Lift Safety Policy

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Contents

Section	Title	Pages
1.0	Introduction	1
2.0	Purpose	1
3.0	Principles	1,2
4.0	Definitions	2
5.0	Scope	3
6.0	Contribution to Plan A	3
7.0	Legislative and regulatory framework	3,5
8.0	Policy statements	5,10
9.0	Roles and responsibilities	11,12
10.0	Related policies and procedures	12
11.0	Monitoring, assurance and review arrangements	12-13

1.0 Introduction

1.1 This policy sets out our responsibilities in complying with The Lifting Operation and Lifting Equipment Regulations 1998 (LOLER) and all other relevant legislation and guidance in respect of lift safety and keeping our customers safe in their homes.

1.2 The policy has been reviewed by an external Third Party to ensure that it covers all our responsibilities under current relevant legislation.

2.0 Purpose

2.1 The purpose of this policy is to ensure:

- Our homes and other buildings comply with health & safety legislation.
- Customers are safe in their homes.
- Customers affected by this policy are treated with respect and empathy.

3.0 Principles

3.1 This policy is underpinned by the following values:

- Trust – being open and honest with customers by publishing our targets and performance.
- Respect – ensuring all customers are treated with respect, recognising the diverse views and needs of customers and accommodating these views and needs whenever possible.
- Innovate – continuous improvement to enhance the delivery of the electrical safety procedure.
- Work together – embracing customer feedback to further develop the electrical safety procedure.
- Own it – we will take ownership of our decisions and responsibilities, ensuring works are carried out professionally, ethically and in line with our standards.

4.0 Definitions

4.1 The key terms used in this policy are defined below.

LOLER	The Lifting Operation and Lifting Equipment Regulations 1998
Examination Scheme	LOLER permits a scheme of examination (examination scheme), drawn up by a competent person, as an alternative to the fixed maximum periods of a thorough examination.
LEIA	The Lift and Escalator Industry Association is the trade association and advisory body for the lift and escalator industry.
Thorough Inspection	A systematic and detailed examination of the equipment and safety-critical parts, carried out at specified intervals by a competent person who must then complete a written report.

IOSH Managing Safely Course	The Institution of Occupational Safety and Health (IOSH) have designed the IOSH Managing Safely course for managers and supervisors of organisations in virtually all industry sectors; in order to give them all they need to know to effectively manage health and safety in the workplace.
Customer	Customers are defined as tenants and residents, living in our homes, that are eligible to access and receive services associated with lifts and stairlifts
Complaint	Any expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, our own employees, or those acting on our behalf, affecting a resident or group of residents.
Operational Building	This refers to offices or buildings that are actively used but are not commercial building.
Non-operational Building	This refers to buildings where there is a communal area or shared space eg communal lounges or communal areas of flat blocks.

5.0 Scope

5.1 This policy is relevant to all our employees, customers, contractors, stakeholders and other persons who may work on, occupy, visit, or use our premises, or who may be affected by our activities or services.

5.2 The policy should be used by all to ensure they understand the obligations placed upon us to maintain a safe environment for customers and employees within the home of each customer, and within all communal areas of buildings and other properties we own and/or manage. Adherence to this policy is mandatory.

5.3 We own and manage domestic properties which have been adapted with living aids such as stair lifts, through floor lifts and hoists to enable customers to continue to live independently. We take responsibility for the lifts which have been installed within our domestic properties which we have been made aware of.

5.4 The following regulations impose duties on Landlords to keep our employees and customers when operating or using lifts or lifting equipment:

5.5 LOLER Passenger lifts in workplaces (for example offices), which are used by people during their course of work, fall within the scope of LOLER. LOLER requires landlords to maintain lifts and ensure that they have thorough examinations:

- Before use for the first time.
- After substantial and significant changes have been made.
- At least every six months if the lift is used at any time to carry people or every 12 months if the lift is only carrying loads (or in accordance with an examination scheme).
- Following exceptional circumstances such as damage to, or failure of, the lift, long periods out of use, or a major change in operating conditions which is likely to affect the integrity of the equipment.
- Thorough examination reports must be kept for at least two years.

5.6 Health and Safety at Work Act 1974

- Section 3 of the Health and Safety at Work Act makes employers, such as landlords, responsible for the health and safety of employees and people using or visiting their premises, so far as reasonably practicable (including customers).
- For passenger lifts in communal blocks and for tenanted properties with domestic lifts, duties may be adequately discharged by adopting the same provisions as applies to all other lifting equipment covered by LOLER (carrying out regular maintenance and a six-monthly thorough examination).

5.7 Provision and Use of Work Equipment Regulations 1998 (PUWER)
There is some overlap between LOLER and PUWER, which applies to all work equipment, including lifting equipment (such as hoists, lift trucks, elevating work platforms and lifting slings). The scope of this policy includes for lifts which are fixed within properties owned and managed by us (i.e., passenger/stairlifts/through floor lifts) and not mobile lifting equipment.

5.8 Insurance
Insurers may impose demands for similarly stringent levels of risk management to cover public liability.

6.0 Contribution to Plan A

6.1 This policy supports our 'Providing Quality Sustainable Homes' strategy and its strategic vision of 'Tenants living in warm, safe, high quality, sustainable homes in a place they are proud to live'.

7.0 Legislative and regulatory framework

7.1 The principal legislation applicable to this policy is as follows:

- The Health and Safety at Work Act 1974.
- The Lifting Operation and Lifting Equipment Regulations 1998
- (LOLER).
- Landlord and Tenant Act 1985
- Homes (Fitness for Human Habitation) Act 2018
- Workplace (Health Safety and Welfare) Regulations 1992
- Provision and Use of Work Equipment Regulations 1998 (PUWER)
- Management of Health and Safety at Work Regulations 1999
- Housing Act 2004
- The Occupiers' Liability Act 1984
- Equality Act 2010
- Building Regulations 2010 – Part M
- Reporting of Injuries, Diseases and Dangerous Occurrences
- Regulations 2013 (RIDDOR)
- Construction (Design and Management) Regulations 2015
- Data Protection Act 2018
- Social Housing (Regulation) Act 2023

7.2 Approved Code of Practice (ACoP)–The principal ACoP applicable to this policy is:

- ACoP L113 - Safe use of lifting equipment: Lifting Operations and Lifting Equipment Regulations 1998 (2nd edition 2014).

7.3 Guidance – The principal guidance applicable to this policy is as follows:

- INDG422 - Thorough examination of lifting equipment: A simple guide for employers (2008).
- INDG339 - Thorough examination and testing of lifts: Simple guidance for lift owners (2008).

7.4 Regulatory Standards:

- Consumer Standards 2024 Annex 3
- The Safety and Quality Standard.
- The Social Housing (Regulation) Act 2023

7.5 Sanctions – Failure to discharge our responsibilities and obligations properly could lead to sanctions, including prosecution by the Health and Safety Executive (the HSE) under the Health and Safety at Work Act 1974; prosecution under the Corporate Manslaughter and Corporate Homicide Act 2007; prosecution under LOLER or PUWER; and via a regulatory notice from the Regulator of Social Housing.

8.0 Policy Statements

8.1 We acknowledge and accept our responsibilities under the legislation outlined in Section 7.

8.2 We will adopt the same principles to the management of lifts within domestic properties as for passenger lifts and any other lifts provided as work equipment. We will therefore carry out a programme of periodic servicing and maintenance and thorough examinations to lifts within domestic properties where these have been installed by us or where our customer has installed one and made us aware of it.

8.3 All lifting equipment will be subject to a periodic thorough examination and routine servicing and maintenance: We will carry out periodic servicing and maintenance to lifts that have been installed by us.

- The Home Improvement Agency (HIA) will carry out periodic servicing and maintenance to properties where they have installed a lift.
- We will carry out a thorough examination to all lifts in our properties.

8.4 We will ensure all lifting equipment is subject to a thorough examination before being commissioned into use for the first time.

8.5 All lifts that we install in properties we own or manage will be fully accessible for disabled users, as per the requirements of the Equality Act 2010, and to the specifications outlined in Part M of the Building Regulations 2010.

8.6 We will endeavour to ensure that all lifting equipment will be always in full working order. Where we become aware of a breakdown, we will ensure our lift contractor attends within 24 hours.

8.7 We will operate robust processes to deal with entrapment situations. In the event of any persons becoming trapped in a lift, we are responsible for we will ensure our lift contractor urgently.

8.8 We will operate a robust process to manage and rectify immediately dangerous situations identified during a lift safety check or any other maintenance work.

8.9 All passenger lifts will have an intercom that dials directly to a dedicated call centre. Call handlers will contact emergency services if there is an urgent concern for a person's welfare.

8.10 Stair Lifts will be removed at void stage. However, through floor lifts will be isolated at void stage until a thorough examination/service visit has been carried out. This will be completed before the property is re-let to ensure it is safe and working correctly at the point the new tenancy commences. The new customer will also be shown how to operate the lift safely. We will also consider the suitability of prospective customers to ensure the property is appropriate if lifting equipment has been installed.

8.11 We will operate a robust process to gain access to properties to undertake thorough examinations, lift safety/servicing visits and follow on works. Where customer vulnerability issues are known or identified we will ensure we safeguard the wellbeing of the customer, whilst ensuring the organisation can gain timely access to any property to be compliant with this policy.

8.12 We will operate effective contract management arrangements with the contractors responsible for delivering the service, including ensuring contracts/service level agreements are in place, conducting client-led performance meetings, and ensuring that contractors' employee and public liability insurances are up to date on an annual basis.

8.13 We will establish and maintain a risk assessment for lift safety management and operations, setting out our key lift safety risks and appropriate mitigations.

8.14 To comply with the requirements of the Construction (Design and Management) Regulations 2015 (CDM), a Construction Phase Plan will be in place for all component replacement works and refurbishment projects to void and tenanted properties (at the start of the contract and reviewed annually thereafter. This plan will detail what is required to reinstate lifts affected by the works, to ensure they are safe to use and continue to comply with relevant legislation.

8.15 We will ensure there is a robust process in place to investigate and manage all RIDDOR notifications made to the HSE in relation to lift safety, and we will take action to ensure any issues identified and lessons we have learned to prevent a similar incident occurring again.

Programmes

8.16 Thorough examinations – all lifting equipment, including domestic lifts, will be subject to a thorough examination:

- Before being commissioned into use for the first time.
- Every six months if the lift is being used to carry people.
- Every 12 months if the lift only carries loads.
- In accordance with an examination scheme (as prepared by a competent person) where there is one in place; or
- In accordance with our insurer's specification.
- Stair lifts will be removed at void stage. Through floor lifts will be isolated at void stage until a thorough examination/service visit has been carried out to ensure it is safe for the next customer.

8.17 Maintenance - All lifting equipment will be subject to routine servicing and we will carry out a minimum of two maintenance visits per year.

8.18 We will ensure there is a robust process in place for the management of any follow-up works required following the completion of a thorough examination or servicing and maintenance inspection (where the work cannot be completed at the time of the examination or servicing/inspection).

Data and Records.

8.19 We will maintain a core asset register of all properties we own or manage, setting out which properties have lifts which require a thorough examination. We will also set out which properties have lifts which require ongoing servicing and maintenance. This register will also hold data against each property asset of the type, age and condition of lifting equipment in place.

8.20 We will utilise data held within our CX system to ensure we consider tenant vulnerabilities, access requests and any other arrangements as part of our required compliance visits

8.21 We will operate a robust process to manage all changes to stock, including property acquisitions and disposals, to ensure that properties are not omitted from lift safety programmes and the programme remains up to date.

8.22 We will hold records of the following against all properties:

- Thorough examination dates and reports.
- Servicing and maintenance dates and reports.
- Any examination schemes in place.
- Evidence of completed remedial works.
- Entrapment incidents.

8.23 All records and data as outlined above will be stored via a spreadsheet and our MRI asset system.

8.24 Where we install any stairlifts or other lifts to domestic properties or give approval for or become aware of any installation of such lifts, we will add them to the thorough examination and servicing programmes.

8.25 Where lifts are installed by the Home Improvement Agency, and it has come with an extended warranty and maintenance cover, we will request copies of certification and servicing documents for our records.

8.26 We will keep all records for at least five years or for the duration that we own and manage the property. This is in line with our document retention policy and have robust processes and controls in place to maintain appropriate levels of security for all lift safety related data and records.

Diverse needs

8.27 We will make reasonable adjustments in how we deliver the service to customers' homes where a vulnerability would prohibit the works being carried out without adjusting the service. We will also make reasonable adjustments to how we communicate with customers based on their vulnerabilities.

Customer data and voice

8.28 This policy has been developed following consultation with our customers to ensure their voice is heard.

Communication

8.29 We consider good communication essential in the effective delivery of lift safety programmes; therefore, we will ensure our customer engagement policy and communication programme supports customers in their understanding of lift safety.

8.30 We will make reasonable adjustments in how we deliver the service to customers homes where a vulnerability would prohibit the service being carried out without adjusting the service. We will also make reasonable adjustments to how we communicate with customers based on their vulnerabilities.

8.31 This will assist us in maximising access to carry out periodic servicing and thorough examinations, encourage customers to report any lift safety concerns, and help us to engage with vulnerable and hard to reach customers.

8.32 We will share information clearly and transparently and will ensure that information is available to customers via regular publications and information on our website. Feedback and complaints

8.33 In line with the Complaints, Compliments and Feedback Policy, we will work with customers who have specific needs and vulnerabilities to make sure they can access the service, have their views listened to and receive their complaint response in a way that meets their needs.

8.34 Customers can provide feedback about the services they have received in respect of this policy. If a tenant is dissatisfied with the service they have received from us, they can make a complaint to us in line with our Complaints, Compliments and Feedback Policy.

Competent Persons

8.35 The competency of persons delivering this policy are outlined below:

Competent Person	Qualification-Accreditation Required
Operational Lead	Level 4 VRQ Diploma in Asset and building Management or the Lift and Escalator Industry Association (LEIA) Practical Management of a lift/escalator contract or IOSH managing safely course.
Operatives carring out servicing/maintenance	Relevant qualification and accreditation relating to the lift/lifting equipment they service or maintain.
Operatives carrying out thorough inspections	Registered with the lift and escalator Industry Association (or equivalent).

9.0 Roles and responsibilities

9.1 Roles and responsibilities under this policy are outlined below.

Board	The Board has overall governance responsibility for this policy. As such, the Board will formally approve this policy and review it every two years, or earlier if there is a change in legislation or regulation. Board will receive quarterly performance reports containing high-level performance metrics measuring the effectiveness of this policy.
Audit and Risk Committee	The Audit and Risk Committee have a specific focus on Awaab's Law, compliance and disrepair, ensuring repair activity is supported by robust internal controls and risk management arrangements. The Committee provides independent oversight and assurance ensuring compliance with legislative and regulatory requirements. Any significant issues, risks outside of tolerance, or matters requiring strategic direction will be escalated to the Board for consideration and decision.
Executive Management Team	EMT will be notified of any significant, continued, non compliance with this policy. EMT will receive at least quarterly performance reports containing high-level performance metrics measuring the effectiveness of this policy.
Executive Director of Finance and Investment	The Executive Director of Finance and Investment has strategic responsibility for the management of asbestos and ensuring compliance is achieved and maintained. The Executive Director of Finance and Investment will receive monthly performance reports containing high-level performance metrics measuring the effectiveness of this policy.
Executive Director of Corporate Services	The Executive Director of Corporate Services is designated as the health and safety lead as defined by the Social Housing (Regulation) Act 2023.
Director of Property Services	The Director of Property Services is responsible for overseeing the operational delivery of the policy, monitoring compliance performance, and providing assurance that effective arrangements are in place to

	manage radon risks and maintain compliance with legislative and regulatory requirements.
Head of Property Services	The Head of Property Services has operational responsibility for the implementation and oversight of this policy.
Compliance and Cyclical Works Manager	The Compliance and Cyclical Works Manager has operational responsibility for the management of asbestos safety and will be responsible for overseeing the delivery of these programmes.
Housing Teams	Housing Teams will provide support where gaining access to properties is difficult and will assist and facilitate any legal access processes as necessary.

9.2 This policy will be communicated to employees via our intranet and communicated to customers via our website and in other forms where needed. Those responsible for implementing the policy will, where required, receive appropriate training, advice, and/or guidance.

10.0 Related Policies and procedures

10.1 This policy should be read in conjunction with the following document:

Lift Safety Procedure (July 2026)	The Lift Safety procedure sets out the process we will follow to gain access to properties to carry out maintenance and Thorough Inspection visits.

11.0 Monitoring and review arrangements

11.1 Assurance on compliance with this policy will be gained by the following methods and timescales:

Types of Assurance	Key Source	Frequency
Management Assurance	Perfromance CX report Contract perfromance meetings Pentana perfromance dashboards	Weekly Monthly Monthly
Corporate Oversight	Perfromance report	Monthly to Executive Director of Finance and Investment

	Landlord health and safety report	Quarterly to Board Quarterly to Audit and Risk Committee
TSM – dwelling units owned within properties that require an asbestos management survey or re-inspection	Performance report	Anually
Independent Assurance	Internal Audit	Every 2 years

The requirements set out in the Tenant Satisfactions Measures (TSMs) are not applicable within the scope of this policy as there are no communal passenger lifts within our properties.

11.2 The following information will be included in the landlord health and safety compliance report to Audit and Risk Committee:
Data – the total number of:

- Properties – split by category (domestic, communal blocks and other properties).
- Properties on the thorough examination programme.
- Properties on the maintenance inspection programme.
- Properties with a valid and in date thorough examination.
- Properties without a valid and in date maintenance examination.
- Properties due to be examined within the next 30 days.
- Completed, in-time and overdue follow-up works/actions arising from the programme (split by priority). Narrative - an explanation of the:
- Current position.
- Corrective action required.

11.3 We will carry out an independent audit of lift safety at least once every two years, to specifically test for compliance with legal and regulatory obligations and to identify non-compliance issues for correction.

11.4 This policy will be reviewed every 2 years, unless there is significant development that would require a more urgent review e.g. new legislation or regulation.