

Refurbishment of Lift

Why does the lift need to be refurbished?

The lift is reaching the end of its lifecycle which means that it breaks down more often and it is difficult to get the right parts, a new lift will provide a more reliable service.

What type of lift are you installing?

Relining the lift car with durable finishes and re-balancing, new controls and safety code system. New landing doors and frames with brass channels, new door motors, complete re-wire, new indicator panels and push buttons.

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 any future maintenance / call out works to the lift for a period of 12 months.

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?

Preliminary works are scheduled to be undertaken on Thursday 30 June and Friday 01 July 2022 (the lift will be out of service during normal working hours and returned to service for the evening / night periods on these dates only) with the main works commencing on Monday 4 July 2022.

How long will the lift refurbishment take?

It is anticipated the works will take 13 weeks to complete but the contractor will endeavour to improve on this timescale.

If 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 refurbishment is on track for completion?

To keep up to date on this programme, visit poplarharca.co.uk and search lift programme.

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

You can contact Shireen Gomez- Asset Investment Coordinator or Clive Peters - Head of Asset Investment 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 contractor will have a container located in the contractor's bay next to the entrance gates to the car park area.

Will Poplar HARCA make good any damage to the communal areas directly caused by the lift refurbishment works?

Yes. Any damages caused will be repaired all to match existing.

What implications will this have for residents'?

- There will be no lift in service for the duration of the works.
- There will be some noise and disruption but this will be kept to a minimum.

