

# Frequently Asked Questions Lift Upgrading Programme



Remaking Our Heartland  
Realise • Rejuvenate • Regenerate

## Lift Upgrading



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## Construction Work

### **Q1 How long does the LUP take to complete?**

It takes typically about two years to complete an entire LUP project for each precinct. This does not include the time taken for underground service diversion works, which will take about six months to complete before LUP construction begins.

### **Q2 Why does it take that long?**

We carry out the LUP works progressively so that there will be no disruption of service standard:

- We will start with the installation of new lifts. This will take about one year to complete, commencing from the piling stage.
- The upgrading of the existing lifts will follow next. However, for blocks where two or more existing lifts will be upgraded, work will first start on one lift so that there will still be the other existing lift to meet residents' needs.

### **Q3 Why was there no work done for several months after successful polling?**

After successful polling, we need to carry out the diversion of underground services. These works are carried out by the services providers and will take about six months to complete before LUP construction works begin.

### **Q4 Why can't the new lift(s) be constructed concurrently with the upgrading of existing lifts?**

We do not carry out the works concurrently because it will inconvenience residents. Typically, the construction of new lifts will begin first. Upgrading of existing lift will start only after the new lifts have been installed. This phased approach will ensure that there will always be at least two lifts to serve residents while upgrading work is underway.

**Q5 We notice that there are occasions when we do not see much work being carried out. Has work stopped?**

Some of the works under LUP (eg lift installation works) are carried out behind the boarded-up area or within the lift shaft. Such works may not be visible to residents.

## Communication

**Q6 How will residents be informed of the various stages of work?**

We display notices to inform residents of the construction work schedule on the LUP notice board on the void deck of each block. Quarterly updates on the work completed and upcoming work will also be displayed at the LUP notice board.

In cases where essential services may be affected, we will send advance notice to inform residents of the service disruption. This will allow residents to make alternative arrangement if required.

At all times, posters indicating the various stages of LUP construction work are also displayed at the hoardings.

**Q7 Who can I approach if I need assistance on LUP?**

If you need help, please call our toll-free Info-Centre Hotline from 8.00am to 6.00pm, Mondays to Saturdays (except Sundays and Public Holidays). The Public Relations Officer will be available to assist residents.

## Minimising Inconvenience

### **Q8 How does HDB minimise dust and noise during the LUP construction period?**

We are careful to keep the noise and dust levels to a manageable level. Where feasible, we will use lighter equipment and tools that generate less noise and dust. Hoardings and debris screen nets are put up next to the work areas to improve public safety.

In addition, notices will be displayed at LUP notice board to inform residents of the work schedule in advance. A full-time Project Management consultant team is also engaged to ensure that daily housekeeping is being carried out inside as well as the surrounding areas near to the LUP work areas.

### **Q9 What are the permitted LUP working hours?**

The working hours are restricted to between 8.00am to 6.00pm from Mondays to Saturdays. No works will be carried out on Sundays and Public Holidays.

We designate Saturday as a working day because it will help speed up the LUP works and enable residents to enjoy better lift services faster.

## Safety and Security

**Q10 We notice that construction work is carried out at a close proximity to us. What are the measures taken to address the safety issue?**

The LUP contractor is required to implement safety measures to ensure that the safety of residents and workers are not compromised before LUP work begins. A full-time Project Management consultant team is also engaged to monitor and ensure that these measures are implemented. All work areas will be boarded-up, debris screen nets will be installed and temporary sheltered walkways erected to ensure residents' safety. Directional signs will also be placed at strategic locations to direct the public safely to their desired destination.

**Q11 With the ongoing LUP construction work, how can the Project Management Team ensure that problems such as mosquito breeding will not occur?**

The LUP contractor is required to engage qualified personnel that are trained on environmental control management. They will implement comprehensive housekeeping to ensure such problems do not occur. Work areas will constantly be maintained and stagnant water will be drained off or treated. A pest controller is also engaged to ensure that the LUP construction site is free from any pest nuisance.

**Q12 We have lived in this cosy neighbourhood for many years. We are concerned over the presence of workers who might cause disturbances.**

All LUP workers are not allowed to congregate in large groups and are instructed not to loiter in the public areas during working hours.

## Completed LUP Works

**Q13 Before LUP, we had two lifts serving our stack. With the completion of LUP works, it seems that we have only one upgraded lift. The new lift has been installed elsewhere and one of the existing lifts in our stack has been shut down. We feel we did not get the same service standard as before.**

The LUP aims to provide 100% direct lift access to residents by providing lifts that stop on every floor. In most instances, the combination of providing new lifts and the upgrading of one existing lift would achieve 100% direct lift access for the block.

As LUP is a heavily subsidised programme, the LUP solution adopted must be cost-effective to benefit as many residents as possible.

**Q14 Why does the new lift lobby come without full floor and wall tiles?**

The main objective of the LUP is to provide direct lift access to as many residents as possible within a specified budget. Since 2005, basic finishes adequate enough to address the aesthetics and function of the new lift lobbies, have been provided.

We hope that the information booklet has clarified your doubts and addressed some of your queries. You may now have a clearer idea of how the upgrading works are carried out.

If you need more information, you can approach or call our friendly Public Relation Officers at the Information Centre of your LUP precinct. They will be glad to help.



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