

LIFT RENEWAL

Frequently Asked Questions (FAQs)

1. Why do the lifts need to be renewed?

The lift(s) in your block is coming to the end of its useful life. We replace lifts when they:

- reach the end of their economic life – when they regularly break down and/or cost a lot for us to maintain because parts can be difficult and expensive to buy, and
- reach the end of the manufacturer's service life – which is usually 20-25 years depending on how often it is used and has been maintained.

New lifts will offer many years of good service and may also include items such as the installation of new landing entrance doors, smooth operating door gear, landing call buttons/digital indicators, lift car enclosure, winding gear/pump unit, variable frequency drive unit, Ethos Control Panel and all associated mains/ancillary supply cables within the lift shaft and lift machine room.

2. Why can't the lifts be left as they are?

It has been increasingly difficult for us to find replacement parts so we can keep the lift in service. Lift manufacturers have stopped making older models and parts for older lifts are difficult to find and/or expensive to buy.

3. Why does the lift shaft lighting have to be replaced?

The lighting was installed at the same time as the lift. It needs to be upgraded to meet current lift regulations.

4. When will the work start and how long will it last?

Work will start on site between April 2017 and March 2018. We will provide a more comprehensive programme nearer this time, and residents will be regularly updated. We will keep you informed by delivering letters and newsletters and, where possible, displaying notices around the estate and/or blocks. Details of the Capital Programme are also placed on the Lambeth website.

5. Will there be much disruption?

We will work with our contractors to minimise any disruption. We will seal the lift doors so you may not know the contractors are working inside the lifts and lift shaft! We know that it is inconvenient for residents during this work, so please contact the contractor's Resident Liaison Officer (RLO) if you have any problems and they may be able to offer some additional help. If you feel your daily routines and tasks are disrupted, please also contact your Area Housing Office to see if we can offer you help and support.

6. I have young children and my neighbour is elderly, what are we to do during the period when the lifts are out of service?

We will try to contact any vulnerable residents before work starts. We will work closely with our contractors, the Area Housing Office and Estate Housing Officers to offer any support or

help that we can. We will send letters to all residents before we start giving details of the full programme of works.

7. Have you conducted any independent surveys?

Independent surveys have been conducted by external consultants who have provided feasibility studies for the proposed works. .

8. Why hasn't this work been tendered and why can't I appoint my own contractor?

Works will be awarded through the Long Term Qualifying Agreement Contract Lambeth awarded in 2011 and process will be referenced against the recent external procurement exercise undertaken in 2015.

9. Why do tenders include payments to the contractor for overheads and profit?

Overheads and profit will be included in any tender the contractor completes. Contractors tender against a schedule of rates, which is composed of costs plus an agreed overhead and profit.

10. Why do tenders include payments for professional fees?

Professional fees are payments to specialist Technical Consultants who carry out the design and contract administration of the work. They also act as CDM-C (Construction, Design and Management Co-ordinator) which is a health and safety function we are legally required to provide by the Health and Safety Executive (HSE).

11. Why do we need to have site storage and welfare facilities?

We will always try to keep costs down. We have to have storage for equipment and material needed by our contractors. Legally we also have to provide welfare facilities and toilets on each site. When we are undertaking a co-ordinated programme of works we will save money by avoiding any duplication of these facilities.

12. Why do I have to pay against an estimated figure?

We are legally required to send invoices based on an estimated cost. Residents can pay against this estimate which will be reconciled at the 'Final Account'. Final Account is the actual cost provided after the 12 month defects liability period (DLP) ends.

13. What do I do if I can't afford the work?

Home Ownership Services (HOS) offer various payment options to suit the individual needs of our customers. For further details please contact HOS via our call centre number 0207 926 6000 or email the team S20majorworks@lambethliving.org.uk