

Group Lifts and Lifting Equipment Policy

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Summary

Housing 21 (the organisation) owns and manages properties which contain lifts and lifting equipment installations. These include passenger (communal) lifts, hoists, assisted baths, stairlifts and all other items of lifting equipment. Housing 21 has a duty of care to ensure all lifting equipment is kept and maintained to a safe standard for use by our residents and employees, visitors, and contractors.

The aim of this policy is to ensure that the organisation, so far as is reasonably practicable, does not expose residents, employees, and visitors to our properties to any risks to their health, safety, or wellbeing in accordance with legislative requirements.

This policy applies to all residential and commercial buildings owned and managed by the organisation.

Equality, Diversity and Inclusion

Housing 21 aspires to embed diversity and inclusion within all our organisational activities to enable these principles to become part of our everyday processes.

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Legislation and Regulations
The principle legislative and regulatory documents applicable to this policy
Health and Safety at Work Act 1974
Lift Operations and Lift Equipment Regulations (LOLER) 1998
Provision and Use of Work Equipment Regulations (PUWER) 1998
Electricity at Work Regulations 1989
Supply of Machinery (Safety) Regs 2008
Lifts Regulations 2016
Other supporting legislation and reference documents
INDG290 (rev 03/13) Lifting equipment at work: A brief guide to the law
INDG291 (rev 1) Providing and using work equipment safely
Thorough examination of lifting equipment
HSIS4 (rev 1) How the Lifting Operations and Lifting Equipment Regulations apply to health and social care

1. SCOPE

Housing 21 has an obligation under the Health and Safety at Work etc Act, 1974, to ensure all lifts and lifting equipment is maintained to a safe standard to protect our residents, employees and anyone visiting our properties from risks to their health and safety. The organisation will comply with this responsibility by undertaking maintenance repairs, inspections, and thorough examinations in line with legislation.

Lifts or lifting equipment which have been provided for use at work (as defined by the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER), must be thoroughly examined by a competent person at regular intervals to ensure that they are safe for use in line with regulation 9 of LOLER. This applies to lifts and hoists used to lift people or loads and includes thorough examination:

- Before first use (unless there is a valid Declaration of Conformity made less than 12 months earlier).
- Periodically, at reasonable intervals, through the life of the equipment in line with the regulations governing each type of equipment.
- Following exceptional circumstances liable to jeopardise the safety of the lifting equipment have occurred which may include e.g., damage or failure; being out of use for long periods; major changes which are likely to affect the equipment's integrity (e.g., modifications or replacement/repair of critical parts).

1.1 Legal and Regulatory Framework

Housing 21 is committed to meeting our obligations as a responsible person under all current and relevant legislation including Lifting Operation Lifting Equipment Regulations (LOLER), the Provision and Use of Work Equipment Regulations 1998 (PUWER) and our responsibilities under the Health and Safety at Work Act 1974.

A full list of legal requirements and associated guidance is detailed within this policy.

The application of the policy will ensure compliance with the Regulator of Social Housing's regulatory framework and consumer standards (Home Standard) for social housing in England.

1.2 Oldham PFI and Kent PFI

The Oldham and Kent portfolio are managed under PFI contracts. While there are some variations required due to differences in ownership and funding streams, our principles of ensuring statutory compliance remain the same.

Whilst compliance of these PFI contracts is managed outside of Housing 21's Property Compliance team, group assurance is obtained through reporting and review alongside Housing 21 for all core compliance reports.

Further information for Oldham PFI and Kent PFI can be obtained through the Oldham PFI and Kent PFI employees detailed in this policy.

1.3 Aims and Objectives

Housing 21 will:

- Maintain and service our lifts and lifting equipment.
- Commission an independent and impartial ‘competent person’ (someone who has sufficient technical and practical knowledge of the lift to be able to detect any defects and assess how significant they are) to undertake thorough examinations. The person who performs routine maintenance will not carry out the thorough examination.
- Carry out remedial works and supplementary testing as required by the ‘competent person’.
- Where others manage and operate our properties, we will check they are complying with all relevant legislation.
- Maintain accurate asset information.
- Appoint accredited contractors.
- Segregate responsibility of servicing and LOLER examinations to two different competent contractors to ensure impartiality.
- Report to Board and Health and Safety Forum on our performance in respect of LOLER management.

When a communal lift is out of service, we will endeavour to dispatch our appointed lift contractor within four hours and one hour if a person is trapped. Please note, arrangements may differ for Oldham PFI and Kent PFI based on contractual arrangements.

1.4 Maintenance and Examination

1.3.1 We will independently inspect disability lifts and lifting equipment owned by Housing 21, located in communal areas in our schemes (including passenger lifts, stairlifts, assisted baths, hoists and all other lifting equipment). In accordance with the examination schedule detailed below.

1.3.2 If we need to access a resident’s home to carry out inspections of equipment, we will make all reasonable attempts to contact them. If we are denied access, the resident may be in breach of their tenancy, the [No Access Procedure will be followed](#) which may lead to legal action being taken. *

*Stairlifts in private dwellings are not subject to either LOLER or PUWER. Where a stairlift has been gifted to a resident the gifted stairlift procedure should be followed.

Equipment	Type	Frequency	Competent person
Passenger lifts	Maintenance service Visual Inspection	At least quarterly, may be more frequent depending on appointed contractor	Appointed contractor
	Thorough Examination of all lifting equipment	Six monthly	Appointed contractors, independent of the servicing and maintenance of the lifts
Stairlifts	Maintenance service Visual Inspection	At least annually, may be more frequent depending on appointed contractor	Appointed contractor
	Thorough Examination of all lifting equipment	Six monthly	Appointed contractors, independent of the servicing and maintenance of the stairlifts
Baths and Hoists	Pre-use	As and when item is used	Trained employees
	Maintenance service Visual inspection	Annually	Appointed contractor
	Thorough Examination of all lifting equipment	Six monthly	Appointed contractors, independent of the servicing and maintenance of the lifting equipment

1.5 Resident owned stairlifts in communal areas

Stairlifts for individual residents within communal areas will be installed only by exception and with the prior approval of the Scheme Manager, Housing 21 Surveyor and a review against the fire risk assessment.

The responsibility for maintenance and inspection will remain with the residents and should be recorded by the Scheme Manager. The use of this stairlift should be restricted to the specific resident only. On end of tenancy the stairlift should either be removed, or ownership transferred.

1.6 Gifted Stairlifts

Where a formerly resident-owned stairlift remains in situ within a void property, the Scheme Manager should follow the gifted stairlift procedure at the start of a new tenancy.

The Property Compliance team retain a central list of all resident owned stairlifts. If the incoming resident chooses to have the stairlift removed, the Scheme Manager is responsible for arranging removal, making good of the area and informing the Property Compliance Team.

If the incoming resident chooses to keep the stairlift, then Housing 21 will 'gift' it to them. The Scheme Manager is responsible for informing the Property Compliance team that the stairlift has been gifted. Once notified, the Property Compliance team will organise for a service to be carried out to confirm condition. When the service is completed, responsibility for the maintenance and inspection of the stairlift will pass to the resident who it was gifted to.

1.7 Record Retention

Records to evidence Thorough Examinations and maintenance/service visits will be retained for the period they remain current and for a period of at least two years afterwards.

1.8 Contractors

All contractors undertaking planned, preventative maintenance visits, reactive and routine maintenance must hold Lift Cert accreditation and be a member of Lift and Elevator Industry Association (LEIA).

Thorough examinations will be undertaken by engineers that are UKAS accredited to ISO/IEC17020.

1.9 Quality Assurance

Quality assurance is implemented in line with Housing 21's Board Assurance Framework principles.

1.9.1 First line of defence:

- Lifts and lifting equipment policies and procedures are in place and updated within agreed timescales
- Role-appropriate training is provided where required
- Risks are well understood and managed at an operational and corporate level
- Performance against defined KPIs are regularly reported to Housing 21's Executive Management Team, Safety Forum and Board

1.9.2 Second line of defence:

- Management oversight of lifts and lifting equipment safety is provided as per the roles and responsibilities defined in the Group Lifts and Lifting Equipment Policy
- Reporting provides assurance to management and is aligned to regulatory requirements where necessary (e.g. Tenant Satisfaction Measures)

1.9.3 Third line of defence:

- Housing 21 segregates the responsibility of servicing and LOLER examinations.

- Housing 21 will only appoint SAFed and UKAS accredited contractors to carry out LOLER examinations.
- Additional independent assurance of Housing 21's approach to managing lifts and lifting equipment will be arranged via external audits as per Housing 21's audit schedule

1.10 Data Management and Performance

Property Compliance data is managed in line with the Asset Management and Property Compliance Data Framework, which identifies key data, its source, reporting requirements, accuracy checks and owners. The framework is reviewed annually by the Head of Data and Governance, Head of Group Property Compliance and National Compliance Manager to ensure it still meets requirements.

Performance against the following KPIs will be regularly reported to the Board, Safety Forum, Investment Development Committee and on Housing 21's quarterly scorecard:

- % of passenger lifts and stairlifts with a LOLER examination of no more than 6 months old (calculated to exact date)
- % of bath and hoist equipment with a LOLER examination of no more than 6 months old (calculated to exact date)

1.11 Resident Engagement

Lift and lifting equipment resident communications are provided as and when required. Consultations are held with residents prior to any stock investment projects, including lift replacements, so they fully understand the scope, impact and sequencing of works.

1.12 Significant Non-compliance and Escalation

Housing 21's 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. All significant non-compliance issues will be reported and escalated as soon as possible, and no later than 24 hours after the incident occurred, or of a Housing 21 employee being made/becoming aware of it.

Any incidents identified at an operational level should be formally reported via the ERICA accident/incident reporting system and the process followed which will include investigating the incident and preventing recurrence.

In cases of serious non-compliance, EMT and the Board will review the issue in line with regulatory frameworks and decide if it warrants disclosure to the Regulator of Social Housing, Health and Safety Executive and/or any other relevant organisation.

<p>2. ROLES AND RESPONSIBILITIES</p>
<p>2.1 The Board</p>
<p>Are responsible for:</p> <ul style="list-style-type: none"> • Overall governance for ensuring the Lift and Lifting Equipment policy is fully implemented to ensure full compliance with regulatory standards, legislation, and approved codes of practice. • Formally approving this policy and reviewing it every three years (or sooner if there is a change in regulation, legislation, or codes of practice). <p>The Board will receive regular updates on the implementation of this policy and electrical safety compliance performance, together with notification of any non-compliance issues identified.</p>
<p>2.2 Executive Management Team/Safety Forum</p>
<p>The Executive Management Team (EMT) and Safety Forum will receive reports on the compliance with the policy and ensure performance is being achieved, together with notification of any non-compliance issues identified.</p>
<p>2.3 Chief Executive and Deputy Chief Executive</p>
<p>The Chief Executive retains overall responsibility for the implementation of this policy.</p> <p>The Deputy Chief Executive is responsible for ensuring that adequate resources are made available to enable the objectives of this policy to be met.</p>
<p>2.4 Head of Group Property Compliance Oldham PFI: Head of Oldham Kent PFI: Operations Manager</p>
<p>The Head of Group Property Compliance is responsible for</p> <ul style="list-style-type: none"> • Ensuring policy and procedures are regularly reviewed and remain up to date. • Compliance reporting on the progress and performance of the thorough examination programme as required by LOLER to the Executive Team, Safety Forum, and Board. • Ensuring that any compliance or health and safety related issues are brought to the attention of the Deputy Chief Executive. • Ensuring competent employees are employed to provide technical support. • Ensuring the organisation has employees assigned with responsibility for the day-to-day management of contracts to ensure contractors deliver safety related checks on time.
<p>2.5 Housing 21: National Compliance Manager and Contracts Managers Oldham PFI: Property Services Manager Kent PFI: Operations Manager</p>
<p>Are responsible for:</p> <ul style="list-style-type: none"> • Operational delivery of the policy.

- Procuring competent contractors, capable of completing both servicing, repairs and Loler inspections of lifts and lifting equipment (note: Kent PFI service contractors form part of PFI framework).
- Organising, managing, and monitoring the maintenance and servicing contracts which include the service programme.
- Dealing with contractor related complaints and escalations where necessary.
- Ensuring defects are completed where they form part of the all-inclusive service contract.
- Contacting the Technical Services Team to review any complex remedials which may need to form a SIP project and informing the scheme surveyor of these works if needed.
- Updating programmes to include/remove any additional properties following any new builds, acquisitions, major sip works or disposals.

2.6 The National Health and Safety Manager

Is responsible for:

- Ensuring policies and procedures are written and remain up to date.
- Ensuring legislative changes and advice relating to changes are communicated to the Executive Team and ultimately the Board.

**2.7 Housing 21: Housing 21 Building Surveyors
Oldham PFI: Property Services Manager
Kent PFI: Housing 21 Building Surveyors**

Are responsible for:

- The co-ordination and management of all major remedial works that would fall under a stock investment project, such as the installation of a new or replacement lift.
- Informing the Property Compliance team of changes to assets where these result in a servicing implication and providing the Property Compliance Team with any new documentation relating to the works.

2.8 Housing 21: Scheme Managers
Oldham PFI: Neighbourhood Services Managers
Kent PFI: DMA Maintenance and Scheme Managers

Operational teams have roles with responsibility for property, tenancy, and care management.

These teams are responsible for:

- Pre-use inspections.
- Supporting resident liaison and managing access for the completion the response or completion of lift servicing, inspection, and repair.
- Managing issues relating to access, ASB, and repair resolution.
- Reporting of contractor escalations to the Property Compliance Team.
- Ensuring third party equipment is recorded and monitored.
- Following and completing the gifted stairlift procedure (where applicable).
- Ensure remedials which are excluded from the all-inclusive contract (e.g. removing water from lift pit) are actioned.

2.9 Training

Housing 21 will provide and record appropriate training for responsible persons to ensure they fulfil the management and compliance requirements related to their role.

CONTRACTOR PERFORMANCE

The performance of contractors involved in lift and lifting equipment works will be managed by the roles identified at 2.5., supported by KPI dashboards. Regular operational meetings will be held with contractors where performance will be discussed and documented, with procedures in place to take more formal action to address performance issues if required.

CONSULTATION

Housing 21’s Health and Safety Forum and Policy Steering Group have been consulted about the development of this policy.

Specific input of technical advice has been sought from Housing 21 employees with operational knowledge of lift maintenance and inspection.

Housing 21’s Primary Authority, South Cambridgeshire District Council, Environmental Health have been consulted on the development of this policy.

ASSOCIATED DOCUMENTS AND GUIDANCE

Housing 21:
Lifts and Lifting Procedures Management Document
[Gifted Stairlift Process](#)

External:
[HSE: Thorough examination of lifting equipment](#)
[Fact sheet: Lifts and essential fire-fighting equipment \(regulation 7\) - GOV.UK \(www.gov.uk\)](#)