



# Lift Maintenance Policy

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## List

### Prepared by

Document Owner(s)	Organisation Role
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### Manual Control version

Version	Date	Author	Change Description
1.0	September 2022	Sam Scherdel	-
1.1	October 2022	Sam Scherdel	<ul style="list-style-type: none"> <li>• Terminology and Job Title edits.</li> <li>• Further clarification on Insurer roles.</li> </ul>
1.2	November 2022	Richard Walker	<ul style="list-style-type: none"> <li>• Update following advice from PFH insurers</li> <li>• Update service and inspection timeframes following staff consultation</li> <li>• Update on timescales and communication requirements following resident consultation</li> </ul>

## **LIFT MAINTENANCE POLICY**

### **1 Policy Statement**

Pickering and Ferens Homes (PFH) has a responsibility to ensure that all our lifts are safe, functional and maintained to a high standard. PFH is committed to safeguarding the health, safety and wellbeing of everybody living, working or visiting our buildings, and to protecting our property.

This policy sets out the lift servicing and maintenance standards for all assets, including housing stock, offices, community centres and other buildings for which PFH has responsibility.

### **2 Aims & Objectives**

This policy details the strategy and procedures PFH will follow to manage Lift Maintenance in its property portfolio. The policy sets the structure and procedures so that all buildings owned and managed and other relevant Guidance and Regulations by PFH meet with the required level of precautions required by legislation. Environmental factors and business continuity have been considered and will be addressed in the associated relevant PFH policy documentation.

The ultimate aim of the Lift Maintenance Policy is to ensure that lifts and lifting equipment are suitable for their intended use.

PFH lift maintenance works and activities must comply with:

- Regulatory framework and consumer standards (Home Standard) set out by the Regulator for Social Housing
- Lifting Operations & Lifting Equipment Regulations 1998 (LOLER)
- The associated codes of practice:
  - BS 7255: Code of Practice for Safe Working on Lifts
  - BS EN 81: Safety Rules for the Construction and Installation of Lifts – Lifts for the Transport of People and Goods
  - BS EN 81-80: Safety Rules for the Construction and Installation of Lifts
  - Existing Lifts – Part 80: Rules for the improvement of Safety of Existing Passenger and Goods Lifts
  - Approved Document M: Access to and Use of Buildings
  - EN81-28 EN71-73; EN81-72 and BS9999
- The PFH lift maintenance policy will also operate within the
  - Provision and Use of Work Equipment Regulations 1998 (PUWER)
  - The Lifts Regulations 2016
  - Health & Safety at Work Act 1974
  - The Supply of Machinery (Safety) Regulations 2008
  - The Management of Health & Safety at Work Regulations 1999
  - The Workplace (Health Safety & Welfare) Regulations 1992
  - Construction, Design and Management Regulations 2015
  - Landlord and Tenant Act 1985
  - Equality Act 2010
  - RIDDOR 2013

Failure to discharge these responsibilities in full could result in prosecution, unlimited fines, and/ or a serious detriment judgement from the Regulator for Social Housing.

### 3.0 Requirements

PFH is required to:

- ensure that lifts and lifting equipment are suitable for their intended use
- ensure that lifts and lifting equipment are maintained in a safe condition
- ensure that all lifts that carry people are thoroughly examined every six months; after any significant change; and following exceptional circumstances such as a long period out of use
- keep all safety records for a minimum of two years after the date of completion
- ensure that new lifts are not used until the lift installer has issued a Declaration of Conformity
- ensure that the Declaration of Conformity is held for the life of the installation
- provide suitable arrangements to release people trapped in lifts

While some lifting equipment is not subject to the requirements of LOLER or PUWER, it is practical to follow the “Periodic Thorough Examination” regime in order to evidence compliance with the Health & Safety at Work Act. This is also a requirement of PFH’s insurers.

LOLER and PUWER may also apply to other access equipment depending on their purpose:

- eyebolts which are secured into a structure as an anchorage point for lifting equipment, e.g. abseiling ropes are subject to the requirements of LOLER
- anchors to secure equipment to prevent falls e.g. man safe systems are not covered by LOLER but require inspection and certification every 12 months.

## 4 Delivery

- a. PFH maintains independence between the “Periodic Thorough Examination” of lifts and their maintenance
- b. PFH insurer acts as the Competent Person for the “Periodic Thorough Examination” of lifts required by the LOLER
- c. Lift servicing and maintenance programmes are delivered through external contractors and at least 24 hours’ notice to residents will be provided, and where possible organised for times of the day when lift use is less likely to be required.
- d. Contracts are regularly reviewed and retendered in line with the organisation’s policies.
- e. In order to meet requirements and ensure safety PFH will:
  - i. **Passenger lifts within residential buildings, community centres and offices:** service every lift every two months (domestic). every three months (office) and complete a LOLER-compliant examination every six months.

- ii. **Domestic lifts and lifting equipment** *e.g. stair lifts and hoists*: service each lift and complete a LOLER-compliant examination every six months.
  - iii. **Man safe systems**: carry out an annual documented test and inspection.
  - iv. ensure robust processes and controls are in place to manage Periodic Thorough Examinations, servicing and maintenance to all lifts
  - v. ensure there are clear processes in place for the appropriate action to be taken in the event that somebody becomes trapped in a lift
  - vi. manage access to Residents homes in accordance with PFH Access Procedure
  - vii. ensure that only competent contractors who are qualified to at least NVQ Level 3 carry out works on lifts and lifting equipment
- f. PFH will not accept responsibility for the servicing or maintenance of domestic lifts or lifting equipment that a Resident has bought and/ or arranged to be installed themselves.

## 5. Follow On Works

- a. PFH will ensure that there is a robust process in place for managing any follow on works arising from the lift examination and servicing programmes within appropriate timescales.
- b. Defects or hazards identified during routine examination will be managed in line with the risk that they pose:

<b>A:</b> Danger present, immediate remedial action is required	Lift will be taken out of service immediately, and will remain out of service until it has been repaired. Where necessary temporary stairlifts will be installed.
<b>B:</b> Other defects	Repair will be carried out as soon as is practicable, in accordance with our urgent and non-urgent service standards.
<b>C:</b> Observation or improvement recommended	Will be considered by the Property & Compliance Manager and/or the Planned Maintenance department and actioned or scheduled if appropriate.

- c. Any lift or lifting equipment found to be in dangerous state will be taken out of service immediately, and will remain out of service until it has been repaired.
- d. In all cases regarding follow on works PFH will maintain appropriate communication with Residents and ensure they are kept informed.

## 6. Record Keeping

- Monthly servicing records are transferred electronically from the contractor to the PFH central document repository in a standardized format.
- "Periodic Thorough Examination" records are held on PFH insurer's portal which can be accessed by relevant staff. An electronic copy of the report is also held by PFH.
- All maintenance, breakdown and repair visits are recorded in a log book. The log book is stored in an accessible place on the installation.

- Orders for lift safety checks and follow on repairs will be issued to contractors via the Castleton Housing Management System (core system), this will be transferred to the Civica Housing Management system when launched in 2023.
- PFH will establish and maintain accurate asset registers for all domestic and non- domestic properties.

## **7 Performance Monitoring & Reporting**

- o There is a robust procedure in place for monitoring compliance and validating asset lists.
- o Key performance indicator (KPI) measures are in place, regularly reviewed and reported to senior management, other relevant staff, resident committees and the Board.

## **8 Responsibilities within this Policy**

### **Chief Executive & Leadership Team**

Chief Executive and SMT have ultimate accountability in ensuring the policy is delivered and will approve any major amendments or revisions of PFH's Lift Maintenance Policy

### **Home Services Director**

Responsibility for implementation of the Lift Maintenance Policy falls to the Home Services Director.

### **Property & Compliance Manager – Responsible Person**

The Lift Maintenance Plan will be managed by the Property & Compliance Manager.

Receive and agree reviews of the Lift Maintenance Policy and, if these involve major amendments and revision, refer these to the PFH Management for approval.

### **Competent Contractors**

Responsible for the operational delivery of lift servicing, installation and maintenance works. Contractors and their engineers must hold appropriate qualifications.