

1 Scope

- 1.1 This policy applies to all Aster colleagues, contractors, customers and visitors to Aster premises.
- 1.2 This policy extends to properties owned and/or managed by Aster (including Central & Cecil and East Boro Housing Trust [EBHT]) except leasehold & shared owner's dwellings unless the provisions are required to maintain safety of the block.
- 1.3 The term "lift" in this policy means any fixed passenger or goods lift, platform lifts, hoists, stair lifts, and assisted bathing equipment.

2 Policy Statement

- 2.1 We will ensure, so far as is reasonably practicable, that our customers, visitors, colleagues, and contractors are properly protected from the risks arising from the operation of lifts.
- 2.2 We will ensure we are compliant with all relevant legislation, principally by following the Lifting Operations and Lifting Equipment Regulations 1998. Approved Code of Practice and guidance L113.
- 2.3 To achieve this, we will;
 - 2.3.1 Carry out servicing and maintenance at the intervals prescribed in the Appendix via suitable contract arrangements with competent contractors.
 - 2.3.2 Complete a Thorough Examination [LOLER] of communal lifts, carried out by a competent inspector at the intervals prescribed in the Appendix
 - 2.3.3 Complete an inspection of domestic lifts, carried out by a competent inspector at the intervals prescribed in the Appendix
 - 2.3.4 Log any defects identified from the above and correct within the timeframes prescribed in the Appendix.
 - 2.3.5 Take out of service, where possible, any communal lift which does not have a current Thorough Examination (LOLER) record
 - 2.3.6 Take the above steps in dwellings regardless of the ownership of the lift and/or if customers carry out their own servicing or examinations. Inspection and servicing activity can be waived, for customer's own equipment, in lieu of receiving satisfactory documentation from customers at the discretion of a director.
 - 2.3.7 Aster will, as part of granting permission for proposed installations, will advise customers on appropriate technical standards and take all reasonable steps to inspect equipment post-installation.

Competencies

- 2.4 We will only employ Service Providers from our Approved Suppliers List for lift servicing & maintenance and Thorough Examination who are members of a relevant competent person's scheme.

- 2.5 We will only allow inspectors to complete thorough examinations who have enough appropriate practical and theoretical knowledge and experience of the lifting equipment so that they can detect defects or weaknesses and assess how important they are in relation to the safety and continued use of the lift.

Roles and Responsibilities

- 2.6 The Chief Executive Officer retains overall accountability for this policy.
- 2.7 The Health & Safety Director is accountable for ensuring the policy is reviewed and updated (Board for EBHT).
- 2.8 The Property Services Director is responsible for policy implementation and ensuring adequate resources are available to meet the policy objectives (CEO for EBHT).
- 2.9 The Property Safety Director is accountable for delivery of the key policy objectives and for achieving the associated targets (Director of Housing Services for EBHT).
- 2.10 The Head of Compliance is responsible for delivery of the key policy objectives and for achieving the associated targets. (The Building Safety and Compliance Manager and the Customer Services Manager for EBHT).
- 2.11 The Contracts Manager (lifts) takes day-to-day responsibility for managing lifts by implementing the Lifts Procedures. (The Building Safety and Compliance Manager and the Customer Services Manager for EBHT).
- 2.12 The Head of Workspace & FM is responsible for delivery of the key policy objectives and for achieving the associated targets, in Corporate Real Estate.
- 2.13 Where access into dwellings is required Housing and Independent Living colleagues will support staff & contractors, where it becomes necessary, to gain access.
- 2.14 Customers are expected to report repairs and grant access when requested.

3 Monitoring and Review

- 3.1 Assurance measures will be applied as set out in the current version of the Property Compliance Plan. In any event all records relating to servicing, inspection and examination will be checked before acceptance.
- 3.2 Aster will monitor implementation of this policy using monthly performance measures as below:

Measure	Type	Reviewed by
%/No. lifts with current LOLER record	KPI	GHSP\EB\AGL Board+
%/No. of lifts serviced on time		
%/No. lifts with current LOLER record (Communal)	OPI	Director of Property Services\Director of Housing Services for EBHT
%/No. lifts with current Inspection record (Domestic)		
No overdue Lift Actions (Communal)		
No. overdue Lift Actions (Domestic)		

- 3.3 The effectiveness of this policy will be continuously monitored, and the embedding of the policy scrutinised after 12 months by the *Group Health & Safety Panel*
- 3.4 This policy will be reviewed every 3 years unless business need, regulation or legislation prompts an early review

4 Related Policies and Procedures

- 4.1 Lift Procedure
- 4.2 Aster Group Health & Safety Policy
- 4.3 Property Compliance Plan

5 Governance			
Effective From:	01/09/2022	Expires:	31/08/2025
Policy Owner:	Health & Safety Director		
Policy Author:	Director of Property Safety		
Approved by:	<i>Group Health & Safety Panel</i>		
Delegation Matrix Reference:	R093	Version Number:	v2.0

Lift Policy

Appendix A – Timescales and intervals

Thorough Examinations\Inspections	
Property category	Max interval
Communal	6 months
Domestic	6 months
Servicing	
Property category	Max interval
Communal (passenger lifts)	3 months
Communal (except passenger lifts)	6 months
Domestic (stairlifts)	12 months
Domestic (except stairlifts)	6 months
Corrective action resolution	
Priority	Fulfilment time (working days)
Critical emergency	4 hours
Emergency	24 hours
Urgent	5 working days
Routine	20 working days
Planned	60 working days