Lifts and safe operation and use

Keeping you and your family safe in your home

Ashford Borough Council



Our lifts are an essential part of daily life in the building, and your safety and comfort while using them is a top priority. Together, we can help ensure the lifts remain reliable, efficient, and safe for everyone

Let's Look Out for Each Other

- Please be considerate of others using the lift, particularly during busy periods or when helping someone with mobility needs. A small act of courtesy goes a long way.

Best Practices – What to Do!!

- Let Others Exit Before Entering
- Please allow all passengers to exit the lift before entering. It helps keep things moving smoothly and avoids overcrowding at the door.

Supervise Children and Assist Those Who Need Help

- Children should never use the lift alone. If you're accompanying a child, older resident, or someone with accessibility needs. Please stay with them during the journey.

Check the Lift Floor Before Stepping In or Out

- Always make sure the lift has come to a complete stop and is level with the floor before stepping in or out.

Use Buttons – Not Hands or Objects – to Hold Doors

- If someone is approaching, please use the "door open" button. Do not try to hold the door with your hands, feet, or items like trolleys — this can damage the doors and cause delays.

Press the Emergency Button if Needed

- In the unlikely event the lift stops or malfunctions, press the emergency button inside. A trained operator will respond and guide you. Stay calm and wait for assistance.



Things NOT to Do When Using a Lift

- Overloaded the Lift. Each lift has a clearly marked capacity limit (in persons and/or weight). Please do not exceed this limit — it can cause the lift to stop or become unsafe.
- Please do not jump or engage in horseplay inside the lift. It may trigger emergency brakes or damage sensitive systems
- Never use Lifts during a fire alarm, emergency evacuation, or building-wide power outage. Please use the stairs and follow safety protocols.
- Never use force or objects to hold open the doors. This can cause faults and put the lift out of service.
- Never Attempt to Force Doors to Exit. Forcing doors or attempting to exit can be dangerous.

If the lift stops, remain inside and use the emergency call button.



If You Experience an Issue

- If the lift stops or you notice unusual noises, delays, or have any concerns:
- **Use the emergency call button inside the lift**

Contact us

If you have any questions about your stairlift or through floor lift please contact

Ashford Borough Council

01233 331111

To report a breakdown, repair, or to arrange a service, please call

ABC's repair line on

01233 331111

