My Property

Lift entrapment process

London

Landsec

Lift entrapment process

In the event of a lift entrapment:

— Press the alarm button inside of the lift car which will notify the security control room, or if you are in a building which doesn't have 24hr security this will go straight through to the lift service partner.

— It is important to stay calm throughout the duration of the entrapment and to follow all instructions given.

— The on-site team along with the lift service partner will do everything possible to ensure the swift release of any entrapped persons.

Landsec colleagues, service partners or contractors working on our behalf must not perform any kind of Lift Entrapment Release Procedure.

The procedure is as follows:

— A call out must be placed as per the above instructions

— If there is a concern of life safety then the fire brigade is to be contacted to enact a release, this will be risk assessed at the moment of entrapment by a competent onsite manager.
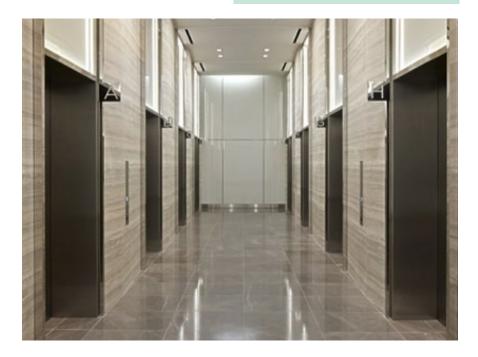
Response times

We appreciate entirely that being trapped within a lift can be an unpleasant or upsetting experience, however we risk placing customers and staff in greater danger by attempting to assist a release when we are not fully aware of the reason for the fault or consequence of our actions.

The contracted response times for emergencies (Lifts) are:

45 minutes –
Within Normal Working Hours

1.0 Hrs –
Outside Normal Working Hours

Normal Working Hrs are Defined as 07:00 – 19:00 Hrs

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Link

This document supports the information on our online customer portal.

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24/7 HelpDesk

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