



Lift Maintenance

RICHMOND & WANDSWORTH COUNCIL

Richmond & Wandsworth Councils joined together to deliver vital public services to the 500,000 London residents across districts such as Twickenham, Putney, Battersea, Kew and Strawberry Hill.

Both Councils are well-known for delivering high-quality services at low cost, whilst also obtaining excellent satisfaction ratings from their residents. In 2019, the Councils decided to change their lift maintenance provider. This decision was for Wandsworth Council to look for a new lift maintenance provider that could provide the service levels required, to ensure satisfaction for their residents. Costs were clearly an issue and Liftec were asked to join in a competitive tendering process for the maintenance of 284 essential passenger lifts.

After our tender submission and several meetings, Liftec was awarded the maintenance contract for the 284 lifts installed in a range of medium to high-rise residential buildings, across the two Boroughs.

Our locally-based engineers were quickly set about improving the reliability of the lifts that had been identified as underperforming. Along with this and when possible, our engineers engaged residents to assure them of our dedication to satisfaction.



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