

Lift Safety Policy

Housing Services

August 2025

Version Control: Version 1

Policy Service Owner: Compliance Manager, Housing Services

Document creation date: August 2025

Next review date: August 2027

Governance route: Approval by Portfolio holder for housing

Contents

1.	Introduction	3
2.	Scope	3
3	Roles and responsibilities	3
4	Legislation, Guidance and Regulatory Standards	4
5	Obligations	5
6	Statement of Intent	6
7	Programmes	7
8	Data and records	7
9	Resident engagement.....	8
10	Competent Persons	8
11	Training	8
12	Performance reporting	9
13	Significant non-compliance and escalation.....	9
14	Glossary of terms	10
15	Equality and diversity, vulnerability, and reasonable adjustments.....	10
16	Additional legislation.....	11

1. Introduction

- 1.1 As a landlord, Guildford Borough Council is responsible for maintenance and repairs to our homes, communal blocks, and other properties we own and manage, some of which will contain domestic lifts, passenger lifts and other lifting equipment. We are responsible for maintaining these lifts and carrying out thorough examinations to ensure they continue to operate safely.
- 1.2 The key objective of this policy is to ensure that our employees, partners and residents are clear about our legal and regulatory lift safety obligations. This policy provides the framework our staff and partners will operate within to meet these obligations.
- 1.3 This policy forms part of our wider organisational commitment to driving a health and safety culture amongst staff and contractors (as detailed within our Health and Safety Policy). It will be saved on our shared drive and distributed to all relevant members of staff.

2. Scope

- 2.1 This policy applies to the following property types:

All domestic properties (including houses - detached and semi-detached, flats and maisonettes)
Communal blocks
Sheltered schemes

- 2.2 We have communal areas in buildings containing residential properties that have passenger lifts. We take responsibility for maintaining and servicing these lifts.
- 2.3 We own and manage domestic properties which have been adapted with living aids such as stair lifts, through floor lifts and hoists to enable residents 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.
- 2.4 This policy is relevant to all our employees, residents, 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. Adherence to this policy is mandatory.

3 Roles and responsibilities

- 3.1 The Joint Strategic Director has overall governance responsibility for ensuring this policy is fully implemented to ensure full compliance with legislation and regulatory standards. The Compliance Manager is responsible for reviewing this policy every two years (or sooner if there is a change in legislation or regulation).
- 3.2 Senior Management Team (SMT) will receive monthly performance reports in respect

of lift servicing and ensure compliance is being achieved. They will also be notified of any non-compliance issue identified.

- 3.3 The Housing Operations Board will receive quarterly performance reports in respect of lift servicing and ensure compliance is being achieved. They will also be notified of any non-compliance. Under the requirements of the Social Housing (Regulation) Act 2023, we have appointed the Mechanical and Electrical Engineer assigned with Lifts, as our Health and Safety Lead. They have strategic responsibility for the management of lift safety and ensuring compliance for this is achieved and maintained. They will oversee the implementation of this policy.
- 3.4 The Compliance Manager has operational responsibility for the management of lift safety and will be responsible for overseeing the delivery of these programmes. The Mechanical & Electrical Engineer assigned to Lifts is the Responsible Person.
- 3.5 The Housing teams will provide support where gaining access to properties is difficult and will assist and facilitate any legal access process as necessary.

4 Legislation, Guidance and Regulatory Standards

Legislation - 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 (2nd edition 2014) ('LOLER').
- Provision and Use of Work Equipment Regulations 1998 ('PUWER')

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.

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).

Regulatory standards – we must ensure we comply with the Regulator of Social Housing's (RSH) regulatory framework and Consumer Standards for social housing in England; the Safety and Quality Standard is the primary one applicable to this policy. The Social Housing (Regulation) Act 2023 changes the way social housing is regulated and may result in future changes to this policy.

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 judgement from the Regulator of Social Housing.

5 Obligations

LOLER

5.1 LOLER places a duty on the Council as the owner and operator of lifts in domestic properties and workplaces.

5.2 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.

5.3 Health and Safety at Work Act 1974

- Thorough examination reports must be kept for at least two years.
- 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 residents). 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).

5.4 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 LBWF (i.e., passenger/stairlifts/through floor lifts) and not mobile lifting equipment.

5.5 Insurance

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

6 Statement of Intent

- 6.1 We acknowledge and accept our responsibilities and obligations under the legislation outlined in Sections 4 and 5.
- 6.2 We will adopt the same principles to the management of lifts within communal blocks and 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 tenant has installed one and made us aware of it.
- 6.3 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.
- 6.4 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 four hours.
- 6.5 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 ensure our lift contractor attends within thirty minutes.
- 6.6 We will operate a robust process to manage and rectify immediately dangerous situations identified during a lift safety check or any other maintenance work.
- 6.7 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.
- 6.8 We will operate a robust process to gain access to properties to undertake thorough examinations, lift safety/servicing visits and follow-on works. Where resident vulnerability issues are known or identified, we will ensure we safeguard the wellbeing of the resident, whilst ensuring the organisation can gain timely access to any property to be compliant with this policy.
- 6.9 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 Programmes

- 7.1 Thorough examinations – all lifts, 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.
 - In accordance with our insurer's specification.
- 7.2 All domestic lifts will be subject to a thorough examination before a void property is re-let in to ensure it is safe for the next resident.
- 7.3 Maintenance - All lifting equipment will be subject to routine servicing and maintenance in line with manufacturers' recommendations.
- 7.4 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).

8 Data and records

- 8.1 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.
- 8.2 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.
- 8.3 We will hold records of the following against all properties on each programme:
- Thorough examination dates and reports.
 - Servicing and maintenance dates and reports.
 - Any examination schemes in place.
 - Evidence of completed remedial works.
 - Entrapment incidents.
- 8.4 All records and data as outlined above will be stored in KEYSTONE and then TCW.

- 8.5 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.
- 8.6 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.

9 Resident engagement

- 9.1 We consider good communication essential in the effective delivery of lift safety programmes, therefore we will maintain a Building Safety Strategy. This will support residents in their understanding of lift safety.
- 9.2 This will assist us in maximising access to carry out periodic servicing and thorough examinations, encourage residents to report any lift safety concerns, and help us to engage with vulnerable and hard to reach residents.
- 9.3 We will share information clearly and transparently and will ensure that information is available to residents via regular publications and information on our website.

10 Competent Persons

- 10.1 The operational leads will undertake appropriate training, such as the Lift and Escalator Industry Association (LEIA) Practical Management of a Lift/Escalator Contract, IOSH Managing Safely course, Level 4 VRQ Diploma in Asset and Building Management or equivalent, to ensure lift safety programmes are managed effectively. If they do not have one of these, they will endeavour to obtain this within the 24 months lifecycle of this policy.
- 10.2 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. Lift engineers will have a minimum qualification of EAL QCF NVQ Level 3 Diploma or its equivalent in an appropriate discipline.
- 10.3 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.

11 Training

11.1 We will deliver training on this policy and the procedures that support it, through appropriate methods including team briefings, basic lift safety awareness training; and on the job training for those delivering the programme of lift inspections, planned maintenance and repair works as part of their daily job. All training undertaken by staff will be formally recorded.

12 Performance reporting

12.1 We will report key performance indicator (KPI) measures for lift safety that follow the requirements set out in the Tenant Satisfaction Measures (TSMs) which came into force on 1 April 2023 and must be reported to the RSH on an annual basis.

12.2 We will report the following lift safety performance:

Report recipient	Frequency
Regulator of Social Housing	Annual
The Senior Management Team (Housing)	Monthly
Housing Operations Board	Quarterly

We will also endeavour to report on the following:

Data – the total number of:

- Properties on the thorough examination programme.
- Properties not on the thorough examination.
- Properties with a valid and in date thorough examination.
- Properties without a valid and in date thorough examination.

Narrative - an explanation of the:

- Current position.
- Corrective action required.
- Progress with completion of follow-up works.

In addition, we may also report on the following if necessary:

- The number of entrapments within lifts (in month and year to date).
- The number of RIDDOR notifications to the HSE with regards to lift safety.
- Lift servicing programme.

13 Significant non-compliance and escalation

13.1 Our definition of significant non-compliance is any incident which has the potential to result in a potential breach of legislation or regulatory standard, or which causes a risk to health or safety, and which needs to be managed as

an exception to routine processes and procedures.

- 13.2 All non-compliance issues will be reported and escalated as soon as possible, and no later than 24 hours after the incident occurred, or an employee becoming aware of it.
- 13.3 Any non-compliance issue identified at an operational level will be formally reported to the Compliance Team in the first instance, who will agree an appropriate course of corrective action with the Head of Service and report details of the same to SMT.
- 13.4 In cases of serious non-compliance, Director and Assistant Director of Housing will consider whether it is necessary to disclose the issue to the RSH as required by their regulatory framework, or any other relevant organisation such as the HSE.
- 13.5 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 will take action to address any issues identified and lessons we have learned, to prevent a similar incident occurring again.

14 Glossary of terms

14.1 This glossary defines key terms used throughout this policy:

- 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; 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.

15 Equality and diversity, vulnerability, and reasonable adjustments

- 15.1 This policy The Council is committed to promoting fair and equal access to services and equal opportunities in employment, the procurement of goods and as a community leader. The Council's policies, procedures and day to day practices have been established to promote an environment which is free from unlawful and unfair discrimination, while valuing the diversity of all people.
- 15.2 Discrimination on the grounds of race, nationality, ethnic origin, religion or belief, gender, marital status, sexuality, disability, and age is not acceptable: the Council will

take action to ensure no person using the council's premises or services receives less favourable treatment or is disadvantaged by requirements or conditions that cannot be justified. The Council will tackle inequality, treat all people with dignity and respect and continue to work to improve services for all service users.

15.3 The legal framework for the Council's approach is provided by the Equality Act 2010 including the Public Sector Equality Duty (section 149 Equality Act 2010) under which a public authority must have regard to the need to try to eliminate discrimination, harassment, victimisation and to advance equality of opportunity and foster good relations between people with differing characteristics.

16 Additional legislation

16.1 This policy also operates within the context of the following legislation:

- The Defective Premises Act 1972.
- The Occupiers' Liability Act 1984.
- Landlord and Tenant Act 1985.
- The Workplace (Health Safety and Welfare) Regulations 1992.
- Provision and Use of Work Equipment Regulations 1998 (PUWER).
- The Management of Health and Safety at Work Regulations 1999 (the Management Regulations).
- Housing Act 2004.
- Equality Act 2010.
- Building Regulations 2010 – Part M.
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).
- Construction (Design and Management) Regulations 2015.
- The Lifts Regulations 2016
- Homes (Fitness for Human Habitation) Act 2018.
- Data Protection Act 2018.
- Social Housing (Regulation) Act 2023.