



WILLOW TREE

HOUSING PARTNERSHIP

# Lift Safety Policy

|                                               |                                     |
|-----------------------------------------------|-------------------------------------|
| <b>Version:</b>                               | <b>V2</b>                           |
| <b>Responsibility for the Policy</b>          | <b>Head of Assets &amp; Repairs</b> |
| <b>Date approved by Executive</b>             | <b>May 2026</b>                     |
| <b>Date approved by Board (if applicable)</b> | <b>July 2026</b>                    |
| <b>Date due for review:</b>                   | <b>July 2028</b>                    |

## Statement of Intent

Willow Tree Housing Partnership Limited (WTHP) is committed to providing safe and secure homes for our residents and therefore committed to ensure compliance with all relevant statutory, legal and regulatory standards in relation to lift safety, including LOLER (Lifting Operations and Lifting Equipment Regulations 1998).

WTHP recognises that lift safety is a critical life-safety issue and confirms that it acts as the Duty Holder under the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) for all lifting equipment it owns or controls, regardless of whether inspection, maintenance or servicing duties are delivered by third-party contractors.

## Policy Objectives

The aims and objectives of this policy include:

- To provide a clear approach to the management and inspections of lifting systems and equipment owned or managed by WTHP, which ensures adherence to all statutory and regulatory standards including LOLER and associated best practice.
- To provide clear lines of responsibility for the management of lifting systems and equipment in all properties owned or managed by WTHP.
- To ensure that only competent persons will undertake the installation, maintenance or servicing of all lifting systems and equipment.
- To demonstrate WTHP clear commitment to ensuring that its employees, tenants, leaseholders, contracting staff and other members of the general public are not knowingly exposed to unnecessary risk that would affect their safety.
- To ensure that lift systems are designed, maintained and operated in a manner that supports equality, accessibility and reasonable adjustments for residents in accordance with the Equality Act 2010.

## Responsibilities

The Head of Assets & Repairs (HOAR) is responsible for overseeing and ensuring that the Lift Safety Policy is implemented throughout the properties that WTHP owns or manages.

The HoAR is responsible for ensuring that all lifting systems and equipment is subject to the appropriate servicing schedule, maintenance and inspection regime and supporting record keeping. This will include ensuring that all relevant documentation and communications with all key stakeholders such as tenants for service charge recovery or insurance companies to support policy management.

The Asset & Repairs Manager (ARM) will provide monthly data on maintenance and servicing (including lift insurance inspections) as well as monitoring inspections or insurance inspection reports, which will be used to provide assurance to Executive and Board. The ARM will review all statutory examination reports, defect classifications and remedial actions, and ensure that completion is evidenced and recorded.

The Housing Officer(s) will complete monthly safety checks, including ensuring emergency communication systems are operational. Housing Officers must escalate immediately any lift outage affecting vulnerable residents.

## **Methodology**

WTHP shall assess, control and mitigate the risk posed by lifting equipment and systems in line with the Approved Code of Practice (ACOP) L113 issued by the Health and Safety Executive (HSE) latest version issued in 2018.

A specialist lifting equipment contractor shall be procured to provide advice to WTHP on the necessary measures required to ensure full compliance with the responsibilities as the named Duty Holder within the statutory regulations. While duties may be delegated, legal responsibility under LOLER and PUWER remains with WTHP as Duty Holder.

The lifting equipment has been categorised into two distinct groups:

- Passenger Lifts
- Powered Lifting Platforms (including stair lifts, through floor lifts and hoists)

WTHP will when designing, procuring, commissioning and maintaining all lifting equipment:

- That the installation is fit for purpose and will only be used for the purpose that it was intended
- The installation is designed and procured to ensure value for money for the component/asset
- The user (tenant or otherwise) needs are taken into consideration
- All installations will comply with the relevant statutory legislation and applicable British Standards
- When installing equipment consideration will be given to avoid where possible fixtures or beams to be attached to a structure

- All new installations will comply with applicable British Standards (including BS EN 81 series where relevant).

In the event of entrapment: A documented 24/7 emergency response and passenger release plan will be in place, including:

- Monitoring arrangements
- Maximum response times
- Communication with trapped passengers
- Post-incident reporting and review

## **Maintenance and Inspection**

All lifting equipment will be regularly examined by an independent competent specialist engineer to ensure adherence to LOLER regulations. Thorough examinations will be undertaken at the legally prescribed intervals, as a minimum:

- Passenger lifts – every 6 months
- Goods-only lifts – every 12 months
- Following substantial repair or exceptional circumstances

All lifting equipment will be regularly examined by appointed insurance inspectors to ensure adherence to LOLER regulations. Insurance inspections will supplement but not replace LOLER examinations.

Where an emergency defect has been found by the appointed contractor/inspector on the day of inspection, they should contact WTHP Business Support Team immediately to advise of the defect and a full report should then follow.

The Business Support Team will advise the ARM who will determine if the lifting equipment needs to be isolated and will make arrangements with the lift contractor to remedy the defect.

The ARM will also ensure that the HoAR/HoHCE is advised and that communication is made with impacted tenants.

For LOLER inspections completed by the competent contractor defects will be triaged and actioned accordingly:

- Priority 1 - to be dealt with as emergency defect and in line with the report received
- Priority 2 – to be completed within 28 days of receipt of the report
- Priority 3 – Advisory notifications

Regular servicing and maintenance will be undertaken at regular agreed intervals

as documented with the lift safety procedure.

All reports received will be reviewed/actioned by the Asset Manager and recorded appropriately.

### **PUWER Compliance**

WTHP will ensure compliance with the Provision and Use of Work Equipment Regulations 1998 (PUWER), including:

- Equipment suitability and safe condition
- Planned maintenance regimes
- Safe isolation procedures
- Access to operating information and emergency controls
- Competence and training of those working on or with lifting equipment

### **RIDDOR Reporting**

WTHP will comply with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).

- The ARM is responsible for determining reportability.
- The HoAR is responsible for ensuring timely submission to the HSE.
- Reportable dangerous occurrences involving lifts will be notified without delay

### **Equality, Accessibility and Vulnerable Residents**

When setting policy, WTHP will ensure equality, diversity and inclusion principles are embedded, including:

- Reasonable adjustments during lift outages
- Priority response for residents whose health, safety or independence is dependent on lift access
- Clear resident communication during planned and unplanned outages

### **Performance Monitoring**

The ARM will provide a monthly update on servicing and maintenance to the monthly Executive and Leadership Teams

The HoAR will report to the board as part of the quarterly operational performance reports

## **Resident Involvement**

We will work closely with the Resident Scrutiny Panel to ensure tenants scrutinise our Health and Safety performance.

Our performance will be published on the website and in newsletters.

## **Review and Governance**

This policy will be reviewed every two years or sooner if legislation or guidance changes.

Lessons learned from incidents, near misses or enforcement action will inform interim reviews.

## **Reference Documents**

### **External**

- Health & Safety at Work Act 1974 (HASAW)
- Management of Health & Safety at Work Regulations 1999 (MHSW)
- Construction Design & Management Regulations (CDM) 2015
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2012
- Lifting Operations and Lifting Equipment Regulations (LOLER) 1998
- Supply of Machinery (Safety) Regulations 2008
- The Provision and Use of Work Equipment Regulations (PUWER) 1998
- Approved Code of Practice and Guidance L113 – revised 2018

### **Internal**

- Lift Safety Procedure

**When setting policy, the Willow Tree Housing Partnership will ensure a golden thread of best practice runs through all aspects of its operations in respect of equality, diversity and inclusion. It will seek to minimise adverse environmental impacts arising as a consequence of its work. This approach and all policies will be reviewed on their anniversary date or as new guidance or legislation is introduced, whichever occurs sooner.**