

If you get stuck in the lift don't worry, **you are safe!**

If the lift stops:



Stay calm. It's safer to stay inside the lift as trying to get out may cause injury.



Press and hold the yellow bell alarm button for a few seconds to speak to **Lift Craft**.



Tell them your location and what's happened.



A lift engineer will usually arrive within 60 minutes.



You can get an update or speak to someone again by pressing and holding the alarm button again.

In the unlikely event the alarm button doesn't work, **please call Lift Craft 0121 450 9097** at any time, and they'll get an engineer out to you straight away.

Don't get out of the lift
Don't pull the doors open
Don't climb or force your way out



Noticed something wrong?

If the lift isn't working as it should, or something doesn't seem right, please let us know straight away.

Phone 01202 319119 to report it now.

Don't assume someone else has reported it.

Medical emergency

If you or someone in the lift becomes seriously unwell, call 999 to speak to the emergency services.