



# Lift Management Policy





## 1.0 Introduction

- 1.1 This policy sets out Housing Plus Group's comprehensive approach to ensuring the safety, reliability, and statutory compliance of lifts and lifting equipment across its housing stock, workplaces, and managed assets. It establishes a consistent framework for inspection, servicing, repair, certification, and asset management, with clear roles, performance standards, and escalation routes. The safety of residents, staff, contractors, and visitors is paramount, and this policy supports HPG's strategic objectives for compliance assurance, asset sustainability, and resident wellbeing.

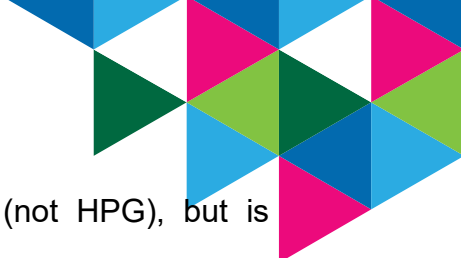
## 2.0 Policy Statement

- 2.1 Housing Plus Group (HPG) is committed to maintaining the highest standards of lift safety and delivering services that protect people and property. This policy aims to:
- 2.1.1 Ensure full compliance with all legal and regulatory duties under health and safety legislation, including LOLER and PUWER.
  - 2.1.2 Prevent injury or entrapment resulting from lift failure, misuse, or poor maintenance.
  - 2.1.3 Provide a consistent, risk-based approach to lift servicing, inspections, and remedial works.
  - 2.1.4 Maintain accurate and accessible lift safety records.
  - 2.1.5 Support business continuity and resident accessibility by minimising lift downtime.
  - 2.1.6 Promote transparency, accountability, and continuous improvement in safety performance.
  - 2.1.7 Ensure effective resident communication and engagement around lift-related services.
  - 2.1.8 Take all reasonable steps to secure access for inspections and maintenance, using legal enforcement where required.
  - 2.1.9 Where lifting equipment forms part of a higher-risk building (HRB) under the Building Safety Act 2022, the associated components will be included in the building's Safety Case File, with duties reported to the Building Safety Regulator as applicable.

## 3.0 Policy Scope


This policy applies to all lifting equipment maintained or managed by HPG, including:

- 3.1 Communal passenger lifts in general needs housing, sheltered schemes, and high-rise buildings.
- 3.2 Vertical and platform lifts installed to support accessibility in communal or domestic settings.
- 3.3 Domestic lifting equipment, including stairlifts, through-floor lifts, and ceiling track hoists, where these are installed or maintained by HPG as part of its landlord or care obligations.

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- 3.4 Domestic lifting equipment owned or leased by others (not HPG), but is contained within HPG-owned or managed properties.
  - 3.5 Lifting devices located in non-domestic properties (offices, service hubs, managed workplaces).
  - 3.6 All staff, operatives, contractors, and third parties involved in the inspection, maintenance, or management of lifts.
  - 3.7 Where lifts are located within mixed-tenure or shared-ownership buildings, HPG will only assume responsibility for equipment under its ownership or contractual management. Dependencies with third-party freeholders or managing agents will be documented, and known risks escalated through appropriate legal or partnership routes.


#### 4.0 Definitions

- 4.1 **LOLER:** Lifting Operations and Lifting Equipment Regulations 1998. UK legislation requiring regular statutory inspections of lifts and lifting equipment by a competent person, with written reports and defect notifications.
- 4.2 **PUWER:** Provision and Use of Work Equipment Regulations 1998. UK legislation that ensures work equipment, including powered lifting aids, is suitable, maintained, and used safely.
- 4.3 **Thorough Examination:** A systematic and detailed inspection of lifting equipment by a competent person to detect defects under LOLER. Must be carried out at legally defined intervals and documented in a formal report.
- 4.4 **Competent Person:** An individual or organisation with the necessary skills, knowledge, experience, and independence to carry out LOLER Thorough Examinations. Typically holds relevant accreditation (e.g. UKAS, LEIA) and is appointed under regulation.
- 4.5 **Lift:** Any mechanical lifting device used to move persons or goods between different vertical levels, including passenger lifts, platform lifts, and vertical mobility lifts.
- 4.6 **Domestic Lifting Equipment:** Equipment installed in individual dwellings to support residents with mobility or accessibility needs, such as stairlifts, through-floor lifts, or ceiling track hoists. Subject to inspection and servicing where HPG retains ownership or maintenance responsibility.
- 4.7 **Platform Lift:** A vertical or inclined lift designed for wheelchair users or mobility-impaired individuals. Typically has slower speeds and shorter travel distances than passenger lifts.
- 4.8 **PUWER:** Work equipment such as mobile hoists or powered lifting aids that fall outside LOLER but must be inspected and maintained in accordance with PUWER and manufacturer guidance.

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- 4.9 **Service Visit:** A planned maintenance visit carried out by a competent engineer to inspect, lubricate, clean, adjust, and test lift components. Intended to prevent breakdowns and extend equipment lifespan.
  - 4.10 **Lift Outage:** An unplanned event during which a lift is non-operational. May be caused by fault, mechanical failure, emergency isolation, or power loss. Requires investigation and resolution within defined timeframes.
  - 4.11 **Category 1 Defect:** Immediate risk defect identified during a LOLER inspection or servicing visit. The lift must be removed from service until made safe.
  - 4.12 **Category 2–4 Defects:** Time-bound, moderate, or advisory issues identified through inspection, servicing, or repair reporting. Require rectification within specified timeframes but do not warrant immediate removal from service.
  - 4.13 **CADRE:** Housing Plus Group's central housing, property, and asset management system, used to schedule inspections, track servicing, store compliance records, and monitor remedial works.
  - 4.14 **FILEIT:** HPG's digital documentation and certification platform used to store inspection reports, contractor records, and compliance evidence.
  - 4.15 **Evacuation Lift:** A lift designed or adapted to be safely used during an emergency evacuation, typically in conjunction with fire safety and building strategy measures.
  - 4.16 **Best Practice Approach:** An approach adopted by HPG that goes beyond the minimum legal standard to enhance safety, assurance, or service quality. For example, applying annual LOLER inspections to domestic lifting equipment.
  - 4.17 **No-Access Protocols:** HPG's internal procedure for managing cases where lift inspections, servicing, or repairs cannot be completed due to denied or failed access. Includes escalation measures and legal options where applicable.
  - 4.18 **Resident Notification:** Communication issued to residents informing them of scheduled inspections, maintenance visits, lift outages, or remedial works. May be provided in written, verbal, or electronic format.
  - 4.19 **Golden Thread:** A digital record of building information required under the Building Safety Act 2022 to support safe management and regulatory oversight, including for HRBs.
  - 4.20 **Safety Case File:** A mandatory document under the Building Safety Act 2022 for HRBs, evidencing that building safety risks are being appropriately managed.

## 5.0 Roles and Responsibilities

- 5.1 **Board and Audit and Assurance Committee:** Provide strategic oversight and seek assurance on lift management compliance. Approve the policy and monitor compliance via performance reporting.

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- 5.2 **Executive Management Team (EMT):** Ensure strategic direction, resources, and leadership are in place for effective lift management delivery. Escalate and resolve significant compliance issues.
  - 5.3 **Executive Director (Lift Management Lead):** Holds organisational accountability for lift management compliance, reporting into EMT and the Board. Leads cross-functional collaboration with asset, housing, and health and safety teams.
  - 5.4 **[Director-Level Role – TBC]:** Responsible for the implementation of the lift management policy and oversight of delivery programmes, risk assessments, and statutory returns.
  - 5.5 **[Head of Service – Lift Management or Compliance]:** Is appointed as the Duty Holder under LOLER and PUWER regulations. Provides operational and tactical leadership on lift management. Oversees lift delivery, remedial action programmes, audit schedules, and contractor performance.
  - 5.6 **[Lift Management Officers / Compliance Officers]:** Conduct operational lift management tasks including inspections, data validation, contractor management, and monitoring of remedial works.
  - 5.7 **[Repairs/Property Services Teams]:** Support the implementation of lift management -related maintenance and remedial actions across HPG's property portfolio.
  - 5.8 **All Staff and Contractors:** Have a duty to report lift management concerns or defects, follow fire procedures, and contribute to a positive lift management culture.
  - 5.9 **Residents and Leaseholders:** Expected to comply with relevant lift management instructions, report hazards, and allow access for inspections and works as required.
  - 5.10 Where HPG shares responsibility for lift management with other duty holders (e.g. tenants, local authority, managing agents, freeholders, leaseholders), it will seek to establish clear lines of responsibility, share relevant lift management information, and coordinate compliance actions in accordance with regulatory duties.

## 6.0 Ownership, Review, and Approval

- 6.1 **Policy Owner:** Director of [placeholder]
- 6.2 **Review Frequency:** Minimum of every three years or more frequently following legal or regulatory change.
- 6.3 **Approval Route:** Executive Management Team followed by sign-off by the Audit and Assurance Committee.

## 7.0 Applicable Legislation and Guidance

- Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)

- Provision and Use of Work Equipment Regulations 1998 (PUWER)
- BS EN81-70:2021 – Accessibility to lifts for persons including persons with disabilities
- BS EN81-73:2020 – Behaviour of lifts in the event of fire
- BS7255:2012 – Safe working on lifts
- Health and Safety at Work etc. Act 1974
- Building Safety Act 2022
- Equality Act 2010
- BS EN 81 Series (Lift safety standards)
- BS 7801 (Safe working on lifts)
- L113 – LOLER Approved Code of Practice and guidance;
- L22 – PUWER Approved Code of Practice and guidance
- Manufacturer installation, servicing, and risk guidance

## 8.0 Policy Delivery Programme

### 8.1 Statutory Inspections (LOLER):

- 8.1.1 All communal passenger, platform, and vertical lifts undergo a *Thorough Examination* every 6 months, in accordance with the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER).
- 8.1.2 This applies to lifts located in general needs housing, sheltered schemes, high-rise buildings, and workplace settings (e.g. offices and service hubs).
- 8.1.3 All domestic lifting equipment (e.g. stairlifts, through-floor lifts, ceiling hoists) will receive a LOLER inspection every 12 months as a best practice approach, where HPG retains ownership or maintenance responsibility. (*Scope subject to governance review.*)

### 8.2 Servicing Intervals:


- 8.2.1 Communal passenger lifts are serviced monthly or bi-monthly, based on usage, building type, and risk profile.
- 8.2.2 Platform and vertical lifts are serviced quarterly, or more frequently if required by manufacturer guidance or risk assessment.
- 8.2.3 Domestic lifting equipment is serviced every 6 months, in line with industry standards and to support safe operation for residents.

### 8.3 Powered Lifting Equipment (Non-LOLER):

- 8.3.1 **Mobile hoists, track systems**, and other powered lifting aids used in non-domestic settings are assessed under **PUWER**.
- 8.3.2 These items are maintained through relevant statutory or best practice testing regimes (e.g. **PAT testing**, service checks).


### 8.4 Programme Management:

- 8.4.1 All inspections, servicing tasks, and remedial actions are scheduled, tracked, and recorded within the CADRE system, HPG's central housing, property, and asset management platform.


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- 8.4.2 Missed or refused access cases are escalated using the organisation's standard no-access enforcement protocol, ensuring consistent application across all compliance functions.

## 9.0 Action Management

Defects or issues with lifts and lifting equipment may be identified through various sources, including LOLER Thorough Examinations, routine servicing, user-reported faults, and unplanned lift outages. Housing Plus Group applies a structured, risk-based response approach to ensure timely rectification, safety assurance, and service continuity.

- 9.1 All passenger lifts must be fitted with a functioning intercom system connected to a dedicated 24/7 call monitoring centre. This ensures resident safety during entrapment events and forms part of the contractor service specification.
- 9.2 **Emergency Events:** In the event of a major injury or fatality involving lift equipment, the affected lift will be immediately isolated and will remain out of service until authorised in writing by the Health and Safety Executive (HSE).
- 9.3 All lift contractors must work under the organisation's Permit to Work system. Where hot works or intrusive activity near lift equipment is required, task-specific method statements must include fire safety precautions and be agreed in advance with the compliance team.
- 9.4 **LOLER Thorough Examination Defects:** Where defects are identified during statutory inspections, they will be categorised using HPG's internal lift risk codes aligned to HSE expectations:
- 9.4.1 **Immediate Risk (Category 1):** The lift is unsafe or inoperable. It will be immediately removed from service, and the competent person will notify HPG without delay. Emergency repairs or isolation will occur before the lift is returned to use.
- 9.4.2 **Time-Bound Defect (Category 2):** The defect does not pose an immediate danger but must be rectified within a defined period (typically within 7 calendar days) as specified in the inspection report.
- 9.4.3 **Moderate Risk (Category 3):** The issue must be addressed within 28 calendar days, depending on operational risk and contractor advice. These defects are monitored until completion.
- 9.4.4 **Advisory/Observation (Category 4):** The issue is not safety-critical but will be logged for monitoring or programming into future maintenance or lifecycle renewal.
- 9.4.5 No lift will be brought back into use following a Category 1 defect until a competent person has re-inspected and formally confirmed its safety.
- 9.5 Defects Identified During Routine Servicing
- 9.5.1 Minor faults or wear identified during monthly, quarterly, or six-monthly servicing will be logged and assessed against the same Category 2–4 response framework.
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- 9.5.2 Where immediate risk is identified (e.g. failed brakes, door closure failure), the contractor must notify HPG immediately and either repair on site or isolate the lift until made safe.
- 9.5.3 All non-urgent repairs will be prioritised based on lift usage, building type, and resident profile (e.g. sheltered schemes, mobility needs).

## 9.6 User-Reported Faults and Reactive Repairs

- 9.6.1 All lift fault reports received from residents, staff, or third parties are logged in HPG's fault reporting system and passed to the contractor for triage.
- 9.6.2 The contractor must respond in accordance with agreed service level targets, typically:
- Priority 1 (e.g. resident trapped in lift, complete lift failure): 2-hour emergency attendance
  - Priority 2 (e.g. partial functionality, minor performance issue): 24 to 72 hours, based on risk profile
- 9.6.3 Any fault that renders the lift unsafe or unusable will result in isolation until safe operation is confirmed.
- 9.6.4 Where multiple repeat faults occur within a short period, this will trigger a technical review or escalation to the Compliance Manager (Lifts).


## 9.7 Unplanned Lift Outages

- 9.7.1 Any unscheduled lift outage lasting longer than 24 hours will be monitored and recorded through HPG's compliance tracking systems.
- 9.7.2 The Compliance Team will ensure:
- Timely contractor attendance and repair
  - Resident communication and support, particularly in schemes with vulnerable occupants
  - Escalation where response times exceed contractual limits or where no safe alternative access is available
- 9.7.3 Where required, temporary access solutions (e.g. stair climbers, alternative accommodation, care support) will be arranged in coordination with the relevant housing or care team.
- 9.7.4 Lift outage response protocols will involve liaison with Housing Operations and Care Teams to ensure continuity of access and resident welfare, particularly for vulnerable individuals.

## 9.8 Post-Repair Verification and Record Keeping

- 9.8.1 All completed repairs, including those resulting from LOLER, servicing, or reactive faults, must be:
- Documented by the contractor via service sheets or certification
  - Uploaded to CADRE and FILEIT to maintain compliance records



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- Reviewed and signed off by the Compliance Team where Category 1 or systemic issues were involved

9.8.2 Any lift removed from service must undergo a formal re-inspection by a competent person before being returned to operational use.

## **10.0 Communication and Notification**


- 10.1 Residents will be informed in advance of any planned lift outage, servicing, or upgrade works.
- 10.2 Emergency contact procedures and support arrangements will be provided for vulnerable residents during extended outages.
- 10.3 Affected tenants will receive confirmation once service is restored.
- 10.4 Alternative access solutions (e.g., relocation, care support) will be assessed and arranged in accordance with HPG's vulnerable resident protocols.
- 10.5 Lift signage and out-of-service notices will follow a consistent format to ensure clarity and accessibility.

## **11.0 Data Management and Record Keeping**

- 11.1 The compliance schedule and servicing programme will be dynamically updated to reflect changes to stock, including new installations, decommissioned assets, or transfers of ownership.
- 11.2 All LOLER certificates, service reports, defect logs, and remedial actions will be retained in CADRE and FILEIT.
- 11.3 A complete asset register of all lifts will be maintained, including make, model, age, servicing history, and inspection outcomes.
- 11.4 Lift safety data will be monitored in real time, with compliance dashboards reviewed at the operational and executive levels.
- 11.5 Lift data associated with higher-risk buildings will be integrated into building safety information required under the Building Safety Act 2022 and the Golden Thread principles.
- 11.6 Inspection and servicing documentation (e.g. EC certificates, examination reports) must be retained for a minimum of two years and be accessible digitally or on-site for inspection by enforcing authorities.
- 11.7 Data is managed in line with UK GDPR and the Data Protection Act 2018.

## **12.0 Resident and Stakeholder Engagement**

- 12.1 The development of this policy has been informed by a review of legacy documents, input from third-party consultants, and consultation with internal stakeholders, including asset management, compliance, and repairs teams.
- 12.2 Housing Plus Group is committed to meaningful engagement with residents and staff in shaping the delivery of its compliance services. This includes using



tenant engagement forums such as SPaCE, customer panels, or targeted feedback exercises to inform ongoing improvements to both policy and practice.

- 12.3 Feedback collected during service delivery—such as inspection outcomes, customer satisfaction surveys, and access challenges—will also inform future policy revisions.
- 12.4 The policy will be reviewed and approved through formal governance structures, including the Executive Management Team and Audit and Assurance Committee.

### **13.0 Competency and Training**

- 13.1 Contractor qualifications and scheme membership will be checked annually.
- 13.2 All lift works will be delivered by contractors certified to relevant industry standards (e.g. LEIA membership, ISO 9001).
- 13.3 Internal staff involved in contract management or delivery will receive formal refresher training every two years.
- 13.4 All persons carrying out electrical works on behalf of HPG must be registered under an appropriate self-certification scheme.
- 13.5 HPG will maintain a training matrix for all relevant roles and carry out quarterly reviews of compliance.

### **14.0 Performance Monitoring**

- 14.1 Key performance indicators include:
  - % of lifts with a valid LOLER certificate
  - Mean time to repair following breakdown
  - % of Category 1/2 defects completed within target
  - Unplanned lift outages >24 hours
  - Resident satisfaction with lift services
- 14.2 All RIDDORs, improvement notices, and high-risk hazards related to lift operations will be tracked and reported quarterly to the Audit & Assurance Committee and the Board.
- 14.3 Performance data will be reviewed monthly by the Compliance Team and reported quarterly to EMT and the Audit Committee.


### **15.0 Quality Assurance**


- 15.1 A minimum of 10% of LOLER inspections and follow-on repairs will be subject to internal or external audit.
- 15.2 Independent audit provider (e.g., Morgan Lambert or equivalent) to carry out quarterly checks.
- 15.3 Audit outcomes will inform contract management, process changes, and staff briefing sessions.



## 16.0 Non-Compliance and Escalation

- 16.1 Housing Plus Group has established a defined escalation protocol to address any non-compliance with lift management requirements. This ensures that overdue inspections, unresolved actions, or breaches of statutory duty are promptly addressed and monitored at senior levels.
- 16.2 Any overdue or failed LOLER inspections, Service, or statutory checks will be flagged within the CADRE compliance system.
- 16.3 If a lift inspection, action, or remedial work is not completed within the required timeframes, this will be recorded and highlighted in CADRE. Where unresolved after 24 hours, the following escalation process will be triggered:
  - 16.3.1 **Step 1:** Escalation to the relevant Head of Service for lift management or compliance.
  - 16.3.2 **Step 2:** If not resolved, escalation to the Director of [placeholder – e.g. Asset Compliance/Building Safety].
  - 16.3.3 **Step 3:** If still unresolved, escalation to the Executive Director of [placeholder – e.g. Property or Operations].
  - 16.3.4 **Step 4:** Immediate notification to the Executive Management Team (EMT) where a systemic risk, legal breach, or serious safety concern is identified.
- 16.4 This structured approach ensures that significant compliance risks related to lift management are escalated in a timely manner and addressed by appropriate levels of governance.
- 16.5 All non-compliance events will be tracked, documented, and reviewed to support learning, accountability, and continuous improvement.
- 16.6 Where lift-related risks represent a systemic or ongoing concern, they will be escalated and recorded within the Corporate Risk Register, in line with the organisation's risk governance framework.



	Policy Control Sheet X Policy Policy reference number - 2025/
Policy Author	
Direct Lead	
Version	
Target audience	
Consultation	HPG customer consultation Employee group / managers - Senior Managers – Executive Management Group – X Committee
Date of Equality Impact Assessment	No individuals or groups of people are disadvantaged by the adoption of this policy <state if this is the case and the date that the EIA was completed>.
Date of Data Privacy Impact Assessment	State if one is not required or the date of completion.
Approving Body	
Date of final approval	
Implementation date	
Monitoring arrangements	
Reporting	
Review date	
Expiry date	
Review cycle	
Policy category	
Associated policies and procedures	Lift Management Procedure Lift Entrapment Procedure; No Access Procedure
Policy location	SharePoint HPG Hub Housing Plus Group website

#### Summary of changes table

Revision history			
Author	Summary changes	of Version	Authorised by & date

