

Housing, Homelessness and Fair Work Committee

10.00am, Tuesday, 9 May 2023

Response to motion by Councillor Campbell – Coillesdene House Lifts

Executive/Routine Wards Council Commitments	Routine All
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1. Recommendations

- 1.1 Housing, Homelessness and Fair Work Committee is asked to:
 - 1.1.1 Note the updated information provided on the performance, processes and programme in place to maintain, repair and invest in lifts in multi storey tower blocks; and
 - 1.1.2 Discharge the adjusted motion agreed by the Council on [9 February 2023](#) to prepare a report for Housing, Homelessness and Fair Work Committee setting out lift performance information and providing a clear procedure for the reporting, prioritising and undertaking of lift repairs; and for tenants and residents to be informed of lift repair timescales and kept updated throughout the lift repair completion process.

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Executive Director of Place

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Report

Response to motion by Councillor Campbell – Coillesdene House Lifts

2. Executive Summary

- 2.1 This report has been prepared in response to an adjusted motion by Councillor Campbell on Coillesdene House Lifts. The report provides information for the 102 lifts across the 44 multi storey block sites managed by the Council and includes information on lift and repairs performance, service delivery and costs.

3. Background

- 3.1 On [4 August 2022](#), the Housing, Homelessness and Fair Work Committee approved a report which provided information on processes and programmes in place to maintain, repair and invest in lifts in multi storey tower blocks. The report included recommendations to review the storage of bespoke spare parts to reduce repair times and improve communications with tenants.
- 3.2 On [9 February 2023](#), the Council approved an adjusted motion which set out that residents of Coillesdene House faced lengthy delays to lift repairs. The motion asked for a report in two cycles, providing details of the performance of all Council managed lifts over the last five years, how repairs were managed, and investment was prioritised. The motion asked for information on how costs were shared with private owners and how communications with residents could be improved.
- 3.3 On [9 March 2023](#), Housing, Homelessness and Fair Work Committee noted a Business Bulletin item providing an update on the lift performance issues at Coillesdene House. The Council is working with the private owners to explore options for investment in the existing lifts.
- 3.4 The Council maintains 102 lifts at 44 multi storey tower block sites. Some of these sites contain more than one tower block. Within these blocks, 3,587 properties are owned by the Council and 559 by owner occupiers and private landlords.
- 3.5 Concierge services are based in 10 multi storey tower blocks sites, which support a further 27 nearby or adjacent blocks. Concierge staff provide an initial point of contact for tenants and residents to help them live in a safe, clean and well-maintained environment.

- 3.6 The five sites with minority Council ownership have a lower level of service from the Concierge team but do still have access to repairs reporting through Repairs Direct. Concierge Team Leaders conduct site visits to these blocks every two to four weeks.
- 3.7 Specialist supported accommodation is provided at 13 Leith Street and 65 Bruntsfield Place. Lifts at these sites are managed and maintained by the Council and the replacement of the current lift systems is included in the investment programme, but are not multi storey residential blocks and are not supported by the Concierge service. It should be noted that in the previous report to Committee these blocks have been included the number of nearby or adjacent sites supported by the concierge with the total being reported as 29. This figure should have been reported as 27 and the correct information is provided in this report.
- 3.8 It is not possible to provide detailed information on all areas of performance over long periods of time as this is not currently held in a single system. An Asset Management system is being introduced as part of the Housing Service Improvement Plan which will improve the quality of data available in the future and support an improved approach to asset management and capital investment planning. The detailed information that is available on each lift and block can be found at Appendix 1.

4. Main report

Lift Maintenance and Repair Performance

- 4.1 Most lifts date back to the 1960's and sourcing bespoke parts can delay repairs. It is not possible to stock all bespoke parts as many have to be manufactured for the specific lift and repair issue.
- 4.2 Specialist parts, which have been salvaged from older lifts which have already been replaced through the investment programme, are being stockpiled. This will help to reduce repair times until the lift replacement programme is completed. An in-house stock of lift parts is also maintained by the Council and contractors to reduce the response time for common faults. However, sometimes delays cannot be prevented as parts are not available or cannot be stockpiled and must still be specifically sourced.
- 4.3 Contractors have a target to attend sites within four hours. When someone is trapped in a lift, the response time is one hour. A lift is considered out of service if it cannot be repaired in one day.
- 4.4 Over the last year, there were a total of 566 lift outages across all 102 lifts across the city. Due to the age of lifts, there have been occasions where both lifts have been out of service. This risk increases as lifts get older and where one lift in a block is already out of service while the lift replacement programme is completed. Over the past five years, records indicate that there were seven occasions where both lifts were out of service in a block at the same time. Six were fixed after one

day and one was repaired after two days. Detail on individual lift performance can be found at Appendix 1.

- 4.5 A regular servicing programme is in place for all lifts which are serviced within a two-to-six-month period depending on age and usage. Lift monitoring system data is used to identify wear and tear and plan for any repairs to prevent outages in service. Additional checks are conducted bi-annually by Zurich Engineering, the Council's insurance inspectors.
- 4.6 Officers have monthly contract meetings with contractors to review performance and ensure that KPIs are being met. Failure to meet KPIs and agreed performance levels is raised with contractors at the contract meetings and an action plan is agreed to restore service delivery. Failure to improve service delivery is dealt with through the appropriate routes set out in the terms of the contract and ultimately can result in termination of contract.
- 4.7 In a number of blocks where there have been lift replacements in recent years, there are a higher number of repairs being carried out than would be expected with a renewed lift system. These repairs tend to be more quickly dealt with and, if parts are required, more easily sourced therefore resulting in less downtime. Nonetheless, this is a matter for concern and is discussed with contractors to ensure that any issues affecting lift performance are addressed.
- 4.8 The average annual contracted maintenance and repairs service costs for each lift is between £1,200 and £1,800. Some repairs are not included within the contract and will be charged as an additional cost, such as repairs as a result of misuse or vandalism. A full list of additional non-contracted costs for each lift over the past three years is available in Appendix 1.

Modernisation of in Lifts in Multi Storey Blocks

- 4.9 Over the next three years, the investment programme to fully replace lifts in multi storey blocks where the Council has majority ownership is planned to be completed. This includes modernising and standardising lift motor room equipment which should reduce the need for future repairs. While there is not an automated system in place that provides analysis of data, the investment programme is kept under review by key officers involved in the management of the lift contract and the lift investment programme. Prioritisation of the lift programme is informed by the age, tenure mix, repairs performance, lift monitoring data and servicing reports.
- 4.10 Over the last five years, over £3.5 million has been invested to replace 44 lifts in 21 multi storey blocks. Further work is currently underway to replace 14 lifts within eight blocks in 2023/24. The planned investment over the following two years has been programmed to include another nine majority owned blocks and 16 separate lifts at an estimated cost of almost £2 million. A 25-year lift replacement programme will be adopted to bring future investment in line with other cyclical replacement. The investment cost to replace the lift system in each block is available in Appendix 1.
- 4.11 The Council has minority ownership at five multi storey sites and investment in those blocks can only progress with private owners' agreement. Private owners

pay a share of all maintenance and investment costs based on the rateable value of their homes and are recharged their share of costs once work is complete.

Coillesdene House

- 4.12 Coillesdene House is one of the five sites with minority ownership, with the Council owning seven flats and the remaining 34 being owned privately. The lifts in the block were performing reliably until late 2022 when there were multiple breakdowns and numerous repairs required, causing significant disruption to residents and visitors.
- 4.13 The Council held a meeting with the residents of Coillesdene House on 8 March 2023 to discuss how work could be taken forward to explore future investment options for the lifts. Following verbal agreement at this meeting, the Council's Shared Repairs Service organised a vote amongst owners to determine whether there was majority support for the Council to organise a survey to explore options for the future of the lifts. The Council has since received majority agreement and is now taking this survey forward on behalf of all the owners.

Reporting Issues and Communicating with Residents

- 4.14 The safety and welfare of residents is the Council's highest priority. When someone is trapped in a lift, the contractor is required to respond within one hour.
- 4.15 If a lift is out of service, the Concierge service often become aware of the issue first and will report it immediately. However, residents can report faults with lifts directly to Repairs Direct (who can be contacted 24 hours a day) or they can contact the Concierge Service if they prefer and the issue will be reported if it has not already been.
- 4.16 As noted in paragraph 3.5, Concierge services are based in ten blocks and provide support for 27 adjacent and nearby sites. Concierge staff work closely with locality patch officers to address any complaints, repairs or maintenance issues and support communications with tenants.
- 4.17 Where Concierge are not based in a block, but the block is still supported by the service, daily checks are carried out to ensure stairs and landing spaces are clear and common areas are clean. Vandalism or emergency repairs will be reported and Concierge can communicate with all residents in the event of an emergency through intercom systems, where they are present.
- 4.18 Tenants and residents are able to join an 'opt-in' service for additional support and engagement with Concierge if they live alone, are vulnerable or have mobility issues. Concierge will contact tenants through the handset, visit their home and may alert emergency services or Social Care Direct if they have any concerns about residents welfare. Concierge will contact tenants and residents included in the 'opt-in' service to make sure they are aware of any ongoing repairs and check if they need any assistance. This service was readvertised to all residents in multi storey tower blocks in March/April 2023.
- 4.19 A new system, CX Feedback, is being developed that will improve the range of options available to officers to communicate with tenants and is expected to be

introduced over the summer of 2023. This will allow directed messages to be sent by email and text and could be used to notify tenants when a lift is out of service. The system could also be used to send updates on how repairs are progressing.

- 4.20 Officers have met with the lift contractors to reinforce the importance of regular and accurate updates on lift repairs and contractors have committed to more frequent updates to frontline staff to enable them to keep residents informed. Information and updates on lift repairs are now provided to Concierge teams on a more regular basis. When there is an ongoing issue with an out of service lift, posters will prominently displayed in multi storey blocks on each floor and on notice boards to keep residents updated.
- 4.21 The Council is the minority owner in five sites, which only receive a limited Concierge service and it is recognised that regular communication with residents in these blocks is more challenging as there is not the same level of on-site presence. Concierge Team Leaders visit the blocks every two to four weeks and residents should report any repairs or lift outages to Repairs Direct. Residents can also contact their Concierge for updates and contact details are displayed in the blocks.
- 4.22 A majority of private owners can agree to appoint a private registered property factor and decide what level of services they would like to receive. Any factoring services would be charged equally and the Council would pay its proportionate share as an owner in the block. Edinburgh Shared Repairs Service can provide advice and support to owners who may wish to explore this as an option.

5. Next Steps

- 5.1 The CX Feedback system will be introduced over the summer of 2023. This will provide a smart and easy way of letting tenants know when a lift is out of service and provide regular updates on repairs.
- 5.2 A store of bespoke parts, salvaged from old systems which are being replaced, will continue to be stockpiled to reduce the time to complete lift repairs.
- 5.3 The investment programme will continue to use information gathered through the lift monitoring system and other sources to keep the lift replacement programme under review.
- 5.4 The Council will continue to work with the owners at Coillesdene House and will build on the approach that is being taken to work with private owners in other blocks where it has minority ownership.

6. Financial impact

- 6.1 There are no new financial impacts arising as a result of this report.

7. Stakeholder/Community Impact

- 7.1 The Housing Service is in regular contact with tenants and has a wealth of information on tenant satisfaction and priorities from a variety of sources including repairs tenant satisfaction surveys, complaints analysis, an ongoing tenant focus group programme, feedback from frontline housing officers and tenant feedback submitted to the Housing Service Improvement Programme mailbox.
- 7.2 The Council acts as Property Factor for the 44 multi storey sites across the city and provide a level of service to all residents. The service is set out in the Council's Written Statement of Service which is sent to owners and is available on the Council's website.

8. Background reading/external references

- 8.1 2023/2024 Housing Revenue Account (HRA) Capital Programme - Housing Homeless and Fair Work Committee, [9 March 2023](#).
- 8.2 Housing Service Improvement Plan Update - Housing Homeless and Fair Work Committee, [9 March 2023](#).

9. Appendices

- 9.1 Appendix 1: Information on Lift Performance, Repairs and Investment.

Appendix 1: Information on Lift Performance, Repairs and Investment

Property Block Name	Number of Lifts	Mixed Tenure Split - % Private	Lifts Installed	Year Replacement Completed (C) or Proposed for Replacement (P)	Next Proposed Replacement	Replacement costs over the last 5 years and expected future costs per block	The number of times the lifts have been out of action and required repairs over the last year	The number of days any building has had both the odd and evens lifts out at the same time (Where data available)	Cost of Repairs last 3 years outwith the contract costs
Cobbinshaw North (18)	2	3	1968	2011 (C)	2036	Complete	3	0	£0.00
Cobbinshaw South (16)	2	3	1968	2011 (C)	2036	Complete	3	0	£0.00
Dunsyre North (31)	2	4	1968	2013 (C)	2038	Complete	17	0	£300.00
Dunsyre South (33)	2	4	1968	2013 (C)	2038	Complete	27	0	£150.00
Medwin North (21)	2	1	1968	2014 (C)	2039	Complete	12	0	£0.00
Medwin South (22)	2	1	1968	2014 (C)	2039	Complete	18	0	£0.00
Castleview House	2	4	1966	2018/19 (C)	2044	£187,615	15	1	£650.00
Forteviot house	2	7	1966	2018/19 (C)	2044	£187,615	16	1	£1,100.00
Marytree House	2	3	1970	2018/19 (C)	2044	£187,615	16	0	£0.00
Moncrieffe House	2	8	1966	2018/19 (C)	2044	£195,370	10	0	£650.00
Moredun house	2	7	1966	2018/19 (C)	2044	£195,370	18	0	£150.00
Northview Court	2	2	1983	2019 (C)	2044	£179,860	29	1	£100.00
Littlefrance House	2	3	1966	2019 (C)	2044	£179,860	10	0	£300.00
Hailesland Block 1	2	8	1971	2019 (C)	2044	£179,860	2	0	£300.00
Hailesland Block 2	2	22	1971	2019 (C)	2044	£187,615	1	0	£0.00
Hailesland Block 3	2	15	1971	2019 (C)	2044	£195,370	4	0	£0.00
Hutchison House	2	32	1959	2019 (C)	2044	£164,560	17	0	£0.00
Moat House	2	40	1958	2019 (C)	2044	£164,560	9	0	£100.00
Birnies Court	2	2	1961	2020 (C)	2045	£88,000	4	0	£0.00
Fidra Court	2	2	1961	2020 (C)	2045	£88,000	16	0	£0.00
Cables Wynd House	4	2	1986	2020 (C)	2045	£169,600	37	N/A	£550.00

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Craigmillar Court	2	4	1966	2020 (C)	2045	£85,200	13	0	£1,950.00
Peffermill Court	2	2	1966	2020 (C)	2045	£85,200	9	0	£2,050.00
Linksvie House	2	1	1966	2022 (C)	2047	£185,000	10 (7 during refurb)	N/A	£850.00
Kirkgate House	2	19	1968	2022 (C)	2047	£220,000	12 (5 during refurb)	N/A	£5,900.00
Hawkhill Court	2	12	1969	2022 (C)	2047	£230,000	15	0	£850.00
Nisbet Court	2	8	1969	2022 (C)	2047	£230,000	8	0	£550.00
Inchmickery Court	2	1	1962	2023 (P)	2047	£185,000	30	N/A	£100.00
Oxcars Court	2	3	1961	2023 (P)	2047	£185,000	15	N/A	£250.00
Holyrood Court	2	34	1963	2023 (P)	2048	£240,000	5	N/A	£0.00
Lochview Court	2	41	1963	2023 (P)	2048	£240,000	21	N/A	£200.00
Greendykes House	2	0	1966	2023 (P)	2048	£240,000	14	1	£600.00
Wauchope House	2	2	1966	2023 (P)	2048	£240,000	6	0	£0.00
65 Bruntsfield Place	1	N/A*	Not known	2023 (P)	2048	£120,000	0	0	£0.00
13 Leith Street	1	N/A*	1995	2023 (P)	2048	£120,000	0	0	£0.00
Inchkeith Court	2	28	1957	2024 (P)	2049	£240,000	7	1	£8,000.00
Inchcolm Court	2	0	1956	2024 (P)	2049	£240,000	8	0	£800.00
Inchgarvie Court	2	2	1957	2024 (P)	2049	£240,000	4	0	£100.00
May Court	1	8	1961	2024 (P)	2049	£120,000	12	N/A	£0.00
Gunnat Court	1	0	1961	2024 (P)	2049	£120,000	5	N/A	£0.00
Persevere Court	2	10	2006	2025 (P)	2050	£250,000	9	0	£4,950.00
Citadel Court	2	9	2005	2025 (P)	2050	£250,000	18	0	£1,200.00
Lochend House	2	24	1968	2025 (P)	2050	£250,000	6	0	£1,150.00

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Restalrig House	2	43	1967	2025 (P)	2050	£250,000	14	0	£100.00
Saunders Street	1	77	1976	2026 (Proposed Subject to Owner Consent)	2051	£125,000	4	0	£0.00
Saunders Street	1	77	1976	2026 (Proposed Subject to Owner Consent)	2051	£125,000	5	0	£0.00
Saunders Street	1	77	1976	2026 (Proposed Subject to Owner Consent)	2051	£125,000	0	0	£0.00
Saunders Street	1	77	1976	2026 (Proposed Subject to Owner Consent)	2051	£125,000	3	0	£0.00
Maidencraig Court	3	88	1955	2026 (Proposed Subject to Owner Consent)	2051	£375,000	5	N/A	£0.00

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Portobello High St	1	50	1968	2026 (Proposed Subject to Owner Consent)	2051	£125,000	12	N/A	£800.00
Coillesdene House	2	83	1967	2027 (Proposed Subject to Owner Consent)	2052	£250,000	7	2	£650.00
Westfield Court	6	66	1952	2027 (Proposed Subject to Owner Consent)	2052	£750,000	5	N/A	£0.00
Total	102	NA	NA	NA	NA	£9,116,270	566	7	£35,400

* These blocks are supported accommodation and are not residential high rise blocks and therefore tenure split is not applicable.