

Lift Maintenance Policy

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| Originator: | Regulatory Compliance Team |
| Executive Management Team Approval Date: | March 2026 |
| Review date: | March 2029 |

| 1 | Introduction |
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| 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. Key legislation and guidance includes:</p> <ul style="list-style-type: none"> • The Lifting Operation and Lifting Equipment Regulations 1998 (LOLER) • All relevant British and European standards including BS EN 81-20:2020 Safety rules for the construction and installation of lifts. Lifts for the transport of persons and goods • Provision and use of Work Equipment Regulations 1998 (PUWER) • Management of Health and Safety at Work regulations 1999 • The Housing Act 2004 • The Equality Act 2010 • Safety Assessment Federation Guidelines (LG 2 -Issue 03- 01/02/2018) • Regulatory Reform (Fire Safety) Order 2005 • Fire Safety (England) Regulations 2022 • Building Safety Act 2022 |
| 1.3 | Although OVH is not strictly required to meet the LOLER regulations for the maintenance and safety of domestic lifting equipment in tenants’ homes, 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"> • Treat tenants and prospective tenants with fairness and respect • In relation to the housing and landlord services they provide, registered providers must take action to deliver fair and equitable outcomes for tenants and, where relevant, prospective tenants • Registered providers must provide an effective, efficient and timely repairs, maintenance and planned improvements service for the homes and communal areas for which they are responsible |

- When acting as landlords, registered providers must take all reasonable steps to ensure the health and safety of tenants in their homes and associated communal areas

1.5 Access and Communication

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.

1.5.2 Working with our customers we have established a Vulnerable Persons and Reasonable Adjustments Policy to ensure we make best use of every customer interaction to meet customers' needs in our service delivery and ensure this information is kept up to date.

1.6 Equality, Diversity and Human Rights

1.6.1 OVH is committed to fairness and equality for all customers, colleagues, and stakeholders.

1.6.2 OVH's approach to Equality, Diversity, and Inclusion (EDI) goes beyond legal or statutory obligations, however, OVH will meet or exceed its legal requirements as outlined in the Equality Act 2010 and the Human Rights Act 1998. This policy also demonstrates how OVH will meet the requirements of Public Sector Equality Duties, which it has chosen to adopt and implement as a matter of good practice rather than as a legal obligation.

1.6.3 OVH is fully committed to eliminating unfair and unlawful discrimination. Hate crime, harassment and bullying will also not be tolerated and OVH will take proactive steps to prevent such behaviours.

1.6.4 It is unlawful to discriminate directly or indirectly based on the following protected characteristics:

- Disability
- Gender
- Gender identity, or gender reassignment status
- Race, racial group, ethnic or national origin, or nationality
- Religion or belief
- Sexual orientation
- Age
- Marriage or civil partnership status
- Pregnancy or maternity

1.6.5 OVH are also committed to ensuring that individuals are not treated less favourably due to their social, economic, or cultural backgrounds, as well as specific medical conditions as defined in the Equality Act.

1.6.6 OVH regularly review policies and practices to ensure they reflect its commitment to equality and diversity.

1.7 The Policy should also be read in conjunction with the:

- OVH CCTV Policy
- OVH Health and Safety Policy

- OVH Fire Safety Policy
- OVH Repairs, Maintenance and Planned Works Policy
- OVH Access to Properties Policy

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, signposting 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 Where a lift may be out of service for extended period of time, 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 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 requires 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

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| 2.9 | <p>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.</p> <p>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.</p> |
| 3 | Policy |
| 3.1 | Duty Holders and Competent Person Responsibilities |
| 3.1.1 | <p>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.</p> |
| 3.1.2 | <p>To ensure the above responsibilities are discharged, OVH will appoint a 'Competent Person' (the Building Safety & Compliance Manager) who will work in conjunction with the OVH Insurers and specialist contractors including the following:</p> <ul style="list-style-type: none"> • 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 nominated 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 • 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 |
| 3.1.3 | <p>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).</p> |
| 3.2 | <p>As part of its service standard developed and reviewed in consultation with customers, OVH operate the following response times for dealing with responsive repairs to lifts:</p> <ul style="list-style-type: none"> • Emergency Repairs – respond and complete works or make safe within 24 hours • Urgent Repairs - respond and complete works within 48 hours • Routine Repairs - respond and complete works within 30 working days |
| 3.2.1 | <p>In addition to the above, OVH will expect the following actions to be completed in the timescales indicated:</p> <ul style="list-style-type: none"> • Entrapment of persons within lifts – Lift contractor to attend within 1 hour • Emergency breakdown – lift contractor to attend within 4 hours |

3.3 The OVH Examination Scheme

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:

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| Thorough Examination 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">• Passenger lift every six months• Stairlifts every 12 months• Through Floor Lifts, Hoists, Platform Lifts every 6 months | Carried out by contractors – nominated by OVH Insurers (member of Lift and Escalator Industry Association) |
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3.3.2 The Competent Person will review the Examination Scheme periodically and following each 'Thorough Examination'.

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 |
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| Routine Maintenance 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">• Passenger lifts - monthly• Domestic lifts- once in 12 months | 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 for 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.

3.7 **Equipment Standards (Including Disability Access)**

3.7.1 OVH will ensure that all lifts in buildings it owns and controls, comply with the relevant equalities legislation (including the Equality Act 2010) and meet all health and safety requirements. This will include provision of lifts that:

- Prevent a person using them from being crushed, trapped, stuck or falling from the carrier (the lift carriage)
- Have safety devices that prevent a carrier from falling
- Ensure that if a person becomes trapped in a carrier they are not exposed to any danger
- Are clearly signposted
- Are equipped with emergency lighting
- Have intercom facilities linked to a central control point (manned 24 hours a day) that is easily accessible
- Have voice announcement systems for floor arrival and door closing
- Carriage and landing call dwell times with a 5 second delay
- Have Braille floor numbering and safety instructions and other tactile controls
- Are of sufficient size and capacity to allow wheelchair access (i.e. at least 1100mm wide and 1400mm long)
- Have carriers that will not move unless the doors are fully closed and that prevent users from being crushed when entering and leaving.

3.8 **Aids and Adaptations (Lifting Equipment) – inspection requirements**

3.8.1 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.

3.8.2 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.

3.8.3 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).

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| 4 | Implementation | |
| 4.1 | 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. | |
| 4.2 | The Building Safety and 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). | |
| 5 | Performance | |
| 5.1 | OVH have a target to carry out all required passenger lift inspections in line with prescribed frequencies. | |
| 6 | Consultation | |
| 6.1 | All OVH staff have been consulted in the development of the Policy. The Customer Policy and Strategy Review Group have been consulted in the development of this Policy. | |
| 7 | Review | |
| 7.1 | The Policy will be reviewed at least once every Three Years from the date of approval to ensure its continuing suitability, adequacy and effectiveness or as required by the introduction of new legislation or regulation that impacts on the obligations of OVH. | |
| 8 | Equality Impact Assessment | |
| 8.1 | Was a full Equality Impact Assessment (EIA) required? | No |
| 8.2 | When was EIA conducted and by who? | An EIA Relevance Test was conducted by the Strategic Regulatory Compliance Manager and the Policy and Strategy Administrator in January 2026. |
| 8.3 | 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 | |
| 9.1 | Responsible committee for approving and monitoring implementation of the policy and any amendments to it | Executive Management Team |
| 9.2 | Responsible officer for formulating policy and reporting to committee on its effective implementation | Operation Director - Assets and Compliance |

| 9.3 | Responsible officer for formulating, reviewing and monitoring implementation of procedures | Operation Director - Assets and Compliance | |
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| 10 Amendment Log | | | |
| Date of revision: | Reason for revision: | Consultation record: | Record of amendments: |
| 1 st August 2023 | In line with the review schedule | See section 6 above | <ul style="list-style-type: none"> • There are no significant changes in this review • The EIA Relevance Test has been updated • In line with Board approved process the review period for this Policy will now be every Three years rather than Annually |
| 20 th February 2024 | In line with current operational practice | See Section 6 | <ul style="list-style-type: none"> • Relevant Legislation updated at 1.2 • Revised repair priorities included at 3.2 • Revised job titles updated throughout • Team names updated throughout • Equality, Diversity and Human Rights statement updated • EIA Relevance Test updated at Section 8 |
| 17 th March 2026 | In line with the Review Schedule | See Section 6 | <ul style="list-style-type: none"> • EIA information updated at Section 8 |