Routine lift observation checklist

One copy per lift and round. Follow the agreed site procedure. Observe from safe public areas and ordinary authorised use only. No test journeys, resets, repairs or restricted access. Report urgent concerns before completing the record.

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

Date / time

Staff name or reference

Site procedure / agreed frequency

Guide: https://liftownersguide.co.uk/guides/routine-lift-checks-building-staff/

01 / Checklist item

Observation prompt — READ FIRST — scope and safety

What to notice — Conventional passenger-lift observations only; one copy per lift and round. Use the site-agreed scope and frequency. Not a safety certificate or substitute for maintenance, examination or equipment-specific checks.

Limit / safe boundary — Safe public areas and ordinary authorised use only. No test journeys, repairs, resets or restricted access. Stop if unsafe; report urgent concerns immediately through the building procedure, before completing this sheet.

Result (no issue observed / issue reported / not observed - reason) — Instructions

02 / Checklist item

Observation prompt — Approaches and landings

What to notice — From a safe public area, look for obstructions, spills, poor lighting or damage around the lift entrance.

Limit / safe boundary — Report hazards. Only deal with ordinary housekeeping within your role and the building's safe procedure; do not reach into door tracks or gaps.

Result (no issue observed / issue reported / not observed - reason)

Observed finding or user report (label which)

Action / person contacted / time / job reference

Restrictions or lift status (who confirmed)

Follow-up owner / due date

Completion evidence / further action

03 / Checklist item

Observation prompt — Doors and entrance

What to notice — Look for visible damage or unusual door behaviour noticed during normal use.

Limit / safe boundary — Do not force, hold back or obstruct doors to test them. Keep clear and report faults; leave door protection and locking tests to authorised competent people.

Result (no issue observed / issue reported / not observed - reason)	Observed finding or user report (label which)	Action / person contacted / time / job reference

Restrictions or lift status (who confirmed)	Follow-up owner / due date	Completion evidence / further action

04 / Checklist item

Observation prompt — Floor level at a stop

What to notice — If an uneven step between the lift floor and landing is noticed during normal use, record the floor and what was seen.

Limit / safe boundary — Do not step across a suspect gap, measure near an opening or ride the lift to reproduce the problem. Report promptly and prevent use through the agreed procedure where unsafe.

Result (no issue observed / issue reported / not observed - reason)	Observed finding or user report (label which)	Action / person contacted / time / job reference

Restrictions or lift status (who confirmed)	Follow-up owner / due date	Completion evidence / further action

05 / Checklist item

Observation prompt — Car lighting and visible condition

What to notice — Where visible safely, note failed lights, damaged floor finishes, loose fittings or damaged panels.

Limit / safe boundary — Do not enter a suspect lift or touch damaged electrical parts. Do not open panels or attempt repairs.

Result (no issue observed / issue reported / not observed - reason)	Observed finding or user report (label which)	Action / person contacted / time / job reference

Restrictions or lift status (who confirmed)	Follow-up owner / due date	Completion evidence / further action

06 / Checklist item

Observation prompt — Normal-use observations

What to notice — Record unusual noise, vibration, jolting, unexpected movement or controls that did not respond during ordinary authorised use; also record user reports.

Limit / safe boundary — Do not make extra journeys or repeatedly operate controls to diagnose a fault. Describe the observation without guessing the cause.

Result (no issue observed / issue reported / not observed - reason)	Observed finding or user report (label which)	Action / person contacted / time / job reference

Restrictions or lift status (who confirmed)	Follow-up owner / due date	Completion evidence / further action

07 / Checklist item

Observation prompt — Instructions and contacts

What to notice — Check that visible user instructions, capacity information and fault-reporting contacts are legible and match the building's records.

Limit / safe boundary — Report missing or incorrect information. Do not alter technical labels or capacity information yourself.

Result (no issue observed / issue reported / not observed - reason)	Observed finding or user report (label which)	Action / person contacted / time / job reference

Restrictions or lift status (who confirmed)	Follow-up owner / due date	Completion evidence / further action

08 / Checklist item

Observation prompt — Alarm records and reports

What to notice — Check for reported alarm problems and whether the agreed alarm check has a recorded result and next due date.

Limit / safe boundary — This is a records check, not an alarm test. Only test under a separately agreed procedure if trained and authorised; coordinate with the receiving service.

Result (no issue observed / issue reported / not observed - reason)	Observed finding or user report (label which)	Action / person contacted / time / job reference

Restrictions or lift status (who confirmed)	Follow-up owner / due date	Completion evidence / further action

09 / Checklist item

Observation prompt — Open actions and notices

What to notice — Check that reported issues have a named owner, job reference and next follow-up, and that any out-of-service notices remain in place as instructed.

Limit / safe boundary — Do not remove restrictions or declare the lift safe because it appears to work. Record the competent provider's confirmation before closing a technical action.

Result (no issue observed / issue reported / not observed - reason)	Observed finding or user report (label which)	Action / person contacted / time / job reference

Restrictions or lift status (who confirmed)	Follow-up owner / due date	Completion evidence / further action