

<b>Name</b>	Lift Policy
<b>Owner</b>	Business Compliance Manager
<b>Confidentiality</b>	Low
<b>Board approval</b>	August 2023
<b>Minor amend</b>	June 2025
<b>Next review date</b>	August 2025

## Contents

1.	Introduction .....	1
2.	Scope .....	2
3.	Regulatory Standards, Legislation, and Codes of Practice .....	2
4.	Additional legislation .....	3
5.	Obligations .....	3
6.	Statement of intent .....	4
7.	Compliance risk assessment/inspection programmes .....	6
8.	Compliance follow up work .....	7
9.	Record keeping .....	8
10.	Key roles and responsibilities .....	8
11.	Competent persons .....	8
12.	Training .....	8
13.	Performance reporting .....	9
14.	Non-compliance/escalation process .....	9
15.	Complaints .....	9
16.	Approval .....	10
17.	Appendices .....	10

## 1. Introduction

- 1.1 Alliance Homes owns and manages properties which contain passenger lift installations. These range from hydraulic/electric passenger lifts, platform lifts, stair/chair lifts and hoists.
- 1.2 Alliance Homes has a duty of care to ensure that its lifting equipment is kept and maintained to a safe standard for use by its customer and employees, the general public and lift maintenance personnel.
- 1.3 For the purposes of clarity, the following definitions are used throughout this Policy

- 1.3.1 A **passenger lift** has a completely enclosed lift car that travels vertically within a specially prepared lift shaft.
- 1.3.2 A **platform lift** is a type of passenger lift with added weight capabilities and operates at much slower speeds. It does not have a fully enclosed lift car. Its typical use is a through floor lift for wheelchair users in domestic settings
- 1.3.3 A **stair lift** is a mechanical device for lifting people, typically those with disabilities, up and down stairs. For sufficiently wide stairs, a rail is mounted to the treads of the stairs. A chair or lifting platform is attached to the rail. A person gets onto the chair or platform and is lifted up or down the stairs by the chair which moves along the rail.

Such devices, fitted in customers' homes, are usually installed for an individual with the aid of a local authority grant (Disabilities Facilities Grant). Maintenance and inspection of these devices are the responsibility of the customer for whom the device was fitted. Historically, Alliance Homes has repaired and maintained stairlifts on behalf of customers, and this will continue for those currently under this arrangement. New devices, installed after October 2022 will no longer be serviced and maintained by Alliance Homes.

- 1.3.4 A **hoist** is a mechanical device that is used to transfer physically disabled individuals from one place or position to another. Typically, hoists are installed for an individual under a Care Package and removed once that individual has vacated the property. Hoists are not covered under this Policy.

## 2. Scope

- 2.1 The purpose of the Lift Policy is to set out specific guidelines to enable the Alliance Homes to ensure that all lifts are inspected and maintained at appropriate frequencies, to minimise the risk of entrapment, fire, injury and / or death.
- 2.2 This policy sets out how Alliance Homes will ensure that lifts are correctly maintained and periodically examined in line with current legislation, including new or refurbished lifts.
- 2.3 This policy applies to all parts of Alliance Homes and the organisations and partners that Alliance Homes owns, manages, or provides services to, including both residential and commercial properties, unless otherwise stated in the terms of a specific agreement between parties.
- 2.4 The objectives of this policy are to set out a clear approach for the repair and maintenance of all passenger lifts.

## 3. Regulatory Standards, Legislation, and Codes of Practice

- 3.1 The main legal requirement under the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) is for passenger lifts to be inspected by a 'Competent Person' at no longer than six monthly intervals and a copy of the inspection report to be held by Alliance Homes. The role of the 'Competent Person' is carried out by our approved insurance company or independent engineering company.
- 3.2 Lifts shall as a minimum conform to the following where applicable together with any amendments or updates:
  - Health and Safety at Work Act 1974
  - Building Regulations (including Part M)
  - SAFed Guidelines on the supplementary tests of in-service lifts 2006
  - Management of Health & Safety at Work Regulation 1999
  - Lifting Operations & Lifting Equipment Regulations 1998 (LOLER)
  - Lift & Escalator Site Safety Handbook (updated 2019)
  - Provision and Use of Work Equipment Regulations 1998
  - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
  - Requirements of the Health & Safety Executive.

- 3.3 All the above will be assessed and considered when lifts are being modernised, installed, or maintained.

## 4. Additional legislation

- 4.1 This Lift Policy also operates in the context of the following legislation:

- Health and Safety at Work Act 1974
- The Management of Health and Safety at Work Regulations 1999
- The Workplace (Health Safety & Welfare) Regulations 1992
- Construction, Design and Management Regulations 2015
- Landlord and Tenant Act 1985
- Data Protection Act 2018.

## 5. Obligations

- 5.1 Landlords are responsible for maintaining passenger lifts and for carrying out periodic thorough examinations and inspections to ensure those lifts operate safely. Section 3 of the Health and Safety at Work Act 1974 requires employers, such as landlords, to have responsibility for the health and safety of employees and people using or visiting their premises so far as reasonably practicable. While the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) do not apply directly to passenger lifts in residential premises, such a lift is primarily used by the occupants and not subject to the requirements of LOLER. However, businesses providing this equipment have responsibilities for its safety (i.e. it will require routine maintenance and inspection). To satisfy the requirements of the Health and Safety at Work Act 1974 a similar regime of maintenance, inspection, and examination to that required under LOLER may be considered 'reasonably practicable' in managing the risks (i.e., the risks may be the same as using lifts in connection with work).
- 5.2 For clarification of above, it may be useful to note that the passenger lift in Martingale Way (our head office), is provided for employees and is therefore classed as work equipment meaning that the LOLER Regulations apply. Whereas the passenger lift at Bruton House (a residential block of flats) is for use by residents and therefore not classed as work equipment meaning that whilst the regulations do not directly apply, they will be used as best practice.
- 5.3 The law requires that all lifts, when in use, should be thoroughly examined:
- 5.3.1 After substantial and significant changes have been made.

- 5.3.2 At least every twelve months or six months if the lift is used at any time to carry people, or in accordance with an examination scheme.
- 5.3.3 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.
- 5.4 In addition, insurers may impose demands for similarly stringent levels of risk management to cover public liability.
- 5.5 The servicing and testing will comply with the SAFed (Safety Assessment Federation) guidelines. These guidelines are agreed in conjunction with the HSE (Health and Safety Executive) and the LEIA (the Lift and Escalator Industry Association). Each passenger lift is also subject to an assessment from Alliance Homes Insurance provider or designated contractor every six months.

## 6. Statement of intent

- 6.1 Alliance Homes acknowledges and accepts its responsibilities under the relevant legislation and guidance in relation to Lifts.
- 6.2 Lifts will be subject to the following regime of thorough examination and servicing

Lift Type	Examination	Servicing
Passenger Lift – (that is classed as work equipment)	Thorough examination complying with the LOLER requirements every six months	Every two months
Passenger lift – (that is not classed as work equipment)	Thorough examination every six months	Every two months
Platform lift	Thorough examination every six months	Every two months
Stair lift (where Alliance is currently servicing and maintaining a list – prior to October 2022)	Thorough examination every year (after warranty expiry)	Annually

- 6.3 If the lift is unavailable for inspection, a non-inspection notice will be issued and the person in charge of the lift will be required to arrange another inspection.
- 6.4 The inspection report will provide a list of defects and observations. Where defects are found which affect continued safety and or are highlighted as requiring immediate rectification, the lift plant will be rendered inoperable by Alliance Homes' lift maintenance contractor (Competent Person) until the defect is rectified.
- 6.5 Where the inspection report specifies a time period, within which an action should be completed, Alliance Homes will complete the action within this period. If the repair cannot be completed by this time, Alliance Homes will consider if the isolation of the lift is appropriate. Where an inspection report recommends action but does not define a time period for rectification, one will be assigned to it. This will be defined using the priorities set out in 8.2.
- 6.6 The Responsible Person will put in place adequate maintenance provisions and ensure that a competent approved lift maintenance contractor is procured, and the service regime is in line with BS EN 13015. BS EN 13015 states that the lift shall be maintained and kept in good working order as detailed in the original installer's instructions or maintenance manuals for the lift or lifting platform.
- 6.7 Any break in a lift's service has a disproportionate impact on customers with families, older people, and people with disabilities. Alliance Homes will endeavour to resume the lift operation as quickly as possible where these groups are directly affected. Where there is a delay in getting the lift back in service, for example when parts must be ordered, Alliance Homes will consider putting in place alternative lift or support provision to assist.
- 6.8 Stair lifts are often provided in a customers' home as an aid or adaptation, usually but not exclusively through a Disabled Facilities Grant from the local authority and so the stair lift does not belong to Alliance Homes. Typically, as part of the purchase and installation (whether funder through Disabled Facilities Grant or privately) the stair lift will come with a warranty that includes free servicing and inspection over a period of time as part of the purchase. Historically, in these circumstances when the warranty period expires, Alliance Homes has taken on the service and maintenance of the stairlift to ensure compliance and that customers remain safe and mobile within their homes.
- 6.9 Whilst a stairlift is within a warranty period as described in 6.8 above, Alliance Homes will seek assurance that the warranty provider has maintained and inspected the stairlift to that warranty standard. In addition, Alliance Homes will request from the customer a copy of any servicing and inspection records that have taken place to ensure continued compliance.
- 6.10 If a property with a lift becomes empty, these items are generally removed as the lift was installed for the outgoing customers specific requirements. In circumstances where any type of lift remains in place for the next incoming

tenant, the Health and Safety Advisor will visit the incoming customer, provide them with full instructions and provide training and guidance on how to safely operate the appliance on the day the move into the property.

- 6.11 Non-Access: For lifts inside customer' homes. We will agree an appointment with the customer to carry out the inspections or works. If the customer is not available, on the day, or refuses access, we will agree a second appointment. If this second appointment is not kept a 'no access' process will be initiated, which may result in legal action being taken to gain access.

## 7. Compliance risk assessment/inspection programmes

- 7.1 Alliance Homes will hold accurate records against each property it owns or manages setting out the examination and servicing of any lifts in place.
- 7.2 Lift examination and servicing dates including re-inspection dates will be held in a central system.
- 7.3 Alliance Homes will periodically undertake an asset data review to ensure lift data is accurate and up to date.
- 7.4 The lift maintenance contractor will provide a 'site specific' risk assessment for each lift installation. This must be kept on site in the lift control cupboard and together with the lift maintenance contractor's logbook. An electronic copy will be held centrally.
- 7.5 Alliance Homes will ensure that the following checks are carried out by the appointed lift maintenance contractor:
- 7.5.1 Lift alarm and auto dialler is connected to a remote alarm receiving centre.
  - 7.5.2 Good housekeeping and clean condition of the lift machine room.
  - 7.5.3 The lift maintenance and report logs are updated and documented.
  - 7.5.4 Risk assessments are retained and updated if there is any change to the lift installation during the period of the maintenance contract.
  - 7.5.5 Copies of the latest insurance reports carried out by the 'Competent Person' are forwarded to the lift maintenance contractor for retention.

- 7.5.6 Written confirmation that any remedial works highlighted in the reports are undertaken, completed, and signed off.

## 8. Compliance follow up work

- 8.1 Alliance Homes will ensure there is a robust process in place for the management of any follow-up remedial works required following the completion of any lift examination or servicing inspection. Any remedial works will be monitored through to completion via the compliance remedial tracking report
- 8.2 Any urgent recommendations identified by the lift engineer on the LOLER inspection report will be completed within recommended time scales. Where an inspection report recommends action but does not define a time period for rectification, one will be assigned to it. Any other noted observations will be carried out as part of a planned works programme, which may occur during the next fiscal year. All remedial works will be assigned one of the following priorities:

P1	24 hours
P2	5 working days
P3	28 working days
P4	90 working days (non-urgent)

- 8.3 The 'Competent Person', approved insurer, will advise Alliance Homes of any supplementary tests required above and beyond the maintenance provision offered under the lift maintenance contractor's maintenance regime. An instruction will be issued to the lift maintenance contractor and the Responsible Person will retain all relevant records to evidence the equipment was found to be satisfactory.
- 8.4 Supplementary tests are requested when concerns about the condition of the lift equipment are identified during the inspection. They are not mandatory and have no legal status. They are regarded as best practice and would normally satisfy legal requirements.
- 8.5 Any day-to-day faults with the lift that are identified by customers should be reported to Alliance Homes Contact Team (ACT), who will pass that information to the Electrical Manager.



- 8.6 In the event of an incident, as defined by the HSE, a Reporting of Injuries, Diseases and Dangerous Occurrence Regulation (RIDDOR) form will be completed and sent to the Health & Safety Executive (HSE) by Alliance Homes' Responsible Person.

## 9. Record keeping

- 9.1 Alliance will establish and maintain a core asset register of all properties that have any type of lift.
- 9.2 Alliance will hold accurate inspection dates and inspection records against each property it owns or manages.
- 9.3 Alliance Homes will ensure that there is a robust process in place to collate and store records of completed remedial works.

## 10. Key roles and responsibilities

- 10.1 The Alliance Homes Electrical Manager is the 'Responsible Person' for lift maintenance and responsible for retaining testing, servicing, and maintenance.
- 10.2 The Alliance Homes Safer Homes Coordinator will monitor, update, and audit the appropriate documentation to ensure compliance.
- 10.3 The Alliance Homes Business Compliance Manager will be responsible for implementation and revision of this policy.
- 10.4 This policy will be reviewed within two years of its approval date.

## 11. Competent persons

- 11.1 Alliance Homes lift maintenance contractor(s) will be required to confirm that its operatives are fully trained and hold relevant accreditations for quality management systems, environmental management and occupational health and safety management systems.

## 12. Training

- 12.1 Alliance Homes will provide appropriate training for the 'Responsible Person'. This person will receive appropriate training to fulfil the requirements of their job role.

## 13. Performance reporting

- 13.1 The implementation of this policy and any incidents will be monitored by Alliance Homes' Landlord Safety and Compliance Group.
- 13.2 Key targets and Performance Indicators include:
- Monitoring of lift servicing programme and remedial actions required to ensure regular lift service and maintenance is carried out in accordance with the programmes.
- 13.3 To ensure that we have adequately carried out our obligations under the relevant Regulations, we will employ a suitably accredited and qualified lift Contractor and Lift Insurance Consultant to conduct six monthly/yearly lift maintenance and inspection audits.

## 14. Non-compliance/escalation process

- 14.1 Any non-compliance issue identified at an operational level will be formally reported to the Head of Customer Safety in the first instance.
- 14.2 The Head of Customer Safety will agree an appropriate course of corrective action with the Director of Customer Services to address the non-compliance issue. The Director of Customer Services will report details of the same to Strategic Leadership Team.
- 14.3 The Director of Business Services and the Landlord Safety Compliance Group will provide 'independent' oversight of the programme delivered by Home Repairs Service.
- 14.4 The Director of Business Services will ensure the Group Board is made aware of any non-compliance issue so they can consider the implications and act as appropriate.
- 14.5 In cases of a serious non-compliance issue the Strategic Leadership Team and Group Board will consider whether it is necessary to disclose the issue to the Regulator of Social Housing in the spirit of co-regulation as part of the Regulatory Framework.

## 15. Complaints

- 15.1 If you would like to raise a complaint in relation to this policy, you can do this by calling us on 03000 120 120 or emailing us at [act@alliancehomes.org.uk](mailto:act@alliancehomes.org.uk).

- 15.2 All complaints will be handled in line with the latest Alliance Homes Complaint Handling Policy.

## 16. Approval

Approval stage	Date completed
Equality Impact Assessment completed	19 October 2022
EIA reviewed by Equality & Diversity Manager	19 October 2022
SLT review / approval	19 May 2023
Asset Committee review / approval	14 Aug 2023
Group Board approval	23 August 2023
Minor amend made to insert standard complaints section, non-access paragraph and format for external publication	June 2025
Next review date	31 August 2025

## 17. Appendices

Appendix 1 – Equality Impact Assessment

## Appendix 1

### Equality Impact Assessment

**1. Name the Strategy, Policy, Procedure or Function (SPPF) being assessed and name of author.**

Lift Safety Policy. Owner – Tim Kent, Business Compliance Manager

**2. Aims of the SPPF being assessed.**

- *Whose need is it designed to meet?*
- *Are there any measurable elements such as time limits or age limits?*

The needs to be met are those of customers, colleagues and visitors who use or access lifting equipment that is owned or managed and maintained by Alliance Homes.

**3. Who has been consulted in developing the SPPF?**

- *Make reference or links to consultation/evidence documents*

Consultation took place with Mazars (internal auditors) regarding best practice on compliance elements of this policy.

**4. Does the SPPF promote equality of opportunity?**

The policy promotes equality of opportunity across the protected characteristics as follows:

The key element of this policy is to ensure appropriate safety measures are in place for anyone using lifts where Alliance Homes has responsibility for the

maintenance and servicing of them. This will particularly affect individuals who have mobility of physical disability issues.

**5. Identify potential impact on each of the diversity “groups” by considering the following questions (the list is not exhaustive but an indication of the sort of questions assessors should think about):**

- *Might some groups find it harder to access the service?*
- *Do some groups have particular needs that are not well met by the current SPPF?*
- *What evidence do you have for your judgement (e.g. monitoring data, information from consultation/research/feedback)?*
- *Have staff/residents raised concerns/complaints?*
- *Is there local or national research to suggest there could be a problem?*

Protected Characteristic	No impact	Negative impact	Positive	Information source/s **	Comments/evidence
Race	X				
Disability			X		Ensuring appropriate checks and measures are in place to maintain the equipment
Gender	X				
Transgender	X				

Sexual orientation	X				
Religion or belief	X				
Age	X				
Marriage & Civil Partnership	X				
Pregnancy and Maternity	X				
Rural issue	X				
Social mobility	X				

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Was there a negative impact identified in question 5? If yes go to question 6. if not go to question 7.

6. If "negative impact" identified in table (4) above, is it?

Legal -  
What is the level of impact? -

YES	NO
HIGH	LOW

If it is not legal and/or high impact – (i.e.: if you have highlighted NO to legal and HIGH to impact, then the document should be referred to Head of HR)

7. If positive impact has been identified in table 4 above, how can it be improved upon or maximised, either in this SPPF or others?

None
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8. Full EIA (or if you decide full EIA is not necessary but some changes should be considered)

- Are there changes you could introduce which would make this SPPF work better for this group of people?
- Is further research or consultation required?

9. Does this proposal have any potential Human Rights implications?

If yes, please describe (if necessary, please refer to the Alliance Homes Group Human Rights Policy)

N/A
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