



Bristol City Council Housing and Landlord Services

Lifts: maintenance, repairs and servicing

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Definitions

Adaptations	Changes made to a home to reduce physical barriers and support a person's safety, independence and ability to carry out everyday activities.
AF&RS	Avon Fire and Rescue Service
BCC	Bristol City Council.
Competent Person	As defined by LOLER, someone with the necessary practical and theoretical knowledge and experience of the lift equipment being examined to detect defects or weaknesses and assess their significance in relation to safety.
Domestic Lift	Lifts installed in individual residential dwellings, typically for accessibility needs. These are not subject to LOLER but must still be maintained safely and in line with manufacturer guidance and PUWER where applicable.
HHSRS	Housing Health and Safety Rating System - a risk-based tool used by local authorities in England and Wales to assess health and safety hazards in residential properties.
HSE	Health and Safety Executive - The UK's national regulator for workplace health and safety. Lift-related incidents may need to be reported to HSE under the RIDDOR regulations.
LOLER	The Lifting Operations and Lifting Equipment Regulations 1998. UK regulations that set out legal requirements for the safe use of lifting equipment, including thorough examinations of lifts.
Passenger Lift	Lifts installed in communal or commercial buildings for the transport of people. These are subject to regular thorough examination under LOLER and service/maintenance obligations.
PUWER	The Provision and Use of Work Equipment Regulations 1998. Regulations that require all work equipment, including lifts not subject to LOLER (such as domestic lifts), to be maintained in a safe condition and inspected regularly.
RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 - Requires that specific incidents involving lifts (such as entrapments, major failures or injuries) be reported to the Health and Safety Executive (HSE).
RSH	Regulator of Social Housing
SAFed	The Safety Assessment Federation - A not-for-profit Trade Association representing the independent engineering testing, inspection and certification industries of the UK and Ireland.
Thorough Examination	A detailed and systematic examination of lift equipment and safety components conducted by a competent person at prescribed intervals, usually every 6 months for passenger lifts.

1. Purpose

The purpose of this policy is to outline Bristol City Council's (BCC) Housing Directorate's approach to ensuring that all lifts within its ownership are correctly maintained for use by residents, BCC employees and other members of the public and are periodically examined in line with current legislation, including new or refurbished lifts.

2. Scope

This policy is applicable to all passenger and domestic lifts that BCC has a defined maintenance and repair responsibility for. This includes equipment within residential dwellings, communal areas and specialised housing such as sheltered, retirement living, extra care and supported housing.

The policy **does not** apply to any lifts that BCC residents have purchased and had installed themselves unless we have adopted the installed equipment.

This policy should be read in conjunction with the memorandum of understanding between Avon Fire & Rescue Service (AF&RS) in relation to passenger lifts. BCC passenger lifts do not offer the protection of a ['firefighting lift'](#). BCC do not have firefighting lifts in any of our housing properties.

3. Aims and objectives

The main aims of this policy are to:

- Ensure that there are robust maintenance and servicing regimes for all lifts owned by BCC's Housing Directorate.
- Ensure staff have clear roles and responsibilities to manage the risks associated with lifts and lifting equipment.
- Ensure BCC only use suitably qualified contractors and consultants.
- Ensure all lifts have been identified and are subject to a suitable maintenance, inspection and examination regime to ensure the effective operation and safety of such equipment.
- Ensure any identified remedial works are carried out within recommended timescales, so that lifting equipment are maintained to a high standard.
- Ensure a monitoring system is implemented and maintained to track performance and enable reporting.
- Ensure compliance with all relevant legislation and standards.

4. Roles and Responsibilities and Authority

The Director of Housing and Landlord Services has overarching responsibility for the implementation of this policy with the Head of Housing Repairs and Maintenance responsible for passenger lifts and the Service Manager for Private Housing and Accessible Homes is responsible for domestic lifts when applying this policy.

All staff involved in the maintenance, repairs and servicing of lifts owned by Housing and Landlord Services has responsibility for delivering this policy.

A more detailed breakdown of roles and responsibilities is included as Appendix A.

5. The Policy

5.1 Legal and Regulatory Requirements

Under Section 3 of the Health and Safety at Work Act 1974, Landlords are responsible for the health and safety of employees and people using or visiting their premises so far as reasonably practicable.

The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) and the Provision and Use of Work Equipment Regulations (PUWER) apply directly to passenger lifts and businesses providing this equipment have responsibilities for its safety (i.e. through routine maintenance and inspection). In addition, the Council's insurers also impose rigorous standards of risk management to cover public liability.

Landlords are required to ensure that lifts, when in use, are thoroughly examined if substantial and significant changes have been made, at least every six months, if the lift is used at any time to carry people (or in accordance with an examination scheme) and following 'exceptional circumstances' such as damage, lift failure, long periods out of use or a major change in operating conditions that are likely to affect the integrity of the equipment.

Consequently, we have a responsibility to maintain all lifts in properties we manage. To ensure they operate safely, we will undertake periodic thorough examinations and inspections in line with relevant regulations.

As BCC provides lifts for staff, residents and other members of the public to access upper floors in various blocks of properties in its portfolio, we will ensure that lifts are safe to use and are regularly maintained and inspected in the same manner afforded to lifts covered by LOLER and PUWER.

The Safety Assessment Federation (SAFed) also recommend that all lifts should be subject to an effective servicing regime and thorough examination by a 'competent person' (see definitions). Records of servicing and maintenance, together with thorough examination reports should be kept and provided to the regulatory authorities when requested.

Any actions captured within the thorough examination report should be completed as soon as possible and before the time specified on the report. Where a dangerous defect has been detected requiring work to stop, the lift should not be used until the defect has been rectified and the lift declared safe to use.

5.2 Servicing and Maintenance of Passenger Lifts

The LOLER states "lifts are required to be inspected by a competent and independent person at 6 monthly intervals" and we will ensure provisions are in place to service and test all passenger lifts within these time frames.

We will appoint a contractor charged with undertaking lift inspections and servicing on behalf of the authority. The appointed contractor shall have the appropriate practical & theoretical knowledge and experience relating to lifts to ensure defects or weaknesses are identified and their severity in relation to the safety and continued use of the equipment can be assessed.

We will undertake yearly SAFed safety inspections to assess safety equipment and protective measures as required by law and will be certificated. Where a fault is discovered that could pose a risk to safety, the lift shall be taken out of service until the defect has been rectified.

Following inspections or services, service sheets will be documented for each visit made, recording the date and time of the visit and will log any issues found with the equipment. These records will be reviewed regularly for data accuracy and to ensure we are fully compliant.

Where a new passenger lift is installed and a defect period applies, it will be the responsibility of the developer/installer to undertake any maintenance, servicing and testing whilst this period is in effect. We will ensure that examination records are provided by the developer/installer and are held centrally, and we will monitor performance to provide assurance that the relevant checks have been completed.

If the developer/installer fails to carry out the thorough examination, we will take appropriate action to ensure the examination is completed as required.

At the end of the defect period and where we are consequently responsible for maintenance, servicing and testing of a passenger lift, it will be added to the servicing programme.

5.3 Servicing and Maintenance of Domestic Lifts and Lifting Equipment

We will ensure that a Thorough Examination is carried out on all known adaptations designed for lifting operations in properties we manage. Examinations will take place every twelve months for domestic lift types but may occur more frequently if required within the manufacturers' recommendations or following any void works that impact on the adaptation (provided the lift is not to be removed prior to a new tenancy commencing).

Where lifts are managed by people or organisations other than BCC (i.e. by managing agents), we will ensure that records of a lift examination/inspection are held centrally, and we will monitor performance and obtain assurance that the relevant checks have been completed.

When a new domestic lift is installed, during the warranty period, it will be the responsibility of the installer to undertake any maintenance, servicing and testing whilst this period is in effect. We will ensure that examination records are obtained from installer as required and are held centrally, and we will monitor performance to provide assurance that the relevant checks have been completed.

When the warranty period expires and we are responsible for maintenance, servicing and testing of a domestic lift, it will be added to the servicing programme.

Where we are not responsible for lift maintenance, servicing and testing, if a thorough examination is not undertaken, we will take appropriate action to ensure the examination is completed as required.

As per the Tenancy Agreement, residents are obliged to allow access to a property to carry out necessary repairs or safety works and in order to comply with our statutory duties. If BCC tenants are preventing our staff or contractors from gaining access to a property for inspections or necessary works, our Gain Access Policy and

Procedure should be followed. If this fails, or the tenant's refusal is unreasonable, BCC will consider seeking a legal remedy to gain access to carry out necessary works.

Where a through floor lift is installed by BCC as a disabled adaptation into a bedroom within a property, the number of bedrooms it is deemed to have will be reduced accordingly. In this instance, the property will be revalued, and the rent recalculated to take into account the reduced number of bedrooms. Where this is the case, residents will be informed, and the new rent figure will apply following the annual rent review.

5.4 Avon Fire and Rescue

We will ensure that monthly inspections are undertaken on any lifts above 18 meters or more than 6 storeys to ensure the recall feature is in working order and provide this report to AF&RS.

As per the memorandum of understanding with AF&RS, regarding passenger lifts, we will:

- Inform AF&RS if any of the lifts within BCC's high-rise blocks are out of operation for more than 24 hours, as per the Fire Safety (England) Regulations 2022
- Endeavour to notify AF&RS of any changes/upgrades to BCC lifts (high rise blocks) as soon as they are agreed and before any changes take place
- Report major faults (i.e., whereby a lift is out of action for more than 24 hours) immediately (upon becoming aware of such major fault) to AF&RS
- Keep AF&RS fully informed of changes to the lifts as soon as they are agreed and before any changes take place.

5.5 Repairs

We aim to ensure that all lifts and lifting equipment in properties we own and manage are in full working order. Where we become aware that lifts are not operating as they should, we will act to remedy faults as quickly as possible.

All BCC passenger lifts are covered for repairs or emergencies to the following industry standards:

- Trapped passenger – 30 minute response
- Lift broken with only 1 in a block – 1 hour response
- Lift broken with 2 lifts in a block – 2 hour response

These standards are adhered to 24/7, all year round and ensure that we comply with the requirements of the [Social Housing \(Regulation\) Act 2023](#) and the [Hazards in Social Housing \(Prescribed Requirements\) \(England\) Regulations 2025](#).

If a lift will be out of use, the contractor will place a notice to inform residents of the situation.

5.6 Repairs of Domestic Lifts

We will appoint a contractor to manage repair requests for domestic lifts, where we are responsible for ensuring they can be operated safely.

Where we are made aware of an issue, the contractor will contact the resident to discuss the problem(s) and troubleshooting measures. If the issue persists, the contractor will arrange for an engineer to visit the property within 3 hours of the call.

On inspection, if the required repair works are minor (under £500), this will be undertaken without requiring authorisation. However, if works are complex and exceed £500, the contractor will submit a quote for authorisation to Accessible Homes. For works over £500 to be authorised, the lift would need to be deemed as still viable. For those lifts deemed as no longer viable but still running, the contractor will report back recommending that the lift be replaced.

If the lift cannot be repaired, due to use, age or availability of parts, the contractor will recommend a replacement.

In cases where lifts are recommended for replacement, Accessible Homes will carry out a basic assessment of the Tenant's needs to see whether there has been any substantively change since the original assessment. If not, then a like for like replacement can be ordered but if so, the tenant will need to be reassessed so an appropriate lift can be fitted.

In cases where the tenant is awaiting repairs or a replacement, they will be advised on how to risk manage the stairs. This may include removal of the current lift so that handrails can be fitted, and additional equipment may also be supplied to support the tenant at this time.

The contractor will notify Accessible Homes following a repair/removal and send any relevant documentation.

5.7 Legal Context and Consumer Standards

BCC's Housing Directorate will comply with the requirements of all relevant legislation. This includes:

- All relevant British and European standards including BS EN 81-20: 2014, BS EN 81- 50: 2014 & BS 7255:2012
- Equalities Act 2010
- HSE Approved Code of Practice and Guidance document L113 - Safe use of lifting equipment
- Management of Health and Safety at Work regulations 2006
- Provision and use of Work Equipment Regulations 1998 (PUWER)
- Tenant Satisfaction Measures Standard 2023
- The Lifting Operation and Lifting Equipment Regulations 1998 (LOLER)
- The Health & Safety at Work Act 1974

A more detailed list of legislation relevant to this policy is included as Appendix B.

This policy contributes to the [Social Housing \(Regulation\) Act 2023](#) and the associated [Regulatory Standards](#) by addressing the following requirements:

- **Safety and Quality Standard:** When acting as landlords, registered providers must take all reasonable steps to ensure the health and safety of tenants in their homes and associated communal areas.
- **Competence and Conduct Standard (forthcoming 2026):** which will set clear expectations for the qualifications, behaviours, and organizational culture among those working in social housing.

5.8 Equality and Diversity

This policy sets out our position regarding domestic lifts that have been specifically installed for individuals with limited mobility, as well as passenger lifts that have been installed for more general use. It is recognised that there may be residents at increased risk from malfunctions of lifting equipment, such as:

- Oxygen users
- People taking certain medication
- Older people and other residents with mobility issues
- Disabled people

An Equalities Impact Assessment (EQIA) will be completed for this policy.

6. Quality Assurance

6.1 Publishing

This policy will be published on the BCC Website and communicated to relevant operational teams via policy briefings and other appropriate communications.

6.2 Review

This policy will be reviewed every three years to ensure it remains accurate, legally compliant, and aligned with current regulatory standards and best practice in lift safety management within social housing. An earlier review will be undertaken where any of the following occur:

- Significant legislative or regulatory changes relevant to lift safety, landlord obligations, housing standards, or health and safety law.
- Updates to statutory guidance or regulatory expectations issued by the Health and Safety Executive (HSE), the Regulator of Social Housing or other competent authorities.
- Changes to internal procedures, service delivery models, or contract arrangements that impact the management or maintenance of lifts.
- Any serious incident, near miss, reportable event under RIDDOR, complaint, inspection or audit finding that identifies a failure, risk, or gap in current policy or practice.

6.3 Monitoring and Reporting Requirements

Passenger Lifts

Under the Tenant [Satisfaction Measures Standard 2023](#), Social Landlords with over 1,000 homes are required to report annually to the Regulator of Social Housing (RSH). Under the Building Safety measure - BS05, we are obliged to report on the

proportion of homes for which all required communal passenger lift safety checks have been carried out.

Passenger lift inspections (LOLER and SAFed) are monitored with quarterly reports of LOLER inspections provided to internal management via the service performance and risk management system and we will submit an annual report to the RSH.

Domestic Lifts

We will uphold our duty of care regarding the servicing and maintenance of domestic lifts within HRA properties, where we are responsible, in line with this policy. We will monitor and obtain assurance that these requirements are being met by our contractor(s).

7. Appendices

Appendix A – Roles and Responsibilities

Job/Team Name	Description of responsibilities
Director of Housing and Landlord Services	Responsible for: Ensuring adequate resources and funding for the maintenance, repair and servicing of BCC Housing Directorate owned lifts
All BCC Housing staff	Responsible for: Reporting any observed faults/issues with lifts to repairs and maintenance team when on site.
Passenger Lifts	
Head of Repairs and Maintenance	Responsible for: Ensuring compliance with statutory requirements for passenger lifts (shared with M&E Compliance Lead)
Mechanical and Electrical (M&E) Manager – Compliance Lead	Responsible for: - Ensuring compliance with statutory requirements for passenger lifts (shared with Head of Repairs and Maintenance) - Ensuring competent contractors are appointed for passenger lifts. - Monitoring compliance and reporting findings. - Overall oversight of contract and budget
Programme Engineer	Responsible for: - Management and delivery of the contract - Ensuring that the Council continues to work in line with the most up-to-date regulations and industry guidance on lift safety. - Managing the performance of the service delivery contractors, including their ongoing competence, and proactively monitor service delivery against targets.

Project and Assistant Project Engineers	Responsible for: - Monitoring the quality of work undertaken by the contractor and ensuring all certification is received and verified. - The day-to-day operational delivery of lift and lift equipment-related examinations, routine, and reactive repairs. - Ensuring all lifting equipment is serviced in line with the manufacturer's recommendations and instructions. - Responsible for the day-to-day operational delivery of lift and lift equipment-related examinations, Planned Preventative Maintenance visits, routine, and reactive repairs.
Contractor(s) Passenger Lifts	Responsible for: - Acting promptly to remedy any defects. - Acting promptly on any recommendations put forward by contract manager. - Ensuring that any documentation complies with regulations. - Responding to emergency situations within agreed timescales.
Domestic Lifts	
Service Manager for Private Housing and Accessible Homes	Responsible for: - Approving adaptations within their delegated financial limit and confirming funding available before works are instructed. - Tendering and managing contract(s) for the servicing and maintenance of domestic lifts
Compliance Officer (Domestic Lifts)	Responsible for: Overseeing the servicing and maintenance of domestic lifts and ensuring overall compliance.
Adaptations Surveyor (for domestic lifts)	Responsible for: - Assessing property feasibility and identifying options that are structurally achievable and safe. - Preparing drawings, specifications and schedules of work, and managing technical compliance requirements. - Monitoring works on site (where the Council arranges the scheme) and confirming completion before certification and payment
Installers Domestic Lifts	Responsible for: - Delivering adaptation works in line with agreed specification, timescale and safety requirements. - Providing necessary compliance certificates on completion.

	Supporting handover by supplying warranty information for installed items where applicable.
Contractor(s) Domestic Lifts	Responsible for: - Carrying out servicing, maintenance and repairs - Annual Servicing - Any follow up actions - Responding to repair requests in target times

Appendix B – Legal and Policy Context

The following is not an exhaustive list, but legislation, regulations and standards relevant to this policy include:

External

- All relevant British and European standards including BS EN 81-20: 2014, BS EN 81-50: 2014 & BS 7255:2012
- Building Regulations 2010 – Part M
- Building Safety Act 2022
- Construction (Design and Management) Regulations 2015
- Data Protection Act 2018
- Defective Premises Act 1972
- Equalities Act 2010
- Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 (Commonly referred to as Awaab's Law).
- Housing Act 2004, which introduced the Housing, Health and Safety Rating System (HHSRS)
- HSE Approved Code of Practice and Guidance document L113 - Safe use of lifting equipment: Lifting Operations and Lifting Equipment Regulations 1998.
- INDG474 – Lifting equipment at work (a brief guide)
- INDG339 - Thorough examination and testing of lifts: Simple guidance for lift owners (2008)
- Management of Health and Safety at Work regulations 2006
- Provision and use of Work Equipment Regulations 1998 (PUWER)
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).
- Social Housing (Regulation) Act 2023
- Tenant Satisfaction Measures Standard 2023
- The Landlord and Tenant Act 1985

- The Lifting Operation and Lifting Equipment Regulations 1998 (LOLER)
- The Health & Safety at Work Act 1974

Sanctions – Failure to discharge our responsibilities and obligations properly could lead to sanctions, including:

- **Prosecution by the Health and Safety Executive (HSE)** under the Health and Safety at Work Act 1974.
- **Prosecution under the Corporate Manslaughter and Corporate Homicide Act 2007** – where negligent practices lead to harm or fatalities.
- **Prosecution under LOLER or PUWER** – for failing to adhere to lifting equipment safety regulations.
- **Regulatory action by the Regulator of Social Housing** – including regulatory notices or penalties for failing to meet the Home Standard or other applicable consumer standards under the Social Housing Regulation Act 2023.

Internal

- Gain Access Policy
- Responsive Repairs Policy
- Memorandum of Understanding between Bristol City Council and Avon Fire & Rescue Service