

Freight Elevator FAQ – 11/5/2024

Here are some actual questions we received from several residents over the last several weeks...

Why do people continue to get the elevator stuck in the basement?

We believe that when the elevator is parked on the ground level or a lower floor, residents may not realize the elevator is below them and accidentally calls it "down". The elevator has been stuck a total of 6x since the project began. Luckily Elevator Express was on site for 2 of the incidents, so it was back in service very quickly. We've had to initiate an emergency service call 4x since the project began, with 3 of those calls resulting from this specific issue. In the 4th case, a contractor became confused, ended up in the basement by mistake, and got the elevator stuck.

How does the Board intend to figure out who sent it down there?

If a resident (or visitor or contractor) doesn't report the issue, we have no practical way to determine what happened without significant surveillance upgrades, like adding multiple cameras to monitor each controller.

Isn't charging residents for the repair expense going to make people think twice before reporting it?

In the three cases mentioned, the resident involved didn't inform anyone of the mistake, and the issue was only reported by another resident much later, causing unnecessary delays. We are hoping that by giving each unit one "mulligan" for this kind of mistake, residents will be more inclined to report errors promptly, minimizing downtime.

It was designed to go to the basement, so clearly it didn't get stuck in the basement when originally installed, correct?

We don't know how the elevator was intended to function when it was originally installed. We continue to investigate the issue.

I'm wondering how much actually fixing the elevator so it can travel to the basement would cost as compared to the service calls?

Members of the current Board have discussed this with both TKE (our previous service provider) and Elevator Express. We believe that past Board members have also asked about it. The responses we've received generally indicate it can't be done.

Coincidentally, two senior leaders from Elevator Express were on-site last week, and we raised the question yet again. They suggested a potential solution but noted they were not sure if it would work. We asked them to research their solution to see if it was possible and give us the associated costs.

What else can be done to stop the interruption in service by both residents and contractors?

We've sent out numerous communications to all residents about operating the freight elevators. It seems like all our residents are finally adjusting to our guidelines. The extra lighting under the elevator and additional signage appears to be making a positive difference—we think there's definite progress on the learning curve. Contractors will likely remain a challenge throughout the elevator project and even once things are back to normal. We don't think it's practical for residents to accompany their contractors throughout their project, so they need to be trained by the resident.