



Lift Safety Policy

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1.0 Introduction

- 1.1 Southside Housing Association aim to ensure the effective inspection, maintenance and management of all lifts controlled by them and ensure reasonable steps have been taken to comply with the Lifts Regulations 1997, the Lifting Operations and Lifting Equipment Regulations (LOLER) 1998 and all other relevant legislation.

2.0 Scope of Policy

- 2.1 The policy will be implemented through all premises managed by Southside Housing Association and its implementation will be encouraged throughout any premises which are used by its staff.
- 2.2 This policy is supported by the Landlord's Guide to Lift Safety, Section 8.9 located in the Landlord Facilities Safety control Manual.

3.0 Aims

- 3.1 The aim of this Policy is to ensure all installations within the Association's properties are maintained, inspected and repaired to the highest standard to ensure safe use for tenants and visitors.

4.0 Definitions

- 4.1 The Lifts Regulations 1997 define a 'lift' as a lifting appliance serving specific levels, having a car moving along rigid guides or a fixed course and inclined at an angle of more than 15 degrees to the horizontal, intended for the transport of:
- People
 - People and goods
 - Goods alone, if a person may enter without difficulty and fitted with controls inside the car or within reach of a person inside.

5.0 Legal & Regulatory Framework

- 5.1
- Health and Safety at Work Act etc.1974
 - Management of Health and Safety at Work Regulations 1999, as amended
 - Workplace (Health, Safety & Welfare) Regulations 1992 (as amended)
 - Lifts Regulations 1997
 - Supply of Machinery (Safety) Regulations 2008
 - Lifting Operations and Lifting Equipment Regulations (LOLER) 1998
 - All relevant British and European standards including BS 5655-1:1986 (Electric Lifts), BS 5655-2:1988 (Hydraulic Lifts), BS EN 81-28:2018 (remote alarms on passenger and goods passenger lifts), BS EN 81-70:2021 (rules of accessibility of disabled people to lifts), BS EN 81-73:2020 (behaviour of lifts in the event of a fire);
 - Provision and use of Work Equipment Regulations 1998 (PUWER)
 - The Testing and Assessment of Lifts 1998 LG1

- ACOP L113, Safe use of lifting equipment, Electrical Regulations 1989
- IET Wiring Regulations (BS 7671);
- The Code of practice for safe working on lifts;
- Disability Discrimination Act 1995 and 2005
- Building Regulations (Scotland) Technical Handbook Domestic Properties (Vertical circulation in common areas of domestic buildings);
- Scottish Housing Quality Standards (SHQS) Annex E.
- SAFed Guidelines on the Supplementary Tests of In-Service Lifts 2006.
- The Equality Act 2010

6.0 Our Approach

6.1 Southside Housing Association will aim to minimise and control the risks and downtime of the lift service by a regime of maintenance, inspection and thorough examination. To this end, will:

- Appoint a responsible person who will have a duty to ensure these regimes are carried out on time.
- Ensure lifts are safe to use and have operational emergency communications.
- Ensure 'trap ins' are responded to within 4hrs
- Corrective works are carried out quickly to minimise downtime of service.
- Implement corrective works for any defects identified by the Thorough Examination in the time stated.
- Arrange for Supplementary Testing if called for by the Competent Person.
- Retain records for a minimum of 2 years.

7.0 Roles and Responsibilities

7.1 The following is the list of officers and roles included within the management of lift safety for the Association.

- Duty Holder – CEO.
- Responsible Person – Director of Property Services.
- Deputy Responsible Persons – Service Contracts Officer
Maintenance & Void Manager
Asset Management Officer

7.2 Delegated authority is granted by the Management Committee through the SHA Scheme of Delegated Authority to the Chief Executive and SHA staff to operationally interpret and implement the Lift Safety Policy and associated procedures.

The Director of Property Services is responsible for the implementation and

- 7.3 monitoring of the operational effectiveness of the Policy, operational management plan and procedures and ensuring all appointed organisations and individuals have the appropriate levels of skills, knowledge, education and training.

Periodic Inspection and Testing

8.0

- 8.1 Southside Housing Association will ensure that all lifts are subject to a formal inspection regime and safe to use;

- After substantial and significant changes have been made;
- Every six months if the lift is used at any time to carry people;
- Following "exceptional circumstances" such as damage to, or failure of, the lift, long periods out of use or a major change in operating conditions which is likely to affect the integrity of the equipment.

- 8.2 Thorough Examinations is a systematic and detailed examination of the equipment and safety-critical parts, carried out at specified intervals by a competent person who must then complete a written report. They will be carried out by an Independent Inspection Company employed by the Associations' Insurance Company every six months.

9.0 Supplementary Testing

- 9.1 The Safety Assessment Federation (SAFed) Supplementary Testing (LG1) will be carried out by the lift maintenance contractor annually and as part of the contract. The Competent Person can call for appropriate tests and/or examinations where concerns regarding the condition of equipment arise from the thorough examination.

10.0 Identifying Defects

- 10.1 If a defect is identified by the Thorough Examination which is, or could become, dangerous, the lift will be immediately reported to the appointed maintenance contractor. Attendance will be as per the contract.

- 10.2 If the lift is deemed unsafe to use or the emergency communication system has failed and the maintenance contractor is unable to resolve immediately, the lift will be put out of service until such times as it can be rectified.

- 10.3 Minor defects which do not affect the primary function, or the safety features of the lift will be reported to the contractor and actioned as a routine repair.

11.0 Routine Maintenance

- 11.1 Southside Housing Association will appoint a competent lift contractor to attend breakdowns and carry out routine maintenance on all lifts. This will include checking and replacing worn or damaged parts, lubrication, replacing time-expired components, topping up fluid levels, and making routine adjustments. This is to ensure the equipment continues to operate as intended, and risks associated with wear or deterioration are avoided.

- 11.2 Should any lift be reported to Southside Housing Association as faulty, it will be immediately reported to our lift maintenance contractor who will attend and arrange for any necessary corrective actions to be taken. A record of the inspections and works carried out will be held and recorded by Southside Housing Association.

12.0 Emergency Equipment

- 12.1 All lifts will have a communication system which will include a two-way voice system so that a person trapped inside can raise the alarm to the lift maintenance contractor's 24hr helpline.
- 12.2 The Association has installed Safeline GSM units and auto-diallers with SIM cards in all their lifts, moving away from the landline mode of transmission.
- 12.3 Automatic self-testing of the auto diallers and SIM cards will be initiated every three days in accordance with EN 81–28 and be monitored through Safeline client portal for signalling loss, faults and to evidence compliance.
- 12.4 All lifts will have adequate emergency lighting in the lift car.

13.0 Lift Machinery & Lift Shaft Access

- 13.1 Lift motor rooms and machine room-less elevators are to be secured against unauthorised access and should not be shared with any other service.
- 13.2 No person(s) should have access to the lift well without the lift maintenance engineer.

14.0 Installation of Lifts

- 14.1 Southside Housing Association will ensure that all lifts are manufactured and installed in accordance with the Lifts Regulations 1997 and have a current Declaration of Conformity.
- 14.2 In specifying new lifts, stairlifts and escalators, awareness of users' special needs will be considered. Attention will be given to the level of control buttons, sound controls, braille buttons and access for wheelchairs and walking aids. Where reasonably practicable, lifts will be fitted with emergency seats and with two-way communication systems for use in emergency situations. Regarding stairlifts, appropriate safety signs and instructions for use will be clearly displayed at each end of travel.
- 14.3 Stairlifts will only be considered where the installation of a passenger lift is not a viable option.

15.0 Stair Lifts

- 15.1 The Equality Act 2010 (the '2010 Act') requires the Organisation, in its capacity as a Registered Social Landlord ('RSL') to actively take steps to

prevent discrimination which includes the duty to make 'reasonable adjustments' to premises.

- 15.2 Where installation of a stair lift is likely to require alteration to the fabric of the building, the necessary planning permission / building control will be sought. In general, the provision of stair lifts in our tenanted properties is the responsibility of the Glasgow City Health and Social Care Partnership (GCHSCP).
- 15.3 All stair lifts will undergo routine maintenance, inspections and a six-monthly Thorough Examination. These responsibilities will be incumbent on the equipment provider / installer.
- 15.4 Where SHA are the equipment provider, we will ensure that all new stair lifts are safe, supplied with instructions, have a Declaration of Conformity and the British Standard Kitemark or CE marking.

16.0 Contractors

- 16.1 A competent lift contractor will be appointed by the Association to carry out routine inspection and maintenance. As a minimum requirement, contractors are required to be a member of a recognised professional trade's body and have ISO9001 or ISO45001 certification, approved by the United Kingdom Accreditation Service (UKAS) or a European certification body of equivalent status. Information on competent contractors can be obtained from the Lift and Escalator Industry Association (LEIA).

17.0 Documentation and Reporting

- 17.1 Southside Housing Association will ensure a written and signed report is provided by the Independent Inspection Company within 28 days of the Thorough Inspection being carried out.
- 17.2 Thorough Examination reports will be retained for at least 2 years or until the next report is carried out, whichever is the later.

18.0 Notification Requirements

- 18.1 Defects identified by the Thorough Examination which present as an imminent risk of serious personal injury will automatically be notified to the HSE by the Competent Contractor. These defects are timed for rectification and must be done within the period stated. If this cannot be done, the Association will instruct the maintenance contractor to put the lift out of service until such times as the problem can be resolved and the lift returned safe for use.

19.0 Tenant Responsibilities

- 19.1 Tenants should inform Southside Housing Association immediately if there are problems with the lift service.

20.0 Training and Development

20.1 Staff dealing with the management of Lift Installations will have training appropriate to their needs and to the needs of the Association within their Personal Training Plans.

21.0 Equality and Human Rights

21.1 In applying the Lift Safety Policy, SHA will ensure it complies with the Equality Act 2010. The Act makes it unlawful to discriminate against, harass or victimise a person because they have one or more of the following protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation.

21.2 An Equality and Human Rights Impact Assessment (EqIA) (Appendix 1) has been carried out in relation to this policy to assess the positive and negative Equality and Human Rights Impacts of this Policy.

22.0 Data Protection

22.1 SHA will treat all personal data in line with our obligations under the Data Protection Act 2018, the UK General Data Protection Regulation and the SHA Privacy Policy and Data Retention Policy. Information regarding how SHA process personal data and the legal basis for processing personal data is set out in SHA Fair Processing Notices.

23.0 Resources

23.1 We will ensure that all lift safety related services are planned, effectively budgeted for, and managed to a high standard. We will provide sufficient staff and staff training resources for fire safety services as the needs of particular areas are identified.

24.0 Monitoring and Reporting

24.1 The Director of Property Services is responsible for ensuring the implementation of this policy and supporting procedures by staff, and for the maintenance of all the necessary records on the housing system to enable the compilation of regular reports on fire safety and risk assessment.

24.2 The Operations Sub Committee will receive reports from the Director of Property Services to allow effective monitoring of the policy and implications for other policies. These reports will include:

- Confirmation of inspections carried out
- Action plan updates
- Incident reports

- Any items requiring significant maintenance investment

25.0 Risk Management

25.1 The management of lift safety represents risk to SHA in the following ways:

- Failure to comply with relevant legislation may result in possible legal challenges including criminal proceedings.
- Failure to comply with regulatory guidance may result in action by the Scottish Housing Regulator.
- Inadequate prioritisation of the rectification of identified hazards may lead to death or potential injury.
- Failure to ensure appointed contractors are suitably qualified and experienced do not adequately control risks.
- Failure to monitor contracts for the maintenance of lifts results in property damage and potential loss of life.

25.2 In considering the importance of these risks the effective management of this policy is vital. By having a written lift safety policy and procedure the Association can ensure that a consistent uniform and professional approach is adopted, and the service delivered is compliant with legislation and best practice.

25.3 SHA consider and review risk at strategic level through monitoring of the Corporate Risk Register by the Finance and Corporate Services Committee and Management Committee.

26.0 Links with Other SHA Policies and Operations

26.1 The Association recognises that lift safety is dependent on policies and performance in a variety of service areas, including:

- Repairs and Maintenance
- Planned and Cyclic Maintenance
- Health and Safety
- Risk Management
- Business Continuity Procedures

27.0 Openness and Transparency

27.1 This policy will be published to the SHA website. Associated Lift Safety documents and information are available on request from the Association subject to statutory exemptions and exceptions which may be applied to release in terms of the Freedom of Information (Scotland) Act 2002 (FOISA) and the Environmental Information (Scotland) Regulations 2004 (EIR).

27.2 SHA will always exercise a presumption to publish information in relation to lift safety which is in the public interest unless there is a compelling reason as set out in FOISA or the EIRs not to publish.

28.0 Review

28.1 This policy will be approved by the Management Committee. It will be reviewed every three years unless amendment is prompted by a change in legislation, operational requirements, customer feedback or as dictated by our risk management strategy.

28.2 The policy, in parts, attempts to summarise current legislation. In any case of conflict between the two, legislation will always take precedence.

29.0 Complaints and Appeals

29.1 If anyone feels that they are dissatisfied with the service they have received as a result of this policy they have the right to complain and should be encouraged to use the Associations Complaints Procedure.

29.2 Further information on how to make a complaint is available from the SHA website. Complaints can be made via the website, in person in writing or by email, or by telephoning the SHA office.

29.3 We will attempt to resolve complaints quickly through front line resolution by the staff who receive the complaint. Where this is not successful or where the complaint has been categorised as constituting a serious service failure, we will carry out a full complaint investigation.

29.4 Beyond SHA's two stage internal procedure, complainants have a right to refer their complaint to the Scottish Public Services Ombudsman (SPSO) for an independent external review. SHA's Complaints Handling Procedure details the way in which complaints can be made to the SPSO, and the timescales for responding.



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