



Domestic and Passenger Lift Management Policy

Date of approval	November 2025
Responsible director	Paul Butterworth Exec. Director of Assets
Policy monitoring body	WCHG Board
Resident input into policy	Not applicable
Date for policy review	November 2028
Linked strategies/policies	Building Safety Policy Compliance Framework Policy Continuous Performance Engagement Policy Growing Talent Through Professional Development
Statutory and Legal Framework	Health and Safety at Work 1974 Lifting Operations and Lifting Equipment Regulations (LOLER) Provision and Use of Work Equipment Regulations 1998 The Safety and Quality Standard 2024 Housing Act 2004 Equality Act 2010
Version/date	October 2025

Domestic and Passenger Lift Management Policy

1. Background

- 1.1. Wythenshawe Community Housing Group (WCHG/The Group) is committed to delivering all landlord responsibilities, including the maintenance and repairs to homes, communal blocks, and other properties we own and manage. This includes delivering services to provide safe lifting equipment in our blocks and homes.
- 1.2. The Lift Management Policy supports delivery of the Groups' strategic plan and is specifically linked to the Great Places strategic theme. This includes the building safety and compliance objectives to ensure customers live in safe, well maintained, and compliant homes.

2. Legislation, Guidance, Regulatory Standards and Sanctions

- 2.1. **The principal legislation** applicable to this policy is the Health and Safety at Work Act 1974 and the Lift Regulations 2016 and the Lifting Operations and Lifting Equipment Regulations (LOLER) 1998. The policy aims to meet all relevant legislative requirements and aligns with the 3 key principles of LOLER:
 - Lifting operations must be properly planned and managed.
 - Lifting equipment must be used in a safe manner.
 - Lifting equipment must be thoroughly inspected at suitable intervals by a competent person.
- 2.2. **Approved Code of Practice (ACoP)** - The ACoP applicable to this policy is:
 - HSIS4 & L113 Safe Use of Lifting Equipment
- 2.3. **Guidance** - The principal guidance applicable to this policy is:
 - Industry Guidance 422 – thorough examination of lifting equipment
 - SAFed Guidelines – Thorough examination of in-service lifts 2006
- 2.4. **Housing Standards** - We will comply with the Regulator of Social Housings regulatory framework and consumer standards for social housing in England. The Safety and Quality Standard is the primary one applicable to this policy.
- 2.5. A full schedule of legislation and relevant regulatory and industry standards is contained in **Appendix A**

3. Risk Management

- 3.1. Board annually review the Corporate Risk Register and agree the risk appetite for each strategic risk.
- 3.2. The Audit and Risk Committee, and the Health and Safety Committee are responsible for overseeing the management of corporate risks associated with this policy. Our Customer Experience Committee also receive compliance performance data also on key safety risks that impact our customers.

3.3. The specific risks associated with this policy are:

GP2 Failure to meet asset compliance in line with regulatory standards

GP5 Repairs, maintenance and environmental services fail to meet/exceed regulatory/legal requirements.

3.4. The risk appetite set by Board is 'Averse', defined as 'avoidance of risk and uncertainty as a key organisational objective. The key focus of the Board is that regulatory compliance continues to be achieved, and the Regulator of Social Housing Standards and Consumer Standards are met.

3.5. We will maintain a suite of procedures & processes, and prioritise adequate resources to implement them, to mitigate the risk of service delivery failing to adhere to this policy.

4. Scope

4.1. This policy covers the following assets:

- Communal blocks
- Empty homes
- Homes and guest rooms within sheltered or extra care schemes
- Community centres
- WCHG offices
- Domestic dwellings

4.2. This policy applies to:

- All WCHG colleagues
- All contractors and third parties working on our behalf.

4.3. This policy does not apply to:

- The Woodhouse Park Lifestyle Centre due to lease responsibilities

5. Commitments and obligations

5.1. Under this policy WCHG will undertake all activity to meet our obligations set out in Section 2.

5.2. We will ensure that all Planned Preventative Measures and servicing visits are completed within the month that they are due. The list of these and the frequency at which they are done is shown in Table 1.

Equipment	Frequency
Commercial Passenger Lift (Servicing)	Monthly
Commercial Passenger Lift (LOLER)	Six Monthly
Hoist (Servicing)	Six Monthly

Hoist (LOLER)	Annual or Six Monthly
Step Lift (Servicing)	Annual
Step Lift (LOLER)	Annual
Stairlift (Servicing)	Annual
Stairlift (LOLER)	Annual
Through Floor Lift (Servicing)	Six Monthly
Through Floor Lift (LOLER)	Annual

The LOLER inspection frequency can be changed by the Insurance Company.

- 5.3 We will carry out follow on repairs and break-down customer repairs to our lifts as defined within our repairs policy. Our Repairs policy sets out clearly what customers can expect from an asset in need of a repair and ensures transparency and accountability.
- 5.4 Component upgrades, renewals and refurbishments will be driven by our stock condition data and Asset Management policy that ensures proactive planned approach to component investment.

6. Significant Non - Compliance and Escalation

- 6.1. WCHG defines non-compliance as any incident that has the potential to result in a possible breach of legislation or regulatory standard; or causes a risk to health or safety, and needs to be managed as an exception to routine processes and procedures.
- 6.2. All non-compliance issues will be reported and escalated as soon as possible, and no later than 24 hours after the incident occurred, or of an WCHG employee becoming aware of it.
- 6.3. Any non-compliance issue identified at an operational level will be formally reported to the Executive Director of Assets, who will agree an appropriate course of corrective action with the Facilities Manager/Head of Assets & Building Safety and report details of the same to the Group Leadership Team (GLT).
- 6.4. In cases of serious non-compliance, GLT and the WCHG Board will consider whether it is necessary to engage the Regulator of Social Housing as required by the regulatory framework, or any other relevant organisation such as the Health and Safety Executive, insurers etc.
- 6.5. We will investigate and manage all RIDDOR notifications submitted to the Health and Safety Executive in relation to site safety and will act to address any issues identified or lessons learnt, to prevent a similar incident occurring again.

7. Quality Assurance

- 7.1. WCHG will ensure that the programme of Planned Preventative Maintenance is delivered in line with legislation.
- 7.2. WCHG use the service of an external lift auditor who provides technical overview and assurance of service provision through, attendance at Commercial and Domestic Lift contract meetings, site visits and review of all quoted works.

8. Performance Measurement, Monitoring and Review

- 8.1. Regular meetings are held with our appointed service providers and auditors to review performance and certification, including breakdown incidence and response timescales, and to monitor delivery against the 100% compliance target.
- 8.2. Performance information is used for Tenant Satisfaction Measures (TSMs) data submission, specifically TSM BS05: Lift Safety Checks, which measures the proportion of homes for which all required communal passenger lift safety checks have been carried out.
- 8.3. We will annually report performance against the TSM's to the Regulator of Social Housing, in accordance with the definitions set out in Regulatory Guidance.
- 8.4. The WCHG Lift Contracts performance will be reported internally as follows:

Monitoring Body	Frequency
WCHG Board	Every meeting – bi monthly
Group Leadership Team	Every Meeting - monthly
CX Committee	Every meeting – bi monthly
Health and Safety Committee	Every Meeting - Quarterly

- 8.5. Performance reporting to all monitoring bodies will be a snapshot position at midnight on the last day of the month. Red/overdue compliance matters will relate to services that have gone beyond the last day of the month when they are due. Access to live daily data is available to all colleagues with strategic and operational responsibility for Lift safety, through our performance management system.
- 8.6. The measures reported will include but are not limited to:

Data - The total number of:

- WCHG Properties split by category (domestic, communal, commercial/others).
- Properties on programme split by category.
- Properties not on programme.
- Properties due to be serviced within the next 30 days (or in month).
- Follow on work arising from the programme (in time and overdue/oldest)

Commentary to explain:

- Current position.

- Corrective action required.
- Progress with completion of follow-up works.

9. Customer Engagement

- 9.1. We recognise the need to provide customers with effective communications to support our delivery of safe commercial lifts and domestic lifting equipment. We will use a range of mechanisms to maximise customer access for inspections including letters, phone calls and one to one support for vulnerable and hard to reach customers. In relation to the commercial lifts on most sites, the lift motor rooms are accessed through communal areas and communal plant rooms or everything is accessible from the lift car.
- 9.2. We will also share information clearly and transparently, and make it available to customers through regular communications. Newsletters and our external website will also ensure customers are informed of the risks and preventative maintenance to control risks. We hold a suite of policies on items such as our approach to service charges that also support the transparency of financial implications to our customers of safe lift management.

10. Roles and Responsibilities

- 10.1. The WCHG Board is responsible for setting and approving the priorities of this policy and ensuring it is fully implemented to ensure full compliance with legislation and regulatory standards. They will formally review and approve it every three years or sooner if there is a change in legislation or regulation.
- 10.2. The Leadership Team are responsible for monitoring that compliance against this policy is being achieved.
- 10.3. The Health and Safety Committee receive, and review performance data related to the delivery of this policy and are accountable and report to the Audit and Risk Committee. The Audit and Risk Committee review internal audit assurance reports on the delivery of this policy on a periodic basis.
- 10.4. The Customer Experience Committee receive, and review service delivery information related to the delivery of this policy to ensure we deliver a customer first approach.
- 10.5. The Executive Director of Assets has strategic responsibility for the management of the Lift contracts and ensuring compliance is achieved and maintained. They oversee the implementation of this policy.
- 10.6. The Executive Director of Assets has been appointed as the Health and Safety Lead under the requirements of the Social Housing Regulation Act 2023.
- 10.7. The Head of Assets & Building Safety is responsible for the operational delivery, management and monitoring of this policy.

- 10.8. The Contract Manager (Facilities) has operational day to day responsibility for the management of the Lift contracts and the delivery of these programmes & maintenance. The Facilities team are supported by an external specialist consultant.
- 10.9. The WCHG appointed contractor is responsible for the delivery of services within the scope of this policy.
- 10.10. The Living Well Team and Neighbourhood Team will support the Facilities Team to gain access to properties in order to maintain compliance for servicing and LOLER inspections. This includes taking legal action when required.

11. Competence, Training and Professionalism

- 11.1. WCHG is committed to realising the capability and potential of colleagues by investing in them through learning, training and professional study. Line managers will use the WCHG Continuous Performance Engagement process to ensure that mandatory training and required qualifications are maintained and kept up to date for all colleagues involved in the delivery of this policy
- 11.2. Our Board is recruited to meet the requirements of the governance skills matrix to ensure appropriate strategic control and oversight is provided across the Group's operations. Members receive regular and ongoing training to ensure skill and competency levels are maintained.
- 11.3. The Executive Director of Assets and the senior management team hold the Chartered Institute of Housing Level 5 Diploma in Housing, and equivalent technical qualifications relevant to asset management.
- 11.4. The Contract Manager (Facilities) must be a competent and experienced person in dealing with contracts. The Facilities Officer will hold the relevant training required to run the contract.
- 11.5. We will check our contractors hold the relevant qualifications and accreditations when we procure them, and thereafter on an annual basis; we will evidence these checks and each contractor's certification appropriately.
- 11.6. We will have an annual communal licence in place to monitor the contractors effectively.
- 11.7. We will deliver training on this policy and its supporting procedures through mechanisms including but not limited to:
 - Team Meetings
 - One to one meeting & CPE's
 - On the job training
 - Toolbox talks.

12. Data Protection

12.1. Any personal data collected under this Policy will be treated with respect and used in line with the data protection laws-the UK General Data Protection Regulation (UK GDPR) and Data Protection Act (DPA) 2018. For further information on how we handle your personal data, and how you can exercise your information rights, please visit our Group Privacy Notice (not sure how to link it! <https://www.wchg.org.uk/privacy-notice/>)

13. Equality Diversity and Inclusion

13.1. WCHG will ensure that the Lift Policy and procedure is accessible to all customers. WCHG recognises that customers of all races, ages, religions, gender, sexual orientation, literacy levels and disability should be treated equally and fairly. We will make every reasonable effort to ensure that no-one is discriminated against directly or indirectly on the basis of any protected characteristic as defined by the Equality Act 2010.

13.2. We recognise that some protected groups may be disproportionately impacted and will take additional steps in the application of this policy and make reasonable adjustments to ensure compliance with the Act. For example WCHG will:

- Provide a tailored response to the Lift policy according to individual circumstances.
- Provide support to residents who have difficulty in managing their tenancy due to mental health issues, learning disabilities, physical disabilities, special needs or old age.
- Provide information on request, in languages other than English, in Braille, Large Print and Audiotape where required. In addition, our receptions and interview rooms are fitted with a hearing loop system.
- (This policy can be provided in a different format, translated, large print, easy read, braille, or an audio copy. Requests can be made by contacting us by phone on: 0300 111 0000 or by email: inclusionanddiversity@wchg.org.uk.)

Appendix A

Legislative, Regulatory and Industry Standards

Health and Safety at Work Act 1974.
Housing Act 2004.
Equality Act 2010.
The Lifts Regulations 2016.
Building Safety Act 2022.
EN 81-20:2020 Passenger and Goods Passenger Lifts.
EN 81-50:2020 Design Rules, Calculations, Examinations and Tests of Lift Components.
EN 81-58:2018 Examination and tests. Landing doors fire resistance test.
EN 81-70:2021 Accessibility to lifts for persons including persons with disability.
EN 81-71:2018 Vandal-resistant Lifts.
EN 81-28:2018 Remote alarm on passenger and goods passenger lifts.
BS 8899:2016 Improvement of fire-fighting and evacuation provisions in existing lifts.
EN81-72 Firefighters' lifts.
EN 81-73:2020 Behaviour of lifts in the event of a fire.
EN 81-80:2003 Rules for the improvement of the safety of existing passenger and goods passenger lifts.
BS 9999:2017 Fire Safety in the Design, Management and Use of Buildings – Code of Practice
BS 5655-6:2011 Code of Practice for the Selection, Installation and Location of New Lifts
BS 5655-11:2005 Code of Practice for the undertaking of modifications to existing electric lifts.
BS 8486 Examination and test of new lifts before putting into service.
BS 7671:2018 Requirements for Electrical Installations. IET Wiring Regulations
BS 7255:2012 Code of Practice for Safe Working on Lifts.
ISO 18738-1:2012 Measurement of Ride Quality – Lifts.
The Provision and Use of Work Equipment Regulations 1998 (P.U.W.E.R)
The Lifting Operations Lifting Equipment Regulations 1998 (L.O.L.E.R)
The Electromagnetic Compatibility Directive.
The Building Regulations Approved Documents, particularly Part M.
The Construction (Design and Management) Regulations (CDM)
The Control of Asbestos Regulations 2012.
The Electricity at Work Regulations 1989.

Local Authority requirements and Bylaws.
The requirements of the Regional Electricity Company.
Lift and Escalator Industry Association (LEIA) guidance notes.
SAFed Guidelines on the supplementary Tests of in-service Lifts 2020.
Any statutory instruments issued by The Health and Safety Executive or the Commission.
Any other relevant British Standards or Codes of Practice applicable to the specific equipment.