



## **Lift Safety Policy and Procedure**

<b>Approved by:</b>	Leadership Management Team
<b>Effective date:</b>	11 <sup>th</sup> November 2025
<b>Next review due:</b>	November 2028
<b>Policy developed by:</b>	Property Team

## **1. Introduction**

### **1.1 Aim**

This policy sets out:

- How Hornsey Housing Trust (HHT) will minimise the risk to and protect the health and wellbeing of residents, visitors, contractors and staff using lifts to move between floors in HHT premises
- How HHT will comply with the legal duties implied upon landlords
- A working framework for staff and Board Members which details their individual responsibilities

## **2. Scope**

- 2.1 This Policy applies to all properties owned, occupied or operated by HHT with lift equipment.
- 2.2 The scope of this policy includes passenger lifts and other lifts/lifting equipment (e.g., hoists, through-floor lifts, stairlifts) used by people in moving between storeys. Often tenants themselves own through-floor or stair lifts and, for the avoidance of doubt, these do not fall within the scope of this policy (other than as part of wider cyclical electrical safety checks within the whole dwelling).

## **3. Legal Framework**

### **3.1 This policy is underpinned by:**

- The Health & Safety at Work Act 1974
- Management of Health & Safety at Work Regulations 1999.
- The Fire Safety (England) Regulations 2022 (FSER)
- The Housing Act 2024
- Lifting Operations and Lifting Regulations 1998 (LOLER)
- The Provision and Use of Work Equipment Regulations (PUWER) 1998
- BSEN 81 -28: 2018, BSEN 81 -20:2020 & BSEN 81- 50:2020 Safety rules for the construction and installation of lifts.
- Safety Working on Lifts BS 7255(1989)

## **4. The Lift Management Process**

- 4.1 Maintenance/servicing inspections will be undertaken by a lift servicing contractor. Thorough 6-monthly inspections will be undertaken by a specialist contractor.
- 4.2 HHT will ensure that a competent person undertakes maintenance inspections and thorough examinations of all lifts and associated equipment covered by this policy. Anyone working on lifts will be registered members of the Lift and Escalator Industry Association (LEIA) or equivalent
- 4.3 For all thorough examinations, HHT will use companies that are UKAS Accredited to ISO/IEC17020 standard. Note: This will not be the same person who undertakes routine maintenance/servicing of the equipment
- 4.4 HHT will check the relevant qualifications of employees working for these contractors to ensure that all persons are appropriately qualified for the work that they are undertaking. These checks will be undertaken on an annual basis.

- 4.5 Recommendations arising from these inspections will be time-bound and the completion of these remedial works within that timeframe will be reported as a KPI.
- 4.6 The specialist contractor carrying out the thorough examinations of all lifts will be asked to comment on the performance of the lift servicing/maintenance contractor. The comments will be reported as a KPI.
- 4.7 HHT will maintain an up-to-date master database of all properties containing lifting equipment to transfer people between floors (the Lift Safety register). Where a requirement for lifting equipment exists, the Lift Safety Register will hold full copies of the servicing/maintenance visits and the current and previous thorough examination records over the past 5 years along with key reportable and auditable. It will store the date of the last examination and flag the date of the next examination.
- 4.8 Where HHT require access to the tenant's dwellings, Tenants will be required to provide reasonable access to HHT or its contractors to undertake activity in compliance with this policy. If the tenant does not provide access, HHT will deal with the refusal as a failure to comply with tenancy conditions and legal access injunction will be pursued. Tenants will be charged in full for any legal costs involved in obtaining access
- 4.9 Where HHT has no responsibility for the lift HHT will write to the responsible person on an annual basis asking for written confirmation that:
- They are fully aware of all relevant servicing legislation / obligations.
  - These obligations have been attended to by a person competent to do so and are not overdue.
  - HHT has been informed of any material issues relating to resident health and safety.

## **5. Planned Maintenance /Upgrade Programmes**

- 5.1 Planned maintenance or upgrade programmes that include work to lifts will be subject to review by a competent person before and after major works programmes.
- 5.1 HHT will ensure that, for any lift works, (i.e. repairs, servicing/maintenance or thorough inspections):
- Anyone appointed to undertake design or construction activities can demonstrate the necessary competence to discharge their responsibilities relating to lift safety.
  - Reasonable assurance will be "designed in" to the work proposals so that resident and visitor safety and accessibility can be assured during the works.
  - Tenants will be properly engaged with on matters that affect them.
  - Works have complied with legislation and guidance
  - There is an appropriate site inspection and sign-off programme in place for the stages of the work.
- 5.2 HHT will ensure that, for new-build properties, all necessary information relating to commissioning and installation certification, and future maintenance requirements is completed and handed over prior to the lift being put into service and that these are included on the Lift safety database

## **6. Roles and Responsibilities**

### **6.1 Head of Property (Duty Holder)**

6.1.1 The Head of Property has the overall responsibility for the implementation of this policy. The key responsibilities are to ensure the organisation has sufficient resources and systems in place to achieve and maintain statutory compliance, including but not limited to:

- Ensuring adequate processes and procedures are in place to manage Lift Safety.
- Ensuring sufficient information instruction and training is carried out.
- Monitoring the performance of staff and contractors.
- Ensuring that members of the public, staff and contractors are not unnecessarily exposed to risk.

6.1.2 Although overall responsibility for Health & Safety in the workplace rests with the Chief Executive, management responsibilities will be delegated through the Leadership Management Team and Staff at all levels of the organisation are therefore responsible for Health & Safety at Work, though the extent of this responsibility varies according to the individual's position in the organisation.

### **6.2 Responsible Person**

6.2.1 The Repairs & Compliance Manager is appointed as the Responsible Person and will:

- Have overall responsibility for compliance with the Lift Safety Policy
- Ensure adequate resources are allocated to manage risk arising from lifting equipment.
- Monitor the performance of their employees against the policy.
- Ensure sufficient information instruction and training is carried out
- Advise the Head of Property of any problem arising in connection with the management of lift safety.

6.2.2 The Repairs & Compliance Manager will also manage the day to day procedures necessary for the management of lifting equipment and be responsible for the strategic management of lifting equipment within the responsibility of HHT.

6.2.3 The Repairs & Compliance Manager has overall responsibility for delivering statutory compliance and is responsible for the preparation and monitoring of the policy, ensuring it meets with current legislation. Further areas of responsibility are:

- writing monitoring and reviewing the policy,
- ensuring risks associated with lifting equipment are managed effectively,
- Formulate and revise the HHT Policy every 3 years or following significant incident or change in legislation.
- Formulate and revise the Lift Safety Management Plan.
- Facilitate Independent Expert assessments to ensure that the provisions within the Management Plan are being enforced to the standard required.
- Ensuring sufficient information instruction and training is carried out within their service area.
- Ensure risks arising from lifting equipment related activities are recorded reviewed and mitigated.
- Manage the day to day procedures and be responsible for the strategic management of lifting equipment within the responsibility of HHT day to day delivery of works relating to lifting equipment servicing and maintenance, and carrying out defect works as set out in certificates, reports etc,

- ensuring all related documentation complies with the Regulations and is correctly completed and stored digitally
- acting promptly to remedy any defects
- checking orders and invoices are correctly matched and authorising them and passing them for payment
- monitoring the performance of maintenance staff and contractors
- ensuring that residents, members of the public, employees and contractors are not unnecessarily exposed to risk
- running regular monthly status reports to the Leadership Management Team

### **6.3 Employees**

6.3.1 All Employees of HHT, irrespective of their position shall:

- Take reasonable care for their own Health and Safety and that of other persons who may be adversely affected by lifting equipment, including members of the public, tenants, visitors and contractors.
- Co-operate with Hornsey Housing Trust and its managers to enable compliance with this policy and the legal duties it holds.
- Halt works that, in their opinion, may present a serious risk to health of themselves or others, and report immediately to their line manager.
- Report any incident involving lift safety.

### **6.4 Tenants**

6.4.1 This policy is to be read in conjunction with HHT's current Tenancy Agreement or Terms of Lease.

6.4.2 Tenants will allow reasonable access to HHT or its contractors to undertake activity in compliance with this policy.

6.4.3 Tenants will not interfere with the lift installation in any way

6.4.4 Tenants will report any defects in the lift installation as soon as they are aware of it.

### **6.5 Contractors**

6.5.1 This policy is to be read in conjunction with HHT's Code of Conduct for Contractors. Contractors are required to immediately report any risks or concerns to the respective HHT Manager and stop ongoing works until they are satisfied their concerns have been mitigated.

6.5.2 All contractors will be able to demonstrate adherence and use of information made available to them through this policy through testing as part of HHT's ongoing audit regime.

- provide required inspection certificates / reports to HHT within 7 days of undertaking the site activity
- Comply with HHT's Health and Safety Policy
- Take reasonable care for their own health and safety
- Consider the safety of other persons
- Report to management any unsafe acts or unsafe conditions that may compromise the health, safety or welfare of themselves or others
- Notify HHT of any serious Health and Safety incident or near miss

- 6.5.3 The contractor is to provide HHT with relevant certification and evidence of competency prior to commencing works and is to provide HHT with copies of all legally required, and relevant documentation upon completion of works.

## **7. Communication**

- 7.1 All HHT employees and stakeholders are required to immediately report any concerns regarding the safety of lifting equipment directly to their line manager. To support this approach a formal communication system is established within HHT's communication framework to provide specialist advice and support to the organisation, as illustrated below.

## **8. Tenant Contact**

- 8.1 HHT will encourage lift safety by periodically informing residents of the importance of reporting any issues with lifts through:

- The Tenant Handbook;
- the provision of information via the website,
- at least one article per year in the tenant newsletters, and
- leaflets handed to new tenants where they have access to a lift.

- 8.2 Tenants will need to obtain permission for any privately commissioned works that involve lifting equipment. Approval will not be unreasonably withheld, although consent may be conditional upon a requirement for the resident to commission appropriate maintenance and inspection activity. Where unauthorised work with the potential to impact safety is discovered, HHT will take the appropriate action to remove or remedy. The cost of doing so may be recovered from the resident.

- 8.3 Tenants can report defects with lifts (for which HHT are responsible) under the responsive repairs service and HHT will deal with any reported repair requirements in accordance with the Repairs Policy. All works will be undertaken by people competent to do so.

## **9. Performance Management and Quality Assurance**

- 9.1 Performance against key performance indicators relevant to this policy will be reported to the Leadership Management Team at least monthly. Performance and risks arising from this policy will be monitored by the Audit & Risk Committee. Quarterly update reports will be provided to HHT Board.

<b>Relevant KPI Description</b>	<b>Target</b>	<b>Rationale</b>
Percentage communal passenger lifts that require thorough examinations (LOLER)	100%	Safety & Quality Standard

- 9.2 The following key performance indicators will be used to measure how effectively the policy is being managed:

- The number and proportion of passenger lifts which have not had a monthly maintenance/servicing inspection within its due date.
- The number and proportion of passenger lifts which have not had the 6-monthly thorough inspection within its due date.
- The number and proportion of Through-lifts, Stairlifts and Hoists which have not had a 6-month maintenance/servicing inspection within its due date.
- The number and proportion of Through-lifts, Stairlifts and Hoists which have

- not had a thorough annual inspection within its due date.
  - Number and proportion of assets with a passenger lift having an LOLER Imminent Danger examination report.
  - Number and proportion of actions arising from all inspections or maintenance/servicing activity that are overdue.
  - The number of RIDDOR notices issued with regards to lift safety.
  - Number of sites where negative observations were made by the specialist contractor carrying out the thorough examinations of all lifts on the performance of the lift servicing/maintenance contractor.
- 9.3 The specialist contractor carrying out the thorough examinations of all lifts will be asked to comment on the performance of the lift servicing contractor. The comments will be reported as a KPI
- 9.4 Additional assurance activity will be provided via external checking by SMBCs' LOLER insurance inspections. The approach will be reported to Internal Audit & Risk Committee.

## **10. Equality and Diversity**

- 10.1 This policy is applied in line with HHT's Equality, Diversity and Inclusion Policy along with the associated legislation including the Public Sector Equality Duty and Equality Act 2010. At HHT we aim to eliminate discrimination, promote equality of opportunity, foster good relations and define the nine protected characteristics of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation

## **11. Review**

- 11.1 This Policy shall be reviewed every three years, or if there are any significant changes to the current Lift Safety Policy, HSE approved codes of practice or guidance, or as the result of the outcome of an incident review.