



Lift Safety Policy	
Internal consultation	Strategic Compliance Group (SCG)
External consultation	To be arranged
Equality Assessment	Yes
Responsible officer	Head of Building Safety and Compliance
Approved by	Property Investment Committee (PIC)
Date approved	21 August 2025
Date due for review	21 August 2027
Version number	2025.1

1. Our policy is...

1.1 To manage the risks posed by lifts so far as is reasonably practicable, for the assets we own and manage (dwellings and non-domestic assets). This includes:

- the identification of its specific responsibilities for each of its assets.
- maintaining a Lift Safety Management Plan (LSMP) and associated colleague training to provide guidance on the implementation of the commitments contained in this policy.
- the key activities (for example, thorough examination and maintenance) that we undertake.
- maintaining competent colleagues and contractors.
- communication internally and with customers and other stakeholders; and
- how the Board, as duty holder, will delegate responsibility for the implementation of policy, monitor its effectiveness and receive assurance of compliance.

1.1 The scope of this policy is limited to:

- passenger lifts and other lifts / lifting equipment (for example, hoists, platform lifts, stair lifts, bath lift) that are used to lift people as their principal function; and
- the thorough examination and maintenance of all types of lifting equipment for which we are responsible.

Risk assessment and management controls, including any pre-use checks which may apply to lifting equipment and accessories relating to lifting operations are part of care and support activities.

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1.2 Our primary objective is to ensure that customers, contractors, colleagues, and visitors remain safe in our premises (both domestic and non-domestic). Failure to properly discharge our legal responsibilities may also result in:

- prosecution under the Health and Safety at Work etc. Act 1974, or Corporate Manslaughter and Corporate Homicide Act 2007.
- regulatory intervention by the RSH; or
- reputational damage and loss of stakeholder confidence.

1.3 This policy statement establishes the broad framework for compliance with the key statutory and regulatory obligations.

2. We'll...

2.1 Maintain a LSMP and associated Operational Guidance which contain the following:

- Legislation
- Roles and responsibilities
- Data control
- Delivery
- Competency
- Contract management
- Performance and assurance
- Communications and resident engagement
- Lift safety operational guidance
- Operational responsibilities
- Thorough examination (LOLER)
- Lift service (PUWER)
- Safety assessment federation (SAFed) inspections
- Remedial works, response time and post inspection guidance
- Additional checks and further information
- Access
- Emergency protocol guidance

2.2 All colleagues who have roles identified in the LSMP will receive associated training appropriate to their role.

3. Our assurance...

3.1. We'll ensure this policy is effective through the following monitoring and reporting mechanisms:

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Monitoring and Reporting Mechanism	Frequency
Operational Compliance Team (OCT)	Monthly
Performance, Scrutiny and Challenge (PSC)	Monthly
Strategic Compliance Group (SCG)	Quarterly
Property Investment Committee (PIC)	Quarterly

All reporting related to lift safety is challenged and evidenced to provide assurance of compliance, with any issues arising escalated through the appropriate channels. Further details on assurance can be found within the LSMP.

- 3.2. We'll use information from satisfaction surveys to drive service improvement.
- 3.3. We'll review our performance and service delivery in comparison with other organisations to achieve the highest standards of service delivery.

Legislation and regulations

- 3.4 We'll ensure this policy complies with all relevant legislation and regulation, including, but not limited to:
 - Health and Safety at Work etc. Act (HSWA) 1974.
 - Landlord and Safety Act 1985.
 - The Housing Act 2004.
 - LOLER (Lifting Operation and Lifting Equipment Regulations) 1998; and
 - PUWER (Provision and Use of Work Equipment Regulations) 1998.
- 3.5 The application of LOLER and PUWER can be complicated and how they apply will vary across our portfolio (for example, they may not apply where a lift is not used by people at work). However, we will generally take the view that a similar regime is required to manage the risks associated with lifting equipment whether they apply and will apply such a regime where it is reasonably practicable to do so. In any case, insurers may impose demands for similarly stringent levels of risk management to cover public liability.
- 3.6 In addition, we must meet the requirements of the Regulator for Social Housing's (RSH) Consumer Standards.

Review

- 3.7 We'll review this policy at least **every two years** or when changes in legislation, regulations or best practice prompt an early review.

Version Control			
Version number	Reason	Approved by	Approved date
2025.1	Full review	PIC	21 August 2025