

LIFT POLICY



MONITORING INFORMATION:

POLICY/PROCEDURE/STRATEGY:	LIFT POLICY
DATE APPROVED:	JANUARY 2026
EXPIRY DATE:	JANUARY 2027
OWNER:	HEALTH AND SAFETY MANAGER
APPROVAL ROUTE:	HEALTH AND SAFETY COMMITTEE

Lift Policy

1. Purpose

- 1.1. This policy sets out Teign Housing's commitment to ensuring the safe operation, maintenance, and management of passenger lifts in our blocks of flats, stairlifts and step lifts provided to residents under disability adaptations, work equipment used by our staff. Our aim is to protect our residents, staff, contractors and visitors while ensuring compliance with the Health and Safety Work Act etc. 1974, the Lifting Regulations (LOLER) and the Provision and Use of Work Equipment Regulations 1998PUWER

2. Scope

- 2.1. The policy applies to:
- All passenger lifts in Teign Housing managed residential buildings.
 - All stairlifts installed as part of resident adaptations.
 - Any lifting equipment provided for operational purposes by Teign Housing.

3. Associated Policies and Procedures

- 3.1. This policy is supported by the following documentation:
- Health and Safety Policy
 - Electrical Safety Procedure
 - Fire Safety Policy

4. Lift Policy

- 4.1. Our Policy is that:
- 4.2. Maintenance and inspection

4.2.1. All lifts will be maintained under a planned maintenance schedule.

4.2.2. Stairlifts and step lifts installed as part of adaptations will be tested and serviced according to manufacturer's guidance. Any repairs will be promptly carried out by approved contractors.

4.2.3. Thorough inspection of the lifting equipment will be carried out in accordance with LOLER:

- a) Passenger lifts – every 6 months
- b) Stairlifts and Step lifts – 6 months
- c) Operational lifting equipment – annually

4.3. Defect Reporting and Escalation

4.3.1. Where a defect is identified during a thorough examination that presents an existing or imminent risk of serious personal injury, Teign Housing will ensure the lift is immediately taken out of service. The competent person will notify Teign Housing and submit a written report to the relevant enforcing authority in accordance with LOLER. All defects will be logged, escalated, and tracked through our incident reporting system, with appropriate remedial actions taken before the lift is returned to service.

4.4. Post-Repair and Modification Inspections

4.4.1. Teign Housing will ensure that any lift or lifting equipment undergoing significant repair or modification is subject to a thorough examination by a competent person before being returned to service. This is to verify continued safe operation and compliance with LOLER. The lift will remain out of use until the examination confirms it is safe.

4.5. Lift Safety in High Rise Buildings

4.5.1. The lift in our high-rise building includes a fire service override mechanism but does not meet the full criteria to be designated a fire fighting lift under Approved Document B. Monthly checks will be undertaken to the override function and basic safety features in line with best practice and our commitment to resident safety.

4.6. Risk assessment of Operational lifting equipment

4.6.1. Teign Housing will carry out risk assessments for all operational lifting equipment in line with PUWER, ensuring safe use and appropriate controls are in place.

4.7. Ongoing competence and capability

4.7.1. Teign Housing will ensure that all through examinations under LOLER are carried out by a competent person as defined by HSE guidance. Competent persons will be independent of the routine maintenance activities to ensure impartiality.

4.7.2. Teign Housing will ensure that any staff required to use lifting equipment for operational purposes receive appropriate training in accordance with PUWER. Training will cover safe use, inspection requirements, and emergency procedures, and will be refreshed periodically to maintain competence.

5. Record Keeping

5.1. Teign Housing will maintain accurate records of lift maintenance, thorough examinations, defects, repairs and contractor performance. These records regularly reviewed to support compliance with LOLER and PUWER and internal audit requirements. Records will also inform incident investigations, assurance reporting and continuous improvement.

6. Resident Communication and Support

6.1. Teign Housing will provide residents with clear guidance on the safe use of lifts, stairlifts, and step lifts. Fault reporting routes will be simple and accessible, ensuring prompt action and effective communication when issues arise.

6.2. Residents will be fully consulted and informed before any major planned work is undertaken on a passenger lift serving their building. The impact of planned work will be assessed against the needs of each resident, and suitable arrangements will be put in place to minimise disruption, including temporary relocation where necessary.

- 6.3. Communication will be adapted to meet the needs of vulnerable residents, in line with Teign Housing's Equality and Diversity Policy.

7. Incident Report

- 7.1. We are committed to learning from incidents and near misses to improve safety across our properties and operations.
- 7.2. All incidents related to lifts and lifting equipment will be recorded in our incident reporting system. Incidents will be investigated to identify root causes and determine preventative actions. Where lift-related incidents involve technical faults or result in serious harm, Teign Housing may seek support from external lift safety specialists to ensure a thorough and competent investigation. Findings will inform preventative actions and future safety improvements.

8. Review

- 8.1. The Health and Safety Manager will review this policy annually, or sooner in response to significant changes in legislation, risk profile, or organisational structure. Lessons learned from incidents, audits, and external inspections will inform policy updates.
- 8.2. Performance data, including lift inspection compliance rates, defect resolution times, and contractor performance metrics, will be reviewed as part of the annual policy review to support continuous improvement and assurance reporting.

9. Governance and Assurance

- 9.1. Performance Reporting
- 9.1.1. Lift safety performance will be reported to the Health and Safety Committee and included in assurance reporting to the Board.
- 9.2. Regulatory Compliance

9.2.1. Compliance with LOLER, PUWER, and other relevant regulations will be assured through scheduled inspections, review of maintenance records, and internal audits. External technical reviews may be commissioned where needed.

9.3. Insurance

9.3.1. Teign Housing maintains appropriate insurance cover for lifting equipment, including statutory inspection services where applicable. Insurance arrangements are reviewed periodically to ensure alignment with regulatory requirements and operational needs

9.4. Contractor Oversight

9.4.1. All lift servicing and repairs will be carried out by approved contractors. Performance will be monitored through service-level agreements, KPIs, and periodic audits.

10. Equality and Diversity

10.1. Teign Housing will apply this policy consistently and fairly and will not discriminate against anyone based on any relevant characteristics, including those set out in the Equalities Act 2010.

10.2. Teign Housing will carry out an equality assessment in line with our policy.

11. Relevant Legislation and Guidance

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Lifting Operations and Lifting Equipment Regulations (LOLER) 1998
- Provision and Use of Work Equipment Regulations (PUWER) 1998
- Lifts Regulations 2016 (as amended)
- Supply of Machinery (Safety) Regulations 2008
- Building Safety Act 2022
- Building Regulations 2010 (as amended)
- Construction (Design and Management) Regulations 2015
- Housing Act 2004
- Landlord and Tenant Act 1985

- Equality Act 2010
- *HSE INDG339: Thorough Examination of Lifts*
- *BS 7255:2023 – Safe Working on Lifts*