

Petition regarding the lift at Highfield Court

This petition is now closed, as the deadline has passed

Dear Ms Lofthouse

PETITION RECEIVED

Thank you for organising and submitting the petition with regards to the out of order lift.

I am responding to the petition you recently submitted concerning the length of time it has taken to repair the lift at Highfield Court.

First of all, I need to apologise for the time it took our lift servicing company, Elevation Lifts, to repair the lift and for the inconvenience this has caused you.

It took too long for the cause of the fault to be identified and for the necessary repairs to be completed. We are not happy with the service we have received on this occasion and we have taken up our concerns about this with Elevation Lifts.

I can confirm that I have arranged for an independent assessment of the lift to be carried out in order to check that everything we need to do to the lift has been completed.

I have also arranged for a robust stairlift to be installed for those of you who may prefer to use a stairlift rather than the lift in the future.

In the petition you asked for compensation for the stress and inconvenience you have suffered whilst the lift has been out of action. I have considered this request and, in accordance with our compensation policy I propose to pay all residents of the scheme £100 each.

I would be grateful if you would let me know if you are happy with this proposal. If you would like me to visit you to discuss this in more detail then please call me on 07766440295.

Yours sincerely,

Tony Campbell
Head of Housing Property Services.

Current signatories
Ms A Lofthouse

- 27 offline signatories.