

The Residents' Committee

Cardinal Freeman Retirement Village.

Last Friday, 9<sup>th</sup> August, 2019, at 9.10 am, on the way home I entered the right hand elevator in the garage area of my building (Bell Flower). The doors closed and the lift did not move. I tried registering my floor again, and again nothing happened. The doors were closed and the lift was not operating. I pressed the emergency button for the five seconds as advised. Alarm bells rang. A robotic voice told me of the lift's address and I would be seen soon. Another voice told me to move to the back of the elevator, after which I was informed that my presence had been noted.

Nothing happened for 30 minutes, so I repeated the process and the bells rang and the robots spoke. Again nothing happened.

I repeated the procedure every twenty minutes, for a total of TWO HOURS (120 long minutes).

As I discovered, mobile phones do not work in elevators (you are surrounded by metal walls), I felt I had to become more active, so I forced the lift doors open so I could extricate myself, and I was able to report the problem to the village manager, Mark Maybury.

I noticed that for three days (Friday, Saturday and Sunday) the lift was unusable, and there had been no sign of any visitation by the elevator company, until today, Monday 12<sup>th</sup> August, as the lift is being "serviced".

My major concern is that while I was able to extricate myself, others in the Village may not be able to do so. It is important to note, also, that many residents are using the lifts to move between buildings, either because of weather, or the need to avoid stairs and slopes. Many of these residents, often quite frail physically, have concerns with enclosed spaces, resulting in debilitating panic attacks.

If I hadn't been able to escape through my own efforts, the chances of being rescued were quite slim. I could not have survived the three days in the lift. As it was my blood pressure was soaring.

Why wasn't there an active response to my emergency call? What should happen in this case and why didn't it? Who is responsible? How can we make sure no one else is in the same predicament?

Thank you

Robert Waters

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