



Lift Safety Management Policy

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Document owner	Property and Compliance Manager

Introduction

Empower Housing Association (EHA) understands that colleagues, tenants and visitors (including contractors and members of the public) need to be safe from the risks related to lift safety. EHA has a clear Lift Safety Policy and procedure in place to make sure that all colleagues and tenants are aware of how to manage risks and ensure they remain safe, reliable and compliant.

EHA is committed to ensuring that tenants' homes and communal areas remain safe and fit for purpose. In achieving this EHA will comply with all relevant legislation and regulations.

Where appropriate any compliance risks will be considered, mitigated or removed as part of any major refurbishment works or included in new development design briefs.

Scope of the Policy

This policy will provide assurance to EHA that measures are in place to identify, manage and/or mitigate the risks associated with lift safety.

This policy relates to all properties owned or leased and is relevant to all EHA colleagues, tenants, care providers, contractors and other persons or other stakeholders who may work on, occupy, visit, or use its premises, live in its properties or who may be affected by its activities or services.

It should be used by all to ensure they understand the obligations placed upon EHA to maintain a safe environment for tenants and colleagues within the homes of tenants, and within all communal areas of properties owned and managed by EHA.

The Policy

EHA acknowledge and accepts its responsibilities under PUWER Provision and Use of Work Equipment Regulations 1998 and LOLER (Lift Operation Lift Equipment Regulations) 1998. LOLER only applies to lifting equipment which is used at work. Regulations for the maintenance and safety of lifting equipment in residential buildings EHA owns and controls will follow the LOLER guidance as a way of meeting its wider health and safety obligations to its tenants and to support PUWER compliance.

EHA will hold accurate records against each property it owns, or manages, identifying when the lifts were last inspected and tested. Lift safety inspections, servicing, installation and upgrade programmes will be undertaken by competent contractors. Lift safety servicing inspections will be undertaken within the required inspection date. Independent safety checks are carried out as required under LOLER (Lift Operation Lift Equipment Regulations) 1998 at - 6 monthly intervals.

Where access to carry out inspections is difficult:

- EHA will make every effort to gain access to carry out inspections/work in conjunction with tenants'
- Legal action may be taken if access is refused and all reasonable efforts have been made (in line with the Access/No Access Procedure).
- Consideration will be given to tenants' vulnerabilities and disabilities at all times

Record Keeping and Data Security

EHA will maintain up-to-date records for each property, including:

- Completed Servicing/LOLER inspections.
- Remedial works – for both EHA and works that are rechargeable to tenants.
- Inspection reports associated with visits, will be held in house folders and the housing management system (SDM).
EHA will carry out validation checks following inspection reports and approve works which will be carried out in accordance with the manufacturer's instructions.

Records will identify inspection and reinspection dates. This information will be retained in accordance with EHA's Data Retention Policy, with appropriate controls in place for data protection.

Communication

EHA colleagues will ensure that all communications with tenants, care providers, contractors and other stakeholders are logged on the housing management system (SDM) and that they continue to maintain an open line of communication throughout when dealing with reports of repairs, arranging works/inspections or dealing with enquiries.

Contractor Requirements

Only competent contractors with the required qualifications and knowledge may undertake works.

Contractors must provide:

- Risk Assessments and Method Statements (RAMS).
- Proof of qualifications.
- Up-to-date public liability insurance.
- Registrations are verified upon appointment and reviewed annually.

Responsibilities

The Chief Executive Officer (CEO) will have overall responsibility and retain oversight on performance.

The responsibility for the delivery of the service will be delegated to the Property & Compliance Manager who will provide oversight of lift safety, risk management and ensure compliance of the legislation/regulation duties. The Property & Compliance Lead will retain operational responsibility

Related Legislation, Regulation and Codes of Practice

- PUWER (Provision and Use of Work Equipment Regulations) 1998
- LOLER (Lift Operation Lift Equipment Regulations) 1998
- Social Housing (Regulation) Act 2023
- RSH Consumer Standards
- The Management of Health and Safety at Work Regulations 2006.
- Health and Safety at Work Act 1974.
- Housing Act 2004.
- Housing Health and Safety Rating System (HHSRS)

Related Policies, Procedures and Documents

- Health and Safety Policy

- Data Retention Policy
- Equality, Diversity and Inclusion Policy
- Specialist Equipment /Lifts Procedure
- Tenancy Agreement
- Reasonable Adjustments Policy
- Access/No Access Procedure

Reporting & Monitoring

Key performance indicator (KPIs) reviewed:

- The number of LOLER /Services completed
- Number of LOLER/Services due
- Number of LOLER/Services overdue
- Number of remedial works outstanding or overdue

Reporting frequency:

- KPIs reported monthly to Senior Management.
- Reports presented to Board quarterly.

Independent Audit:

- Conducted every 3 years.
- Focused on compliance, process review, and best practice overview.

Non-Compliance / Escalation Process

Any non-compliance identified will be reported to the Property & Compliance Manager immediately, the Property and Compliance Lead and Property & Compliance Manager will agree a plan of action and notify the CEO within 24 hours.

The CEO will inform the Board and where appropriate the Regulator of Social Housing.

Consultation and Publicising Policy

Consultation of this policy has been undertaken with:

- Senior Management Team
- Management Team

Publicised on:

- EHA website.
- Communicated to all colleagues.

Review

The policy will be reviewed every two years (or sooner if there is a change in regulation, legislation or codes of practice).

Equality Impact Assessment

An Equality Impact Assessment has been completed for this policy.