



Lift Maintenance Policy

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Prepared by

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Manual Control version

Version	Date	Author	Change Description
1.0	September 2022	Sam Scherdel	First draft.
1.1	October 2022	Sam Scherdel	Terminology and Job Title edits. Further clarification on Insurer roles.
1.2	November 2022	Richard Walker	Update following advice from PFH insurers Update service and inspection timeframes following staff consultation Update on timescales and communication requirements following resident consultation
1.3	January 2025	Martin Crowther & Joe Day	Changes recommended following compliance assurance project review: Void Properties and Lifts section added Sections 4, 5, 6, 7 updated to add clarity Responsible Persons added and updated Updated number formatting throughout.
1.4	January 2026	Joe Day	Added point of clarity at 4.10 following internal audit recommendation

LIFT MAINTENANCE POLICY

1. Policy Statement

- 1.1. Pickering and Ferens Homes (PFH) has a responsibility to ensure that all our lifts are safe, functional, and maintained to a high standard. PFH 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 PFH has responsibility.

2. Aims & Objectives

- 2.1. This policy details the strategy and procedures PFH will follow to manage Lift Maintenance in its property portfolio. The policy sets the structure and procedures so that all buildings owned and managed and other relevant Guidance and Regulations by PFH meet with the required level of precautions required by legislation. Environmental factors and business continuity have been considered and will be addressed in the associated relevant PFH policy documentation.
- 2.2. The aim of the Lift Maintenance Policy is to ensure that lifts and lifting equipment are suitable for their intended use.
- 2.3. PFH lift maintenance works and activities must comply with:
 - Regulatory framework and consumer standards (Home Standard) set out by the Regulator for Social Housing
 - Lifting Operations & Lifting Equipment Regulations 1998 (LOLER)
 - The associated 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
 - Section 3 Health and Safety at Work Act
 - The PFH lift maintenance policy will also operate within the:
 - 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

2.4. 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. PFH 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 lengthy 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
- While some lifting equipment is not subject to the requirements of LOLER or PUWER, it is practical to follow the “Periodic Thorough Examination” regime to evidence compliance with the Health & Safety at Work Act. This is also a requirement of PFH’s insurers.
- 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. PFH maintains independence between the “Periodic Thorough Examination” of lifts and their maintenance
- 4.2. PFH insurers may recommend a specific Competent Contractor for the “Periodic Thorough Examination” of lifts required by the LOLER. PFH will ensure that the contractor appointed retain suitable LOLER accreditations.
- 4.3. Lift servicing and maintenance programmes are delivered through external contractors and at least 24 hours’ notice to residents will be provided, and where possible organised for times of the day when lift use is less likely to be required.
- 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 PFH will:
 - Passenger lifts within residential buildings, community centres: service every lift every two months, 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
 - The nature and frequency of maintenance and inspection activity will vary from the above only if the specific manufacturer’s instructions require. Any recommendations from these examinations will be registered and approved and recorded.
- 4.6. Inspection or maintenance activity may identify that additional inspection, supplementary testing or remedial works are required. These shall be arranged as per section 5 of this policy.
- 4.7. ensure there are clear processes in place for the appropriate action to be taken in the even that somebody becomes trapped in a lift
- 4.8. manage access to Residents homes in accordance with PFH Access Procedure
- 4.9. ensure that only competent contractors who are qualified to at least NVQ Level 3 carry out works on lifts and lifting equipment
- 4.10. PFH will not accept responsibility for the servicing or maintenance of domestic lifts or lifting equipment that a Resident has bought and/ or arranged to be installed themselves. And on the property becoming

void will manage the removal and disposal as required. This is achieved by PFH servicing and maintaining the lifting equipment noted in the Housing Management System only. Lifting equipment installed privately by a resident is not added as a component unless an investigation reveals PFH involvement, in which case it is added and forms part of the servicing and maintenance regime.

4.11. Void Properties:

- Where a void property contains lifting equipment that is installed and maintained by PFH, this will be assessed and serviced. Where possible the equipment shall be retained in order to benefit future prospective residents.
- Where a void property contains lifting equipment that was not installed or maintained by PFH, PFH will aim to ascertain the suitability of the equipment for incoming residents. The goal of this is to ensure that (wherever safely and practicable possible) the equipment should be retained for the benefit of incoming or future residents and those in need of adapted properties. PFH will take into consideration:
 - Whether the equipment is owned by any organisation that would expect the equipment to be returned.
 - Whether the equipment is bespoke or could be reasonably adapted for any incumbent residents.
 - What installation / maintenance certification is available or can be obtained to provide assurance as to the ongoing useability of the equipment.
 - Whether there are applicants on the waiting list for the property that may benefit from the equipment.
 - If there are reasonable doubts about the provenance, reliability, or future benefit of the equipment, it shall be removed during the void stage.
 - In general, equipment not installed by PFH will be gifted to incoming residents rather than PFH adopting any ongoing maintenance works.

5. Follow On Works

- 5.1. PFH will ensure that there is a robust process in place for managing any follow-on works arising from the lift examination and servicing programmes within appropriate timescales.
- 5.2. All follow-up actions will be time-bound and will seek to undertake the recommended actions in timeframes recommended by the competent person and PFH.
- 5.3. Any proposed changes to the agreed actions or completion targets will be documented and agreed by a Competent Person/s.

- 5.4. 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. Where necessary temporary stairlifts will be installed.
 - B: Other defects: Repair will be carried out as soon as is practicable, in accordance with our urgent and non-urgent service standards.
 - C: Observation or improvement recommended: Will be considered by the Property & Compliance Manager and/or the Planned Maintenance department and actioned or scheduled if appropriate.
- 5.5. 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.
- 5.6. In all cases regarding follow on works PFH will maintain appropriate communication with Residents and ensure they are kept informed.

6. Record Keeping

- 6.1. Monthly servicing records are transferred electronically from the contractor to the PFH central document repository in a standardized format.
- 6.2. “Periodic Thorough Examination” records are held on PFH insurer’s portal which can be accessed by relevant staff. An electronic copy of the report is also held by PFH.
- 6.3. All maintenance, breakdown and repair visits are recorded in a logbook. The logbook is stored in an accessible place on the installation.
- 6.4. Orders for lift safety checks and follow on repairs will be issued to contractors via the Housing Management System (core system), which has been introduced to improve and capture recording of compliance data
- 6.5. PFH establish and maintain accurate asset registers for all domestic and non- domestic properties. This is managed collaboratively through the Property Services Team and the Planned Maintenance and Asset Manager.

7. Performance Monitoring and Reporting

- 7.1. PFH will ensure that 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. Specific KPIs reported to board are:

- The percentage of Passenger Lifts with an In Date Service Record.

7.3. Where required in any KPIs, commentary regarding any risk exposure will also be provided. For example, where a site has gone out of compliance in month, but has been recovered in the same month.

8. Responsibilities within this Policy

- 8.1. The board will have overall governance responsibility for ensuring the Lift Maintenance Policy is fully implemented to ensure full compliance with the regulatory standards, legislation and approved codes of practice. As such the Board will formally approve this policy and review it periodically. The policy will be reviewed every two years (or sooner if there is a change in regulation, legislation or codes of practice).
- 8.2. Chief Executive and SLT have delegated accountability in ensuring the policy is delivered and will receive and review Performance indicators to ensure that the policy is being delivered
- 8.3. Property & Compliance Manager – Responsible Person. The Lift Maintenance Plan will be managed by the Property & Compliance Manager. Responsibilities include reviewing the Lift Maintenance Policy and, if these involve major amendments and revision, refer these to the PFH Management for approval.
- 8.4. Planned Maintenance and Asset Manager - the programme of Passenger Lift installs/replacements will be the responsibility of the Asset Manager, and these will be built into replacement programmes in line with Asset Management Plans.
- 8.5. Scheme managers / all staff – Responsible for timely reporting of issues and supporting access to properties where required.
- 8.6. Property and Compliance Administration Team – Responsible for the day to day management of compliance programmes, storage of certificates, and maintenance of asset lists etc
- 8.7. All roles above have a responsibility to identify any concerns about their own competency for the task that they are being asked to undertake and recommend additional competency is procured where required
- 8.8. Competent Contractors - Responsible for the operational delivery of lift servicing, installation, and maintenance works. Contractors and their engineers must hold appropriate qualifications as outlined in this policy.

9. Our Commitment to Equalities

- 9.1. PFH seeks to ensure that our actions do not lead to unlawful discrimination. Deliberate acts of discrimination, including victimisation, harassment, instruction, or pressure to discriminate, will result in disciplinary actions and/or termination of contracts with external agents.
- 9.2. We can provide access to interpreters for minority languages including sign language, and we can arrange written material in large print, Braille and first languages where necessary.
- 9.3. PFH will aim to ensure that no individual or group is treated less favourably on the grounds of age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation. We aim to recognise the needs of individuals and treat each person through the complaints process with dignity and respect.
- 9.4. We will consider the individual needs of residents who may require additional support and make reasonable adjustments in line with the Equality Act 2010 and in accordance with our EDI Policy.
- 9.5. We will work with our contractors to ensure that any resident who feels uncomfortable with male only operatives within a domestic dwelling, either can opt to have a female operative, or a female accompanying the operative.