)
- % responses by ethnicity for customer satisfaction (Quarterly)
- % of Repairs and Services on the first visit
- Number of complaints
- % of complaints responded to within 10 days
- Number of compliments

Lift Service Policy

1. Statement of Intent

- 1.1 WNWhL aims to deliver an effective and efficient Lift Servicing and Repair in line with the service standards agreed with our customers.
- 1.2 WNWhL will fulfil its legal requirements in relation to Lift Servicing, Repair and maintenance, ensuring customers are given clear information relating to our procedures and standards relating the delivery of these.

2.0 Outline of Service

2.1 The repair duties of WNWhL are set out in the Section 11 of the Landlord and Tenant Act 1985.

In general we must keep your home in good condition. We will repair and maintain:

- the structure and exterior of the building - roofs, walls, floors, ceilings, window frames, external doors, drains, gutters, outside pipes.
- kitchen and bathroom fixtures - basins, sinks, toilets, baths.
- electrical wiring and gas and water pipes.
- heating equipment and water heating equipment.
- any communal areas around your home - stairs, lifts, landings, lighting,
- paving, shared gardens, and rubbish chutes.

- A. We must complete breakdown repairs in a stated time. When you report a repair we will tell you when the work will be done by .
- B. We must clear up after the Lift Servicing and Repair has been completed . We will leave your decoration as close as possible to how it was before the repair was done. However if redecoration is necessary we will offer a decoration voucher to contribute towards the cost of the work.
- C. We will send you written confirmation when a annual lift service is required to your home .
- D. Tenants have the right to have their Lift Servicing and Repair completed within the timescales specified in the Lift Servicing and Repair Service Standards.

2.2 Home Visits

When visiting customers' homes in connection with Lift WNWhL staff and its contractors will carry and show on request formal identification. If the person calling does not have identification, customers will be entitled to refuse access.

2.3 Lift Servicing and Repair Completed In One Visit

WNWhL Partners will try to ensure that servicing and repairs are completed in one visit to the customer's home wherever possible. If the servicing or repair cannot be completed in one visit we will agree an appointment to return and complete the work.

2.4 Keeping Our Customers Informed Of Delays

If a repair or service requires parts or materials that must be ordered, the repair may not be completed within the timescale. In this case WNWhL or its contractor will inform the customer of the likely date for repair completion.

2.5 Previous Tenants Fixtures and Fittings

WNWhL may not be able to maintain items left by previous tenants and may remove them as an alternative to carrying out repairs. We will normally only maintain those fixtures and fittings installed by previous tenants that West North West Homes has a responsibility or wish to provide, such as kitchen fittings, showers over baths, fixed space or water heating etc.

3.0 Specific Needs

- 3.1 WNWhL will take into account the specific needs, which may arise, of older, vulnerable, disabled people and black and minority ethnic groups, in a manner that promotes equality and inclusiveness ensuring all customers are treated equally and fairly taking into account race, disability, gender, gender identity, sexual orientation, age and religious belief.

4.0 Consultation

- 4.1 Consultation on the WNWhL Lift Servicing and Repair policy has taken place with customers through the Asset Management Sounding Board, contractors, and other key stakeholders. There were no adverse comments received.

5.0 Implementation

- 5.1 Members of WNWhL Board, the Chief Executive and Heads of Services are responsible for ensuring that this policy is implemented.
- 5.2 It is the responsibility of all WNWhL employees to ensure that their work is carried out in line with this policy and procedures relating to it.
- 5.3 We will introduce all the necessary information and procedures into all our training packages with staff. Planned and Cyclical management training will be a mandatory course for all new starters.

6.0 Monitoring

- 6.1 WNWhL will monitor and manage the contractor performance and customer and tenant satisfaction levels to ensure all client groups are being considered to assist WNWhL in the development of healthy neighbourhoods and communities
- 6.2 We will measure our performance of the Lift Servicing and Repair service through Best value, and national and local performance indicators against our service standards

- 6.4 We will provide clear and accurate information on the overall service and unit costs and review cost effectiveness so that both value for money and business efficiencies can be achieved.

7.0 Review

In preparation for delivering this policy during 2009 WNWhL has reviewed and taken into account new or emerging government legislation and government and council policies.

As a result, this policy now fully reflects, and is inclusive of the issues arising from those policies and legislation, and considers the impacts arising.

- 7.1 We will review and monitor both the performance customer satisfaction against policy and procedures. We will also review this policy in conjunction with our customers periodically to keep up to date with legislation and policy

8.0 Legislation

8.1 New or emerging legislation and new policy for 2009 include:

- Asset Management Strategy
- Duty of Repair - Section 11 of the Landlord and Tenant Act 1985.
- Tenant Support Policy
- Vulnerability Policy and Strategy
- Customer Care Strategy
- Complaints/Compliments Policy
- Value for Money Strategy
- Procurement Strategy
- Cohesion and Diversity Strategy
- Financial Strategy
- Access to Services Strategy
- Customer Involvement Strategy
- SAFED (Safe Assessment Federation)
- LOLER (Lifting Operations Lift Equipment Regulation)

