

Committee(s): Planning and transportation committee – For Information	Dated: 14 October 2025
Subject: Quarterly Public Lift & Escalator Report – 1 July to 30 September 2025	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	Shape outstanding Environments – Our spaces are secure, resilient, and well-maintained
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	n/a
What is the source of Funding?	n/a
Has this Funding Source been agreed with the Chamberlain’s Department?	
Report of: City Surveyor	For Information
Report author: Matt Baker – Head of Facilities Management	

Summary

This report outlines the availability and performance of publicly accessible lifts and escalators monitored and maintained by City Surveyor’s, in the reporting period 1 July 2025 to 30 September 2025.

In this reporting period, publicly accessible lifts and escalators were available for **86%** of the time.

Main Report

1. There are 16 public lifts/escalators in the City of London portfolio, which are monitored and maintained by City Surveyor’s. A location map is provided as an annex to this document. Table 1.0 provides a breakdown of availability during the reporting period of 1 July 2025 to 30 September 2025.
2. It should be noted that we have seen a clear drop in performance from our lift and escalator maintenance contractors, Amalgamated Lifts, over the last 6 months. This can be largely attributable to several key staff responsible for the contract with the City leaving their business.

3. The main issues we are experiencing are

- a. Responsiveness to reactive repairs
- b. Quality of reporting
- c. The ability for Amalgamated to resolve issues without the support of specialist contractors
- d. Their ability to quickly procure and install replacement parts

An improvement notice has been issued to Amalgamated and we will continue to monitor their performance and utilise all contractual levers at our disposal.

Table 1.0

Asset Reference	Name	Quarterly
CL24	Duchess Walk Public Lift	100%
SC6459146	Speed House Glass/Public Lift	100%
SC6458959	London Wall Up Escalator	100%
SC6458958	London Wall Down Escalator	100%
SC6458969	Pilgrim Street Lift	100%
SC6462771	Blackfriars Bridge	99%
SC6458964	London Wall East	99%
SC6458970	Wood Street Public Lift	97%
SC6458965	London Wall West	97%
SC6458966	Atlantic House	90%
SC6458963	Tower Place Scenic Lift	85%
SC6462850	33 King William Street	76%
SC6458967	Little Britain	54%
SC6459244	Glass South Tower	50%
SC6458968	Moor House	40%
SC6458962	Tower Place Public Lift	n/a

4. Tower Place Public Lift. Fault with monitoring system not allowing provision of availability data for the reporting period. This is in progress for rectification. Failed door suspension rollers caused the doors to fail to operate effectively during the reporting period. The lift was taken out of service for safety reasons and rectified within 48 hours.
5. Moor House. Lift failed on the top floor which prevented access to the main lift controller to diagnose the fault and resolve. This is an installation issue that has not been previously encountered. To rectify, specialist contractors were required to move the lift car manually to reach the controller, diagnose and resolve. Works are underway to install an override circuit that will enable trained engineers to move the lift in future should it fail on the top floor again. Further delay was caused due to the insurance inspection expiring during this period of downtime. The insurance

inspection was completed on the 6 October 2025, and the lift will be brought back into service.

6. Glass South Tower. The landing door glass was smashed by a motorised wheelchair. Replacement glass needed to be fabricated and installed by the original manufacturer which took a significant amount of time to arrange with the manufacturer resulting in extended downtime.
7. Little Britain. The electronic control system on the hydraulic power unit failed which Amalgamated Lifts were unable to rectify and required specialist contractors resulting in extended downtime.
8. 33 King William Street. Safety gear issue which Amalgamated lifts were unable to rectify and required specialist contractors to resolve resulting in extended downtime.
9. Tower Place Scenic. Car door system failures requiring parts that had to be ordered resulting in 3 days of downtime.
10. Atlantic House. All downtime caused by debris/environmental factors effecting the functioning of the lift.
11. Table 3.0 categorises the causes of faults/outages in this quarterly reporting period. Please note that reported faults do not necessarily result in downtime.

Table 3.0

Category	No of call outs
External/Environmental factors	5
Equipment faults/failure	25
Planned Repairs	0
Resets following emergency button press or safety sensor activation	5
Damage/misuse/vandalism	5
Autodialler/Phone line faults	2
Total	42

12. There are currently no projects being conducted on public lifts or escalators.
13. The new managing agent (Colliers) at 125 Alban Gate, have provided the following update regarding the repairs to the faulty escalators within their demise, which provide public access to the high walk.
 - Finalise specification and product documentation: Complete
 - Tender process: Complete
 - Procurement period: In progress
 - Installation: May 2026
 - Testing and commissioning: July 2026