

**Quality Lift Service Recognition Scheme
Checklist for Performance of Responsible Persons
in Managing Lift Services**

Form C1

Points to note:

- 1. The applicant must appoint a lift maintenance contractor / an independent professional assessor to complete this form to certify the performance of the responsible person for the lift in managing lift services. The form must be submitted together with the participation form (Form AF), otherwise the Electrical and Mechanical Services Department will not process the application.**
- 2. If the application involves more than one registered lift contractor, all contractors are required to complete this form individually. The applicant is required to provide the following documents:**
 - i. Documents relating to management that prove the responsible person has ensured compliance of lift maintenance and examination with legal requirements (e.g. electronic version of relevant management records, schedules of periodic maintenance, annual examination and examination with load, guidelines or manuals);**
 - ii. Supporting documents in relation to inspection of the condition of the lift (e.g. inspection log book over the past 24 months);**
 - iii. Supporting documents (e.g. electronic version of relevant management records, guidelines or manuals) in relation to proper management of and arrangements for contractors' maintenance and repair work (including: 1. arranging sufficient time for maintenance; 2. early notification to users about duration of lift service suspension; 3. verification of the identity of engineering workers; 4. provision of storage space; 5. making arrangements for emergency repair; 6. handling contractors' comments and quotations; 7. reviewing whether contractors have sufficient spare parts for repair);**
 - iv. Supporting documents (e.g. electronic version of the log book for the past 24 months) in relation to verification of the records in the log book;**
 - v. Supporting documents in relation to regular meetings with contractors (e.g. electronic version of the minutes of meetings with contractors no less than once every six months over the past year);**
 - vi. Supporting documents in relation to the appointment of a professional lift consultant, a registered lift engineer or an in-house engineer employed by the property management company to examine the work of lift contractors (e.g. electronic version of supporting documents on hiring professional lift consultants or registered lift engineers or information on hiring in-house engineers by the property management company in the past);**
 - vii. Photos of the lift machine room, shaft and pit taken within the past three months (two photos of the lift machine room, shaft and pit respectively bearing the date of shooting, together with lift number, machine room number and location);**
 - viii. Supporting documents in relation to assisting trapped lift passengers (e.g. electronic version of procedures, guidelines or manuals; and related service indicators and performance pledge for assisting trapped lift passengers, and electronic version of related records of staff training and drills);**
 - ix. Supporting documents in relation to handling of users' complaints (e.g. electronic version of procedures, guidelines or manuals for handling users' complaints; and electronic version of records of staff training and drills on handling users' complaints); and**
 - x. Reports on assessment of comfort of lift passengers and quality of physical environment of lift cars (including ventilation system, cleanliness, lighting, etc.) conducted by independent professional assessors.**

Quality Lift Service Recognition Scheme Checklist for Performance of Responsible Persons in Managing Lift Services

Form C1

Name of Property: _____

Assessment Item	Details of Assessment			
(i) Ensure compliance of lift maintenance and examination with legal requirements Score: _____	Assess whether the responsible person has ensured that periodic maintenance and examination are conducted by the registered contractor/engineer			
	Item ¹	Description of Item ²	Reference Documents ³	Remarks
	<input type="checkbox"/> 1	The registered contractor has conducted periodic maintenance for the lift at intervals of not more than one month (2 points)		
	<input type="checkbox"/> 2	The registered engineer has conducted periodic examination for the lift at intervals of not more than 12 months (2 points)		
	<input type="checkbox"/> 3	Examination with load has been conducted at intervals of not more than five years (2 points)		
	<input type="checkbox"/> 4	All the above three maintenance and examination items have been completed (1 point)		
1. Please tick as appropriate. 2. The score of these items total 7 points, with each item worth 1 or 2 points. No points will be given for non-compliance with the requirements. 3. Please record supporting documents to which reference is made (e.g. <i>electronic version of</i> relevant management records, schedules of periodic maintenance, annual examination and examination with load, guidelines or manuals).				

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(ii) Frequently conduct inspections to oversee the condition of the lift Score: _____	Assess whether the responsible person has conducted inspection at least once every operational day			
	Item ¹	Description of Item ²	Reference Documents ³	Remarks
	<input type="checkbox"/> 1	Inspect the condition of the lift operation (1 point)		
	<input type="checkbox"/> 2	Inspect the condition of floor displays (1 point)		
	<input type="checkbox"/> 3	Inspect the condition of the buttons of each floor and lift car (1 point)		
	<input type="checkbox"/> 4	Inspect the level of lift floor (1 point)		
	<input type="checkbox"/> 5	Inspect the ventilation fan and lighting of the lift car (1 point)		
	<input type="checkbox"/> 6	Conduct testing on the performance of CCTV (1 point)		
	<input type="checkbox"/> 7	Conduct testing on the alarm (1 point)		
1. Please tick as appropriate. 2. The score of these items total 7 points, with each item worth 1 point. No points will be given for non-compliance with the requirements. 3. Please record supporting documents to which reference is made (e.g. inspection log book over the past 24 months).				

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<p>(iii) Properly manage the contractors' work</p> <p>Score: _____</p>	<p>Examine relevant documents to assess whether the responsible person has managed the contractors' work in a comprehensive and proper manner</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">Item¹</th> <th style="width: 50%;">Description of Item²</th> <th style="width: 20%;">Reference Documents³</th> <th style="width: 20%;">Remarks</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;"><input type="checkbox"/> 1</td> <td>Maintenance works have been carried out as scheduled (1 point)</td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/> 2</td> <td>Notifications have been issued regarding lift suspension for conducting routine examination and annual examination, etc., and a mechanism for checking the identity documents of engineering workers has been established (1 point)</td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/> 3</td> <td>Storage space has been provided for lift contractors (1 point)</td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/> 4</td> <td>Request has been made to lift contractors for submission of documents relating to emergency repair (1 point)</td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/> 5</td> <td>Follow-up action has been taken or written response has been made regarding contractors' comments and quotations, and a checklist for spare parts for repair has been kept (1 point)</td> <td></td> <td></td> </tr> </tbody> </table> <p style="margin-top: 10px;">1. Please tick as appropriate. 2. The score of these items total 5 points, with each item worth 1 point. No points will be given for non-compliance with the requirements. 3. Please record supporting documents to which reference is made (e.g. <i>electronic version of</i> relevant management records, guidelines and manuals).</p>	Item ¹	Description of Item ²	Reference Documents ³	Remarks	<input type="checkbox"/> 1	Maintenance works have been carried out as scheduled (1 point)			<input type="checkbox"/> 2	Notifications have been issued regarding lift suspension for conducting routine examination and annual examination, etc., and a mechanism for checking the identity documents of engineering workers has been established (1 point)			<input type="checkbox"/> 3	Storage space has been provided for lift contractors (1 point)			<input type="checkbox"/> 4	Request has been made to lift contractors for submission of documents relating to emergency repair (1 point)			<input type="checkbox"/> 5	Follow-up action has been taken or written response has been made regarding contractors' comments and quotations, and a checklist for spare parts for repair has been kept (1 point)		
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<p>(iv) Verify the records in the log book</p> <p>Score: _____</p>	<p>Ascertain whether the records in the log book on all dates bear the signature of the representative of responsible person</p> <table style="width: 100%; margin-top: 10px;"> <tr> <td style="width: 50%;"><input type="checkbox"/> No omission of signature</td> <td style="width: 50%;"><input type="checkbox"/> Omission of signature (No. of times: _____)</td> </tr> <tr> <td><input type="checkbox"/> Maintenance schedule drawn up</td> <td><input type="checkbox"/> No maintenance schedule drawn up</td> </tr> <tr> <td><input type="checkbox"/> Conduct maintenance as scheduled</td> <td><input type="checkbox"/> Fail to conduct maintenance as scheduled</td> </tr> </table> <p>Reference documents: _____</p> <p>Remarks: _____</p> <p style="margin-top: 10px;">1. Please tick as appropriate. 2. The score of this item totals 5 points. No points will be given for any omission of signature. 3. Please record supporting documents to which reference is made (e.g. <i>electronic version of</i> the log book for the past 24 months).</p>	<input type="checkbox"/> No omission of signature	<input type="checkbox"/> Omission of signature (No. of times: _____)	<input type="checkbox"/> Maintenance schedule drawn up	<input type="checkbox"/> No maintenance schedule drawn up	<input type="checkbox"/> Conduct maintenance as scheduled	<input type="checkbox"/> Fail to conduct maintenance as scheduled																		
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<p>(v) Hold regular meetings with contractors</p> <p>Score: _____</p>	<p>The number of regular meetings with contractors over the past 24 months</p> <p><input type="checkbox"/> Meet with contractors less than once in every six months over the past year (0 points)</p> <p><input type="checkbox"/> Meet with contractors no less than once in every six months over the past year (2 points)</p> <p>Reference documents: _____</p> <p>Remarks: _____</p> <ol style="list-style-type: none"> 1. Please tick as appropriate. 2. The score of this item totals 2 points. No points will be given for non-compliance with the requirements. 3. Please record supporting documents to which reference is made (e.g. <i>electronic version of</i> minutes of regular meetings with contractors). 																
<p>(vi) Appoint a professional lift consultant, a registered lift engineer or an in-house engineer employed by the property management company to examine the work of lift contractors</p> <p>Score: _____</p>	<p>Examine relevant documents to assess whether the responsible person has appointed a professional lift consultant, a registered lift engineer or an in-house engineer employed by the property management company to examine the work of lift contractors</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">Item¹</th> <th style="width: 45%;">Description of Item²</th> <th style="width: 20%;">Reference Documents³</th> <th style="width: 25%;">Remarks</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;"><input type="checkbox"/>1</td> <td>Appoint a professional lift consultant, a registered lift engineer or an in-house engineer employed by the property management company to examine the work of lift contractors (1 point)</td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/>2</td> <td>Review the examination report and results with the contractors after examining their work (1 point)</td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/>3</td> <td>Follow up on the progress of the work mentioned in the report after examining the work of contractors (2 points)</td> <td></td> <td></td> </tr> </tbody> </table> <ol style="list-style-type: none"> 1. Please tick as appropriate. 2. The score of these items total 4 points, with each item worth 1 or 2 points. No points will be given for non-compliance with the requirements. 3. Please record supporting documents to which reference is made (e.g. <i>electronic version of</i> proof of engaging professional lift consultants or registered lift engineers or in-house engineers employed by the property management company in the past). 	Item ¹	Description of Item ²	Reference Documents ³	Remarks	<input type="checkbox"/> 1	Appoint a professional lift consultant, a registered lift engineer or an in-house engineer employed by the property management company to examine the work of lift contractors (1 point)			<input type="checkbox"/> 2	Review the examination report and results with the contractors after examining their work (1 point)			<input type="checkbox"/> 3	Follow up on the progress of the work mentioned in the report after examining the work of contractors (2 points)		
Item ¹	Description of Item ²	Reference Documents ³	Remarks														
<input type="checkbox"/> 1	Appoint a professional lift consultant, a registered lift engineer or an in-house engineer employed by the property management company to examine the work of lift contractors (1 point)																
<input type="checkbox"/> 2	Review the examination report and results with the contractors after examining their work (1 point)																
<input type="checkbox"/> 3	Follow up on the progress of the work mentioned in the report after examining the work of contractors (2 points)																

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Assessment Item	Details of Assessment			
(vii) Ensure the cleanliness of the lift machine room, shaft and pit Score: _____	Examine the photos of the lift machine room, shaft and pit to assess their cleanliness			
	Item ¹	Description of Item ²	Any photos provided ³ (Please circle as appropriate)	Remarks
	<input type="checkbox"/> 1	Cleanliness of the machine room (1 point)	Yes/No	
	<input type="checkbox"/> 2	Cleanliness of the lift car (1 point)	Yes/No	
	<input type="checkbox"/> 3	Cleanliness of the lift shaft (1 point)	Yes/No	
	<input type="checkbox"/> 4	Cleanliness of the car top (1 point)	Yes/No	
	<input type="checkbox"/> 5	Cleanliness of the lift pit (1 point)	Yes/No	
1. Please tick as appropriate. 2. The score of these items total 5 points, with each item worth 1 point. No points will be given for non-compliance with the requirements. 3. Please record supporting documents to which reference is made (e.g. photos of the lift machine room, shaft and pit).				

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Assessment Item	Details of Assessment			
(viii) Immediately assist trapped lift passengers Score: _____	Examine relevant documents to assess whether the responsible person has effectively assisted trapped lift passengers			
	Item ¹	Description of Item ²	Any supporting documents provided ³ (Please circle as appropriate)	Remarks
	<input type="checkbox"/> 1	Display in the lift machine room guidelines for assisting trapped lift passengers (1 point)	Yes/No	
	<input type="checkbox"/> 2	Keep documents containing the conversations made when pacifying trapped passengers (1 point)	Yes/No	
	<input type="checkbox"/> 3	Keep records of drills (1 point)	Yes/No	
	<input type="checkbox"/> 4	Provide training on assisting trapped lift passengers (1 point)	Yes/No	
	<input type="checkbox"/> 5	Know about the records of trapping incidents and releasing trapped passengers in the log book (1 point)	Yes/No	
1. Please tick as appropriate. 2. The score of these items total 5 points, with each item worth 1 point. No points will be given for non-compliance with the requirements. 3. Please record supporting documents to which reference is made (e.g. electronic version of procedures, guidelines or manuals, and related service indicators and performance pledge for assisting trapped lift passengers; and electronic version of related records of staff training and drills).				

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Assessment Item	Details of Assessment			
(ix) Properly handle users' complaints Score: _____	Assess whether the responsible person has effectively handled users' complaints			
	Item ¹	Description of Item ²	Any supporting documents provided ³ (Please circle as appropriate)	Remarks
	<input type="checkbox"/> 1	Draw up service indicators for handling complaints (1 point)	Yes/No	
	<input type="checkbox"/> 2	Provide training on handling users' complaints (1 point)	Yes/No	
	<input type="checkbox"/> 3	Conduct drills on handling users' complaints (1 point)	Yes/No	
	<input type="checkbox"/> 4	Keep complete records of complaints (1 point)	Yes/No	
	<input type="checkbox"/> 5	Keep records of follow-up on complaints (1 point)	Yes/No	
1. Please tick as appropriate. 2. The score of these items total 5 points, with each item worth 1 point. No points will be given for non-compliance with the requirements. 3. Please record supporting documents to which reference is made (e.g. electronic version of procedures, guidelines or manuals, and records of staff training and drills on handling users' complaints)				
(x) The comfort of lift passengers and quality of physical environment of the lift car (including ventilation system, cleanliness, lighting, etc.) Score: _____	Assess the comfort of lift passengers and quality of physical environment of the lift car (including ventilation system, cleanliness, lighting, etc.)			
	Item ¹	Description of Item ²	Reference Documents ³	Remarks
	<input type="checkbox"/> 1	No odour / nuisance detected in the lift car (1 point)		
	<input type="checkbox"/> 2	Good ventilation in the lift car (1 point)		
	<input type="checkbox"/> 3	Good lighting in the lift car (1 point)		
	<input type="checkbox"/> 4	Steady operation of the lift car (1 point)		
	<input type="checkbox"/> 5	Cleanliness of the lift car (1 point)		
1. Please tick as appropriate. 2. The score of these items total 5 points, with each item worth 1 point. No points will be given for non-compliance with the requirements. 3. Please record supporting documents to which reference is made (e.g. photos of the lift car).				

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Item		Score
(i)	Documents relating to management that prove the responsible person has ensured compliance of lift maintenance and examination with legal requirements (e.g. electronic version of relevant management records, schedules of periodic maintenance, annual examination and examination with load, guidelines or manuals);	
(ii)	Supporting documents in relation to inspection of the condition of the lift (e.g. inspection log book over the past 24 months);	
(iii)	Supporting documents (e.g. electronic version of relevant management records, guidelines or manuals) in relation to proper management of and arrangements for contractors' maintenance and repair work (including: 1. arranging sufficient time for maintenance; 2. early notification to users about duration of lift service suspension; 3. verification of the identity of engineering workers; 4. provision of storage space; 5. making arrangements for emergency repair; 6. handling contractors' comments and quotations; 7. reviewing whether contractors have sufficient spare parts for repair);	
(iv)	Supporting documents (e.g. electronic version of the log book for the past 24 months) in relation to verification of the records in the log book;	
(v)	Supporting documents in relation to regular meetings with contractors (e.g. electronic version of the minutes of meetings with contractors no less than once every six months over the past year);	
(vi)	Supporting documents in relation to the appointment of a professional lift consultant, a registered lift engineer or an in-house engineer employed by the property management company to examine the work of lift contractors (e.g. electronic version of supporting documents on hiring professional lift consultants or registered lift engineers or information on hiring in-house engineers by the property management company in the past);	
(vii)	Photos of the lift machine room, shaft and pit taken within the past three months (two photos of the lift machine room, shaft and pit respectively bearing the date of shooting, together with lift number, machine room number and location);	
(viii)	Supporting documents in relation to assisting trapped lift passengers (e.g. electronic version of procedures, guidelines or manuals; and related service indicators and performance pledge for assisting trapped lift passengers, and electronic version of related records of staff training and drills);	
(ix)	Supporting documents in relation to handling of users' complaints (e.g. electronic version of procedures, guidelines or manuals for handling users' complaints; and electronic version of records of staff training and drills on handling users' complaints); and	
(x)	Reports on assessment of comfort of lift passengers and quality of physical environment of lift cars (including ventilation system, cleanliness, lighting, etc.) conducted by independent professional assessors.	
	Total	

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Declaration:

I hereby declare that as an independent professional assessor under the Quality Lift Service Recognition Scheme, I have not directly or indirectly participated in the management or routine operation or provided professional advice with regard to the lifts of the participating parties.

Name of Independent Professional Assessor

Signature of Independent Professional Assessor

Contact Telephone No.: _____

Date: _____