

Lift Safety Policy

Policy Reference	
Approved by	Ocean Housing Board
Approved Date	04/03/2026
Review Date	01/03/2028
Responsible Board	Ocean Housing Board
Responsible Executive	Executive Director of Property Services

References and Engagement

Related Policies and Procedures	• Ocean Housing Health and Safety Statement
Who this policy applies to	Ocean Housing tenants, staff and contractors
Customer Engagement	No engagement required
Equality Impact Assessment Date (if applicable)	N/A
Legislation/Regulation Referenced	• The Health and Safety at Work Act 1974. • The Management of Health and Safety at Work Regulations 1999 (the Management Regulations). • The Lifting Operation and Lifting Equipment Regulations 1998 (LOLER). • Provision and Use of Work Equipment Regulations 1998 (PUWER).
Performance Monitoring	☒ Tenant Satisfaction Measures (TSM) ☒ OHL Performance Bulletin ☒ GLT Performance Bulletin ☒ Internal Monitoring/Compliance ☐ Other (please specify) Other:

Location and Version Control

Document Location	Ocean Housing Intranet
Version	1.0

Lift Safety Policy

1.0 Purpose

- 1.1 As a landlord, Ocean Housing is responsible for maintenance and repairs to communal lifts. These include passenger lifts and communal stairlifts. We are responsible for maintaining these lifts and carrying out periodic thorough examinations to ensure they continue to operate safely.
- 1.2 The key objective of this policy is to ensure our Board, Executive Group, employees and tenants are clear on our legal and regulatory lift safety obligations. This policy provides the framework our staff and partners will operate within to meet these obligations.

2.0 Policy Statement

- 2.1 This policy applies to the communal lifts which are owned by Ocean Housing.
- 2.2 This policy does not apply to domestic lifting equipment not owned by Ocean Housing such as stairlifts and through floor lifts.
- 2.3 The policy is relevant to all our employees, tenants, 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.

3.0 Definitions

- 3.1 This glossary defines key terms used throughout this policy:
 - 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.
 - 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.
 - LEIA – The Lift and Escalator Industry Association is the trade association and advisory body for the lift and escalator industry.
 - Thorough examination - 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.

4.0 Roles and Responsibilities

- 4.1 The Board have overall governance responsibility for ensuring this policy is fully implemented, to ensure full compliance with legislation and regulatory standards. As such, Board will formally approve this policy and review it every two years (or sooner if there is a change in legislation or regulation).
- 4.2 For assurance that this policy is operating effectively in practice, Board will receive regular updates on its implementation, lift safety performance and non-compliance.

- 4.3 The Executive Group will receive monthly performance reports in respect of lift safety and ensure compliance is being achieved. They will also be notified of any non-compliance issue identified.
- 4.4 The Executive Director of Property Services has strategic responsibility for the management of lift safety, and ensuring compliance is achieved and maintained. They will oversee the implementation of this policy.
- 4.5 The Head of Repairs and Compliance has operational responsibility for the management of lift safety and will be responsible for overseeing the delivery of these programmes.

5.0 Legislation, Guidance and Regulatory Standards

- 5.1 The principal legislation applicable to this policy is:
- The Health and Safety at Work Act 1974.
 - The Management of Health and Safety at Work Regulations 1999 (the Management Regulations).
 - The Lifting Operation and Lifting Equipment Regulations 1998 (LOLER).
 - Provision and Use of Work Equipment Regulations 1998 (PUWER).
- 5.2 The principal codes of practice and guidance applicable to this policy is:
- ACoP L113 - Safe use of lifting equipment: Lifting Operations and Lifting Equipment Regulations 1998 (2nd edition 2014)
 - 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)
 - Regulator of Social Housing's regulatory framework and consumer standards for social housing in England
- 5.3 We must ensure we comply with the Regulator of Social Housing's regulatory framework and consumer standards for social housing in England; the Safety and Quality Standard is the primary one applicable to this policy.
- 5.4 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 any of the principal legislation listed in Section 4.1; and via a regulatory notice from the Regulator of Social Housing.

6.0 Obligations

- 6.1 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) and
- 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.

- 6.2 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 tenants).
- 6.3 For passenger lifts in communal blocks 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).
- 6.4 Insurers may impose demands for similarly stringent levels of risk management to cover public liability.

7.0 Statement of Intent

- 7.1 We will ensure all lifting equipment is subject to a thorough examination before being commissioned into use for the first time.
- 7.2 All lifting equipment will be subject to a periodic thorough examination and routine servicing and maintenance (in accordance with LOLER).
- 7.3 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 2004.
- 7.4 We will endeavour to ensure that all lifting equipment will always be in full working order. Where we become aware of a breakdown, we will ensure our lift contractor attends within 24 hours but aim to attend within four hours in emergency cases. In cases where the breakdown is not an emergency (e.g. where there is an alternative lift), our contractor will attend within five working days.
- 7.5 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 endeavour to ensure our lift contractor attends within one hour.
- 7.6 We will operate a robust process to manage and rectify immediately dangerous situations identified during a lift safety check or any other maintenance work.
- 7.7 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.
- 7.8 When a void property has a domestic lift, we will determine whether it is to be retained for use by the next tenant. If it is not, it will be removed. If the lift is retained, it will have a service visit when the property is re-let to ensure it is safe and working correctly at the point the new tenancy commences. We will advise the new tenant of their responsibilities for maintaining the lift.
- 7.9 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.

- 7.10 To comply with the requirements of the Construction (Design and Management) Regulations 2015 (CDM), a Construction Phase Plan will be in place for all repairs work to void and tenanted properties (at the start of the contract and reviewed/ updated annually thereafter), component replacement works and refurbishment projects. 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.
- 7.11 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.

8.0 Programmes

- 8.1 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 – this includes passenger lifts and domestic stairlifts;
 - 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 (if more frequent).
- 8.2 All lifting equipment will be subject to routine servicing and maintenance in line with manufacturers' recommendations and/or any examination scheme.
- 8.3 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).

9.0 Data and Records

- 9.1 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.
- 9.2 We will operate a robust process to manage all changes to our assets, including property acquisitions and disposals, to ensure that properties are not omitted from lift safety programmes and the programme remains up to date.
- We will hold records of the following against all properties on each programme:
 - Thorough examination dates and reports;
 - Servicing and maintenance dates and reports;
 - Evidence of completed remedial works; and
 - Entrapment incidents.
- 9.3 All records and data as outlined above will be stored in a shared location.

- 9.4 We will keep records of any stairlifts or other lifts installed in domestic properties (e.g. through the adaptations programme).
- 9.5 We will keep all records for at least five years or for the duration that we own and manage the property 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.

10.0 Resident Engagement

- 10.1 We consider good and appropriate communication important in the effective management of lift safety. We will provide advice on such matters as the proper operation of lifts (e.g. to avoid propping doors open), what to do in an entrapment situation and who to contact if there is a problem with a lift.

11.0 Competent Persons

- 11.1 Only suitably competent lift consultants and contractors, registered with the Lift and Escalator Industry Association (or equivalent), will be appointed to undertake thorough examinations, risk assessments, prepare examination schemes and undertake lifting equipment works.
- 11.2 We will check that our contractors hold the relevant qualifications and accreditations when we procure them, and thereafter on an annual basis; we will evidence these checks and each contractor's certification appropriately.

12.0 Performance Reporting

- 12.1 We will report performance indicator measures for lift safety. These will be provided to Executive Group monthly and to Board on a quarterly basis. The report will include narrative to explain any non-compliance and actions being taken to ensure full compliance. The performance report will include:
- Percentage of passenger lifts and communal stairlifts with an in-date LOLER examination
 - Narrative explaining any non compliance

13.0 Significant Non-Compliance and Escalation

- 13.1 Our definition of significant non-compliance is any incident which has the potential to result in a material breach of legislation or regulatory standard, or which causes a risk to health or safety. All non-compliance issues will be reported and escalated as soon as possible, and no later than 24 hours after the incident occurred, or of an Ocean Housing employee becoming aware of it.
- 13.2 Any non-compliance issue identified at an operational level will be formally reported to the Head of Assets, Energy and Compliance in the first instance, who will agree an appropriate course of corrective action with the Executive Director of Property Services. The Executive Director of Property Services will report details of the same to the Executive Group.
- 13.3 In cases of serious non-compliance, the Director of Property Services and Executive Group will consider whether it is necessary to disclose the issue to the Regulator of Social Housing as required by the regulatory framework, or any other relevant organisation such as the Health and Safety Executive. In such instances, the issue will also be reported to Board.