

SP40 Lift Safety Policy



Scope of policy

- The scope of this document is to set out Soha's approach to the management of all types of Lifts within the stock owned by and managed across the organisation.
- Soha will comply with all relevant legislation and guidance, most notably the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER). Soha will take all reasonable and practical measures to ensure the safety of employees, tenants, contractors and members of the public when using lifts to visit, live or work in any properties owned or managed by Soha.
- In this policy 'lifts' includes;
 - Any passenger or goods lifts
 - Stair lifts and through the floor lifts
 - Internal domestic hoists or similar (and their accessories)
 - Any other lifting equipment
- Soha does not have a legal obligation to repair or service lifts that are installed and owned by the user.

Aim

- To manage our portfolio of lifts to ensure their safe operation and minimise risk to users.
- To ensure all lifts are regularly inspected and thoroughly examined by an approved independent, specialist competent person as per statutory requirements. This will be achieved by complying with the LOLER Regs 1998 and industry best practice.
- Soha will provide all relevant information, training and instruction and where necessary will supervise staff, contractors and the public.
- By applying this policy Soha aim to protect Soha housing, its employees, contractors, tenants and the general public from any risk in using lifts.

Policy Statement

- This policy statement supports Soha Health and Safety Policy and sets out our approach to managing Lift safety.
- It has been written to ensure the safety of all Soha staff, board members, volunteers, contractors, tenants and other members of the public who might be affected by passenger lifts under its control, including consultancy and agency staff.
- We are strongly committed to fairness and making sure that everyone has the same opportunities to achieve the same, or similar, outcomes. This policy statement meets the requirements set out by the Equality Act 2010 and aims to prevent unlawful discrimination on the grounds of disability, race, gender, age, sexual orientation, religion and beliefs, pregnancy and maternity, gender reassignment, marriage and civil partnerships. It has been written and approved in-line with Soha

Policy & Strategy and supports our strategic objective of providing affordable homes where people are proud to live.

Implementation

- Only approved competent contractors will undertake works on lifts according to the requirements of the relevant statutory legislation, approved codes of practice and guidance. Lifts will be examined at statutory intervals, or in accordance with an examination scheme drawn up by a competent person. The frequency of inspections will be, as a minimum.
 - Passenger Lifts. Serviced every 3 months and inspected every 6 months (six separate visits per year)
 - Through Floor lifts. Serviced every 3 months and inspected every 6 months (six separate visits per year)
 - Communal Stair Lifts. Serviced every 6 months and inspected every 6 months (four separate visits per year)
 - Bath Lifts. Serviced every 6 months and inspected every 6 months (four separate visits per year)
 - Personal Stair Lifts. Serviced every 12 months and inspected every 6 months (three separate visits per year)
- Following a lift inspection the results of the inspection will be recorded electronically by the competent contractor and shared with Soha.
- Soha will be notified when remedial works are required and carried out by the competent contractor in accordance with agreed timescales.
- Soha employs a competent contractor to carry out regular, routine servicing and maintenance of its lifts.
- Soha will keep a log of the location of all lifts and associated risk assessments.
- All staff will follow Soha's Lift Procedures when working on Lifts owned and managed by Soha.

Training

- Employees who are engaged in activities that support the servicing and maintenance of Lifts will receive suitable and sufficient training in accordance with relevant guidance, their job role and best practice.

Resident Involvement

- This Policy directly affects the safety of tenants in their homes. Soha will raise tenants' awareness of lift safety within publications and on the website.

Appeals

- Tenants have a right of appeal under Soha's Complaints Policy if they feel that Soha has not treated them appropriately.

Responsibility

- The Director of Property Services is responsible for the overall implementation of this policy.
- The Head of Health and Safety are responsible for implementing and monitoring the policy in areas under their control.
- The Compliance Surveyor will monitor compliance across all areas and will be responsible for the monitoring performance of the contractor and day to day financial management and control.
- When new buildings are handed over or existing buildings modified to include lifts the Compliance Surveyor will be responsible to insure they are included in the contract and updating the asset register.
- The H&S Committee will monitor noncompliance.
- All employees must comply with Lift Procedures and comply with Health & Safety requirements more generally at all times.

Monitoring and review

- Soha will ensure through the carrying out of risk assessments and ongoing monitoring the necessary requirements to maintain lift safety.
- Soha will monitor lift safety in partnership with its competent contractors.

Context

- This Policy complies with current legislation and guidance.
- Soha will amend it in line with any changes.

Members' Forum approved/noted	N/A - Compliance Policy	SLT approved (via e-decision)	8 May 2025
EIA completed	29 April 2025	Review due date	By May 2026
DPIA Checklist completed	N/A - Compliance Policy		