



# Property Management

## Lift Maintenance

---

<b>Scope:</b>	This policy applies to Circle 33 Housing Trust, Commercial and Leasehold, EPIC Trust, Merton Priory Homes, Mole Valley Housing Association, Old Ford Housing Association, Roddons Housing Association, Russet Homes, South Anglia Housing and Wherry Housing Association.
<b>Effective Date:</b>	June 2009
<b>Review Date:</b>	June 2011
<b>Signed Off :</b>	Group Policy Forum, 25 <sup>th</sup> June 2009
<b>Author:</b>	Abi Patience, Policy Officer
<b>Policy Owned by:</b>	Policy Asset Management
<b>KLOE:</b>	Stock Investment and Asset Management
<b>QAF (Supported Housing):</b>	C1.3 Security, Health and Safety
<b>Statute:</b>	Lifts Regulations 1997 Lifting Operation and Lifting Equipment Regulations 1998 (LOLER) Workplace (Health and Safety and Welfare) Regulations 1992 The Management of Health and Safety at Work Regulations 1999 Landlord and Tenant Act 1985 Housing Acts 1985 and 1988
<b>Regulatory Code:</b>	3.2 and 3.4

# Lift Maintenance

## 1 Scope

1.1 This policy applies to:

- Circle 33 Housing Trust
- Commercial and Leasehold
- EPIC Trust
- Merton Priory Homes
- Mole Valley Housing Association
- Old Ford Housing Association
- Roddons Housing Association
- Russet Homes
- South Anglia Housing
- Wherry Housing Association

1.2 It sets out our approach to mitigating the risks associated with lifts in properties that we own and manage, including the standards required for safety, installation, repair and testing of lift installations.

1.3 The health and safety of employees, consultants and contractors is covered by the group [Health and Safety policy](#).

1.4 This policy refers to through floor passenger lifts in communal areas of properties. It does not cover installations such as stair lifts and disabled platform lifts. These are addressed broadly in the [Adaptations policy](#).

## 2 Policy Statement

2.1 As owners and managers of property we have a duty of care to ensure that residents and visitors can use the relevant buildings and facilities safely. This extends to ensuring that residents and visitors are safe from risks associated with Lifts in properties that we own and manage.

2.2 We will comply with our duties for repairs and maintenance as set out in the Landlord and Tenant Act 1985 and the Housing Acts 1985 and 1988. In addition we will comply with:

- Health and Safety legislation, including the Management of Health and Safety at Work regulations 1999 and the Workplace (Health, Safety & Welfare) Regulations 1992 (as amended)

- The Lifts Regulations 1997 and the Lifting Operation 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), prEN 81-28 (remote alarms on passenger and goods passenger lifts), prEN 81-70 (rules of accessibility of disabled people to lifts), prEN 81-73 (behaviour of lifts in the event of a fire)
- Building Regulations Part M “Access to and use of Buildings”
- Disability Discrimination Act 1995 and 2005

2.3 We will ensure that all our lift installations are regularly examined by appropriately qualified operatives in accordance with the law and receive repair and maintenance as required.

2.4 We will also require our contractors to abide by relevant legislation and technical guidance, as well as our Contractor Health and Safety procedure.

### **3 Policy**

3.1 In line with the LOLER 1998 we will ensure that lifting equipment supplied in properties is of adequate strength and stability, and makes adequate provision for the safety of its users. We will only install lifts that meet the requirements set out in the Lift Regulations 1997.

3.2 We will maintain all lift installations in efficient working order and in good repair. We will arrange maintenance and specified safety checks by trained competent persons. We will respond to all reports of repairs to lift installations in line with our standard repairs timescales. In general, repairs to lift installations will be considered to be “Urgent”, to be completed within 7 days (see Repairs policy for more details).

3.3 For all installation, repair and maintenance work we will use Lift and Escalator Industry Association (LEIA) affiliated contractors. All individual technicians will be competent and trained to the relevant NVQ for Lift Repair and Service and Stairlift Servicing as applicable.

3.4 In line with LOLER 1998 we will ensure that a thorough examination is carried out every six months by a competent person. We will also carry out supplementary testing to ensure that health and safety conditions are maintained and that any deterioration can be detected and remedied in good time. We will keep records of these examinations for two years, and ensure that a written scheme for inspection is available for each lift.

- 3.5 For all thorough examinations and supplementary testing we will use inspectors that are UKAS accredited to ISO/IEC17020 standard.
- 3.6 Residents are responsible to:
- Allow access to the property for maintenance or safety checks, as necessary
  - Immediately inform their landlord if there is any doubt about the safety of a lift installation
- 3.7 Our procedure for the release of persons who become trapped and other emergencies is set out in section 8 of the procedure.

## 4 Service Standards

- 4.1 We will:
- Install lifts that meet all current legal requirements
  - Maintain and service lifts regularly
  - Carry out annual thorough examinations
- 4.2 We will only appoint competent contractors to carry out work on lifts.
- 4.3 All contractors will adhere to our contractors' Code of Conduct.

## 5 Monitoring

- 5.1 All lift installations have a unique identifier. We will keep records of the following details about each lift:
- Age and condition
  - Plant details including manufacturer, model, serial number, size/rating etc
  - Lifecycle replacement cost
- 5.2 We will keep records of the results of thorough examinations and supplementary testing for two years.
- 5.3 The Group Contract Manager will appoint an external competent organisation to undertake an audit of management processes and the quality of works carried out in relation to the contract every two years.

### Contractors

- 5.4 We will monitor our contractors in line with the Contract Management policy and the Contractor Health and Safety procedure.

5.5 Quality of works is generally assessed in three ways:

- Assessment of a percentage of works by a suitably experienced and qualified officer at the relevant provider or its nominated consultant
- Self assessment and quality assurance by the contractor
- Resident feedback and satisfaction surveys

## **6 Equality and Diversity**

6.1 It is essential to recognise that customers of all races, ages, religions, gender, sexual orientation, literacy levels and disability should be treated equally and fairly.

6.2 All customers will have access to this document upon request or from our website [www.circleanglia.org/customers](http://www.circleanglia.org/customers)

6.3 This document and accompanying leaflet can be translated or provided in alternative formats (e.g. Braille, large print, audio) upon request.

6.4 Equality and Diversity training is mandatory for all staff.

## **7 Publicising the Policy**

7.1 Circle Anglia publicises its policies and procedures on Lift Maintenance to residents and staff in a number of ways:

- Resident Newsletter
- Resident Website
- CIRANO
- Policy Briefings and
- Training

## Glossary

Term	Definition
LOLER	LOLER stands for Lifting Operation and Lifting Equipment Regulations 1998. These regulations set out the law around installation, maintenance and inspection of lift installations.
LEIA	The Lift and Escalator Industry Association (LEIA) is the trade association and advisory body for the lift and escalator industry
UKAS	The United Kingdom Accreditation Service (UKAS) is the sole national accreditation body recognised by government to assess, against internationally agreed standards, organisations that provide certification, testing, inspection and calibration services.

## Related Documents

Document	Link
Connected Policies:	<a href="#">Adaptations policy</a> <a href="#">Contract Management</a> <a href="#">Contractor Health and Safety procedure</a> <a href="#">Health and Safety policy</a>
Forms and Letters:	
Leaflets:	
Other:	

## Version history

<b>Version no.</b>	1	<b>Date effective:</b>	October 2006
<b>Full / partial review?</b>	n/a		
<b>Brief summary of changes:</b>	n/a		
<b>Staff consultation (teams):</b>	Staff, SMPRG		
<b>Resident consultation:</b>	None		
<b>Signed off by:</b>	John Shortt, Group Director of Asset Management		
<b>Author:</b>	Jason Christensen, Policy Officer		

<b>Version no.</b>	2	<b>Date effective:</b>	July 2009
<b>Full / partial review?</b>	Full		
<b>Brief summary of changes:</b>	Integration of new group partners, streamlining of policy and procedure		
<b>Staff consultation (teams):</b>	Property teams at all RPs Commercial and Leasehold EPIC Trust property team Continuous Improvement leads		
<b>Resident consultation:</b>	None - this policy is purely driven by legislation		
<b>Signed off by:</b>	Group Policy Forum, 25 <sup>th</sup> June 2009		
<b>Author:</b>	Abi Patience, Policy Officer		

<b>Version no.</b>	3	<b>Date effective:</b>	
<b>Full / partial review?</b>			
<b>Brief summary of changes:</b>			
<b>Staff consultation (teams):</b>			
<b>Resident consultation:</b>			
<b>Signed off by:</b>			
<b>Author:</b>			