

Housing, Homelessness and Fair Work Committee

10.00am, Tuesday, 3 December 2024

Lift Replacement Programme – Annual Update

Executive/routine
Wards

Routine
All

1. Recommendations

- 1.1 Housing, Homelessness and Fair Work Committee is asked to note:
 - 1.1.1 The updated citywide lift replacement programme for high-rise residential blocks; and
 - 1.1.2 That an annual update on the progress of the lift replacement programme will be provided as part of the Cyclical Assurance on Service Performance Report to Committee.

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Lift Replacement Programme – Annual Update

2. Executive Summary

- 2.1 On 9 May 2023, Committee considered a [report](#) that provided information related to the performance of lifts at Coillesdene House and more widely on lifts across the city, including an update on the Council’s lift replacement programme across its multi storey blocks.
- 2.2 Committee [agreed](#) to receive an annual report on the lift replacement programme as part of the regular Housing Service Improvement Plan (HSIP) update.
- 2.3 As Committee no longer receives a regular HSIP update report, this report provides an update on the programme including the plans for future years and on the contractual arrangements in place for repairs and maintenance of the lifts.
- 2.4 It is proposed that future annual updates are included in the Cyclical Assurance on Service Performance report on service performance across Housing and Homelessness.

3. Background

- 3.1 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.
- 3.2 On 9 March 2023, Housing, Homelessness and Fair Work Committee noted a [Business Bulletin](#) link providing an update on the lift performance issues at Coillesdene House. The Council is continuing to work with the private owners to explore options for investment in the existing lifts.
- 3.3 On 9 May 2023, Housing, Homelessness and Fair Work Committee noted a report in relation to the performance of lifts at Coillesdene House which set out 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 to be kept updated throughout the lift repair completion process.

- 3.4 The Council has 102 lifts within its multi-storey blocks across the city. These require regular repair and maintenance, with a capital programme to have these replaced as they come to the end of their serviceable life.
- 3.2 At times, where it is deemed the best financial and operational decision, lift cars are replaced but the main electrical and mechanical equipment in the lift shafts and the lift motor rooms are left in place due to the fact that they can remain operational.
- 3.5 A lift replacement programme has been in place over the last 10+ years, which has prioritised lift replacement based on age or the year they were last upgraded. The table in Appendix 1 highlights where this investment has taken place and what capital investment was required.
- 3.6 Under contract CT2408, two contractors (RJ Lift Services and Kone PLC) are responsible for the service and maintenance of all lifts across the city. This contract is due to expire in 2024 and a waiver is currently being drafted seeking permission to extend this for a 12-month period until a new capital works framework is in place.
- 3.7 Lift replacement and refurbishments are carried out using the existing capital works framework (under Lot 6), which has two contractors (Omega and Consult Lifts).
- 3.8 The Council uses separate framework contractors for both of these activities to ensure that there are adequate resources available and also to reduce risk and maximise performance.
- 3.9 Contractor Key Performance Indicators (KPIs) for repairs and maintenance are based on complaint levels, response times, how long lifts remain out of service etc. Contractor performance for replacing lifts is measured by how effectively they manage programme, contract costs and customer service.
- 3.10 There are other buildings which are not designated as high-rise residential buildings in Edinburgh which have lifts (such as sheltered housing complexes) that are also included within the programme.
- 3.11 Residents in blocks 5 and 6 of Saunders Street have made the decision to commission their own Factor for their block and so the Council will no longer have responsibility for repairs and maintenance of the common areas of this block (including the lift) after 31 November 2024, which is the date the new Factor will commence.

4. Main report

- 4.1 The in Appendix 1 provides details on the blocks included within the 10 year capital investment programme. This includes the blocks programmed for upgrades this financial year, financial year 2025/26 and financial year 2026/27.
- 4.2 There are a further three blocks where the Council is a minority owner and where it is likely that the lifts in these blocks are approaching the end of their serviceable life. These are listed below:

Financial Year (FY)	Blocks receiving upgrades	No of lifts per block	Budget
FY26/27	<ul style="list-style-type: none"> • Maidencraig Court. • Saunders Street (all lifts excluding blocks 5 and 6). • Westfield Court. 	3 lifts. 3 lifts. 6 lifts.	£1.8m.

4.3 Engagement with owners will commence for the blocks listed above and with owners' consent and contribution, will be upgraded as part of the capital programme for financial year 2026/27.

5. Next Steps

- 5.1 A full independent assessment of all lifts across the city is due to start in January 2025, including those due to be upgraded and those which have already been upgraded. This review is designed to identify defects that are the root cause of excessive service outages (through repeat breakdowns and breakdowns that result in unacceptably long periods of unavailable service).
- 5.2 As part of the latest capital works framework, a full lift service provision is being developed and will focus on a citywide service designed to deliver a comprehensive repair and maintenance programme, with a zero-breakdown aspiration and a readily available access to parts and equipment to reduce periods of planned non-service and where data is used to reprioritise the investment programme as required.

6. Financial impact

- 6.1 The repair and maintenance contracts have a budget of around £710,000, are nearing expiry and are anticipated to be extended for a 12-month period to allow the redesign of the service, as described in paragraph 5.2, at a cost of around £178,000. Contractor performance and KPIs will be closely monitored over the period and any underperformance will be managed through the contract.
- 6.2 The capital programme has identified the need to upgrade 45 lifts in the current financial year and the following two years. The cost is expected to be around £5.6m (subject to owners' approval and contributions).
- 6.3 An allocation from available FY24/25 budget will be used to fund an independent assessment of current lift conditions and operations across the city which is forecast to begin in early 2025.

- 6.4 Early owner engagement will commence as soon as possible on a block by block basis to discuss any required capital project including the associated cost to owners to enable the work to proceed as planned.

7. Equality and Poverty Impact

- 7.1 A 15 year capital investment plan for low rise blocks and a 10 year plan for high rise blocks is in place and work is underway to deliver these. These valuable programmes are designed to improve the thermal efficiency of Council homes and private properties that are in scope as part of a mixed tenure block with the primary driver of reducing as much as possible the need to switch on heating systems.
- 7.2 Detailed city-wide stock condition surveys are underway in both low and high rise buildings and are being used to validate the priority of the capital investment programmes which are designed to bring Council homes up to a new build standard wherever possible and make homes as warm, safe and secure and cost effective to heat as possible for all tenants and residents.
- 7.3 The Edinburgh Poverty Commission aims to end poverty within a decade. Making Edinburgh a city where:
- Fewer than 1 in 10 children and adults live in poverty at any given time;
 - No-one is trapped in long term persistent poverty;
 - No one has to go without the basic essentials they need to eat, keep clean and safe, and stay warm and dry; and
 - No one feels stigmatised, abandoned, or treated with less respect by the city when seeking or needing support.
 - One of the key actions to end poverty in Edinburgh includes ‘a decent home we can afford to live in’.
- 7.4 The Child Poverty (Scotland) Act 2017 sets out targets to reduce the proportion of children in poverty by 2030. Three drivers which can lead to measurable improvement in income for low-income households were identified as:
- increasing income from employment,
 - reducing costs of living, and
 - increasing income from social security and benefits in kind.
- increasing the number of affordable homes in the city will therefore have a positive impact on child poverty. However, cost of living is just one driver. Priority families most at a higher risk of poverty include lone parents, disabled, minority ethnic, young mothers, children under one years old and families with three or more children.
- in 2023/24, 74% of Council homes and 52% of RSL homes were let to homeless households. In 2023/24, 13% of homeless presentations were by single parent families and a further 5% by couples with children. Just under half of presentations were from non-white Scottish, British and Irish populations; 11% were Black; 6% Asian, 14% from white other (Polish and other) and 16% other (Ukrainian, Arab, Mixed, Gypsy Traveller and other).

- focusing on the drivers of poverty and the priority families identified most at risk, remain at the core of the Tackling Child Poverty approach. However, each households' circumstances, experiences and barriers are unique. Building more affordable homes is only one element in a multifaceted response to tackling child poverty. The upgrade of existing homes helps to provide security of tenancy and reduce risks concerning poverty.

8. Climate and Nature Emergency Implications

- 8.1 The City of Edinburgh Council declared a Climate Emergency in 2019 and committed to work towards a target of net zero emissions by 2030 for both city and corporate emissions and embedded this as a core priority of the Council Business Plan 2023-2027.
- 8.2 In addition to this, the draft Climate Ready Edinburgh (adaptation) strategy also sets out ambitions to address the built environment, with a key action to work with the Council and social landlords to adapt social housing and green the areas around Council housing to support climate adaptation.
- 8.3 The Net Zero Edinburgh Leadership board (formerly IIPB) has a workstream focusing on energy and retrofit, which works closely with other subgroups including transport, just economic transition and Edinburgh adapts. These overlapping and interlinked workstreams all work to deliver key actions as set out in the Climate Strategy and forthcoming Climate Ready Edinburgh plan and aim to support integration of adaptation measures across all areas of retrofit.

9. Risk, policy, compliance, governance and community impact

- 9.1 The recent organisational review has created a new service managing High Rise blocks within the city. This incorporates capital investment programmes and delivering Whole House Retrofit to High Rise Blocks. One of the first actions of the High-Rise Strategy is to ensure every block has an accurate hard copy risk register but also electronic copies that can be updated as and when risks are identified or mitigated. Given the structural complexities and challenges of maintenance, repair and investment in high rise blocks, a new post of Property Manager has been created to improve the management of the city's high-rise blocks. This will improve the oversight of the factoring responsibilities that the Council has for high rise block, including how repair, maintenance and capital upgrades are planned and monitored for best service provision.
- 9.2 As described in section 5.2, the new contracts for lifts will be designed to deliver a zero-break down standard, focused on value for money, regular inspections and maintenance and a life cycle replacement standard of 25 years that will significantly improve customer satisfaction and experience across the city. The proposed independent assessment starting in early 2025 will be used to provide the information officers need to develop the design of the new contract.

10. Background reading/external references

10.1 None.

11. Appendices

Appendix 1 – Summary of Lift Investment.

Appendix 1 – Summary of Lift Investment

Financial Year (FY)	Blocks receiving upgrades	No of lifts per block	Budget
FY17/18	<ul style="list-style-type: none"> 6 x Moredun blocks (even lifts only). 	6 lifts	£0.9m.
FY18/19	<ul style="list-style-type: none"> 6 x Moredun blocks (odd lifts only). Northview Court. 	6 lifts. 2 lifts.	£1.2m.
FY19/20	<ul style="list-style-type: none"> 3 x Hailesland blocks. Hutchison & Moat Houses. 	6 lifts. 4 lifts.	£1.5m.
FY20/21	<p>Mechanicals only:</p> <ul style="list-style-type: none"> Birnies and Fidra Courts. Cables Wynd House. Craigmillar and Peffermill Courts 	4 lifts. 4 lifts. 4 lifts.	£0.6m.
FY21/22	No work – COVID 19.	0 lifts.	£0.
FY22/23- FY23/24	<ul style="list-style-type: none"> Linksvie Court. Kirkgate House. Hawkhill and Nisbet Courts. Oxcars and Inchmickery Courts. 	2 lifts. 2 lifts. 4 lifts. 2 lifts	£1.5m.
FY24/25	<ul style="list-style-type: none"> Holyrood and Lochview Courts. Greendykes and Wauchope Houses Coillesdene House. 65 Bruntsfield House (sheltered). 13 Leith Street (sheltered). Review of 3 lifts at Cables Wynd House. 	4 lifts. 4 lifts. 2 lifts. 1 lift. 1 lift.	£1.8m.
FY25/26	<ul style="list-style-type: none"> Inchkeith Court. Inchcolm and Inchgarvie Courts. May and Gunnet Courts. 73 Portobello High Street. 	2 lifts. 2 lifts. 2 lifts. 1 lift.	£1.05m.
FY26/27	<ul style="list-style-type: none"> Citadel/Persevere Court. 	4 lifts.	

	Lochend/Restalrig House.	4 lifts.	£1.2m.
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