

# **Lift and Lifting Equipment Safety Standard**

## **1 Purpose**

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- 1.1 The safety of our residents, colleagues and contractors is at the heart of all we do at LiveWest.
- 1.2 We are committed to ensuring that arrangements to service and maintain lifts in communal areas and residents' homes are delivered consistently to this standard, while meeting all regulation as an absolute minimum and best practice where appropriate.

## **2 Standard**

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- 2.1 Our Landlords Authorised Person (Head of M&E and Compliance) has overall responsibility for ensuring that lifts lifting equipment are safe and reviews our policies and procedures annually to ensure that they are up to date.
- 2.2 The Landlord's Authorised Person will appoint a Delivery Duty Manager who has responsibility for drafting operational procedures, processes and managing the daily operations for lifts and lifting equipment.
- 2.3 We compile a list of all lifts and lifting equipment that needs to be inspected and maintained and this is kept up to date.
- 2.4 We keep records of all equipment servicing, repairs and thorough examinations.
- 2.5 We regularly service all lifts and lifting equipment. This is done by specialist contractors at the following frequency levels.

| Type of equipment                                                                | Servicing frequency (minimum) |
|----------------------------------------------------------------------------------|-------------------------------|
| Passenger lifts                                                                  | Every month                   |
| Stair lifts -Domestic                                                            | Annually                      |
| Through floor lifts and platform lifts -Domestic                                 | Every six months              |
| Communal stair lifts and platform lifts                                          | Every six months              |
| Hoists and other lifting equipment                                               | Annually                      |
| LOLER Inspections - All communal equipment, domestic platform and through lifts. | Every six months              |

- 2.6 We ensure that 24/7 emergency communication systems in our lifts are maintained in good working order. These are checked as part of the service visit.

- 2.7 We aim to ensure that all lifts and lifting equipment are kept in full safe working order at all times. When a repair is needed, every effort is made to remedy faults as quickly as possible.
- 2.8 For passenger lifts we aim to attend entrapment callouts within 1 hour and emergency callout within 24 hours. For urgent repairs we aim to complete within 5 days and routine repairs up to 28 days (dependant on part availability).
- 2.9 On more complicated faults, we keep residents informed of the nature of the problem and the likely timescales of the lift being off, by advising the housing officer, scheme manager who notify customers affected and carry out welfare checks/visits to ensure residents are safe and to keep good lines of communication until the lift has been returned to service. Our aim is to ensure that residents are not inconvenienced and that delays are kept to a minimum and updates are continuous.
- 2.10 We ensure that all lifts are fully accessible for disabled users (as per the requirements of the Disability Discriminations Act 2005, the Equality Act 2010 and to the specifications outlined in Part M of the Building Regulations).
- 2.11 In addition to the regular service, we undertake a thorough examination of our lifts every six months with the exception of domestic stair lifts. This thorough examination will be carried out by a UKAS accredited organisation who is independent and impartial to allow them to make an objective assessment. These are LOLER examinations (Lifting Operations and Lifting Equipment Regulations).
- 2.12 We ensure reports of any examinations are accurate and made available for at least two years.
- 2.13 Notices following a LOLER examination are actioned within the timescales prescribed by the Inspector.
- 2.14 We keep records of thorough examinations and remedial works undertaken. The enforcing authority (i.e. The Health and Safety Executive) are informed of any defects classified as 'immediately dangerous'.
- 2.15 We have planned programmes of works to replace/refurbish lift installations based on life cycles and audit/service reports. Where a period of down time is expected we will consult with residents and other stake holders and provide, where required, reasonable alternative arrangements for access and/or decanting if required.
- 2.16 We have clear procedures in place to respond to an entrapment. We ensure that our colleagues understand what to do if someone is trapped. For health and safety / insurance reasons, our colleagues will not release any persons trapped in lifts but will provide reassurance until such time as our lift maintenance contractor or emergency services arrive, as appropriate.
- 2.17 When the emergency alarm is triggered that someone is trapped in the lift, the call goes directly to the lift contractor and they aim to be on site within one hour of receiving the call.

- 2.18 We ensure that all servicing and breakdown reports are correct and stored electronically and that data is available to look at for each block/ scheme conveniently.
- 2.19 New schemes will only be handed over once a declaration of conformity has been provided and is valid for a period of 12 months from the point of handover.
- 2.20 We monitor the performance of our contractors monthly to ensure that servicing visits and repairs are carried out on time.