



Lift Safety Policy

Name	Reason for change	Date
Liz Williams	Policy review	June 2023
Valesca Wilton-Smith	Periodic review	August 2025

Approval process for current version

Presented to	Date	Outcome
Health & Safety Committee	August 2023	Approved
Services Committee	September 2023	Approved
Poplar Board	September 2023	Approved
Services Committee	August 2025	Approved

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1. Introduction

- 1.1. Poplar HARCA has a responsibility to ensure that all our lifts are safe, functional and maintained to a high standard. Poplar HARCA is committed to safeguarding the health, safety and wellbeing of everybody living, working or visiting our buildings, and to protecting our property.
- 1.2. This policy sets out the lift servicing and maintenance standards for all assets, including housing stock, offices, community centres, and other buildings for which Poplar HARCA has responsibility (as defined by the lease).

2. Regulatory standards, legislation and codes of practice

- 2.1. Poplar HARCA's lift maintenance works and activities must comply with:

Regulator	• Regulatory framework and consumer standards (Home Standard) set out by the Regulator for Social Housing • Building Safety Regulator (Health & Safety Executive) for buildings in scope of Building Safety Act
Legislation	• Lifting Operations & Lifting Equipment Regulations 1998 (LOLER) • Fire Safety (England) Regulations 2022
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
This policy also operates in the context of:	• Building Safety Act 2022 • 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

2.2. Sanctions

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. Requirements

3.1. Poplar HARCA 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
- check lifts for use by fire fighters and evacuation lifts every month, and inform the fire and rescue service of relevant faults if the fault will cannot be resolved within 24 hours

3.2. While passenger lifts for the use of residents in blocks of flats and domestic lifts and lifting equipment are not subject to the requirements of LOLER or PUWER, it is practical to follow the “Periodic Thorough Examination” regime. This is also a requirement of Poplar HARCA’s insurers.

3.3. 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

4.1. Poplar HARCA maintains independence between the “Periodic Thorough Examination” of lifts and their maintenance

4.2. Poplar HARCA’s insurer acts as the Competent Person for the “Periodic Thorough Examination” of lifts required by the LOLER

4.3. Lift servicing and maintenance programmes are delivered through external contractors.

4.4. Contracts are regularly reviewed and retendered in line with the organisation’s policies.

4.5. In order to meet requirements and ensure safety Poplar HARCA will:

- **Passenger lifts within residential buildings, community centres and offices:** service lifts monthly and complete a LOLER-compliant examination every six months.
- **Domestic lifts and lifting equipment e.g. stair lifts and hoists:** service each lift and complete a LOLER-compliant examination every six months.
- **Man safe systems:** carry out an annual documented test and inspection.
- ensure robust processes and controls are in place to manage Periodic Thorough Examinations, servicing and maintenance to all lifts
- ensure there are clear processes in place to take appropriate action in the event that somebody

becomes trapped in a lift

- manage access to tenant's homes in accordance with Poplar HARCA's Access Procedure
- ensure that only competent contractors carry out works on lifts and lifting equipment

4.6. Poplar HARCA will not:

- accept responsibility for the servicing or maintenance of domestic lifts or lifting equipment that a tenant has bought and/ or arranged to be installed themselves
- service or maintain domestic lifts or lifting equipment within leaseholder's properties

5. Follow on works

5.1. Poplar HARCA will ensure that there is a robust process in place for managing follow on works arising from the lift examination and servicing programmes.

5.2. Defects or hazards identified during routine examination will be managed in line with the risk that they pose:

A	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.
B	Other defects	Repair will be carried out as soon as is practicable.
C	Observation or improvement recommended	Will be considered by the Compliance Manager (Lifts) and actioned or scheduled if appropriate.

5.3. 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.

6. Record keeping

6.1. Monthly servicing records are transferred electronically from the contractor to Poplar HARCA's central document repository in a standardized format.

6.2. "Periodic Thorough Examination" records are held on Poplar HARCA's insurer's portal which can be accessed by relevant staff. An electronic copy of the report is also held by Poplar HARCA.

6.3. All maintenance, breakdown and repair visits are recorded in a log book. The log book is stored in an accessible place on the installation.

6.4. Orders for lift safety checks and follow on repairs are issued to contractors, and tracked, via the Orchard Housing Management System (core system).

6.5. Poplar HARCA will establish and maintain accurate asset registers for all domestic and non-domestic properties.

7. Performance monitoring and reporting

7.1. There is a robust procedure in place for monitoring compliance and validating asset lists.

7.2. Key performance indicator (KPI) measures are in place, regularly reviewed and reported to senior management, other relevant staff, resident committees and the Board.

8. Roles and responsibilities

Poplar HARCA	Duty holder for lift safety
Poplar Board	Governance responsibility for ensuring compliance with regulatory standards, legislation, and codes of practice
Chief Executive	Overall accountability for this policy
Director of Technical Resources	Accountable for policy development and compliance Responsible for securing and assigning resources
Deputy Director of Technical Resources	Responsible for strategic policy implementation
Head of Asset Compliance	Responsible for delivery of policy objectives and contract management
Compliance Co-ordinator (Lifts)	Responsible for lift safety administration, monitoring and reporting
Head of Asset investment	Responsible for lift refurbishment and replacement programmes
Head of Repairs	Responsible for the management of day-to-day lift repairs
Competent contractor(s)	Responsible for the operational delivery of lift servicing and works
Insurers	Responsible for Periodic Thorough Examination of lifts
Competent external consultants	Responsible for providing advice on complex matters

9. Policy review

- 9.1. Policies are reviewed every 2 years or sooner if they no longer reflect best practice.

10. Appendix 1: Impact assessment

How does the policy/procedure/strategy contribute to Poplar HARCA's aims?	The policy is a statement of our intention to meet all statutory obligations associated with lift safety.
Which group(s) of people benefit from the policy/procedure/strategy? If any group could be disadvantaged, what is the mitigation or justification?	All groups benefit from this policy in terms of health & safety. It is also beneficial for residents, staff and the Board to be aware of Poplar HARCA's statutory obligations.
How have residents been involved in developing the policy/procedure/strategy? If they have not been involved, why not?	The policy is a statement of our intention to meet all statutory obligations associated with lift safety. There is no scope for resident involvement other than Board approval.
How will the policy/procedure/strategy be monitored and measured? (e.g. performance indicators?)	This policy is reported to and monitored by the Services Committee as well as the Audit & Risk Committee.

If any, what are the Value for Money implications?	The policy is a statement of our intention to meet all statutory obligations. Value for Money is not a consideration for this policy.
Will personal data be collected, stored, used or shared? If yes, a privacy impact assessment must be carried out.	Yes, personal information may be shared with contractors (e.g. name, address, contact details) in order to allow them to carry out required works.