

Lift Report for Housing Advisory Board

Purpose

The report has been requested by Housing Advisory Board to increase the knowledge and understanding of the passenger lifts and other lifting equipment that are currently operational in the Council's HRA properties.

Lift Assets

The Council currently has a range of lifts and other lifting equipment in the housing asset portfolio. See table below for details:

Type of lift	Number
Passenger and platform lifts	69
Through floor lifts	9
Hoists	34
Stairlifts	91
Specialist baths / other lifting equipment	tbc

The number of lifts in the housing stock has increased in recent years because of the new build housing programme. Planning regulations require new blocks of flats to have lifts installed to improve accessibility.

The Council also installs lifting equipment as part of the disability adaptations programme. This includes stairlifts, through floor lifts, hoists and other specialist equipment.

Condition and lifecycles

Passenger lifts are expected to have a 30-year lifecycle. The current housing capital investment plan makes provision for lifts to be replaced when they are 30 years old. Most of the lifts in the housing portfolio are relatively new and in good condition.

Maintenance and servicing arrangements for lifts

Lifts and lifting equipment on housing estates are subject to regular servicing and inspection. Contractual arrangements are in place so that lifts have planned servicing and maintenance carried out on a regular basis.

Type of lift	Contractor	
Passenger and platform lifts	TSG Building Services / EMS lifts	
Through floor lifts	EMS Lifts	
Hoists	EMS lifts	
Stairlifts	EMS Lifts / Stannah	
Specialist baths / other equipment	Various	

Lifts installed in new build housing are usually serviced and maintained by the housing developer for the first twelve months, before being added to the TSG Building Services contract.

TSG Building Services sub-contract lift servicing and maintenance to specialist sub-contractors. Most lifts are serviced by Direct Lift Company. From January 2026 all lifts installed in recent new building housing schemes will be serviced and maintained by Orona Lifts. Most of our new building housing schemes are fitted with Orona lifts.

Lift Compliance

Lifting equipment must comply with the Lifting Operations and Lifting Equipment Regulations 1988 (LOLER). These require that lifts are subject to “thorough examinations” carried out by specialist contractors. This happens alongside regular servicing contracts.

The Council contracts “thorough examinations” to a company call HSB and these are procured via the Council’s insurance team.

a. Passenger lifts

All LOLER inspections for passenger lifts are up to date and compliant with legislation. A Council Officer in the Risk and Compliance team in City Services

Group receives all thorough examination reports, and ensures that actions are followed up liaising with the planned maintenance contractor.

b. Through-floor lifts and hoists and other specialist equipment

Through-floor lifts and hoists have an annual service and require regular LOLER inspections. Not all LOLER inspections have been carried out in the past, but these are now being implemented through the Council's contract with HSB.

c. Stairlifts

Stairlifts have an annual service only; a LOLOR inspection is not usually required.

Breakdowns / Complaints

There is a 24/7 emergency response services for all lift breakdowns included in the lift servicing contract. The contract requires attendance to site within a maximum of two hours for lift breakdowns and repair, and within a maximum of 1 hour for all 'person trapped' calls.

In the past 12 months, TSG Building Services have responded to 144 callouts for lift breakdowns. In addition, there have been five emergency call outs relating to people trapped in lifts.

The time take to repair lifts can sometimes result in long period of time when a lift is not working and this can cause inconvenience and stress to residents. There can sometimes be long lead-in times for spare parts. It is hoped that the new servicing arrangement put in place with Orona lifts will result in quicker repair times for lifts in our new build blocks of flats.

Lift operations can be affected by user damage caused by overloading, forcing doors, or wedging doors open.

Schedule of Lifts

	Address	Type	Quantity	Next due	Install year
	HRA Flat Blocks				
1	Block F 372 - 436 +176,178, CLARA RACKHAM STREET, CAMBRIDGE, CB1 2GL	Passenger	1.00	2053	2023
2	Block 10-32 VENTRESS CLOSE Evens, CAMBRIDGE, CB1 8QX	Passenger	1.00	2051	2021
3	15-41 Odds HARRADINE STREET MINTON BLOCK, CAMBRIDGE	Passenger	1.00	2047	2017
4	1-23 Odds FOWLER AVENUE SEARLE BLOCK, CAMBRIDGE	Passenger	1.00	2047	2017
5	31-67 Odds HARTREE LANE ROYCE BLOCK, CAMBRIDGE	Passenger	2.00	2047	2017
6	20-42 Evens HARTREE LANE MINTON BLOCK, CAMBRIDGE	Passenger	1.00	2047	2017
7	Block 08, 47-69 odds Headly St, HEADLY STREET, CAMBRIDGE, CB1 2GH	Passenger	2.00	2052	2022
8	Block 1-16 All, UPPERHALL COURT, COLVILLE ROAD, CAMBRIDGE	Passenger	1.00	2046	2016
9	1 - 17 Saffron Court, SAFFRON COURT, HIGH STREET, CAMBRIDGE, CB1 9DA	Passenger	1.00	2054	2024
10	Block 1 - 20 All, WHITEFRIARS, CAMBRIDGE	Passenger	1.00	2052	2022
11	Block 1 - 30 All, BRANDON COURT, CAMBRIDGE	Passenger	2.00	2042	2012
12	Block 1 - 26 All, RAWLYN COURT, CAMBRIDGE	Passenger	1.00	2030	2000
13	Communal Area 26 - 63 All, TOTTENHOE COURT, CAMBRIDGE, CB1 9BY	Passenger	1.00	2053	2023
14	Communal Area 1 - 25 All, TOTTENHOE COURT, CAMBRIDGE, CB1 9BY	Passenger	1.00	2053	2023
15	1-22 DYKES BOWER COURT, 301 ARBURY ROAD, CAMBRIDGE, CB4 2JZ	Passenger	1.00	2053	2023
16	Block 2 - 22 All, SCHOOL COURT, CAMBRIDGE	Passenger	1.00	2030	2000
17	1-14 JOLLEY FORD COURT, CAMBRIDGE	Passenger	1.00	2048	2018

	Address	Type	Quantity	Next due	Install year
18	13-33 Odds DOBSON WAY SEARLE BLOCK, CAMBRIDGE	Passenger	1.00	2047	2017
19	24-44 Evens DOBSON WAY ROYCE BLOCK, CAMBRIDGE	Passenger	1.00	2047	2017
20	Block 53-62 All, AYLESBOROUGH CLOSE, CAMBRIDGE	Passenger	1.00	2046	2016
21	Block 1-43 Odds, JANES COURT, SEYMOUR STREET, CAMBRIDGE	Passenger	2.00	2043	2013
22	Block 1-27, MANSEL COURT, CAMBRIDGE	Passenger	1.00	2038	2008
23	Block A, 28 - 58 evens, CLARA RACKHAM STREET, CAMBRIDGE, CB1 3FJ	Passenger	1.00	2053	2023
24	70-76 MORELLO PLACE, MORELLO PLACE, CAMBRIDGE, CB4 2ZH	Passenger	1.00	2053	2023
25	Block 10-26 Evens only, AINGERS LANE, CAMBRIDGE, CB4 3FU	Passenger	1.00	2053	2023
26	1-33 MORELLO PLACE, MORELLO PLACE, CAMBRIDGE, CB4 2ZH	Passenger	1.00	2053	2023
27	38-69 MORELLO PLACE, MORELLO PLACE, CAMBRIDGE, CB4 2ZH	Passenger	1.00	2053	2023
28	Block 100 - 151 All, DITCHBURN PLACE, CAMBRIDGE	Passenger	4.00	2047	2017
29	Block 5 27-66 All, KINGSWAY, C/O HOUSING OFFICER, 171 ARBURY ROAD, CAMBRIDGE, CB4 2YG	Passenger	1.00	2027	1960
30	Block C 110-162 evens, CLARA RACKHAM STREET, CAMBRIDGE, CB1 3FJ	Passenger	1.00	2053	2023
31	Block 1 - 49 All, PRINCESS COURT, CAMBRIDGE	Passenger	1.00	2046	2016
32	Block 1 - 78 All, HANOVER COURT, CAMBRIDGE	Passenger	1.00	2046	2016
33	BLOCK 1 - 8, LONG DRIFT PLACE, 112 WULFSTAN WAY, CAMBRIDGE, CB1 8QJ	Platform	1.00	2035	2005
34	Block B, 60 - 104 evens, CLARA RACKHAM STREET, CAMBRIDGE, CB1 3FJ	Passenger	1.00	2053	2023
35	Block 1 16-104 HAZELL ST Ev, HAZELL STREET, CAMBRIDGE, CB1 2GN	Passenger	2.00	2052	2022

	Address	Type	Quantity	Next due	Install year
36	Block 10 8-14 HAZELL ST Ev, HAZELL STREET, CAMBRIDGE, CB1 2GN	Passenger	1.00	2052	2022
37	BLOCK B, 1 - 30 ALL, ELIZABETH HUGHES COURT, CAMBRIDGE, CB4 3GR	Passenger	1.00	2055	2025
38	BLOCK A 1 - 26 ALL, MAURICE GARNER COURT, IMPINGTON, CB4 3GP	Passenger	1.00	2055	2025
39	BLOCK C 45-70 CATHERINE BELSEY COURT, FORDWICH CLOSE, CAMBRIDGE, CB4 2ZW	Passenger	1.00	2055	2025
40	BLOCK B 30-44 CATHERINE BELSEY COURT, VERULAM WAY, CAMBRIDGE, CB4 2ZS	Passenger	1.00	2055	2025
41	BLOCK A 1-29 CATHERINE BELSEY CT, AYLESBOROUGH CLOSE, CAMBRIDGE, CB4 2ZR	Passenger	1.00	2055	2025
42	Communal Area 8-14 TRINITY PLACE, CAMBRIDGE, CB3 0UT	Passenger	1.00	2053	2023
43	Communal Area 1-7 TRINITY PLACE, CAMBRIDGE, CB3 0UT	Passenger	1.00	2053	2023
44	26-35 WILSON COURT, CAMBRIDGE	Passenger	1.00	2047	2017
45	13-25 WILSON COURT, CAMBRIDGE	Passenger	1.00	2050	2020
46	Block 1 - 28 SPURGEONS COURT, CHERRY HINTON HIGH ST, CAMBRIDGE, CB1 9DB	Passenger	1.00	2054	2024
47	Block F, 1 - 17 ALL, ALBRACH COURT, BUCHAN STREET, CAMBRIDGE, CB4 2ZP	Passenger	1.00	2054	2024
48	Block E, 18 - 30 ALL, ALBRACH COURT, BUCHAN STREET, CAMBRIDGE, CB4 2ZP	Passenger	1.00	2054	2024
49	Block 03 52-90 EAGLE ST Ev, EAGLE STREET, CAMBRIDGE, CB1 2GL	Passenger	1.00	2052	2022
50	7-14 NIGEL GAWTHROPE COURT, NIGEL GAWTHROPE COURT, CAMBRIDGE, CB4 3FF	Passenger	1.00	2051	2021
51	1-6 NIGEL GAWTHROPE COURT, NIGEL GAWTHROPE COURT, CAMBRIDGE, CB4 3FF	Passenger	1.00	2051	2021

	Address	Type	Quantity	Next due	Install year
52	Block 1 - 26 All, DITTON COURT, CAMBRIDGE	Passenger	1.00	2050	2020
53	Block 06 182-210 EAGLE ST Ev, EAGLE STREET, CAMBRIDGE, CB1 2GL	Passenger	1.00	2052	2022
54	Block 07 212-240 EAGLE ST Ev, EAGLE STREET, CAMBRIDGE, CB1 2GL	Passenger	1.00	2051	2021
55	Block 3 17-22 & 80-97 All, KINGSWAY, C/O HOUSING OFFICER, 171 ARBURY ROAD, CAMBRIDGE, CB4 2YG	Passenger	1.00	2027	1960
56	Block 1 - 21 All, TALBOT HOUSE, CAMBRIDGE	Passenger	2.00	2050	2020
57	31 to 115 Topper Street North Block	Passenger	1.00	2054	2024
58	117 to 171 Topper Street South Block	Passenger	1.00	2054	2024
59	HRA - dwellings				
60	CHURCH END, CAMBRIDGE, CB1 3LF (decommissioned)	Passenger	1.00	2041	2011
61	Five Trees Court	Platform	1.00	2039	2024
62	Five Trees Court	Platform	1.00	2039	2024