



Lift Policy

1.0 Purpose and scope

Notting Hill Genesis (NHGs) is committed to maintaining all lifts and lift safety equipment.

The policy recognises the statutory requirements we must meet and outlines how we will comply with these. It is intended to provide guidance for all facilities managed by NHG where we carry out work, and premises where lifts are operated and managed by us.

It also reflects our responsibilities as a registered provider of social housing and our commitment to delivering high-quality service, which include ensuring all employees are aware of lift safety issues.

This policy applies to all residents, staff, contractors, building/engineering and services/consultants involved in the maintenance and repair of the lifts and its systems, as well as others using the lift equipment.

The policy should be read in conjunction with our health and safety, safeguarding and decant policies.

2.0 Definitions

Approved codes of practice – describes the recommended methods that should be used (or standards to be met) to comply with health and safety legislation.

LOLER regulations – Lifting Operations and Lifting Equipment Regulations 1998, which place duties on people and companies who own, operate, or have control over lifting equipment.

Thorough examination – part of a LOLER inspection, involving a systematic and detailed examination of the equipment and safety-critical parts, carried out at specified intervals by a competent person who must then complete a written report.

Competent person – a person with suitable experience to enable them to carry out a thorough examination as part of a LOLER inspection.

Authorised person – responsible for the oversight of all lift contracts.

Designated person – provides the essential senior management link between NHG's senior management, chief executive, group director of assets and sustainability and compliance director.

Duty holder – manages the process of thorough examination and testing of lifts; reports to the designated person and is legally responsible for ensuring that the lift is safe to use and that it is thoroughly examined.

Delegated examination scheme – LOLER permits a scheme of examination drawn up by a competent person as an alternative to the fixed maximum periods of a thorough examination.

HSE – the Health and Safety Executive, a national regulatory body covering workplace health and safety to prevent work-related serious incidents, injury, and ill health.

Lift contractor – person or people with contractual responsibility for maintaining the lifts in a safe and serviceable condition in accordance with the NHG maintenance contract, and the lift manufacturer's instructions, and attending to lift breakdowns, malfunctions and reports of trappings in accordance with NHG's lift contract.

Lift and lift safety equipment – applies to any lifting equipment, including employees' own lifting equipment, for lifting or lowering loads, including attachments used for anchoring, fixing or supporting it as well as lift and lifting equipment in domestic settings (for example, chair lifts and platform lifts) provided by us.

PUWER 1998– Provision and Use of Work Equipment Regulations 1998, which places duties on people and companies who own, operate or have control over work equipment. PUWER also places responsibilities on businesses and organisations whose employees use work equipment whether owned by them or not.

RIDDOR – Reporting of Injuries Diseases and Dangerous Occurrences Regulations, which requires employers and other people in charge of work premises to report and keep records of work-related accidents which cause serious injury and work-related accidents.

3.0 Maintenance

The prime objective of the policy is to create a safe environment for all passengers and goods where lifts are in use on our premises, which are maintained and serviced at regular intervals by competent engineers.

Both us and our partners are responsible to take all reasonable precautions and to follow current legislation and an approved code of practice for managing and controlling risks, and to assist staff and residents in complying with relevant legislation and guidance.

We comply with the legislative and regulatory requirements and follow up on the principles and guidance issued by the manufacturers of the lift equipment by:

- Identifying all lift equipment for which we are responsible
- Engaging the services and communicate with all parties to provide a competent person to undertake the statutory inspections and tests
- Completing thorough examinations and inspections of all managed assets as determined by LOLER (either at six-monthly or yearly intervals depending on the type and use of the equipment) and to communicate any temporary inconveniences with those affected by lack of service
- Completing any remedial works identified with LOLER inspections within timeframes designated by the competent person

- Undertaking any supplementary testing requested by the competent person
- Appointing a suitably qualified lift contractor to maintain lift equipment
- Keeping records of the competent person statutory inspections, lift maintenance, call-out and repair records for a minimum period of two years in line with our retention schedule
- Identifying the responsibilities of our employees, partners, and contractors to ensure health, safety and compliance of all lifts managed by us

When it becomes time to replace or modernise lift equipment that has reached the end of its lifecycle, we identify all relevant legislation, standards and codes of good practice and apply these as appropriate.

4.0 Service

Where we are responsible for managing and maintenance of lifts, we apply the following principles.

4.1 Reporting service failure

We are committed to ensuring that all reports of entrapment and service failures are being recorded, communicated, and attended to. Our response times vary depending on a type of service failure, specified within the NHG lift maintenance contract.

Entrapment or safety critical situation where members of the public are at risk	One-hour maximum response time
Plant (service) failure, lift breakdowns	<ul style="list-style-type: none"> • Two hours during working hours as defined in the contract • Four-hour response time outside of hours
Repairs and maintenance of equipment caused by damage to, failure of, or a major change in operating conditions which is likely to affect the integrity of the equipment or passenger safety.	Within 28 days

Any fire lifts in a Higher-Risk Building (HRB) that are out of service for over 24 hours will also be reported to the local Fire & Rescue Services in compliance with [Regulation 7](#) of the Fire Safety England Regulations 2022.

We will communicate with residents about specific timeframes to complete the work, where we have identified the need for replacement. Where applicable, staff will follow up through our [Decant Policy](#).

4.2 Resident responsibilities

All residents living in an NHG home are responsible for keeping it in a good condition, which includes using lifts or lifting equipment supplied and fitted by us responsibly.

We will charge residents in instances when there is a damage to the lifts that is not through usual wear and tear such as vandalism or misuse. Upgrades and modernisations will be charged back to residents.

We will communicate any chargeable repairs we attended to make, to ensure residents are aware about the charge.

4.3 Normal working hours

When we receive notification of lift breakdowns, malfunctions and lift shut-in reports, we immediately advise and communicate with the lift maintenance contractor during normal working hours. The emergency intercom or autodiallers installed in passenger lifts connect directly to the lift maintenance contractors to ensure immediate action is taken.

In cases of medical emergency, where a trapped person is in great distress or where the lift maintenance contractor is not able to attend within a reasonable time, we will work with the fire brigade to free the trapped person(s).

4.4 Out of hours

Where we receive notification of lift breakdowns, malfunction and lift shut-in reports outside of normal working hours, we communicate with the lift contractor immediately.

4.5 Addressing individual needs

We are committed to providing a safe environment for all residents, including those with support needs. We recognise that some of our residents require a different level of service depending on individual circumstances. Where we know that's the case, we follow up on the principles of the Equality Act 2010 and take this into account when assessing or deciding priority response.

We recognise that the absence of functioning domestic lifts and lifting equipment for a prolonged period can have a significant impact on residents with mobility issues, disabilities, advanced age or long-term illnesses or conditions, especially where accessing health services is crucial to their health and wellbeing. The repercussions for lift service failures extend beyond inconvenience and can pose serious consequences to residents.

Where we have a concern over the safety or wellbeing of a resident, our staff follow our safeguarding policy and escalate as appropriate to prevent harm and keep people safe as well as to prevent an organisational or institutional abuse and failure in our duty of care.

5.0 Key roles and responsibilities

Legislation and regulations listed in the definitions section above place duties on people and companies who own, operate or have control over lifting equipment as set out below.

5.1 Head of mechanical and engineering (M&E) services, fire and asbestos – designated person

The designated person provides the essential senior management link between NHG's senior management, chief executive, group director of assets and sustainability and compliance director.

The designated person works closely with the authorised person to support the work of the specialist service.

The designated person (head of mechanical and engineering services) is appointed by NHG and has overall authority and responsibility for lifts and their safe operation.

We ensure that a suitable and robust lift maintenance/partnership contract is in place and a lift contractor/partner is appointed.

The designated person is responsible for ensuring that a duty holder and appointed person are appointed.

5.2 Lift manager duty holder

The duty holder manages the process of thorough examination and testing of lifts reports to the designated person and is legally responsible for ensuring that the lift is safe to use and that it is thoroughly examined.

5.3 Authorised person (lifts) – NHG technical delivery team

Our partnership contracts and maintenance operations on NHG premises are overseen by our technical delivery team, who are contract administrators for all lifts.

The authorised person and employees of this team oversee all lift contracts.

The team comprises the passenger lift contract officer, a mobility lift contract officer and two lift engineers, who report to the duty holder.

The technical delivery team is responsible for the following:

- Monitoring and administration of compliance
- Logging defects noted on LOLER inspection reports
- Monitoring contractors' performance
- Filing all records, maintenance sheets, callout sheets, LOLER certificates etc.
- Administration of the day-to-day running of the contract.

6.0 Service quality

All associated services to lifts and lift equipment should adhere to this policy when working for or on behalf of the NHG.

6.1 Asset management

As part of compliance reporting, we use data from across records on stock condition surveys to inform our provision of good quality, well-maintained and safe homes for tenants, including lift safety. Our maintenance and planned improvements programme is part of a wider approach to ensure the safety of residents and partners when using lifts and lift equipment.

Our reports include capturing the key performance indicator (KPI) measures for lift safety, which is reported monthly to the senior management team in the assets and sustainability directorate.

Lift maintenance contracts are to be comprehensive in nature to ensure residents are aware in advance of as many costs to be recharged as possible.

6.2 Complaint and compensation

We encourage residents to raise a complaint where they feel the lift service standards have not been met.

Any such complaint will be dealt with in line with the [Complaints and compliments Policy](#) and any lessons learnt fed back to the business for review.

Where we fail to provide the expected service standard, we may award compensation in line with our [Compensation and goodwill gesture Policy](#).

7.0 Our approach

In writing this policy we have carried out an assessment to ensure that we are considering Equality, Diversity & Inclusion.

To request a copy of the assessment, please email policy@nhg.org.uk

8.0 Reference

List key legislation, regulation or external links

NHG has a duty of care to its residents, contractors, and people buying and living at any of our properties. We have management systems and policies in place to adequately address all foreseeable lift-related risks.

- Health & Safety at Work etc. Act 1974 (HASAWA 1974)
- Management of Health & Safety at Work Regulations 1999 (MHSWR)
- The Workplace (Health, Safety & Welfare) Regulations 1992 (WPR)
- The Provision & Use of Work Equipment Regulations 1998 (PUWER)
- The Lifting Operations & Lifting Equipment Regulations 1998 (LOLER)
- The Lift Regulations 2016 UK
- RIDDOR
- Fire Safety England Regulations 2022, Regulation 7

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