

**Lifting equipment inside your home**

**What is lifting equipment?**

Aids such as stair lifts, through floor lifts and hoists that help residents to continue to live comfortably in their homes.

**Why do you need to check the lifting equipment inside my home?**

Firstly, to make sure it is safe. Secondly, to make sure it is reliable and working correctly.

**Can I opt out?**

No, this is essential work. Poplar HARCA is legally responsible for keeping your home safe.

**How often does it need to be inspected?**

Our insurers inspect the equipment every six months and our lift engineer also carries out a service every six months.

**Why do two different companies need to visit?**

The purpose of the visits is different: to check that the equipment is safe and to keep the equipment working properly.

**How do I book an appointment?**

We will contact you before the visits are due to arrange a convenient appointment.

**How should I prepare for the visit?**

You will need to make sure that our contractors can access all the areas they need to and that there are no belongings around the equipment.

**Will somebody need to be at home?**

Yes, we will need somebody over the age of 18 to let our contractors into your home and to stay their while they complete the servicing.

**How long will the visit take?**

Servicing visits usually take less than an hour.

**What will the engineer do while they are servicing the equipment?**

They will test the equipment to make sure it is working correctly. They will also check the batteries and may make some adjustments.

**What will happen if a problem is found?**

Usually a repair will be carried out straight away. If this isn’t possible, for example if new parts are needed, the equipment will be turned off to make sure it’s safe until the repairs can be made.

**What will happen if I miss my appointment?**

The contractor will leave a card with details of how to book a new appointment. We will follow our Access Procedure to make sure that we can carry out these essential safety checks.

**We don’t use the lifting equipment anymore, do you still need to service it?**

Yes. We have a duty to carry out these safety checks. If you don’t need the lifting equipment anymore, let us know so we can discuss the available options.

**What should I do to make sure that the equipment is safe?**

* Always follow the manufacturer’s safety instructions
* Use the seatbelt and/ or other safety features every time you use the equipment
* Make sure that equipment is positioned on its ‘station’ when not in use, this will make sure the batteries charge properly
* Keep children and pets away from the equipment when it is in use
* Tuck in long or loose clothing as material can easily become trapped

**What should I do if I am worried about the equipment’s performance?**

If your equipment isn’t working or is behaving in an unusual way, don’t use it and call our Repairs Team on 0800 035 1991 to discuss your concerns.

**What about the lifts in my building?**

Passenger lifts are serviced every month to make sure they are in good condition. Our insurers also regularly inspect them twice a year.