

Lift Repairs

How do we ensure a good service?



Brighton & Hove
City Council

How do we manage van-stock?

- Most common parts held on van
 - Door Belts
 - Door Rollers
 - Door Shoes
 - Relays
 - Batteries
 - Lamps
- Engineer orders replacement as soon as part is used – stock is regularly audited by area Service Manager



What if part not held on van?

- If a spare part has to be ordered several suppliers are contacted to achieve the shortest possible lead time
- All components suppliers offer next day delivery service for commonly available spares



What if parts are difficult to source due to being very old or obsolete?

- Selected spare parts are kept in storage locally from lifts that have been replaced – engineers check to see what's there before sourcing elsewhere
- 24 lifts have been replaced to date & spares from these have been used on numerous occasions in the past 27 months to enable lifts to be returned to service on the same day as the breakdown



What if an obsolete part is needed & we don't have a spare?

- We may have to rewire or add relays to a particular section of the lift control system
- Parts may have to specially made
- Parts may have to be ordered from abroad
- Drives & PCB's will need to be sent away for repair instead of being replaced with new ones



What if an obsolete part is needed & we don't have a spare?

- If an electric motor or gearbox fails and cannot be repaired, a specialist company attends site the next day to survey
- The timescale for fixing a fault of this kind is 6-10 working days from call-out to return to service
- If an electronic component fails a specialist company will collect the part on the day the fault is reported and take it away for diagnosis & repair.
- The timescale for fixing a fault of this kind is 5 working days from call-out to return to service

How do we minimise the length of time a lift is out of service?

- 3 experienced engineers – able to identify faults a.s.a.p.
- Appropriate test tools to assist in fault diagnosis
- If unable to fix immediately information passed to area service manager
- Service manager investigates availability of spares – where possible replacement parts are ordered & dispatched the same day



How do we communicate what's happening with lift repairs?

- Every day at about 3.30pm a report is received from Liftec on the status of the lifts in or out of service *at that time*
- This is communicated to Housing Customer Services, Mears Repairs, The Neighbourhood Teams, Housing Managers and Councillors
- Any major breakdowns, where delay in repair is anticipated, are communicated as soon as we know about them to enable the Neighbourhood teams to standby or mobilise to help residents in the affected blocks



Why can't we report more frequently?

- The M&E Team do not have sufficient resource to provide more frequent updates
- The situation re breakdowns can change as soon as a report has been issued
- Real time reporting would require a dedicated resource to keep track of what was happening & communicate it to stakeholders



Why can't we report more frequently?

- However, we are exploring the possibility of electronic signage, situated in the lift lobby of our blocks that can be programmed remotely to inform residents of the status of the repair.



How do we manage & measure performance?

- Formal monthly meetings between Council Lift Engineer & Liftec Service Manager
- Quarterly Core Group meetings between Senior Council Officers & Liftec Directors
- KPI's monitored & collated by P&I Partnering & Performance team
- Frequent site visits & audit checks by Council Lift Engineer
- Daily communication with Liftec engineers & office staff

