



POLICY

Lift Management

1. Introduction

- 1.1 Citizen own and manage lifts and lifting equipment across its stock and has a legal responsibility to ensure these lifts are safe to use and are maintained on regular basis.
- 1.2 This policy sets out how Citizen will meet its obligations under the requirements of the Lifting Operations and Lifting Equipment Regulations (LOLER) 1998 and other associated legislation and regulation. This includes who will undertake inspections and at what frequency inspections will occur. It also sets out how we will remediate faulty equipment and the role of third-party service providers.

2. Policy statement

- 2.1 Citizen will service and maintain communal passenger lifts and domestic mobility lifts and lifting equipment owned and/or managed by us at regular intervals as specified in this policy.
- 2.2 All lifts and lifting equipment will be subject to six monthly or annual LOLER 'thorough examinations', carried out by a competent inspector. All actions identified from the LOLER thorough examinations will be carried out within the identified timescales.
- 2.3 A detailed register of properties and associated records (certificates, surveys, maintenance records etc.) will be maintained and kept up to date.
- 2.4 It is an industry requirement and good practice to also undertake SAFed testing. This type of test covers the safety critical aspect of the lift that is not regularly intrusively checked in LOLER thorough examinations. These supplementary tests may be requested by the competent person undertaking the LOLER thorough examination.
- 2.5 Citizen will also undertake supplementary testing annually and every 10 years. This has previously been referred to as LG1 and LG10 testing.

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3. Legislation and regulation

3.1 Health and Safety at Work etc. Act, 1974 (HSWA)

The HSWA places a duty on Citizen to ensure the health and safety of employees and others who may be affected by their work activities. Employees, managers and directors also have responsibilities. The HSWA also places a duty on lift owners and other duty holders, where their work activity involves lifts being used by the general public.

3.2 Management of Health and Safety at Work Regulations 1999 (MHSWR)

Under MHSWR Citizen are required to assess risks to health and safety from their activities. This includes risks from the use, repair and examination of lifts in their buildings, including the operation of the lift machinery. The risk assessment should identify what measures are needed to comply with health and safety requirements. The duty holder should then put in place the protocols to ensure that those measures are properly implemented.

3.3 Workplace (Health, Safety and Welfare) Regulations 1992 (WPR)

The WPR places duties on Citizen to ensure, as far as is reasonably practicable, that their work places are safe and without risks to health. The WPR cover matters such as ventilation, temperature, lighting, electromagnetic radiation and cleanliness of the workplace as well as certain basic welfare provisions.

3.4 SAFed provisions and Supplementary Testing

In all cases following a thorough examination, the competent person will make a report containing the information specified in LOLER.

Where supplementary tests have been called for in support of the thorough examination, the type and extent of the test(s) and the reason for the request will be clearly documented on the report.

4. Policy principles

4.1 Planned Preventative Maintenance and Repairs

Planned preventative maintenance (PPM) will be carried out on all lifts and lifting equipment by competent contractors, in accordance with statutory

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requirements, manufacturers instructions and specifications, and relevant codes of practice.

The frequency of planned preventative maintenance is set out in the table below.

Service sheets will be provided by the lift contractor and stored by Citizen.

SAFed (LG1) yearly and 10 yearly (LG10) examination and certification of hydraulic and traction lifts will be undertaken.

A 24-hour repairs service will operate 365 days a year to cover faults and failures to systems and equipment.

4.2 LOLER Remedial Actions (A, B And C Defects¹)

A Defects (Immediate) – Where immediate actions are identified; the inspector will isolate the lift to prevent further use until the defect is rectified and notify Citizen so emergency attendance by the lift contractors can be instructed.

A Defects (Timed) – Where timed defects are identified, Citizen will instruct attendance by the lift contractors to rectify within the specified timescale. If rectification cannot be achieved with this timescale, the lift will be isolated and taken out of service until rectified.

B Defects – Where B Defects are identified, these will be rectified as soon as reasonably practicable.

C Defects – (Observations) – Where C Defects are identified, these will be reviewed and considered, though will not necessarily be undertaken.

¹ A defects – This status indicates that a defect that poses (or could pose) a risk of injury to persons has been identified.

B defects - This status indicates that a defect has been identified but that, in the engineer surveyor's judgement, it does not pose a specific risk of injury to persons as defined in the respective regulations to which this item has been identified.

C Observations – This status is an observation and is not a recommendation to undertake remedial action

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4.3 LOLER and PPM Frequency

Equipment Type	LOLER frequency	PPM Frequency
Passenger Lifts	6 months	Frequency based on passenger usage, age and condition, ranging between 2 weekly to quarterly.
Through Floor Lifts	6 months	6 months
Platform Lifts	6 months	6 months
Stairlifts	6 months	6 months
Slings / hoists	6 months	6 months
Anchorage, suspension points, fixing bolts	12 months	n/a
Runways	12 months	n/a

4.4 Coventry City Council (CCC) Mobility Equipment Arrangements

All domestic mobility equipment installed by CCC will be maintained by them for the life of the equipment. Citizen will be notified by CCC when any new mobility equipment is installed in our homes, so an asset register can be maintained.

CCC will only undertake LOLER thorough examinations for ceiling track hoists. Citizen will therefore arrange LOLER thorough examinations for all other mobility equipment.

Citizen will undertake periodic audits of CCC maintenance and LOLER records to ensure continuing compliance.

4.5 Reporting and Record Keeping

Citizen will maintain an asset register detailing all lifts and lifting equipment in both our communal areas and dwellings.

Citizen will maintain a record of all defects identified during LOLER thorough examinations to allow performance to be measured against timescales for repairs.



5. Roles, responsibility and authority

The Board has overall responsibility for ensuring that policies are implemented effectively. It has delegated responsibility to the Chief Operating Officer for maintaining general awareness of and compliance with this policy. The Head of Compliance has responsibility for the day-to-day implementation of this policy.

It is the responsibility of all employees and those closely connected with our business to make themselves aware of this policy and work to its principles.

6. Policy monitoring and review

This policy will be reviewed at least every three years or sooner if there are changes to statute or regulation.

7. Equality analysis

An equality analysis has been carried out and shows that this policy has or has the potential to have a positive impact on all individuals regardless of their protected characteristic as per the Equality Act 2010.

In framing this policy, our staff are committed to not discriminate adversely against any group and will respect the diversity of the communities we are working within.

8. VERSION CONTROL

VERSION	DATE	AMENDMENTS	APPROVED AT/BY	REVIEW
V 1.0	March 2020	New policy	[NAME]	April 2023
[VERSION]	[DATE]	[AMEND MADE]	[NAME]	[DATE]
[VERSION]	[DATE]	[AMEND MADE]	[NAME]	[DATE]