



Major Strata Expenses:

“Strata Owners Lifts”

# Lifts - Owners Committee Check List:

- Compliance and Legal Obligations
- Service Contract
- Adequate Preventative Maintenance
- Code Compliance; Passenger & Workman's Safety
- Hazard And Risk Management
- Disability Code Compliance
- Lift Emergency Phones (Impact of NBN)
- Capital Works Planning





# Compliance and Owners Committee Legal Obligations



- Design Registration
- Annual Plant Registration (like a car)
  - Note: Adequate Maintenance Certificate “Green slip” not issued automatically*
- Lift Company obligations versus owners' obligations
  - “Responsible Person”
  - “Duty of Care”
  - Serious consequences in event of accident or injury *Note: Owners – not SM or Lift Co!*





# Compliance and Owners Committee Legal Obligations

- **Fact file:**
  - 80% of lift phones do not operate to safety requirements
  - Approx. 50% lifts inspected by Equity were operating without correct registration!



# Service Contract Pitfalls



- Does the contract protect the owners or the Lift Co?
- Beware of tricky escalation clauses
- Lift Co obligations usually vague
- KPIs, service frequency & deliverables not specified
- Obsolescence clause superseded all coverage on older lifts







## Service Contract Pitfalls

Case Study Ballina:

Equity negotiated a \$24k to \$4.8k/annum



# Preventative Maintenance

## *Good quality maintenance.....*

- Guarantees safety
- Reliability assured
- Prevents unexpected costs for owners
- Extends life of the lift by years

## *Poor maintenance.....*

- Safety compromised
- Poor reliability
- Likely to result in unexpected **“quotes”**
- Shorter life-span...early upgrade/replacement **(good for whom???)**





# Preventative Maintenance

## *Signs to look for.....*

- Lifts breaking down/trapping passengers
- Unusual noises, doors scraping etc.
- Erratic behavior, levelling accuracy
- Obsolescence notices & upgrade proposals from Lift Co.





## ***Fact File: Maintenance.....***

- 90% of lifts inspected are not serviced in accordance with a preventative maintenance plan.
- 60% of lifts do not have functional ***emergency lights*** and phone backup power
- 30% lift car door settings and pressures are ***hazardous***



## ***Independent Audit.....***

- Reveals quality of maintenance
- Shortcomings rectified by Lift Co
- Safety & reliability restored
- Life-span of the lift extended by several years



# Preventative Maintenance

## Fact file:

- Average number of lifts on a technician's service run:
- 2009 = 60 to **80 lifts**
- 2019 = up to **120 lifts**





# Lift Emergency Phones & NBN Roll-out



- Traditional lift phones won't work over NBN
- Lift owners obliged to migrate/upgrade
- Best solutions is 3G wireless gateway (same as a mobile phone)
- Govt guidelines issued but not yet legislated
- Multiple install permutations
- Beware – there are many “dodgy” installers



# Preventative Maintenance



## Fact file:

- Percentage of lift emergency phones tested by Equity that work under **normal power** conditions: **85%**
- Percentage of lift emergency phones tested by Equity that work under **back-up battery power**: **35%**





# Capital Works Fund

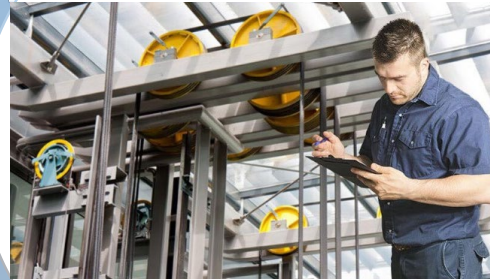
## *Owners committee responsibilities.....*

- Commercial buildings hire engineers and building managers, yet “layman” owners’ committees are expected to make sound technical decisions for their strata plan
- Beware of dodgy upgrade proposals as these could be profiteering via a captive market situation.
- Independent lift assessments are the best way to get accurate financial planning for short, medium and long-term asset management.



# About Equity.....

- 360° approach; prudent longer-term decision making - good for owners not necessarily the Lift Co.
- Elevator Modernisation & Lift Replacements, Risk & Code Audits, Legal, Compliance, Contractual, Financial planning
- Independent, trusted strata specialists.
- Engage directly with owners committee.
- Protect owners' committee position.
- Ensure safety and reliability
- Save owners money in short and long-term





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Thank you for  
your attention.