

Residents' Elevator Checklist:

Preparing for support before elevators go out of service



Contact your landlord/property manager/strata corporation/co-op and,	
	Find out how notices of elevator service outages will be distributed and where they will be posted.
	Ensure they have your current contact information and ask to be notified directly when elevators are, or will be out of service.
	Let them know which contact method works best for you (<i>email; phone; paper notice, etc.</i>).
	Let them know you need assistance, and tell them how they can help you when elevators are out of service.
	<p>Ask if the building provides any support when elevators are out of service.</p> <p>Examples of support include:</p> <ul style="list-style-type: none"> • Support to meet daily needs like errands and grocery shopping • Technical support to help resident stay in contact with their friends and family; or attend online appointments • Alternative ways to navigate stairs: chair lift; stair lift; back-up elevator; evacuation chair; other • Alternative living arrangements are available • Tenanted units: Rent reduction or financial compensation provided if no elevator service is available for a specific number of days
	Find out if any of these services will be paid for by the building/strata/co-op, be available for a fee, or be provided by resident volunteers.
Meet your neighbours and organize	
	A phone tree or email list to share information about elevator outages and accessing support
	A team of volunteers to assist residents with mobility issues when elevators are out of service
	A plan to share or pool support services when elevators are out of service.
	Use the City's " Building Owners' Checklist " at vancouver.ca/residential-elevators to develop a draft plan for your building and present it to your landlord/property manager/strata corporation for consideration.
Meeting daily needs when elevators are out of service	
	Contact businesses you go to for daily needs (grocery store, pharmacy, laundromat, other) and find out if they offer online or phone shopping, and free or paid delivery to your home.
	Keep the information handy and available to use if elevators are out of service.
	Look online or ask a friend, neighbour or family member to help you find paid or volunteer services like: running personal errands; doing laundry (if shared laundry is on an inaccessible floor); bringing deliveries from the lobby up to the apartment; providing technical support to help you communicate with friends and family online.