

Refurbishment of Lifts

Why do the lifts need to be refurbished?

The lifts are reaching the end of their lifecycle which means that they break down more often and it is difficult to get the right parts. New lifts will provide a more reliable service.

What type of lift(s) are you installing?

Brand new modern lift cars will be installed. All equipment in the lift shaft, motor room and additional lift components will also be renewed. The lifts are designed to hold approximately 8 passengers.

Who will be carrying out the work?

The works will be undertaken by Lift Technical Services Limited. Following the completion of works they will be responsible for all future maintenance of the lifts and for any call outs.

What time will the contractor be on site every day?

The contractors will be on site between the hours of 8am to 5pm.

Which days will contractors be working?

Works will take place from Monday to Friday. No works are scheduled during the weekends and Bank Holidays.

When will the works start?

The works are scheduled to begin on Tuesday 4 May 2021.

How long will the lift refurbishment take?

About seven months. We anticipate that all works on both lifts will be completed by end of November 2021.

Will both lifts be refurbished at the same time?

No. While one lift is being refurbished, the other will be in service.

What should I do if the remaining lift breaks down and becomes out of service?

You should report it to Poplar HARCA Repairs Team by calling 0800 035 1991. Our contractor will attend as a priority.

If the remaining lift breaks down and I am unable to leave or access my home due to health reasons, what should I do?

You should contact us on 0800 035 1991 for advice and assistance.

How do I know the lift refurbishments are on track for completion?

The Poplar HARCA website will provide updates on progress.

If I have any concerns of queries who do I contact?

You can contact Scott Gleed-Compliance Manager-Lifts or Shireen Gomez- Asset Investment Coordinator by emailing: plannedmaintenance@poplarharca.co.uk

Alternatively you can call 0800 035 1991.

Where is the contractor's site compound going to be located?

The lift engineers will have a container located on the grass area at the front of the building that will be kept tidy at all times.

What implications will this have for residents'?

- There will be only one lift in service.
- There will be some noise and disruption but this will be kept to a minimum.

