



**Brighton & Hove
City Council**

Councillor Bill Randall

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Date: 2 February 2012
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Dear Frances

Lifts at Donald Hall Road

Thank you for your letter dated 11 January 2012 regarding recent issues with lifts in the Donald Hall Road area.

Firstly, we would like to apologise for the delays and the inconvenience the situation has caused to the residents. The councils Mechanical and Engineering (M&E) Team have explained that there was a serious issue sourcing a replacement motor for this lift in December 2011. Eventually, one was acquired from the Czech Republic. They have also explained that there were significant problems with the previous service contractor, Thyssen Krupp. They have assured me that the new service contractor (Liftec) who won the new contract in January this year will be providing a much more effective and efficient service going forward.

Regarding the issue raised about information provision; our officers work very hard to support the residents affected by the lift breakdowns. For example they have been in continued contact with all of the vulnerable residents, they offer temporary accommodation where needed and in this instance they have run errands and done shopping for people who could not manage the stairs.

The process for breakdown situations such as this is managed by the M&E team along with Housing Managers and Estates Services. Residents are kept informed when this type of incident happens, with letters and notices in the block giving full and detailed contact details to call or write to.

Although I understand from a resident's point of view this may not fully compensate for being without a lift for such a long period of time, I can assure you that staff have done their best to keep residents up to date with any information that they have available.

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