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Department	Property Services

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## LIFT MAINTENANCE POLICY

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### Version Control

Version No:	Nature of Change	Issue Date	Ratified by	Date Ratified
1	First Issue; changing all previous lift policies	Feb 2018	Operations Committee	Feb 2018
2.	Change of company name from Nehemiah UCHA to Nehemiah Housing	Feb 2020		

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# Lift Maintenance Policy

1	Introduction
1.1	<p>Nehemiah Housing Association (NHA) treats the health and safety of tenants, staff, contractors and other users of its buildings of paramount importance. In meeting its health and safety duties NHA will ensure the safe use of all lifting equipment within properties or workplaces it owns and controls.</p>
1.2	<p>This Policy sets out NHA responsibilities to comply with the relevant legislation and associated regulatory guidance on the use and maintenance of lifting equipment in properties it owns and controls. The principal legislation in this area is as follows:</p> <ul style="list-style-type: none"><li>• The Lifting Operation and Lifting Equipment Regulations 1998 (LOLER)</li><li>• All relevant British and European standards including BS EN 81-1:1998 (Electric Lifts), BS EN 81-2:1998 (Hydraulic Lifts)</li><li>• Provision and use of Work Equipment Regulations 1998 (PUWER)</li><li>• Management of Health and Safety at Work regulations 1999</li><li>• The Landlord and Tenant Act 1985</li><li>• The Housing Acts 1985 and 1988</li><li>• Disability and Discrimination Act 2005</li><li>• The Equality Act 2010</li></ul>
1.3	<p>Although, NHA required to meet the LOLER regulations for the maintenance and safety of passenger lifts in residential buildings it owns and controls, it follows the LOLER guidance as a way of meeting its wider health and safety and PUWER requirements.</p> <p>The application of this Policy ensures NHA meets compliance with the outcomes of the Regulatory Framework for Social Housing in England as follows:</p> <ul style="list-style-type: none"><li>• treat all tenants with fairness and respect</li><li>• demonstrate that they understand the different needs of their tenants, including in relation to the equality strands and tenants with additional support needs</li><li>• provide a cost-effective repairs and maintenance service to homes and communal areas that responds to the needs of and offers choices to</li></ul>

	<ul style="list-style-type: none"> <li>• meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes</li> </ul>
1.4	<p>The Policy contributes towards the following NHA aims:</p> <ul style="list-style-type: none"> <li>• Providing homes and not just place to live</li> <li>• Challenging social, economic and cultural barriers</li> <li>• Nurturing talented people to achieve success</li> <li>• Working with partners to deliver more</li> </ul>
1.5	<p>Access and Communication</p>
1.5.1	<p>NHA is committed to ensuring that the services it provides are accessible to everyone. NHA will seek alternative methods of access and service delivery where barriers, perceived or real may exist, that may make it difficult for people to work for NHA or use its services.</p>
1.6	<p>Equality, Diversity and Human Rights</p>
1.6.1	<p>NHA is committed to ensuring that no person or group of persons will be treated less favorably than another person or group of persons and will carry out its duty with positive regard for the following core strands of equality; Age, Disability, Gender, Race, Gender Re- assignment, Sexual Orientation, Pregnancy, Maternity, Marital Status and Religion and/or Belief.</p>
1.6.2	<p>NHA also recognises that some people experience disadvantage due to their socio economic circumstances, employment status, class, appearance, responsibility for dependents, unrelated criminal activities, being HIV positive or with AIDS, or any other matter which causes a person to be treated with injustice.</p>
1.6.3	<p>NHA will also ensure that all services and actions are delivered within the context of current Human Rights legislation and will make every effort to ensure staff and others with whom NHA works, will adhere to the central principles of the Human Rights Act (1998).</p>
1.6.4	<p>This Policy forms part of a suite of Policies known collectively as 'Compliance Policies' and includes:</p> <ul style="list-style-type: none"> <li>• The NHA Gas Safety Policy</li> <li>• The NHA Asbestos Management Policy</li> <li>• The NHA Fire Safety Policy</li> <li>• The NHA Periodical Electrical Testing Policy</li> <li>• The NHA Legionella Control Policy</li> </ul>

Statement of intent

- 2.1 NHA will endeavor to ensure that all lifts and lifting equipment in properties or workplaces it owns and controls will be in full working order at all times. Where NHA becomes aware that lifts or lifting equipment are not operating as they should, emergency repairs will be issued and every effort made to remedy faults as quickly as possible.
- 2.2 In domestic properties where lift faults are likely to take more than 7 days to remedy and there are vulnerable residents residing in the building (usually elderly or disabled), NHA will carry out a risk assessment to determine the most appropriate course of action. This will include provision of advice to residents, sign-posting to appropriate care and advocacy agencies and may include provision of temporary arrangements to allow continued access (where the building design is suitable for these measures) for example, stair lifts.
- 2.3 In all cases of lift faults, NHA will keep residents informed of the nature of the problem and the likely timescales to return services to normal, by a combination of personal contact, written notification and signage on and around any lifts affected.
- 2.4 NHA will ensure that all lifts in properties it owns and controls will be fully accessible for disabled users (as per the requirements of the Disability Discriminations Act 2005, the Equality Act 2010 and to the specifications outlined in the Building Regulations
- 2.5 NHA will meet all of its legal requirements in regard to lift safety operations (as outlined in the LOLER 1998 and PUWER 1998 Regulations) via a combination of regular inspections, thorough examinations and periodic routine maintenance of all lifting equipment within properties it owns and controls.
- 2.6 NHA will maintain appropriate records of any inspections or remedial works undertaken and will notify the enforcing authority (Local Health and Safety Executive) of any defects which are classed as 'immediately dangerous' as required.
- 2.7 NHA will ensure there are clear procedures in place that are communicated to and understood by all relevant staff, for appropriate action in the event of any persons that become trapped in lifts within buildings it owns and controls. For health and safety / insurance reasons, NHA staff will not release any persons trapped in lifts, but will provide reassurance until such time as the relevant lift maintenance operators or emergency services arrive, as appropriate. NHA have a service level agreement with lift maintenance operators that ensures they will respond to any cases of entrapment within a one hour timeframe.
- 2.8 NHA call handlers that are contacted via emergency intercom control systems in cases of entrapment will follow a scripted risk assessment to determine the medical condition of any persons that are trapped. If there is any urgent concern for the persons' welfare, the call- handlers will request the emergency services to attend immediately.
- 2.9 NHA will ensure that all lifting equipment that is used on sites it owns and controls for construction purposes (that is covered by LOLER Regulations 1998) is thoroughly examined by a competent person before it is put into use and is subject to periodic examinations (in line with the frequency detailed in NHA's Examination Scheme).

3.0

Policy

3.1.1

Duty Holders and Competent Person Responsibilities

3.1.2

NHA as the owner of properties and buildings where lifts and lifting equipment is situated will be the 'Duty Holder' with responsibility for the operation, condition (maintenance) and compliance with the relevant statutory requirements. This will include taking remedial action (within timescales advised) to remedy any faults or defects with lifting equipment identified through testing, inspection, preventative maintenance or thorough examination.

To ensure the above responsibilities are discharged, NHA will appoint a 'Competent Person' (the Group Statutory Compliance Manager) who will work in conjunction with the NHA Insurers and specialist contractors including the following:

3.1.3

- To oversee the testing, inspection, preventative maintenance and thorough examination regime for lifting equipment and ensure it is carried out by suitably skilled and competent operatives (Thorough examinations to be carried out by lift maintenance contractors appointed by NHA Insurers, all other testing, remedial and maintenance works to be carried out by contractors appointed direct by NHA). This will include ensuring all contractors meet their required health and safety obligations
- To report any defects identified, back to the NHA 'Duty Holder' and where appropriate to the enforcing authority (Local Health and Safety Executive) and issue works to remedy faults

3.2

The Competent Person will also have responsibility for drawing up and maintaining NHA's Examination Scheme in conjunction with the NHA Insurers (See 3.2 below).

The NHA Examination Scheme

3.2.1

Thorough Examination of all lifting equipment	A detailed and systematic examination of the lifting equipment to detect any defects that are or might become	Every Six Months	Carried out by contractors – appointed by NHA Insurers (member of Lift and Escalator Industry Association)
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3.2.2

The Competent Person, in conjunction with NHA's insurers will review the Examination Scheme regularly and following each Thorough Examination. The Scheme will also be reviewed after each significant event that affects the risks associated with the smooth running of the lifting equipment e.g. replacement of major parts or entrapment incident.

3.3 Routine Maintenance

3.3.1 In addition to the checks carried out under the examination scheme, NHA will carry out regular routine maintenance of all lifting equipment as below:

Activity	What is involved	Frequency	Who carries it out
Routine Maintenance of all lifting equipment	Checking and replacing worn or damaged parts, lubrication, replacing time-expired components, topping up fluid levels and making	Monthly	Carried out by contractors – appointed direct by NHA

3.4 Acting on information

3.4.1 NHA will act on any recommendations for remedial action that result from either operation of the Examination Scheme or through Routine Maintenance within accepted timescales (usually 1, 3 or 6 months).

3.4.2 NHA will take immediate action for any significant defect that causes a risk to users of lifting equipment and will take lifts out service until such time as the fault can be completely and safely remedied.

3.5 Record Keeping

3.5.1 NHA will ensure that an electronic record is kept of all Inspections and Thorough Examination through its Examination Scheme and of all Routine Maintenance that takes place on lifting equipment. The records will be held securely offsite via NHA's insurers for all Thorough Examinations and will be accessible to the Competent Person at all times. Records for all other inspections and maintenance work will be held direct by NHA (each individual entry being stored for a minimum of 2 years). The Competent Person will be able to produce hard copies of the records if required by the local enforcement authority (Local Health and Safety Executive).

3.5.2 NHA will also keep a record of any entrapment incidents and will use these to inform future revisions of the Examination Scheme.

3.6 Equipment Standards (Including Disability Access)

3.6.1 NHA will ensure all lifts in buildings it owns and controls, comply with the relevant equalities legislation (including the Disability Discrimination Act 1995 and the Equality Act 2010) and meet all health and safety requirements. This will include provision of lifts that:



	<ul style="list-style-type: none"> <li>• Prevent a person using them from being crushed, trapped, stuck or falling from the carrier (the lift carriage)</li> <li>• Have safety devices that prevent a carrier from falling</li> <li>• Ensure that if a person becomes trapped in a carrier they are not exposed to any danger</li> <li>• Are clearly signposted</li> <li>• Are equipped with emergency lighting</li> <li>• Have intercom facilities linked to a central control point (manned 24 hours a day) that is easily accessible</li> <li>• Have voice announcement systems for floor arrival and door closing</li> <li>• Carriage and landing call dwell times with a 5 second delay</li> <li>• Have Braille floor numbering and safety instructions and other tactile controls</li> <li>• Are of sufficient size and capacity to allow wheelchair access (i.e. at least 1100mm wide and 1400mm long)</li> <li>• Have carriers that will not move unless the doors are fully closed and that prevent users from being crushed when entering and leaving.</li> </ul>
3.7	Aids and Adaptations (Lifting Equipment) – inspection requirements
3.7.1	In addition to the requirements to ensure passenger lifts are operational and safely maintained, NHA is required to ensure the safe use of lifting equipment installed in properties it owns and controls as part of aids and adaptations installations to assist disabled customers. Examples include through-floor lifts, stair lifts and bath hoisting equipment.
3.7.2	NHA will ensure a Thorough Examination is carried out of all known aids and adaptations designed for lifting operations, in properties it owns and controls, every twelve months or more frequently if in line with manufacturer’s recommendations.
3.7.3	NHA will respond and take remedial action for any defects identified during regular use in line with the normal provisions of its repairs and maintenance regime. NHA will treat all requests of this nature as an urgent priority and will seek to remedy faults, where possible, within 24 hours of being reported.
4	<b>Implementation</b>
4.1	All NHA staff have responsibility for ensuring the safety for persons that use buildings it owns and or controls in line with general Health and Safety regulations. Whilst not all staff will have specific duties in regard to ensuring the safety of persons using lifting equipment in NHA controlled buildings, they will need to have an awareness of the Policy and supporting procedures to deal with any customer queries that may arise.
4.2	The Group Statutory Compliance Manager will have specific responsibilities in regard to the operation of the Lift Maintenance Policy (which are outlined in detail in
5	<b>Performance</b>
5.1	NHA will expect the following actions to be completed in the timescales indicated:

	<ul style="list-style-type: none"> <li>• Entrapment of persons within lifts – Lift contractor and NHA staff member to attend within 1 hour</li> <li>• Emergency breakdown – lift contractor to attend within 4 hours</li> <li>• Breakdown – lift contractor to attend within 24 hours</li> <li>• Request from NHA to lift contractors for information - response to be received within 24 hours</li> <li>• Request for engineers reports – within 48 hours of completion of on-site works</li> <li>• Completion of works required identified during thorough examinations – within timescales specified with the report</li> <li>• Weekly update to be received by NHA each Friday PM or Monday (noon at the latest)</li> <li>• Worksheets from lift contractors for all chargeable works to accompany application for payment</li> <li>• Any quoted items to be returned within 1 week of being dispatched / received for consideration by NHA</li> <li>• All contractual non-timed defects to be completed within 3 months of dispatch / receipt of report</li> </ul>
<b>6</b>	<b>Consultation</b>
6.1	The Customer engagement Panel was consulted about the development of this Policy.
6.2	All NHA staff have been consulted in the development of the Policy and specific input of technical advice has been sought from those staff with operational knowledge of lift maintenance management
<b>7</b>	<b>Review</b>
7.1	The Policy will be reviewed every 24 months from the date of approval to ensure its continuing suitability, adequacy and effectiveness or as required by the introduction of new legislation or regulation that impacts on the lift maintenance obligations changes NHA business practices or in light of management system audits.
<b>8</b>	<b>Equality Impact Assessment</b>
8.1	Was a full Equality Impact Assessment (EIA) required? Yes
8.2	When was EIA conducted and by who? The EIA conducted by Corporate Services Manager on the 28 January 2022,
8.3	Results of EIA Although, it is recognised that there could potentially be differential impacts for elderly and disabled service users (in the event of lift failures or breakdown) the measures NHA puts in place to provide additional support for these groups sufficiently mitigates any additional risks.

9.0	Scheme of delegation	
9.1	Responsible committee for approving and monitoring implementation of the Policy and any amendments to it	Executive Management Team
9.2	Responsible officer for formulating Policy and reporting to committee on its effective implementation	Operations Director- NHA
9.3	Responsible officer for formulating, reviewing and monitoring implementation of procedures	Property Services Manager NHA