

Building access and service lift handover

Complete this form with the resident and the person who controls building access. Attach the building's own written confirmation and send the pack to the moving team before the crew, vehicle and booked time are finalised.

IMPORTANT This pack records the building's own instructions. It does not grant access, replace an approval or guarantee that a lift or route is suitable.

1. Address and approval

Property address

Flat or unit

Move date

Moving in or moving out

Resident or leaseholder name

Resident telephone

Building contact name

Building contact telephone

Building contact email

Staffed hours

Approval or booking reference

Approval status and date

☐ Written approval attached ☐ Resident portal or form complete ☐ Building procedure attached

2. Time, lift and access controls

Arrival time

Lift slot starts

Lift slot ends

Route clear by

Reception or contractor sign in point

Approved entrance

Approved lift name or number

Fob or key collection

Vehicle registration process

☐ Building staff must activate lift ☐ Identification required ☐ Contractor sign in required
☐ Building supplies protective curtains ☐ Lift remains shared with residents

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3. Vehicle and loading position

Approved vehicle position

Loading starts

Loading ends

Height limit

Lawful waiting position

Council, TfL or private parking permission and reference

Private building approval does not replace council or TfL parking and loading rules.

4. Route and item fit

Lift door W

Lift door H

Lift inside W

Lift inside D

Lift inside H

Capacity shown

Floor

Carry distance

Steps, slopes, thresholds and tight turns

Largest rigid item and known dimensions

☐ Trolley permitted

☐ Non marking wheels required

☐ Route photographs attached

☐ Separate pack complete for the other address

☐ Room by room item list attached

5. Protection and shared space

Who supplies and installs approved protection

Approved protection and restrictions

☐ Corridors and exits remain clear

☐ Fire doors are not wedged open

☐ Signs and sensors remain visible

☐ Existing damage recorded where permitted

☐ Residents retain agreed lift access

6. Fallback and final handover

Written fallback if the lift, bay or concierge is unavailable

Person who can authorise a changed route

Telephone

☐ Building confirmation attached

☐ Pack sent to Men With Van

☐ Mover notified of every change

Prepared by

Date completed

Stairs are not an automatic replacement for a failed lift. The building and the removal company must both review any changed route before work continues.

Planning companion to the Men With Van service lift guide. Sources checked 28 July 2026 include City of London, HSE, GOV.UK and London Councils.
<https://www.menwithvan.com/book-service-lift-london-flat-move.html>