



Lift outage update log

Record confirmed facts, who provided them and the next update. Keep personal or medical information out of resident notices.

Fill the shaded boxes on screen or print and write by hand. Save your completed copy. Use extra copies for more entries and a separate sheet for longer notes.

Building / lift reference

Guide: <https://liftownersguide.co.uk/guides/managing-lift-outages-and-resident-updates/>

01 / Record

Outage / job reference

Update received date/time

Provider / source

Confirmed position (no personal details)

Unknown / awaiting confirmation

Next action / owner

Resident notice date/time

Channels used

Next resident update due

Person sending / deputy

Return to service confirmation / restrictions

Record location

02 / Record

Outage / job reference

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