

## Lifts policy

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## 1. Scope

This policy applies to the housing stock owned or managed by the Ealing Council, including the properties owned by South Acton Community Builders Co-operative (SCBC), that contains lifts and lifting equipment installations (this includes all domestic lifting aids). These include passenger (communal) lifts, hoists, stair lifts

and through floor lifts. The council has a duty of care to ensure all lifting equipment is kept and maintained to a safe standard for use by our residents and employees, the public and lift maintenance personnel.

All contractors and staff employed by or contracted to Ealing Council must adhere to this policy.

All references to Ealing Council within this document refer to the council's function as a landlord of residential property.

## **2. Aims and objectives**

Ealing Council ensures that a compliant and uniform approach is adopted to lift safety, and the service delivered meets statutory requirements and is consistent with good practice. Ealing Council aims to:

- appoint a person who shall have the necessary skills, knowledge and experience to provide technical support regarding the safe operation, maintenance and replacements of lifts
- ensure that thorough examinations are undertaken in accordance with The Lifting Operations and Lifting Equipment Regulations (LOLER) 1998
  - enter suitable contract arrangements with contractors to undertake inspections, servicing and maintenance priorities and complete corrective actions identified within defined timeframes
  - keep records of the control measures and activities
  - implement appropriate training for all staff responsible for administering the controls
- ensure that detailed records are kept and administered via a lift

register and/or designed safe drive system

- ensure that contractors are managed effectively and robust contract monitoring is in place to monitor performance and promote continuous improvement

This policy demonstrates the council's commitment to managing lifts in our housing stock and to providing safe living and working environments for residents, staff, and contractors.

### **3. Legislative and regulatory context**

We are committed to ensuring that residents' homes remain safe and fit for purpose. In achieving this, Ealing Council complies with relevant legislation and regulations. The following (non-exhaustive) list sets out the key legislation and requirements:

- Health and Safety at Work etc. Act 1974
- The Management of Health and Safety at Work Regulations 1999
- Lifting Operations and Lifting Equipment Regulations (LOLER) 1998
- The Provision and Use of Work Equipment Regulations (PUWER) 1998
- Landlords and Tenant Act 1985
- Housing Act 2004
- The Supply of Machinery (Safety) Regulations 2008
- The Lifts Regulations 2016
- HHSRS – Housing Health and Safety Rating System
- Equality Act 2010
- The Fire Safety (England) Regulations 2022
- Building Safety Act 2022

### 4. Lifts

Ealing Council as the owner of properties and buildings where lifts and lifting equipment is situated is the 'duty holder' with responsibility for the operation, condition (maintenance) and compliance with the relevant statutory requirements. This includes 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 that these responsibilities are discharged, Ealing Council will appoint a 'competent person' who will work in conjunction with Ealing Council's insurers and specialist contractors including the following:

- overseeing the testing, inspection, preventative maintenance, and thorough examination regime for lifting equipment and ensure it is conducted by suitably skilled and competent operatives (thorough examinations to be conducted by lift inspectors appointed by the council's insurers, all other testing, remedial and maintenance works to be conducted by contractors appointed direct by the council)
- ensuring all contractors meet their required health and safety obligations
- reporting any defects identified, back to the 'duty holder' and where appropriate to the enforcing authority and issue works to remedy faults

To comply with the Fire Safety (England) Regulations 2022, Ealing Council will notify the London Fire Brigade of any defect that is likely

to render a lift out of action for more than 24 hours in those buildings that are at least 18 metres tall or have 7 storeys and above.

The council will ensure that disability lifts and lifting equipment in its properties (through-floor lifts, stair lifts, bath hoists and lifting equipment), will be inspected in accordance with manufacturer's recommendations. Lifting equipment that has been supplied as part of a care package to a tenant will remain the responsibility of the NHS.

## **5. Governance**

The council's cabinet has overall responsibility for ensuring that this policy is implemented to ensure compliance with the law.

In practical terms, the chief executive reports to cabinet to demonstrate accountability for corporate health and safety across the council and will also ensure that health and safety compliance management duties in its landlord function, are properly assigned and managed.

The day-to-day responsibility for lift safety for the council's housing stock is implemented in line with this policy and has been delegated, via the chief executive, to the strategic director of housing and environment. These arrangements are monitored by the housing and environment senior leadership team and reported to the corporate health and safety board.

The lifting equipment safety management plan also identifies the roles and responsibilities of those who will undertake the day-to-day tasks on behalf of the strategic director of housing and environment.

## **6. Contractors**

Contractors providing lift services to Ealing Council will follow the actions and the timescales indicated in the appropriate contract but will include:

- entrapment of persons within lifts – lift contractor to attend within 1 hour
- emergency breakdown – lift contractor to attend within 4 hours
- breakdown – lift contractor to attend within 24 hours

All passenger lifts have an intercom that dials directly to a dedicated call centre. Call handlers will contact emergency services if there is an urgent concern for a person's welfare.

Contractors and others working in Ealing Council properties are required to demonstrate that their representatives understand how the work they undertake may impact on lift safety.

No works can begin until the method statement for the activity, has been approved by the building safety manager (lifts). Contractors are required to immediately report any lift related risks or concerns to their manager and the council's building safety manager (lifts), stop ongoing works if the concern is significant or warrants immediate action.

The contractor undertakes work in accordance with the specific requirements set out in the contract.

## **7. New build**

There are detailed requirements on Ealing Council as a client during construction projects and these are considered elsewhere. However,

in general Ealing Council will ensure:

- it cooperates and shares information with stakeholders at key stages prior to and during construction
- that the people it employs are competent to do the work they are undertaking
- compliance with the building regulations and specific regulatory requirements imposed upon it
- appropriate approvals are in place and that all information is handed to the building safety manager (lifts) prior to any occupation

Refurbishing existing lifts

- the council will continually monitor existing lifts for performance and compliance with standards to ensure longevity of service. The results will be used to undertake a planned programme of refurbishment where it is economical to do so. Lifts will be refurbished to comply with current standards and specifications

## **8. Resident engagement**

The council will provide all residents with information on lift safety. Regular updates will be provided through a range of methods.

We will:

- periodically inform residents of the importance of reporting any issues with lifts through the provision of information via the council website, newsletters, and leaflets
- maintain an effective complaints procedure to monitor and record complaints that indicate a risk to safety

We will ensure that information on lift safety that is produced for



residents will be first considered and approved by engaged residents.

### **9. Resident responsibilities**

Tenants must allow access into their homes to undertake inspections of equipment. If access is refused, the tenant may be in breach of their tenancy, and further action will be taken.

### **10. Supporting vulnerable residents**

Ealing Council is committed to ensuring that vulnerable residents are supported, and that household vulnerability and reasonable adjustment requirements are considered when providing services to residents.

We will assess the needs of residents who inform us they have a disability such as a hearing impairment, visual impairment or mobility issue, and will adjust our approach to best meet the needs of the resident whilst ensuring compliance with our obligations as a landlord, and maintaining the safety of our wider resident and community base.

### **11. Monitoring, compliance, and review**

The day-to-day responsibility for lift safety for the council's housing stock is implemented in line with this policy and has been delegated, via the chief executive, to the strategic director of housing and environment.

Performance against targets of key performance indicator is monitored by the senior leadership team of housing and environment. This information is shared with appropriately engaged residents.

## **12. Diversity and inclusion**

We will ensure that all information relating to lift safety is shared with residents in a form that is easily understood.

An equality impact assessment 'initial screening' has been carried out which has influenced the formation of this policy and will also affect the procedure to make sure that our implementation of this policy does not have a detrimental impact on our disabled or elderly residents.

## **13. Implementation**

Implementation of this policy is through the lifting equipment safety management plan.