

Lift Safety Policy

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Owner: Compliance and Building Safety	Next Scheduled Review: 24/03/2026

1. Purpose

- 1.1 This Policy outlines how Flint Housing will fulfil its statutory duties as required under current primary and secondary legislation and comply with the regulatory framework for social housing in England.
- 1.2 Flint Housing aims to protect the occupiers of its properties, visitors, staff, contractors and the public from the risks associated with lifts and lifting equipment so far as is reasonably practicable. Flint Housing acknowledges and accepts its responsibility to ensure the safety of people who live in our homes and use passenger lifts and other lifts/lifting equipment (e.g. through-floor lifts, platform lifts, stairlifts and hoists).
- 1.3 This Policy sets out key policy objectives, control measures and accountabilities to protect residents, staff and contractors from harm.
- 1.4 This Policy may be administered by our housing management provider(s), who will be responsible for managing lift safety on our behalf. Flint Housing remains the legal landlord and accountable body. The terms 'you', 'their' and 'your', refers to residents.
- 1.5 For the purposes of this Policy, any reference to Flint Housing or "our" or "we" shall be relevant to all its associated entities and administered, where applicable, by its housing management provider(s).

2. Scope

- 2.1 This policy applies to all properties that are owned and managed by Flint Housing, the common parts of the buildings in which they are located and any other properties where Flint Housing has a legal interest.
- 2.2 For the purposes of this Policy, any reference to Flint Housing or "our" or "we" shall be relevant to all its associated entities and administered, if applicable, by its housing management provider(s).
- 2.3 Where Flint Housing does not hold responsibility for completing the lift safety maintenance and inspections e.g. where such obligations (legally or contractually) sit with a housing management provider or superior landlord, we will use all reasonable options available to us to obtain documentary evidence of compliance and will retain copies within our electronic records in order to comply with TSM requirements.
- 2.4 We do not undertake testing, maintenance and/or replacement of any lift safety equipment installed within Shared Ownership homes, but we will periodically communicate with them to remind them of the importance of undertaking these checks.

3. Legislation and guidance

- 3.1 The legislation/regulations relevant to this policy:
 - Health and Safety at Work Act 1974
 - The Provision and Use of Work Equipment Regulations 1998
 - The Management of Health and Safety at Work Regulations 1999
 - Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
 - Fire Safety (England) Regulations 2022

4. Objectives

4.1 To meet the requirements of all relevant legislation and regulations for properties under our control, we will:

4.1.1 Make sure that all lifts/lifting equipment have a statutory inspection and Thorough Examination (in accordance with The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) completed by a competent person at least every 6 months. Thorough Examinations will be undertaken by engineers that are UKAS accredited to ISO/IEC17020 standard. The Thorough Examination is a systematic detailed examination of the lift and all its associated equipment by a competent person to detect any defects which are, or might become, dangerous. To ensure independence, the Through Examinations will not be carried out by our maintenance contractor;

Ensure that upon completion of the Thorough Examination, a detailed report is provided which includes details of the defects noted, the recommended remedial actions and advice on the required timescale for completion. If the competent person carrying out the Thorough Examination considers there to be an immediate risk to persons or property through continued use of the equipment, they may isolate the item of equipment to prevent use until it is safe to do so;

4.1.2 Appoint a competent lift contractor to undertake periodic Planned Preventative Maintenance (PPM) visits in accordance with LOLER. The frequency of PPM visits has been determined giving consideration to risk associated with the type of equipment and the intensity of use, as follows:

Equipment Type	PPM Frequency
Passenger Lifts	Quarterly (every three months)
Hoists and Through Floor Lifts	6 monthly
Stairlifts	Annually

4.1.3 Undertake monthly checks of any lifts that are designed to be used by fire and rescue services in our 18m+ blocks;

4.1.4 Notify the relevant local fire and rescue service if the firefighting lifts that are designed for their use in our 18m+ blocks are out of service or have a fault that cannot be rectified within 24 hours;

4.1.5 Keep detailed electronic information of all landlord inspections, maintenance, and statutory safety inspection records. Records will be retained for a minimum of 2 years;

4.1.6 Provide a comprehensive service to deal with all lift and lifting equipment repairs in line with our repairs policy, including ensuring that all reported faults or failures of a lift or lifting equipment are attended to and rectified in a timely manner; and

4.1.7 Ensure that all lift repairs are carried out in accordance with approved standards and the manufacturer's instructions;

4.1.8 Ensure that all lift and lifting installation, maintenance, and safety checks are conducted by a suitably qualified and registered engineer;

4.1.9 Where a longer-term repair is required to a lift, we will provide regular updates on the progress of the repair and work with residents to access any support they may need, taking their individual needs into account;

4.1.10 Ensure all newly acquired properties have evidence in place to demonstrate that all lift and lifting equipment installations meet the required standards and regulations;

4.1.11 Our residents will have access to lift safety information, including what to do in the case of lift trap-ins, breakdowns, and safe working loads, within the lift itself; and

4.1.12 Periodically inform residents of the lift emergency and maintenance procedures, through the provision of information via our website, newsletters, and leaflets.

4.2 Residents are responsible for immediately reporting any concerns with their lift installation.

4.3 Where we need to service or repair lifting equipment in a home, our tenancy agreement includes specific terms and conditions for access to be granted to undertake this essential work. If access is not given, we will investigate either option to make sure that we meet our legal obligations and keep our residents safe, this may include the use of an access injunction.

5. Implementation and responsibilities

- 5.1 Flint Housing's Compliance and Building Safety Team retains overall accountability for the policy. Flint Housing is the duty-holder.
- 5.2 The Compliance and Building Safety Team is responsible for:
- Monitoring the consistent implementation of this Policy and ensuring adequate resources are made available to meet the policy objectives;
 - The delivery of the key policy objectives and for achieving the associated targets;
 - Overseeing the operational delivery of this policy, including through its housing management provider(s) underpinned by the housing management agreements entered into by Flint Housing;
 - Monitoring performance of housing management providers against this policy;
 - Ensuring the policy is reviewed and updated in line with legislation; and
 - Reporting any breaches in the regulatory standards to the Board and to the Regulator of Social Housing.
 - Flint Housing's partner housing management providers will be responsible for the implementation of this Policy within the housing management services provided to Flint Housing.

6. Equality and diversity

- 6.1 Flint Housing is committed to making sure all services are accessible to all our residents. Our staff will be trained to make sure they are communicating appropriately with our customers, and they have the relevant information.
- 6.2 This Policy will be applied in a way which makes sure we treat all customers with fairness and respect. We recognise our duty to advance equality of opportunity and prevent discrimination or victimisation on the grounds of age, sex, sexual orientation, disability, race, religion or belief, gender re-assignment, pregnancy and maternity, marriage and civil partnership and any other protected characteristic defined within the Equality Act 2010.
- 6.3 On request we will provide translations of our documents, policies and procedures in various languages and formats including braille and large print, where a request in respect of each individual item is demonstrably reasonable (and not, for example, vexatious).

7. Review

- 7.1 This policy will be reviewed once every three years to make sure it remains accurate or more frequently where:
- Legislation/regulation or industry changes require otherwise, making sure that it continues to meet our aims and industry best practice; and/or
 - We identify any problems or failures in this procedure as a result of customer and stakeholder feedback, complaints, or findings from any independent organisations; and/or
 - We become aware of any other circumstances which may affect the content of this policy.