

A GUIDE TO LIFT SAFETY



Contents

03

Lift safety

04

Using a passenger lift

05

In the case of an emergency

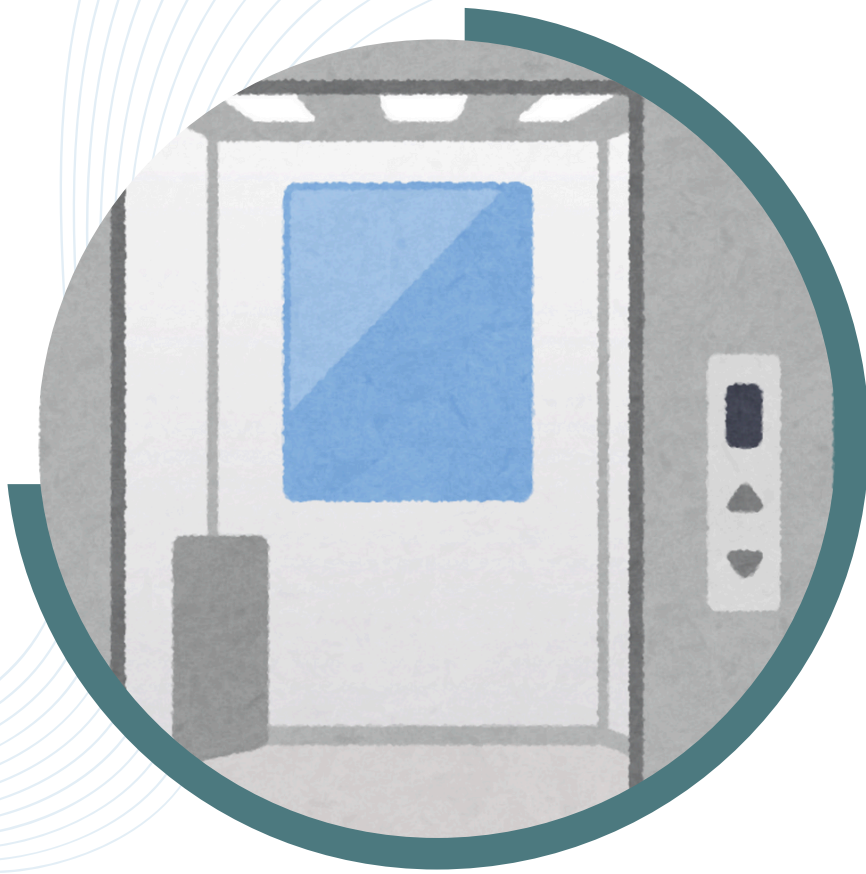
05

Do you have a stairlift or hoist in your property?

06

Reporting lift safety concerns

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| English | If you would like this document translated or require an accessible format such as large print or braille, please call 0300 123 4000, and select option 3. |
| Kurdish | ئەگەر دەستوێت ئەم بەلگەنامەیە وەر بگێڕدریت یان پێویستیت بە شێوازێکی دەستگەشتن ھەیە وەک چاپی گەورە یان نووسینی نابینایان braille، تکایە پەیوەندی بکە بە 0300 123 4000، و بژاردەی 3 ھەڵبژێرە. |
| Polish | Jeśli chcesz, aby ten dokument został przetłumaczony lub potrzebujesz innego dostępnego formatu, takiego jak duży druk lub alfabet Braille'a, zadzwoń pod numer: 0300 123 4000 i wybierz wewnętrzny 3. |
| Portuguese | Caso pretenda esta informação traduzida, ou em formato acessível como impressão grande ou braille, por favor ligue para o número 0300 123 4000 e selecione a opção 3. |
| Pashto | که چیرې ددغه سند ژباړه غواړئ یا پې لویې چاپې یا بریل بڼې ته اړتیا ولرئ، مهرباني وکړئ 0300 123 4000 ته زنګ ووهئ او 3 آپشن یا غوراوی وټاکئ. |
| Romanian | Dacă doriți ca acest document să fie tradus sau dacă aveți nevoie de un format accesibil, cum ar fi caractere mari de tipar sau Braille, vă rugăm să apelați 0300 123 4000 și să selectați opțiunea 3. |



Lift Safety

As a landlord, Babergh and Mid-Suffolk District Council are responsible for maintenance and repairs to our homes, some of which will contain domestic lifts, passenger lifts, and other lifting equipment such as stairlifts and hoists. We are responsible for maintaining these lifts and carrying out periodic examinations to ensure they continue to operate safely.

Using a lift is like second nature to most of us, and usually we don't think twice about using one.

Follow these safety tips on approaching, riding and exiting lifts and enjoy a safe ride!

Using a passenger lift

Wait for the next car if the lift is full.

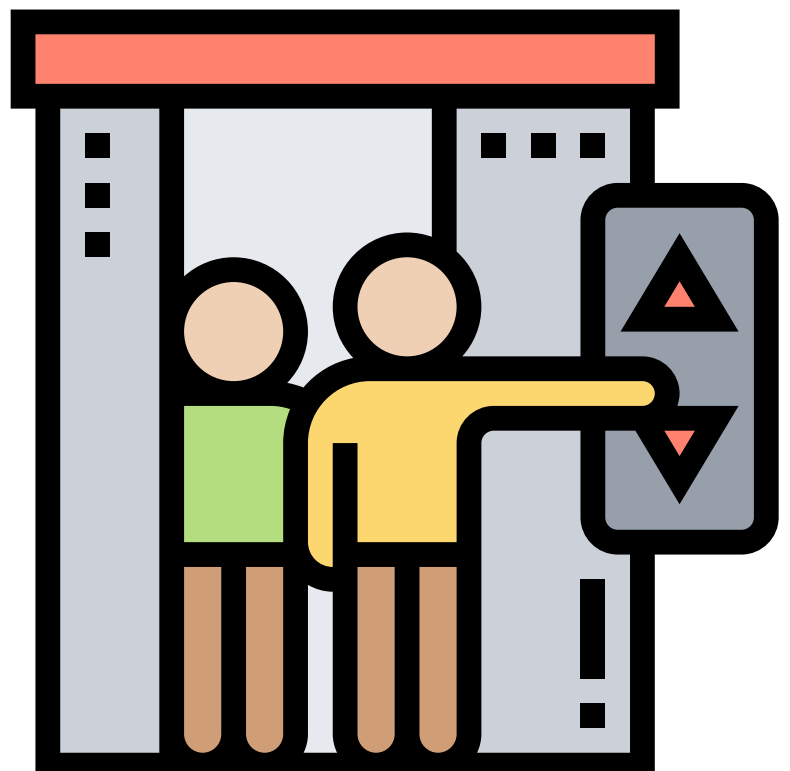
If there is a fire, do not use the lift; use the stairs.

Ensure you know your destination. Press the floor number or the Up or Down button for the direction you want to go.

Don't try to stop a closing door with anything, including hands, arms, or feet.

Stand clear of the doors and keep children, clothes and bags away from the opening.

If doors do not open when the lift stops, try pressing the Door Open (◀▶) button. If necessary, summon assistance by using the Alarm or Telephone buttons.



In the case of an emergency

If the lift stops and the doors do not automatically open, try pressing the Door Open button first. If this doesn't work, take the following steps.

Summon help by pressing either the Alarm button or the Telephone button which, once pressed, should automatically dial an emergency contact number for assistance.

Do not force open the lift doors. Do not attempt to leave the lift.

Do you have a stairlift or hoist in your property?

If you are a tenant of Babergh and Mid Suffolk District Council and have had a stairlift or hoist installed, we must check that it is examined to ensure your safety while using it.

If you have one and it hasn't been serviced in the last 6-12 months, please let us know.

You can do this by emailing compliance@baberghmidsuffolk.gov.uk

Report lift safety concerns

If you, a family member or a neighbour think something is wrong with a lift, stair lift or hoist, then report it. These are an integral part of people's lives and we want to ensure that they are safe to use for you and your family.

You can report safety concerns or let us know you have a stairlift or hoist in your property by calling the number below or sending an email to the address also below.



0300 123 4000



compliance@baberghmidsuffolk.gov.uk

We value your feedback

We would love to hear your feedback on this guide to lift safety. Please email us at housinghealthandsafety@baberghmidsuffolk.gov.uk with your thoughts.

To see our policies and read similar documents please visit our websites;

[Babergh District Council](#)

[Mid Suffolk District Council](#)

