

Lift Safety Information for Hilldale Tenants

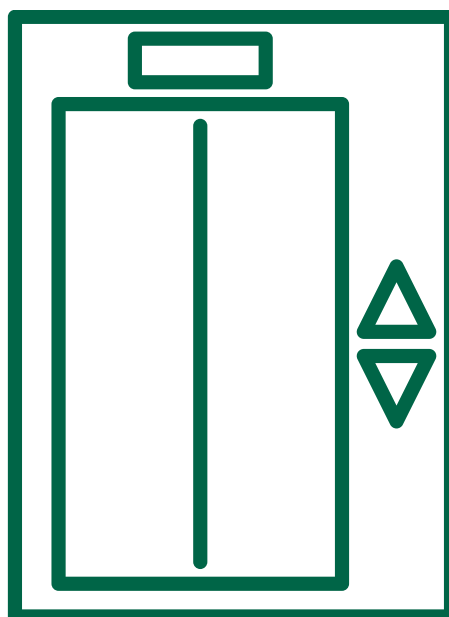
Your safety is important to us. At Hilldale, we are committed to ensuring that all lifts in our buildings are safe, reliable and well maintained for residents and visitors.

Lift Inspections and Maintenance

We carry out regular servicing, inspections and maintenance of our lifts to help keep them operating safely and efficiently.

These checks are completed by qualified engineers at appropriate intervals, depending on the type of lift and level of use.

If any faults or safety concerns are identified, we will take action as quickly as possible to carry out the necessary repairs.





Using Lifts Safely

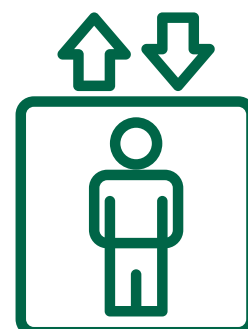
To help keep everyone safe, please follow these simple guidelines when using lifts:

- Do not exceed the maximum capacity displayed inside the lift.
- Supervise children at all times when using lifts.
- Allow passengers to leave the lift before entering.
- Do not force lift doors open or interfere with lift controls.

If a Lift Breaks Down

If you become trapped in a lift:

- Stay calm and do not attempt to force the doors open.
- Use the emergency alarm button or intercom system to call for assistance.
- Wait for help from trained personnel.



Our teams and contractors are trained to respond safely and efficiently to lift breakdowns.



**If you have any questions or concerns,
please contact us; we're here to help.**

Your Responsibilities

As a Hilldale resident, you can help us keep lifts safe by:

- ✓ Reporting any faults, damage or unusual noises as soon as possible.
- ✓ Not misusing or vandalising lift equipment.
- ✓ Keeping lift entrances and surrounding areas clear of belongings and obstructions.
- ✓ Allowing access where required for inspections, servicing and repairs.



Out-of-Service Lifts

If a lift is temporarily out of service, we will work to restore it as quickly as possible. Please follow any signage, instructions or alternative access arrangements that are put in place while repairs are being carried out.

Reporting Lift Problems



If you experience a problem with a lift or have concerns about its safety, please contact us on **01257 367374**