

Living in Hackney Scrutiny Commission 9th March 2021 Item 5 – Lift Maintenance and Repair	Item No 5
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Outline

This item is to look at how the council maintains its lifts and the service level agreement for repairs. The lift maintenance and repair are carried out by a contractor. Concerns have been raised about the Council's communication, response and service level to residents (particularly vulnerable residents) when a lift has broken down.

The current contract is going through a new tender process so this discussion will not cover on the performance of the current contractor or look at the current contract agreement.

The Commission asked for the Council to provide information about:

- a) Hackney Council's lift protocol
- b) A lift maintenance contract
- c) Contract monitoring – response times, servicing arrangements and changes or any enhancements being made to manage the new contract effectively.

Reports in the agenda:

To support this discussion the following report has been provided as background information.

- Report on Lift Maintenance and Repair – covering lift protocol, proposals for new contract and contract monitoring.

Invited Attendees:

London Borough of Hackney

- **Cabinet Member for Housing**, Councillor Clayeon McKenzie
- **Interim Director of Housing**, David Patfield
- **Head of Property and Asset Management**, Sinead Burke

Resident Liaison Group

- **Co-Chair of the Resident Liaison Group**, Steve Webster
- **Co-Chair of the Resident Liaison Group**, Helder da Costa

Action

Members are asked to consider the reports, presentations and ask questions.