

Lift Safety Policy

Date approved: 25/07/2024

Our lift safety policy is in place so you feel safe using the lifting equipment in your home.



Stairlift

We will carry out a maintenance check on your stairlift twice a year.

If the Home Improvement Agency installed your stairlift, they will carry out this maintenance visit twice a year.

We must also carry out two 'thorough inspection' safety checks yearly on all stairlifts.

You can report a repair for your stairlift or other lifting equipment. We always try to complete any repairs as quickly as possible.

We have four different priority types:

Emergency repairs: We will attend within **24** hours

We will carry out important work to make sure you are safe. This also includes where there is extensive damage to your home or surrounding buildings.

Urgent repairs: We will attend within **5** working days

These repairs can stop you from living normally. If left for a long time, the repair will worsen or affect your health.

Routine repairs: We will attend within **10** working days

These day-to-day repairs may cause you to change your everyday routine. The repair is not likely to get any worse.

Scheduled: We will attend within **25** working days

These are repairs that will not affect your everyday routine. We will group repairs together and complete them at the same time when we can. We can update your appointment if anything changes.

Please let us know if you or someone else in your household has any vulnerabilities.

You can report repairs or book appointments by phone, email, Live Chat or My Livin app.

What next?

[Read the full policy at livin.co.uk/policies](http://livin.co.uk/policies)

[Not satisfied with this service? Let us know at livin.co.uk/complaints](http://livin.co.uk/complaints)

Contact us by phone if you need a copy of this policy or more information about feedback and complaints, we will be happy to post this out to you.

Please let us know if you need additional support to read this document.

We can provide this document in over 250 languages. Our most common are:

عربي (Arabic) Български (Bulgarian) Hrvatski (Croatian) čeština (Czech) ښاراف (Farsi)
Magyar (Hungarian) polski (Polish) Português (Portuguese) Română (Romanian)
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Farrell House, Arlington Way DurhamGate,
Spennymoor, Co. Durham, DL16 6NL

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