

Housing and Safer Communities Policy



Division – Repairs and Investment

Lift Operation and Lifting Equipment Policy

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1.0 Policy Objective

- 1.1 The Royal Borough of Greenwich (RBG) is committed to ensuring that Housing and Safer Communities (HSC) managed residential properties, offices, and communal areas are safe and secure places to live and work.
- 1.2 The Housing and Homelessness Strategy 2021-2026 sets out the overarching principles and key aims for HSCs housing and homelessness services for the provision of safe, secure, and affordable homes. It is divided into five key strands of which this policy sits within: -
- Strand 1 - Ensuring the supply of high-quality homes and
 - Strand 4 – Safe and sustainable homes for all.
- 1.3 This policy sets out how we intend to meet HSCs obligations as a landlord and provide assurances that lifts and lifting equipment safety are appropriately managed. We aim to ensure that HSCs residents, the public, employees, and lift maintenance personnel are not exposed to any risk that may impact on their health, safety, and wellbeing.
- 1.4 This policy sets out how HSC will ensure that lifts are correctly maintained and periodically examined in line with current legislation, including new and refurbished lifts.

2.0 Context

- 2.1 HSC owns or manages properties where passenger lifts and lifting equipment is provided. All equipment installed by HSC regardless of landlord or property tenure will be managed and maintained by HSC, taking appropriate legal action for our own properties and endeavour to, as far as practically possible, maintain and access lifts and lifting equipment not within HSCs remit.
- 2.2 Passenger carrying lift and lifting equipment will be identified as: -
- hydraulic/electric passenger lifts,
 - disability access lifts, such as
 - stair lifts
 - through floor lifts,
 - hoists,
 - platform lifts
 - door openers
- 2.3 In compliance with legislation HSC has a duty of care to ensure that all lifts and lifting equipment within HSCs properties is kept and maintained to a safe standard for the use of residents, the public, employees, and contractors.
- 2.4 All employees, contractors, and end users have a duty of care to work in a safe manner and to comply with the policy requirements relating to their activities.
- 2.5 HSC takes the health, safety, and wellbeing of residents and employees seriously. It is HSCs policy to exceed, where possible, the minimum health and safety standard required by law.

- 2.6 The Management of Health and Safety at Work Act 1999 indicate the Chief Executive has overall responsibility for the health and safety obligations. The Chief Executives can appoint competent persons to undertaking or delegate duties under Regulation 7, to assist in meeting their legal obligations.
- 2.7 The Chief Executive has delegated their responsibility to the Director of Housing and Safer Communities and has appointed a Senior Assistant Director for Repairs and Investment directorate to assist in the delivery and implementation of this policy.
- 2.8 The Senior Assistant Director of Repairs and Investment and the Head of Landlord Risk and Compliance is responsible for the appointment of a competent person, who is known as the Lift Delivery Manager, for the effective management of lift safety and where appropriate to escalate concerns to the Head of Landlord Risk and Compliance.
- 2.9 The Director of Housing and Safer Communities is responsible to the councils Chief Executive and RBG Cabinet for ensuring the effective implementation of this policy. Implementation of and adherence to the policy will be monitored by RBG Cabinet.
- 2.10 HSC's Assurance Framework maps out the governance regime for both officers and cabinet members to ensures Housing and Safer Communities meets its regulatory obligations by being visible and accountable for resident safety and the delivery of improvements. The Audit and Risk Management Panel will be responsible for ensuring that RBG Cabinet receives the assurances it requires.
- 2.11 HSC will have relevant procedures in place for the management of domestic and non-domestic dwellings, commercial buildings, Community Centres, and lifts in foot tunnels which provide guidance and a consistent approach for the management of lifts and lifting equipment safety.
- 2.12 The competent persons must be trained to at least NVQ3 Engineering Maintenance – Lift Repair or equivalent J modules; and have relevant experience within the field and management position. Employees who have roles identified in related lift procedure will receive training appropriate to their role.

3.0 Key Policy Points

- 3.1 HSC will comply with all relevant legislation to meet its lift safety and management obligations to protect residents, their visitors, employees, and contractors from any risk to health and safety.

3.2 Management of Lift Safety Equipment

HSC will ensure the following general lift safety precautions are implemented and will ensure: -

- competent persons are appointed to lead on the management of lift operations and safety to ensure compliance is achieved and maintained.
- properly qualified employees and/or contractors are appointed to undertake thorough inspections and testing of lift and lifting equipment and supply appropriate inspection reports.
- all passenger lifting equipment is to be inspected on a regular basis by a

competent person in line with current LOLER Regulations.

- relevant users are appropriately advised as to the safe use of equipment.
- all works and inspections are undertaken in a safe and appropriate manner
- that all passenger lift and passenger lifting equipment meets, as far as practicably possible, current codes and standards.
- persons trapped in a lift or lifting equipment are addressed within one hour
- response to a faulty lift is within two hours during normal working hours and 3 hours outside normal working hours.
- defective lifting equipment is made unavailable until the defect has been repaired or the item has been disposed of, preventing its use.
- remedial works to make lifts and lifting equipment safe within recommended time, as outlined in inspection reports are actioned.
- inconvenience to residents caused by the inspection, testing and any associated remedial lift works is kept to a minimum.
- post inspections to monitor the quality of works undertaken are carry out.
- an appropriate programme of improvement is in place to maintain the safety of passenger lift and lifting equipment to keep resident safe.
- suitable insurance cover is in place for all passenger lifts and lifting equipment owned or managed by HSC.

3.3 Servicing, Maintenance and Statutory Inspections

All passenger lifting equipment will be thoroughly inspected and maintained, by a competent lift contractor at least: -

Servicing and Maintenance

- 12 service visits per year for communal passenger lifts.
- one service visit per year for disability lifting equipment.

Statutory Inspections

- every 6 months for passenger lifts, disability lifts or an accessory for lifting, in line with LOLER Regulations.
- every 12 months for other lifting equipment e.g., lifting beams and eyes, etc.
- where a lift has been taken out of service and back in service e.g., modernisation of lift.
- where there has been an unexpected event that is likely to jeopardise the safety of the lifting equipment, an inspection will take place each time there is an occurrence.
- and wherever deemed necessary by manager.

3.4 Additionally, HSC will ensure that additional routine checks are made to all lifts in High Rise Buildings that are intended for use by firefighters as well as monthly checks of any evacuation lifts that are provided for the evacuation of disabled people in the event of fire.

3.5 If any of these checks reveal a fault in one of the above systems or equipment that cannot be resolved within 24 hours, HSC must inform the London Fire & Rescue Service (LFRS) of the fault via an agreed email address as soon as is practicable. HSC will also notify the LFRS when the fault has been rectified.

3.4 Recommendations identified in inspection reports will be actioned within the recommended timescale identified by the Thorough Examination. In some cases, remedial

works and a further thorough Examination will be completed before the lift or lifting equipment are returned to service, or as part of planned works programme where appropriate to do so.

3.5 Contract Management

In line with RBG Corporate Procurement Procedure, where appropriate HSC will: -

- appoint suitably qualified contractors to carry out necessary lift works and inspections,
- ensure accreditation certificates are verified with the appropriate bodies prior to any appointment
- conduct regular meetings with contractors to review contract goals and monitor performance
- carryout post inspections to monitor the quality of work

3.6 Failure to Access Properties

If the contractor is unable to gain access to a property to carry out service or any emergency works to a disability lift or lifting equipment, HSC will review the reason for this and explore other appropriate and reasonable ways to gain access.

3.7 If access to a property is not achieved for a prolonged period, HSC will seek an injunction to gain access to the property to carry out this work, to ensure our residents are safe. In such cases access will be gained in line with HSCs Access to Properties Procedure.

3.8 Resident Responsibilities

The Royal Borough of Greenwich asks residents to be mindful of lift safety issues in their home and to work with HSC to help keep them safe from hazards by: -

- allowing access for our contractors or in house team to complete safety checks and maintenance of stairlifts and other hoisting equipment in your home.
- reporting any faults with lifts in your home or building promptly.
- not holding or jamming open doors for any reason, this can cause damage to the lift and result in increased breakdowns.

3.9 Awareness and Communication

HSC will ensure arrangements are in place with contractors so that residents and employees are aware of any servicing or maintenance work to lifts and lifting equipment.

3.10 Any disruption to the use of a lift is kept to a minimum and action being taken to rectify the defect, so that the risk or inconvenience to residents is kept to a minimum. If a lift is to be out of commission for any length of time or repair including vulnerable residents the contractor will advise residents by: -

- Day 1 – place an out of service sticker on the lift
- Day 3 – place a sign on lift door button advising the lift is out of action
- Day 7 – if the lift is to be out of action for any extended period, a letter drop to residents will be required.

3.11 Keeping Safety Records

Keep and maintain a register of all passenger lifts and lifting equipment that requires a risk assessment.

3.12 Records for passenger lift maintenance, servicing and testing are retained and will be available on site in the lift motor room and digital copies within HSC systems for a period of 7 years.

4.0 Legislation

4.1 HSC will comply with all current and relevant statutory obligations, where applicable: -

- Health and Safety at Work Act 1974
- Landlord and Tenant Act 1985
- The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
- Provision and Use of Work Equipment Regulation (PUWER) 1998
- Management of Health and Safety Regulations 1999
- The Machinery Directive 2006
- Housing Act 2004
- Lift Regulations 2016
- Charter for Social Housing Residents 2020
- Building Safety Act 2022
- Fire Safety (England) Regulations 2022
- Social Housing Regulation Act 2023

4.2 This list is not exhaustive but contains the main legal duties regarding lift and lifting equipment safety.

4.3 HSC will also as a minimum comply with all relevant guidance and British Standards that underpin legislation.

4.4 This policy should be read in conjunction with relevant legislation as well as the Lifts Management Plan (currently in draft) and in line with current established procedure.

5.0 Implementation and Performance Monitoring

5.1 The implementation of this policy will be carried out through staff briefings, and the policy made available on the intranet for review.

5.2 Performance will be monitored and challenged through agreed key performance indicators and will be reviewed at the following scheduled meetings, subject to review: -

- Directorates Management Team (DMT)
- Landlord Compliance Group
- Compliance and Safety Panel
- Compliance Operational Group
- Lift and Lifting Equipment Safety Action Group
- Monthly Contractor Reviews

5.3 HSC will seek independent assurances through internal and external audit processes and outcomes will be published.

- 5.4 This policy will be reviewed annually at the Lift and Lifting Equipment Safety Action Group, following a serious incident or where there has been a change in legislation prior to the scheduled review. If during the review there is found to be no amendments to the policy, this will be minuted and reported to the Compliance Safety Panel and Landlords Compliance Group meetings for audit purposes.