

## **Lift release charge – appeals and application for charge waiver**

If you have received an invoice from the London Fire and Emergency Planning Authority (LFEPA) for lift related services you can appeal against the charge if there are reasonable grounds to do so.

The LFEPA has the discretion to waive a charge and may do so if the lift owner or operator can show that they have provided suitable arrangements for lift release but these were not used for reasons outside their control.

A charge is unlikely to be waived if the LFEPA has carried out three or more releases at the premises within the last twelve months. All applications for a charge to be waived must be in writing on behalf of the lift owner or operator. Before any such application can be considered by LFEPA, the application must include confirmation that:

1. The London Fire Brigade does **not** form part of the routine (non-emergency) lift release arrangements for this lift.
2. There are clear instructions in the lift detailing what to do in the event of lift breakdown.
3. Two way communications are possible between the person in the lift and a person able to initiate the release arrangements.
4. Release is planned to take less than one hour under normal conditions.
5. Why the arrangements did not work in this instance.

All communication should be directed to your local LFEPA team dealing with lift call reduction. For their details, see your invoice or go to:

[http://www.london-fire.gov.uk/Documents/Reducing\\_lift\\_calls\\_contacts.pdf](http://www.london-fire.gov.uk/Documents/Reducing_lift_calls_contacts.pdf)