

## GROUP PASSENGER LIFT POLICY

### Responsible Officer

Executive Team Lead for Landlord Health and Safety.

### Aim of the Policy

This policy outlines our approach to and arrangements for the management of lift safety within our communal and commercial properties.

Through the implementation of this policy we will ensure we:

- Comply with our legal duties relating to lift safety.
- Takes reasonably practicable steps to protect residents, employees, contractors and others affected by our lifts.
- Demonstrates that the ongoing lift safety of our properties is being managed effectively.

This policy links to Phoenix's overall vision '*Together, we are building a better future for our Phoenix Community*'

### Policy Scope

This policy covers how Phoenix will manage its passenger lifts and other associated lifting equipment in housing blocks, community facilities and commercial properties. Lifts in housing blocks that have been enfranchised by leaseholders are not maintained by Phoenix and are excluded from this policy.

### Policy Statement

Lift safety is an important obligation for all Landlords. We fulfil our obligations by being committed to taking all reasonable steps to manage lift safety in accordance with the relevant legislation and approved codes of practices.

We will implement arrangements for the management of lift safety that comply with our statutory duties. Where reasonably practicable, we will meet any good practice recommendations associated with lift safety.

We are committed to engaging with residents and stakeholders and will use a range of communication methods to consult with, listen to and promote awareness of lift safety to ensure they are safe, and feel safe when using this equipment.

## The Policy

### 1.0 Responsibilities

We recognise the importance of clearly defined responsibilities with commitment at all levels of our organisation including Board, Executive Team, Senior Managers, Team Members and Contractors we work with.

We will ensure these responsibilities are documented, embedded and demonstrated by means of a golden thread of leadership and commitment from senior management to employees through to engagement with our residents and contractors.

All members of staff are expected to follow this policy and associated procedures in relation to lift safety.

### 2.0 Levels of accountability

- The Board has a role in providing safety leadership and ensuring Board decisions reflect the intentions outlined in the Group passenger lift policy.
- The Board and the Chief Executive delegate responsibility for achieving the objectives to the Director of Property and New Business.
- The Director of Property and New Business is accountable for ensuring that Phoenix fulfils its legal obligations regarding the implementation of the lift Policy and ensuring that adequate resources and support are made available to deliver against the arrangements for the management of lift safety. The operational lead for lift safety is Corporate Lead – Homes and Safety.
- The Executive Team assists the Board and Chief Executive in fulfilling their responsibilities and have extensive safety responsibilities of their own within their directorates.
- Heads of Service and Senior Managers are responsible for compliance with the policy and procedures within their service area.
- Every employee must ensure they are aware of and follow the policy and procedures within this service area. They will inform their managers of any concerns and contribute to the development of a positive safety and compliance culture throughout Phoenix.
- Residents and stakeholders also have a vital role to play in making sure the buildings they live in or use are safe. Through positive engagement residents and stakeholders will be encouraged to take an active interest in safety and compliance at Phoenix.
- Contractors and subcontractors must comply with the arrangements of this policy and procedures demonstrating competency in the management of their work activities, in relation to lift Safety.

### 3.0 Arrangements for lift safety

We will ensure that all lifts within our communal and commercial properties are installed, certified and maintained to the relevant standards and are sufficient to meet the needs of residents and staff.

#### 3.1 Thorough examinations, servicing and maintenance

We will:

- Undertake thorough examinations, maintenance and servicing of our lifts in accordance with The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER), The Fire Safety (England) Regulations 2022, HSE guidance and any other relevant standards.
- Carry out monthly checks within buildings that are designed, installed and maintained to be used by fire-fighters including evacuation lifts and of the mechanism which allows fire-fighters to take control of lifts.
- Report faults or out of service to the local fire and rescue service in passenger lifts which are for use by firefighters, have a switch control to allow firefighters to take control or can be used as evacuation lifts . This wont require reporting if the fault is resolved within 24 hours.
- Ensure thorough examinations are carried out by a competent person who is sufficiently independent and impartial to allow them to make an objective assessment of the lifts.
- Forward to our appointed contractor any serious and significant observations/defects after a thorough examination. The observation/defects will then be rectified within the specified timescale or taken out of service if necessary.
- Ensure any other observations/defects that do not need to be rectified within a certain timescale will be monitored by Phoenix and completed within three months of the thorough examination completion date.
- Carry out a risk assessment to determine the most appropriate course of action where a lift defect is likely to take more than seven days to remedy and there are vulnerable residents residing in the building (usually elderly or disabled). This will include provision of advice to residents and temporary arrangements including Phoenix staff members carrying out regular block visits to check on residents, and/or phoning residents.
- Pay compensation if appropriate in accordance with our Compensation Policy, if a lift is out of service for a prolonged period of time.
- Carry out six monthly checks to any CCTV systems installed lift areas.

### **3.2 Breakdowns and entrapments**

We will:

- Endeavour to have lift breakdowns involving entrapments attended within 45 minutes. Breakdowns not involving entrapment will be a 2-hour response for normal working hours and a 4-hour response for out of hours.

### **3.3 Contractors and competency**

We will ensure:

- Only competent people who have sufficient technical and practical knowledge of lifts will carry out our inspections and work.
- Only people with the relevant knowledge, skills, experience and training carry out work on the lifts that we are responsible for.
- Contractors do not use lifts in any way that may cause damage during any major works. This will involve the contractor taking necessary precautions to prevent any damage.

### **3.4 Data management**

We will:

- Maintain an asset register of properties that require lift maintenance and servicing on CRM.
- Maintain accurate records of all completed lift reports and associated completed remedial works from these reports and keep these for a period of not less than two years.
- Ensure robust processes and controls are in place to provide and maintain appropriate levels of security for all lift safety related data.
- Ensure all reports and certification will be made available to view on the resident portal to ensure information is open and transparent to residents.
- Obtain all documentation and records of thorough examinations and inspection/servicing of the lift where Phoenix is no longer the freeholder but retains leaseholder responsibilities.

### **4.0 Communication and information**

We will:

- Openly share information regarding lift compliance with Phoenix staff, residents and contractors.
- Consult with employees on matters that affect their health and safety and consult with its employees on the development of this policy and procedure.
- Communicate and make residents aware of lift safety through the portal and website.

## 5.0 Monitoring and review

We will:

- Undertake monthly active monitoring tasks to ensure the integrity of data held in the CRM system and to ensure compliance with the standards set out in this policy;
- Report and monitor monthly performance related to lift safety through key performance indicators as determined by the Board. Incidents of non-compliance will be reported or escalated to the Executive Team and Board as appropriate;

### 5.1 Policy review

We will be review this policy every three years or sooner if there are changes to legislation, good practice or other learning.

### Legislation

We are committed to achieving compliance against all our statutory, non-statutory and regulatory lift safety responsibilities, including the following:

- Landlord and Tenant Act 1985
- The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
- Management of Health and Safety Regulations 1999
- Guidelines on the Supplementary Tests of In-service Lifts Safety Assessment Federation 2006
- Equality Act 2010
- Data Protection Act 2018
- Building Safety Act 2022
- The Fire Safety (England) Regulations 2022

### Associated policies and procedures

Including:

- Passenger lift procedure
- Compensation Policy
- Contractors, Suppliers and Service Providers Charter
- Data Retention Guidance
- Equality & Diversity Charter
- Group Health & Safety Statement of Intent
- Group Data Protection Policy
- Guidance on use of CCTV Cameras in Lift Areas
- HSE Safe use of lifting equipment
- HSE Thorough examination of lifting equipment – A simple guide for employers
- Leasehold Management Policy

- Phoenix Standards
- Preserved Right to Buy Policy
- Right to Acquire Policy
- Responsive Repairs Policy

## Definitions

Term/acronym	Description
Resident	Includes tenants and lessees.
Phoenix	Phoenix Community Housing.
We/us/our	Refers to Phoenix Community Housing.
You/your	Refers to Phoenix tenants and lessees.
CRM	Customer Relationship Management system
CCTV	Closed circuit television (a television system in which signals are not publicly distributed but are monitored primarily for surveillance and security purposes).
Enfranchisement	Where the freehold to a block is purchased by leaseholders.

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