

Paragon Asra Housing Limited

Lift Policy

October 2017

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Department	Maintenance
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Paragon Asra Housing Limited (PA Housing) is committed to equality and diversity. This policy has considered the Equality Act 2010 and its protected characteristics which are: race, gender, gender reassignment, disability, religion or belief, sexual orientation, age, marriage, civil marriage and partnership, and pregnancy and maternity explicitly.

We will make sure that all of our communication is fully accessible and to achieve this if a policy or document needs to be available in other formats we will provide them.

AUDIT LOG

Date of Change	Who updated	Details of the change

1. Introduction

- 1.1 Paragon Asra Housing Limited (PA Housing) owns and manages properties which contain passenger lift installations. These range from hydraulic/electric passenger lifts, platform lifts, pump trucks, stair lifts and hoists.
- 1.2 PA Housing has a duty of care to ensure that its lifting equipment is kept and maintained to a safe standard for use by its residents and employees, the general public and lift maintenance personnel. PA Housing also has to comply with legislation in this respect.
- 1.3 This policy sets out how PA Housing will ensure that lifts are correctly maintained and periodically examined in line with current legislation, including new or refurbished lifts.
- 1.4 This policy applies to all parts of PA Housing and the organisations that PA Housing provides services to.

2. Key points of policy

- 2.1 The main legal requirement under the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) is for passenger lifts to be inspected by a 'Competent Person' at no longer than six monthly intervals and a copy of the inspection report to be held by PA Housing. The role of the 'Competent Person' is carried out by PA Housing's insurance company or independent engineering company.
- 2.2 If the lift is unavailable for inspection, a non-inspection notice will be issued and the person in charge of the lift will arrange another inspection.
- 2.3 The inspection report will provide a list of defects and observations. Where defects are found which affect continued safety and or are highlighted as requiring immediate rectification, the lift plant will be switched off by PA Housing's lift maintenance contractor until the defect is rectified.
- 2.4 Where PA Housing is unable to meet the time specified to undertake the repairs required in the inspection report, the lift will be switched off until the repair is completed. Any other defects identified, which have not been given a specified time will be completed as soon as possible or at the next service visit, but within six months of notification.
- 2.5 PA Housing's Building Services Manager is the 'Responsible Person' for lift maintenance and responsible for retaining testing, servicing and maintenance records and held in our electronic document and records management system (EDRM). This person will receive appropriate training to fulfil the requirements of their job role.
- 2.6 Any recommendations identified in the LOLER inspection report as observations will be carried out as part of a planned works programme, which may be during the next budget year.
- 2.7 The 'Competent Person' will advise PA Housing of any supplementary tests required above and beyond the maintenance provision offered under the lift maintenance contractor's maintenance regime. In these cases an instruction will be issued to the lift maintenance contractor and the Responsible Person will retain all relevant records to evidence the equipment was found to be satisfactory.
- 2.8 Supplementary tests are requested when concerns about the condition of the lift equipment are identified during the inspection. They are not mandatory and have no

legal status. They are regarded as best practice and would normally satisfy legal requirements.

3. Lift maintenance

- 3.1 The Responsible Person will put in place adequate maintenance provisions and ensure that a competent lift maintenance contractor is appointed and the service regime is in line with BS EN 13015. BS EN 13015 states that the lift shall be maintained and kept in good working order as detailed in the original installer's instructions or maintenance manuals for the lift or lifting platform.
- 3.2 The lift maintenance contractor will provide a site specific risk assessment for each lift installation. This must be kept on site in the lift control cupboard and the lift maintenance contractor's log book. A copy will be kept on EDRM.
- 3.3 The frequency of service visits will be based on passenger usage, age and condition of the equipment together with the location and type of building and local environment. The frequency varies for passenger lifts from monthly to six monthly intervals. Bath hoists and stair-lifts are serviced annually.
- 3.4 Any break in a lift's service has a disproportionate impact on people with families, older people and people with a disability. We will aim to resume the lift operation as quickly as possible where these groups are affected. Where there is a delay in getting the lift back in service, for example when parts have to be ordered, PA Housing will consider putting in place a portage service to assist.
- 3.5 PA Housing will ensure that the following checks are carried out by the appointed lift maintenance contractor:
 - Lift alarm and auto dialer is connected to a remote alarm receiving Centre
 - Housekeeping and condition of the lift machine room and that it is kept clean and tidy.
 - The lift logs are updated and document that regular maintenance visits are being carried out
 - The risk assessment is retained and updated if there is any change to the lift installation during the period of the maintenance contract.
 - Copies of the latest insurance reports carried out by the 'Competent Person' are forwarded to the lift maintenance contractor for retention.
 - Written confirmation that any works highlighted in the reports are completed and signed off
 - All LOLER inspections are carried out on a regular six monthly basis.
- 3.6 There will be an annual check that there is adequate insurance in place for the lift installation, as part of the annual insurance renewal process with PA Housing's insurer.

4. Lift Incidents

- 4.1 In the event of any major lift components failing, all lifts are fitted with fail-safe mechanisms to prevent injury.
- 4.2 Any faults with the lift should be reported to PA Housing and the relevant contact number is placed in each block where there is a lift.

- 4.3 In the event of an incident, as defined by the HSE, a Reporting of Injuries, Diseases and Dangerous Occurrence Regulation (RIDDOR) form will be completed and sent to the Health & Safety Executive (HSE) by PA's Health and Safety manager.
- 4.4 If someone becomes trapped in a lift, the lift maintenance contractor will attend within one hour.
- 4.5 In the event of a major injury or fatality, the lift will remain isolated and locked off until the HSE has inspected the lift. In such an event PA Housing's insurers will be notified immediately and the lift will not be put back into service until authorised to do so in writing by the HSE.
- 4.6 If a lift is out of service for an extended period, we will consider temporarily decanting residents if a move is required because of medical conditions which rely on the lift and which are documented.

5. Stair lifts, hoists and platforms

- 5.1 We will maintain residents' own lifting equipment. Usually these are fitted as an aid and adaptation, and PA Housing then takes over the maintenance, but sometimes they are fitted by the resident, but not maintained. PA Housing will provide maintenance in both cases to ensure compliance with LOLER and residents remain mobile within their homes.
- 5.2 If a property with a stair lift becomes void, normally the stair lift will be left in place. If it needs to be removed for a specific reason, e.g. it restricts access; it will be stored and re-used where possible.

6. Training

- 6.1 PA Housing will provide appropriate training for the 'Responsible Person'. This person will receive appropriate training to fulfil the requirements of their job role.
- 6.2 The lift maintenance contractor will be required to confirm that its operatives are fully trained and hold relevant accreditations for quality management systems, environmental management and occupational health and safety management systems.

7. Monitoring and reporting

- 7.1 All lift asset information is held on PA Housing's asset management system Keystone.
- 7.2 The implementation of this policy and any incidents will be monitored by PA Housing's Health & Safety Committee.

8. Equality analysis

- 8.1 This policy has undergone an equality impact assessment to make sure that we do not discriminate against anyone and that it is accessible to everyone.

9. Legislation, standards and regulations

- 9.1 Lifts shall as a minimum conform to the following where applicable together with any amendments or updates:
 - Health and Safety at Work Act 1974.

- Building Regulations (including Part M).
- SAFed Guidelines on the supplementary tests of in service lifts 2006.
- Management of Health & Safety at Work Regulation 1999.
- Lifting Operations & Lifting Equipment Regulations 1998 (LOLER).
- PM26 Safety at Lift Landings.
- Provision and Use of Work Equipment Regulations 1998.
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).
- Requirements of the Health & Safety Executive.

9.2 All of the above will be assessed and taken into account when lifts are being modernised, installed or maintained.

10. Resident consultation and feedback

10.1 Residents were consulted on whether this policy was clear and easy to understand and where they didn't find it clear we changed parts of the policy to meet their suggestions. Residents who took part in the consultation were sent a summary to explain how their feedback was used.

11. Linked policies

Policy	Approval date
Aids and Adaptations	2014
Asbestos	2016
Business Continuity	2011
Decant	2014
Health and Safety	2017
Maintenance	2015