Tenant Question Time – lift management

The topic of lift management was decided by our Gateway Membership Team (GMT) in December 2025 following a significant rise in resident complaints and noise on social media.

The TQT itself was held on **14 January 2026** with around 11 residents and a few Watford Community Housing staff members in attendance.

Our staff answered pre-submitted questions and gave a really informative presentation which highlighted:

- key law and policy frameworks
- how we manage lifts – signage and communication
- historic issues, common issues, and new challenges and next steps
- key areas of planned improvement and new repair response times
- a breakdown of total investment of Abbey View and Munden View lifts
- our temporary contractor, Simi, and the recent procurement process for Rubax

Then residents in attendance were able to ask their own questions, this included:

- our maintenance schedule and insurance checks for lifts
- the possibility of an early warning system for lifts outages so they warn you that they will be down beforehand (we are not sure whether that technology exists)
- our fire door safety policies
- a resident felt we were blaming them for the frequency of the lifts going down – unfortunately there has been an increase in breakdowns due to residents restricting the lift doors
- the suitability of Rubax – we clarified how things will improve with a new contractor
- the possibility of replacing lifts compared to maintaining them

Feedback shows that this was a productive session, and residents appreciated that we are actively engaging with them around building safety.

Next steps

After most of our TQTs, we will hold a scrutiny session shortly after which involves a deeper dive into that topic.

The Scrutiny Sprint event will be held on **28 January 2026** and will include:

- a deep dive into three customer complaints
- data on lift breakdowns
- how we are meeting our service level agreements
- a review of our Goodwill Gesture Policy in relation to lift outages