



Bristol City Council Housing and Landlord Services

Lifts, maintenance, repairs and servicing

Version 1

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History of most recent policy changes			
Date	Page	Change	Origin of change (e.g. legislation)

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Policy Statement

Bristol City Council (BCC) has a duty of care to ensure that lifts within its ownership, are kept and maintained to a safe standard for use by its residents and employees, other members of the public as well as lift maintenance personnel. The purpose of this policy is to set out how BCC will ensure that lifts are correctly maintained and periodically examined in line with current legislation, including new or refurbished lifts.

In developing this policy, residents' involvement and consultation needs have been considered as per regulatory requirements.

We will act sensitively towards the diverse needs of individuals and communities, and we will take positive action to reduce discrimination and harassment.

An Equalities Impact Assessment has been carried out and agreed by the Equalities Team.

Aims and objectives

The aim of this policy is to outline that the robust maintenance and servicing regimes required for the vertical transportation of people within properties via lifts, which BCC adheres to. This aim also includes the safety of tenants, residents, staff and others using the lifts.

The key policy objectives are to:

- 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

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.

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 and noted that BCC passenger lifts do not offer the protection of a 'firefighting lift'¹.

The Policy

Regulations and Legislation 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, insurers may impose demands for similarly stringent levels 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. 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

¹ [Firefighting lift | NFCC CPO \(ukfrs.com\)](https://www.ukfrs.com/)

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.

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)². Under Maintaining Building Safety - BS05, we are obliged to report on the proportion of homes for which all required communal passenger lift safety checks have been carried out.

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.

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’

² [Annex 4: Tenant Satisfaction Measures - Technical requirements \(accessible\) - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/100000/Annex_4_Tenant_Satisfaction_Measures_-_Technical_requirements_accessible.pdf)

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. In the event of access being refused, we may force entry if necessary.

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.

Avon Fire and Rescue Service

We will ensure that monthly inspections are undertaken on any lifts above 18 meters or 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

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.

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

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.

Monitoring and reporting – Passenger Lifts

As required by the Tenant Satisfaction Measures Standard, we will report to the RSH on the number of dwelling units owned within properties with communal passenger lifts for which all Lifting

Operations and Lifting Equipment Regulations (LOLER) inspection reports were carried out and recorded as at year end.

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.

Monitoring and reporting – Domestic Lifts

We will uphold our duty of care in regard to 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).

Appendices

Appendix A – Legal and Policy Context

External

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

Internal

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