

Lift Maintenance Policy

Scope of Policy

This policy sets out the minimum standards of lift safety management that Platform Housing Group (the Group) will adhere to. It covers arrangements for the thorough examination and maintenance of all passenger lifts and people lifting equipment located in buildings and workplaces owned or controlled by the Group.

The standards outlined in this policy are the minimum which the Group will apply and cannot be reduced. They can, however, be enhanced where deemed reasonable and appropriate.

Construction site based lifting operations for which the Group is legally responsible are not within the scope of this policy and are catered for by other established provisions.

Applicability

The policy applies to all members of the Group and forms part of a suite of policies collectively known as 'Building Safety Policies'.

Definitions specific to this policy

The following definitions are used to summarise the legal and/or organisational responsibilities applicable to the effective execution of the policy:

Responsible Person: The person employed by the Group who has responsibility for the effective oversight of lift safety for the whole group.

Examination Scheme/Thorough Examination: A legally required examination scheme drawn up by the Group's insurers and involves a thorough examination which suits the operating conditions of each specific item of lifting equipment for which the Group is responsible.

1. Policy Statement

- 1.1 The Group will take all necessary steps to ensure the health and safety of its customers, employees, contractors and other users of passenger lifts or lifting equipment located in buildings for which it has control.
- 1.2 Every endeavour will be made to ensure that all lifts and lifting equipment are in full working order at all times and where the Group becomes aware that equipment is not operating as intended, repairs will be ordered and every effort made to remedy faults as quickly as possible.
- 1.3 Appropriate training will be provided in order to ensure *person(s)* with specific responsibilities in regard to the operation of the policy are able to fulfil the requirements of their job role.

2. Context

2.1 The management and maintenance of lifts and lifting equipment is a highly regulated activity and adherence with this policy will ensure compliance with:

- Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)*
- all relevant British and European standards including BS EN 81-1:1998 (Electric lifts), BS EN 81-2:1998 (Hydraulic lifts)
- Health and Safety at Work etc. Act 1974
- Health and Safety Executive (HSE) Guidance Note, PM 26 Safety at Lift Landings
- Provision of Work Equipment Regulations 1998 (PUWER)
- The Management of Health and Safety at Work Regulations 1999
- Landlord and Tenant Acts 1985 and 1987
- Housing Acts 1985 and 1988
- Disability and Discrimination Act 2005
- Equality Act 2010
- Safety Assessment Federation Guidelines (LG2 – Issue 03 – 01/02/2018)
- Regulator of Social Housing:
 - Regulatory Standards
 - Consumer Standards - Safety and Quality

* Although the Group is not strictly required to meet the LOLER regulations for the maintenance and safety of passenger lifts in residential properties it owns and controls, it follows LOLER guidance as a means of meeting wider health and safety obligations.

3. Aims and Objectives

3.1 The aims and objectives of this policy are to ensure:

- Compliance with statutory and regulatory standards
- Passenger lifts and lifting equipment are maintained to an acceptable standard and can be used safely
- There is visibility of the Group's service standards applicable to the maintenance of lifts and lifting equipment
- Maintenance and inspection regimes are timely and only undertaken by appropriately qualified and experienced personnel

Detailed procedures are in place and maintained to support the delivery of this policy and its objectives.

4. Policy Outline

- 4.1 The Group meets all of its legal requirements and associated guidelines in regard to lift safety operations via a combination of regular checks, thorough examinations and routine servicing and maintenance.
- 4.2 Recommendations for remedial work arising from examination or any other maintenance activity will be considered and acted upon within agreed timescales and immediate action will be undertaken for any significant defect that poses a risk to users. In such circumstances the lift will be taken out of service until the fault can be safely remedied.

In all cases of lift faults, the Group will keep customers informed of the nature of the problem and the likely timescale to return services to normal.

- 4.3 Records of any checks, examinations, maintenance operations together with reported faults and remedial works will be maintained on the company's core IT systems for a minimum period of six years.

5. Examination Scheme

- 5.1 In conjunction with its insurers, the Group will maintain an Examination Scheme drawn up to suit the operating conditions of a specific item of lifting equipment. Thorough examinations will be undertaken by contractors appointed by the Group's insurers.

Thorough examinations will comprise of a detailed systematic examination of lifting equipment to detect any defects that are/or might become dangerous and will be undertaken:

- at least every six months – passenger lifts, adaptive lifts and hoists
- after substantial and significant changes have been made
- following "exceptional circumstances" such as regular 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

5.2 Maintenance Arrangements

In addition to the detailed inspections undertaken under the examination scheme, the Group will carry out regular visual checks of passenger lifts and routine maintenance of all lifting equipment to test lighting, emergency call arrangements and to record general condition.

Routine maintenance will only be carried out by suitably qualified contractors appointed by the Group and will be undertaken at frequencies to meet manufacturers recommendations.

Regularised routine maintenance will be undertaken by appropriately qualified and competent service providers at the following frequencies:

- monthly – passenger lifts
- 12 monthly – adaptive lifts and hoists

5.3 Breakdowns and Repairs

The Group will apply the following timescales for all other actions:

- entrapment of person(s) within lifts - immediate referral to lift contractor
- emergency breakdown – lift contractor to attend within 4 hours
- breakdown – lift contractor to attend within 24 hours

5.4 Adaptive Lifts (stair lifts, through floor lifts and hoists)

In line with the above provisions, the Group will maintain all adaptive lifts regardless of how they have been funded or who has installed them.

If it is anticipated that an adaptive lift may become out of service for an extended period, consideration will be given to any request for temporarily decanting the customer to suitable alternative accommodation if it is available.

Where an adaptive lift installed by the Group is found to be beyond economic repair it will be replaced with a suitable alternative.

Steps will be taken to match prospective tenants with properties containing lifting equipment when they become vacant. Where matching cannot be achieved, person specific adaptive lifting equipment will be removed and recycled wherever possible.

Regardless of the established servicing timetable, adaptive lifts will be serviced prior to the re-letting of any individual dwelling.

6. Equality and Diversity

- 6.1 We are committed to fairness and equality for all regardless of colour, race, ethnicity, nationality, gender, sexual orientation, marital status, disability, age, religion or belief, family circumstances or offending history, as referred to in our relevant Group policies. Our aim is to ensure that our policies and procedures do not create an unfair disadvantage for anyone, either directly or indirectly.

7. Complaints

- 7.1 We aim to meet the needs of our customers by providing an excellent service. However, it is acknowledged that occasionally things go wrong and customers may wish to complain. Should the need arise to make a complaint, please refer to our Complaints, Comments and Compliments Policy.

8. Monitoring and Review

- 8.1 This policy will be reviewed every three years or on the introduction of new legislation or best practice guidelines, whichever is the sooner.
- 8.2 Approved documents are valid for use after their approval date and remain in force beyond any expiry of their review date until an updated version is available.

9. Associated Documents

- 9.1 List of documents - associated policies, procedures and publications:

- Aids and Adaptations Policy
- Repairs and Maintenance Policy
- Health and Safety Policy
- Regulator of Social Housing:
 - Regulatory Standards
 - Consumer Standards - Safety and Quality

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