

Hammersmith & Fulham Council challenge old-fashioned thinking for managing their lifts

Hammersmith & Fulham is one of London's leading councils whose aim is to be the best through doing things differently. They are radically reforming the council to modernise the way services are run and to put money back in residents' pockets.

One area where they saw an opportunity, was to radically improve the way the Lift Department operates through the utilisation of TVC's CMS Anywhere Lift Monitoring System.

With 216 lifts to manage across the borough, operation of the council's Lift Department can be very challenging. Their overall goal is to ensure as far as possible that the lifts are operational so that their residents can easily get on with their everyday lives. Unfortunately it is inevitable that lifts breakdown and in this situation it is essential that the Lift Department knows immediately of all lift faults and lift trappings so they can be dealt with in a proactive manner.



Hammersmith & Fulham set out their ambitious goals:

Instant notifications of lift breakdowns – sent to the lift team via text and/or email so no breakdowns are missed.

Verification of lift breakdowns remotely –allows the council to verify a genuine lift breakdown thus saving money on working-on-arrivals.

Shorten response times to lift breakdowns –by focusing on definite faults, thereby using resources better and getting lifts operational quicker.

Improve budgeting – by understanding each lift's journey and fault history, the council can budget in time for when lifts need to be replaced or repaired.

Reduce reliance on manual reporting – the wide range of reports available help in the day to day operations and in key management decisions, thus ensuring residents are getting value for money.

On the back of this success, Hammersmith & Fulham decided to enhance the real-world benefits of the CMS Anywhere system by adding additional TVC features including:

Better resident information and reduced delivery costs –H&F installed Mercury Information Screens in lobbies to give residents information about scheduled building services such as lifts, electrical, water and heating repairs. Residents were previously informed of all building services by letter which was proving very expensive and time consuming.

Peace of mind for lift users – TVC emFONE autodiallers were installed that offer the reassurance of two-way communications for lift passengers in the event that a lift breaks down during a journey.

Improved service for lift users –Lifts need to have a working autodialler to operate safely. Checking for correct connection to all their autodiallers, of any make or model, is achieved through EN81-28 compliant Health Check software which automatically reports every three days. This enables the lift team to quickly resolve any autodialler issues and keep lifts in safe service.



All breakdowns are acknowledged by Hammersmith and Fulham's lift maintenance contractor, meaning that the Lift Department managers, Stephen Moore and Dennis Haylen, know when their lift contractor has the job in hand. Their proactive approach has significantly reduced disruption to residents and visitors.

“The reliability and ease of use of CMS Anywhere is why Hammersmith & Fulham have trusted TVC to provide their services across the borough for the past 30 years.

Stephen Moore Lift Department Manager
Hammersmith & Fulham Council

RESULTS

Key Performance Indicators in Hammersmith and Fulham have improved from...

65%to 98.2%

All these goals were achieved with the TVC CMS Anywhere System web-based lift remote monitoring system. Crucially, the reliability of CMS Anywhere has allowed Hammersmith

and Fulham to manage lift monitoring operations efficiently, offering better value for the residents.

“CMS Anywhere has helped us save money that would have been wasted on unnecessary call-outs”

“We’ve also reduced the time residents spend waiting for lift maintenance to be done, so everyone’s better off.”

Dennis Haylen Lift Department Manager
Hammersmith & Fulham Council