



Portus
Supported Housing

Lift Safety Policy Version 1.0

Safe spaces for independent living

Review

Date of this review	Date of last review	Author(s)	Owner	Next review date
04/11/2025	04/11/2025	Jason Cox	Jason Cox	04/11/2027

Details of amendments

Version	Date	Update/ amendment detail	Resulting from

Approved by

Executive Team	[00/00/00]
Board	13/11/25



1. Introduction

Portus Supported Housing (PSH) is responsible for the maintenance and repairs to its homes and other buildings, some of which will contain lifts and/or lifting equipment for the use of tenants and the public.

The *Landlord and Tenant Act 1985* and the *Housing Act 2004* place duties on landlords to assess health and safety risks to ensure that all lifts and lifting equipment are safe at the start of any tenancy and are maintained in a safe condition throughout. This is carried out through a systematic regime of inspection and maintenance. PSH is also responsible for lifts and lifting equipment in non-domestic (communal) areas of buildings, offices, and other premises that PSH owns.

2. Purpose / Aim

The purpose of this policy is to set out PSH's planned maintenance approach to delivering lift servicing, inspections and maintenance, by using contractors that are qualified, experienced, competent, and sufficiently independent and impartial in the management of lifts and lifting equipment.

3. Scope

This policy applies to all buildings and associated structures either owned, leased, occupied or managed by PSH.

The policy is relevant to all lifts and lifting equipment that PSH has responsibility for and applies to all PSH employees, tenants, contractors and other persons or other stakeholders who may work on, occupy, visit, or use its premises, or who may be affected by its activities or services.

The policy is also relevant for maintaining a safe working environment for all employees, tenants and other visitors within all PSH offices.

4. Legal and Regulatory Framework

Core legislation

- *Landlord and Tenant Act 1985*
- *Housing Act 2004*
- *Homes (Fitness for Human Habitation) Act 2018*
- *LOLER (Lifting Operations and Lifting Equipment Regulations) 1998*

Other legislation

This policy also operates in the context of the following legislation:

- *Health and Safety at Work Act 1974*
- *The Management of Health and Safety at Work Regulations 1999*
- *The Workplace (Health Safety & Welfare) Regulations 1992*
- *Management of Houses in Multiple Occupation (England) Regulations 2006*
- *Regulatory Reform (Fire Safety) Order 2005*



- *The Building Regulations for England and Wales (Part P)*
- *The Housing Act 2004*
- *The Occupiers' Liability Act 1984*
- *Provision and Use of Work Equipment Regulations 1998*
- *RIDDOR 2013*

Codes of practice

The principal codes of practice applicable to this policy are as follows.

- BS 7255:2023 Code of practice for safe working on lifts
- HSE Safe use of lifting equipment Approved Code of Practice
- ISO 9386:2000 Power-operated lifting platforms for persons with impaired mobility.
- Lift and Escalator Industry Association 'Maintenance Requirement for Lifts, Lifting Platforms, Escalators and Moving Walks'

5. Related Policies and Documents

This policy is linked to the following documents and should be read in conjunction:

- *Health and Safety Policy*

6. Policy Statement / Principles

PSH acknowledges and accepts its responsibilities regarding lifts and lifting equipment safety under LOLER. To meet these requirements, PSH will:

- be the duty holder and accept legal responsibility to ensure that the lifts and lifting equipment are thoroughly examined, maintained and safe to always use
- keep the competent person informed of any changes in the lift operating conditions, make relevant documentation available to the competent person, act promptly to remedy any defects, ensure all documentation complies with the regulations, and keep adequate records
- appoint a 'competent person' through a third-party contractor to undertake all lift and lifting equipment inspections and maintenance
- manage lift safety compliance and mitigate risk in its governance and operational activity and act upon the recommendations of the competent person in a timely manner in respect of defective or missing safety devices
- conduct annual statutory periodic 'thorough examination' inspections (to detect any defects which are or might become dangerous) and service of all lifts and lifting equipment will take place in a 12-month cycle
- thoroughly examine any lifts and/or lifting equipment following any reported 'exceptional circumstances'
- work with its insurers in relation to the management of lifts and/or lifting equipment
- hold accurate records against each property it owns or manages identifying when the lift and/or lifting equipment was last inspected and tested, and listing all lift assets that the organisation leases or owns at each property together with asset register



- ensure that robust processes and controls are in place to manage the completion of follow up works identified during inspection and testing of lifts and/or lifting equipment
- have a robust process in place to gain access to properties where tenant vulnerability issues associated with the use of lifts and/or lifting equipment are known or identified whilst ensuring the organisation can gain timely access to any property to be compliant with this policy and safeguard the wellbeing of the tenant
- establish and maintain a plan of all continuous improvement activity undertaken with regards to lift safety

Duty holder

In the context of this policy, PSH is deemed to undertake the duties of the 'duty holder'.

The duty holder has a legal responsibility to ensure that the lift(s) and/or lifting equipment are thoroughly examined and that they are safe to use. The primary aim of the 'thorough examination' is to detect any defects which are, or might become, dangerous.

The duty holder will have measures in place to ensure compliance with all lift safety regulations and discharge the 'duty to manage' to identify, manage and/or mitigate risks associated with lifts and lifting equipment.

Competent person

In the context of this policy, a 'competent person' is someone who has sufficient technical and practical knowledge of the lift to be able to detect any defects and assess how significant they are. They will be sufficiently independent and impartial.

Thorough examination

A thorough examination is defined as 'a systematic and detailed examination of the lift and all its associated equipment by a competent person'. A thorough examination will be undertaken:

- after substantial and significant changes have been made to the lift and/or lifting equipment
- at least every six months or in accordance with an examination scheme
- following 'exceptional circumstances' such as damage, failure, or long periods out of use

7. Roles and Responsibilities

- **PSH's Board** will be responsible for approval of the policy and its implementation and monitoring performance
- **The Chief Executive Officer** will be responsible for the implementation of this policy and responsible for the delegation of its full implementation and delivery to the Head of Property and Assets and their authorised deputy
- **The Strategic Asset Management Director** will be responsible for the implementation of this policy along with any associated procedures, and responsible for the day-to-day management of the same, supported by their authorised deputy
- **The Compliance Manager** will be responsible for the day-to-day management of this policy and any associated procedures if the Head of Property and Assets is unavailable



8. Monitoring, Review and Compliance

Performance reporting

Robust key performance indicator (KPI) measures will be established and maintained to ensure PSH is able to report on performance in relation to gas safety, and these will be reported to the Executive and PSH's Board monthly.

As a minimum, these KPI measures will include the percentage of all passenger lifts and hoists with a valid certificate held by PSH as a proportion of the total number of passenger lifts and hoists within PSH's properties, with a target of 100% completion at all reporting dates.

Record keeping

PSH will establish and maintain accurate records of all completed lift safety and/or lifting equipment inspections and reports along with any remedial works or component replacements recommended from these reports for a period of not less than seven years.

PSH will compile and maintain a detailed asset register listing all lifts and/or lifting equipment leased or owned serving its properties.

9. Equality, Diversity and Inclusion

PSH is committed to mainstreaming equality and diversity throughout all its activities as well as meeting the general and specific duties imposed on it through the legislation. Please refer to PSH's [Equality and Diversity Policy](#) to read the policy details in full.

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