

and maintenance."

Stannah Lift Services – which provides lift servicing, maintenance, repair and refurbishment with more than 350 lift engineers – also has an opinion on this subject. "Keeping your lifts running efficiently is key to the successful day-to-day operation of your building," it points out.

"Your lift service provider should work with you to plan in advance any downtime of your lifts so you can minimise disruption to your business. Possible improvements to your equipment should be regularly brought to your attention as savings can be achieved on running costs and energy use with updated

technology."

Katie Jukes, commercial manager at Amalgamated Lifts, emphasises the support the company gives FMs. "We strive to support and facilitate our FMs as we understand they have a challenging role. As the lift maintenance provider we recognise budget, time scales and disruptions to the lift service are top priorities. We offer advice to our FM's to ensure we provide them with the most appropriate level of maintenance cover by assessing the lifts' age, condition, and volume of daily usage."

Jukes says Amalgamated Lifts believes communication is key and ensures its FMs

have up-to-date information so they can feel confident, and give their clients accurate information. "We provide a single point of contact so we can develop and build good working relationships. When lifts fail and require repairs or parts, we give explanations as to what has failed, how it operates, and the likely cause for the failure.

"We understand the reliability of lifts is essential and to minimise potential disruption to service we carry out thorough and regular service checks. We ensure potential mechanical issues that may pose future problems are identified and recommendations to avoid this are given."

## CASE STUDY

A contract between Amalgamated Lifts and Phoenix, worth £2.2m, was awarded at the end of September 2011 and completed in three phases

# A Little House of Lifts

By DAVID STRYDOM

In total, 26 traction passenger lifts have been fully refurbished and four new lifts have been installed with drum drive technology, which increased the space in the lift cars although having a smaller existing shaft. Replacing the manual gates with automated doors has also made the lifts more efficient and easier to use by residents.

Amalgamated Lifts had many factors to consider at the beginning of the project; these included the welfare of residents, time frames and Grade 2 listed buildings. AL tackled these obstacles by ensuring noise levels and disruption was kept to an absolute minimum and thorough planning, permitted the lift installment within a grade 2 listed building to be completed on time.

Martin Craven, specialist & planned services manager at Phoenix said: "The project has



**A BIG CHALLENGE** A logistically challenging contract for Amalgamated Lifts

been an enormous success for three main reasons. First, the work was completed about 25% quicker than we originally anticipated. Second, AL worked wonderfully alongside our own staff to minimise the disruption and inconvenience to our residents. Finally, our residents have been left with fantastic, modern lifts, which really improve the buildings where their homes are located."

Keith Stockbridge, major contract works manager at AL, said "This is one of the largest and

logistically challenging and difficult contracts Amalgamated Lifts has ever undertaken, in a short time frame. I am very pleased with the results."

Meanwhile, Exeter-based charity Turntable Furniture says it's made the best possible use of the available space at its new premises by installing a Mezz Lift from Penny Hydraulics to handle furniture and other items between floors. The lift made it easier to access upstairs space in the converted building so that the

charity could accept more donated items and introduce new services to help even more people in the local community.

"The new lift has helped us increase storage capacity in our new premises which means we'll be able to help more people," says Pam Rice, manager at Turntable Exeter. "It's a big investment for a small charity like us but we're really pleased with it."

Turntable Furniture is based at one of the council's recycling centres on the edge of the city and has over time grown to occupy numerous small and temporary buildings that made it increasingly difficult to manage and provide the right level of service. The location wasn't ideal for many clients who relied on public transport. The charity worked with the council to find a location closer to Exeter city centre which could provide additional storage space and be more convenient for local residents.

As its plans evolved, the charity realised it could make ideal use of the available space by installing a goods lift to handle a wider range of large and bulky items between ground and first floor level. After approaching several suppliers the charity selected the Mezz Lift from Penny Hydraulics.