

# Lift Maintenance Policy

Originator:	Policy and Strategy Team
Executive Management Team Approval Date:	April 2019
Review date:	April 2020

1	Introduction
1.1	One Vision Housing (OVH) treats the health and safety of tenants, staff, contractors and other users of its buildings of paramount importance. In meeting its health and safety duties OVH will ensure the safe use of all lifting equipment within properties or workplaces it owns and controls.
1.2	<p>This Policy sets out OVH’s responsibilities to comply with the relevant legislation and associated regulatory guidance on the use and maintenance of lifting equipment in properties it owns and controls. The principal legislation in this area is as follows:</p> <ul style="list-style-type: none"> <li>• The Lifting Operation and Lifting Equipment Regulations 1998 (LOLER)</li> <li>• All relevant British and European standards including BS EN 81-1:1998 (Electric Lifts), BS EN 81-2:1998 (Hydraulic Lifts)</li> <li>• Health &amp; Safety Executive (HSE) Guidelines Note , PM 26 Safety at Lift Landings</li> <li>• Provision and use of Work Equipment Regulations 1998 (PUWER)</li> <li>• Management of Health and Safety at Work regulations 1999</li> <li>• The Landlord and Tenant Act 1985 and 1987</li> <li>• The Housing Acts 1985 and 1988</li> <li>• Disability and Discrimination Act 2005</li> <li>• The Equality Act 2010</li> <li>• Safety Assessment Federation Guidelines (LG 2 -Issue 03- 01/02/2018)</li> </ul>
1.3	Although OVH is not strictly required to meet the LOLER regulations for the maintenance and safety of passenger lifts in residential buildings it owns and controls, it follows the LOLER guidance as a way of meeting its wider health and safety and PUWER requirements.
1.4	<p>The application of this Policy ensures OVH meets compliance with the outcomes of the Regulatory Framework for Social Housing in England as follows:</p> <ul style="list-style-type: none"> <li>• Treat all tenants with fairness and respect</li> <li>• Demonstrate that they understand the different needs of their tenants, including in relation to the equality strands and tenants with additional support needs</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide a cost-effective repairs and maintenance service to homes and communal areas that responds to the needs of and offers choices to tenants and has the objective of completing repairs and improvements right first time</li> <li>• Meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes</li> </ul>
1.5	<b>Access and Communication</b>
1.5.1	OVH is committed to ensuring that the services it provides are accessible to everyone. OVH will seek alternative methods of access and service delivery where barriers, perceived or real may exist, that may make it difficult for people to work for OVH or use its services.
1.7	<b>Equality, Diversity and Human Rights</b>
1.7.1	OVH is committed to ensuring that no person or group of persons will be treated less favourably than another person or group of persons and will carry out its duty with positive regard for the following core strands of equality; Age, Disability, Gender, Race, Transgender, Sexual Orientation, Pregnancy and Maternity, Marriage and Civil Partnership, Religion and/or Belief.
1.7.2	OVH also recognises that some people experience disadvantage due to their socio economic circumstances, employment status, class, appearance, responsibility for dependants, unrelated criminal activities, being HIV positive or with AIDS, or any other matter which causes a person to be treated with injustice.
1.7.3	OVH will also ensure that all services and actions are delivered within the context of current Human Rights legislation and will make every effort to ensure staff and others with whom OVH works, will adhere to the central principles of the Human Rights Act (1998).
1.8	<p>This Policy forms part of a suite of Policies known collectively as ‘Compliance Policies’ and includes the:</p> <ul style="list-style-type: none"> <li>• OVH Gas Safety Policy</li> <li>• OVH Asbestos Management Policy</li> <li>• OVH Periodical Electrical Testing Policy</li> <li>• OVH Fire Safety Policy</li> <li>• OVH Legionella Control Policy</li> <li>• OVH Electrical Gates Policy</li> </ul>
1.9	<p>The Policy should also be read in conjunction with the:</p> <ul style="list-style-type: none"> <li>• OVH CCTV Policy</li> <li>• OVH Health and Safety Policy</li> </ul>
1.10	OVH staff can access procedure maps in relation to all aspects of Assets Management (in relation to this Policy) via the internal document management system.

2	Statement of Intent
2.1	OVH will endeavour to ensure that all lifts and lifting equipment in properties or workplaces it owns and controls will be in full working order at all times. Where OVH becomes aware that lifts or lifting equipment are not operating as they should, repairs will be issued and every effort made to remedy faults as quickly as possible subject to availability of parts.
2.2	In domestic properties where lift faults are likely to take more than 7 days to remedy and there are vulnerable customers residing in the building (usually elderly or disabled), OVH will carry out a review to ensure all suitable alternative arrangements are considered to reduce the impact to residents whilst a lift is out of service for an extended period. This will include provision of advice to residents, sign-posting to appropriate care and advocacy agencies and may include provision of temporary arrangements to allow continued access (where the building design is suitable for these measures) for example, stair lifts.
2.3	In all cases of lift faults, OVH will keep residents informed of the nature of the problem and the likely timescales to return services to normal, by a combination of personal contact, written notification and signage on and around any lifts affected.
2.4	OVH will ensure that all lifts in properties it owns and controls will be fully accessible for disabled users (as per the requirements of the Disability Discriminations Act 2005, the Equality Act 2010 and to the specifications outlined in Part M of the Building Regulations 2004).
2.5	OVH will meet all of its legal requirements and associated guidelines in regard to lift safety operations (as outlined in the LOLER 1998, PUWER 1998 Regulations and HSE Guidelines Note, PM 26, Safety at Lift Landings) via a combination of regular inspections, thorough examinations and periodic routine maintenance of all lifting equipment within properties it owns and controls.
2.6	OVH will maintain appropriate records of any inspections or remedial works undertaken. As per LOLER, the 'Competent Person' (i.e. an approved contractor) will notify OVH followed by a report to the enforcing authority (Local Health and Safety Executive) of any defects that present an 'existing or imminent risk of serious injury' as required.
2.7	OVH will ensure there are clear procedures in place that are communicated to and understood by all relevant staff, for appropriate action in the event of any persons that become trapped in lifts within buildings it owns and controls. For health and safety / insurance reasons, OVH staff will not release any persons trapped in lifts, but will provide reassurance until such time as the relevant lift maintenance operators or emergency services arrive, as appropriate. OVH have a service level agreement with lift maintenance operators that ensures they will respond to any cases of entrapment within a one hour timeframe.
2.8	OVH call handlers that are contacted via emergency intercom control systems in cases of entrapment will follow a scripted risk assessment to determine the medical condition of any persons that are trapped. If there is any urgent concern for the persons' welfare, the call-handlers will request the emergency services to attend immediately.
2.9	OVH will ensure that all lifting equipment that is used on sites it owns and controls for construction purposes (that is covered by LOLER Regulations 1998) is thoroughly examined by a competent person before it is put into use and is subject to periodic examinations.

3	Policy
3.1	<b>Duty Holders and Competent Person Responsibilities</b>
3.1.1	OVH as the owner of properties and buildings where lifts and lifting equipment is situated will be the 'Duty Holder' with responsibility for the operation, condition (maintenance) and compliance with the relevant statutory requirements. This will include taking action (within the advised timescales) to remedy any faults or defects with lifting equipment identified through testing, inspection, preventative maintenance or thorough examination.
3.1.2	<p>To ensure the above responsibilities are discharged, OVH will appoint a 'Competent Person' (the Statutory Compliance Manager) who will work in conjunction with the OVH Insurers and specialist contractors including the following:</p> <ul style="list-style-type: none"> <li>• To oversee the testing, inspection, preventative maintenance and thorough examination regime for lifting equipment and ensure it is carried out by suitably skilled and competent operatives in accordance with the Safety Assessment Federation Guidelines (Thorough Examinations to be carried out by lift maintenance contractors appointed by OVH Insurers, all other testing, remedial and maintenance works to be carried out by contractors appointed direct by OVH). This will also include ensuring all contractors meet their required health and safety obligations</li> <li>• To report any defects identified back to the OVH 'Duty Holder' and where appropriate to the relevant enforcing authority (Local Health and Safety Executive) and issue works to remedy faults</li> </ul>
3.1.3	The Competent Person will also have responsibility for drawing up and maintaining OVH's Examination Scheme in conjunction with the OVH Insurers (See 3.3 below).
3.2	<p>As part of its service standard developed and reviewed in consultation with customers on annual basis, OVH operate the following response times for dealing with responsive repairs to lifts:</p> <ul style="list-style-type: none"> <li>• OVH will endeavour to respond to emergency repairs within 24 hours and within 2 hours if there is risk to health and safety in order to make it safe if not repairable (It should be noted, however, that due to the mechanical nature of the systems in operation, it may not always be possible to remedy a fault immediately e.g. where manufactured parts are required. In these circumstances OVH will endeavour to resolve issues as expediently as is possible, keeping users of the system informed of expected timescales to restore to full working order)</li> <li>• OVH will respond to non- emergency repairs within 10 working days of the date of the notification subject to availability of specialist parts</li> </ul>
3.3	<b>The OVH Examination Scheme</b>
3.3.1	The Examination Scheme involves a thorough examination and includes a detailed schedule of checks, appropriate examination techniques and testing requirements, drawn up to suit the operating conditions of a specific item of lifting equipment. The specifics of the OVH examination scheme are outlined below:

<b>Thorough Examination</b> of all lifting equipment	A detailed and systematic examination of the lifting equipment to detect any defects that are or might become dangerous	<ul style="list-style-type: none"> <li>• Passenger lifts -every Six Months</li> <li>• Domestic lifts- once in 12 months</li> </ul>	Carried out by contractors – appointed by OVH Insurers (member of Lift and Escalator Industry Association)
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3.3.2 The Competent Person, in conjunction with OVH’s insurers will review the Examination Scheme regularly and following each ‘Thorough Examination’. The Scheme will also be reviewed after each significant event that affects the risks associated with the smooth running of the lifting equipment e.g. replacement of major parts or entrapment incident.

3.4 **Routine Maintenance**

3.4.1 In addition to the checks carried out under the examination scheme, OVH will carry out regular routine maintenance of all lifting equipment as below:

Activity	What is involved	Frequency	Who carries it out
<b>Routine Maintenance</b> of all lifting equipment	Checking and replacing worn or damaged parts, lubrication, replacing time-expired components, topping up fluid levels and making routine adjustments	<ul style="list-style-type: none"> <li>• Passenger lifts -monthly</li> <li>• Domestic lifts- once in 12 months</li> </ul>	Carried out by contractors – appointed direct by OVH (member of Lift and Escalator Industry Association)

3.5 **Acting on information**

3.5.1 OVH will act on any recommendations for remedial action that result from either operation of the Examination Scheme or through Routine Maintenance within accepted timescales.

3.5.2 OVH will take immediate action for any significant defect that causes a risk to users of lifting equipment and will take lifts out of service until such time as the fault can be completely and safely remedied.

3.6 **Record Keeping**

3.6.1 OVH will ensure that an electronic record is kept of all inspections and ‘Thorough Examination’ through its Examination Scheme and of all ‘Routine Maintenance’ that takes place on lifting equipment. Electronic copies of all examination records will be sent to OVH for archiving and will also be available on the service provider’s portal. Records for all other inspections and maintenance work will be held direct by OVH (each individual entry being stored for a minimum of 2 years). The Competent Person will also be able to produce hard copies of the records if required by the local enforcement authority (Local Health and Safety Executive).

3.6.2 OVH will also keep a record of any entrapment incidents and will use these to inform any potential revisions of the Examination Scheme.

<p>3.7</p> <p>3.7.1</p> <p>3.8</p> <p>3.8.1</p> <p>3.8.2</p> <p>3.8.3</p>	<p><b>Equipment Standards (Including Disability Access)</b></p> <p>OVH will ensure that all lifts in buildings it owns and controls, comply with the relevant equalities legislation (including the Disability Discrimination Act 2005 and the Equality Act 2010) and meet all health and safety requirements. This will include provision of lifts that:</p> <ul style="list-style-type: none"> <li>• Prevent a person using them from being crushed, trapped, stuck or falling from the carrier (the lift carriage)</li> <li>• Have safety devices that prevent a carrier from falling</li> <li>• Ensure that if a person becomes trapped in a carrier they are not exposed to any danger</li> <li>• Are clearly signposted</li> <li>• Are equipped with emergency lighting</li> <li>• Have intercom facilities linked to a central control point (manned 24 hours a day) that is easily accessible</li> <li>• Have voice announcement systems for floor arrival and door closing</li> <li>• Carriage and landing call dwell times with a 5 second delay</li> <li>• Have Braille floor numbering and safety instructions and other tactile controls</li> <li>• Are of sufficient size and capacity to allow wheelchair access (i.e. at least 1100mm wide and 1400mm long)</li> <li>• Have carriers that will not move unless the doors are fully closed and that prevent users from being crushed when entering and leaving.</li> </ul> <p><b>Aids and Adaptations (Lifting Equipment) – inspection requirements</b></p> <p>In addition to the requirements to ensure passenger lifts are operational and safely maintained, OVH is required to ensure the safe use of lifting equipment installed in properties it owns and controls as part of aids and adaptations installations to assist disabled customers. Examples include through-floor lifts, stair lifts and bath hoisting equipment.</p> <p>OVH will ensure a Thorough Examination is carried out of all known aids and adaptations designed for lifting operations, in properties it owns and controls, every twelve months or more frequently if in line with manufacturer’s recommendations.</p> <p>OVH will respond and take remedial action for any defects identified during regular use in line with the normal provisions of its repairs and maintenance regime. OVH will treat all requests of this nature as an urgent priority and will seek to remedy faults, where possible, within 24 hours of being reported (see 3.2).</p>
<p><b>4</b></p>	<p><b>Implementation</b></p>
<p>4.1</p>	<p>All OVH staff have responsibility for ensuring the safety for persons that use buildings it owns and / or controls in line with general Health and Safety regulations. Whilst not all staff will have specific duties in regard to ensuring the safety of persons using lifting equipment in OVH controlled buildings, they will need to have an awareness of the Policy and supporting procedures to deal with any customer queries that may arise.</p>

4.2	The Statutory Compliance Manager will have specific responsibilities in regard to the operation of the OVH Lift Maintenance Policy (which are outlined in detail in section 3.1).	
<b>5</b>	<b>Performance</b>	
5.1	<p>OVH will expect the following actions to be completed in the timescales indicated:</p> <ul style="list-style-type: none"> <li>• Entrapment of persons within lifts – Lift contractor to attend within 1 hour</li> <li>• Emergency breakdown – lift contractor to attend within 4 hours</li> <li>• Breakdown – lift contractor to attend within 24 hours</li> <li>• Request from OVH to lift contractors for information - response to be received within 24 hours</li> <li>• Request for engineer’s reports – within 48 hours of completion of on-site works</li> <li>• Completion of works required identified during thorough examinations – within timescales specified with the report</li> <li>• OVH will receive a monthly update from the contractor</li> <li>• Worksheets from lift contractors for all chargeable works to accompany application for payment</li> <li>• Any quoted items to be returned within 1 week of being dispatched / received for consideration by OVH</li> <li>• All contractual non-timed defects to be completed within 6 months of dispatch / receipt of report</li> </ul>	
<b>6</b>	<b>Consultation</b>	
6.1	The Tenant Policy Review Group (TPRG) was consulted in the development of this Policy on 5 <sup>th</sup> April 2019.	
6.2	All OVH staff have been consulted in the development of the Policy and specific input of technical advice has been sought from those staff with operational knowledge of lift maintenance management.	
<b>7</b>	<b>Review</b>	
7.1	The Policy will be reviewed every 12 months from the date of Executive Management Team (EMT) approval to ensure its continuing suitability, adequacy and effectiveness or as required by the introduction of new legislation or regulation that impacts on the lift maintenance obligations of OVH, changes to OVH business practices or in light of management system audits.	
<b>8</b>	<b>Equality Impact Assessment</b>	
<b>8.1</b>	Was a full Equality Impact Assessment (EIA) required?	Yes

<b>8.2</b>	When was EIA conducted and by who?	The EIA conducted by Compliance Manager and Policy and Strategy Officer on the 10-05-12 is still relevant for this Policy.
<b>8.3</b>	Results of EIA	Although, it is recognised that there could potentially be differential impacts for elderly and disabled service users (in the event of lift failures or breakdown) the measures OVH puts in place to provide additional support for these groups sufficiently mitigates any additional risks.

## **9 Scheme of Delegation**

<b>9.1</b>	<b>Responsible committee for approving and monitoring implementation of the policy and any amendments to it</b>	Executive Management Team
<b>9.2</b>	<b>Responsible officer for formulating policy and reporting to committee on its effective implementation</b>	Head of Assets and Compliance
<b>9.3</b>	<b>Responsible officer for formulating, reviewing and monitoring implementation of procedures</b>	Head of Assets and Compliance

## **10 Amendment Log**

<b>Date of revision:</b>	<b>Reason for revision:</b>	<b>Consultation record:</b>	<b>Record of amendments:</b>
March 2018	In line with the review schedule	See section 6 above	There are no significant changes to this Policy in this review.
16 April 2019	In line with the review schedule	See section 6 above	<ul style="list-style-type: none"> <li>At 2.2 changed that where a lift is out of service for a long time OVH will conduct a 'review ' instead of a 'risk assessment'</li> <li>At 2.6 – reworded that the 'Competent Person' (approved contractor) will notify OVH and report to the relevant enforcing agency (HSE) of any defects that presents an</li> </ul>



			<p>‘existing or imminent risk of serious injury, as required by LOLER.</p> <ul style="list-style-type: none"><li>• At 2.9 &amp; 3.1.2- removal of a reference to ‘OVH Examination Scheme ‘in relation to examination of lifting equipment that is used for construction purposes</li><li>• At 3.2.1 – removal of a section that made reference to lift inspection regime (i.e. visual and functional checks)</li><li>• At 3.5.1-reworded to clarify the current record keeping regime</li><li>• At 2.1 the section has been reworded emphasise OVH’s commitment to remedy faults as quickly as possible</li><li>• Section 1.10- Inclusion that staff are able to access Assets Management procedures (related to this Policy) in OVH Document Management System</li></ul>
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