



Lift Safety Policy - Quick Guide (V1.0).

What this policy is about

This quick guide provides a short overview of the Lift Safety Policy. It explains how Portsmouth Homes manages, maintains and monitors lifts to keep residents, staff and visitors safe.

Who it applies to (See policy: Scope, p.3)

- Residents living in buildings with lifts installed by Portsmouth Homes
- Staff and contractors responsible for lift maintenance, servicing and inspections

The policy applies to passenger lifts, stair lifts, through-floor lifts, hoists and other lifting equipment owned or installed by Portsmouth Homes.

The commitment (See policy: Purpose & Our responsibilities, p.3-4)

Lifts will be managed safely and maintained in line with legal and regulatory requirements. Clear information will be provided, risks will be managed, and action will be taken promptly where safety concerns are identified.

Our responsibilities (See policy: Our responsibilities, p.3-4)

Portsmouth Homes is responsible for ensuring lifts are safe and properly maintained. This includes:

- Appointing qualified contractors to service, inspect and repair lifts
- Carrying out regular examinations (every 6 months for passenger lifts and every 12 months for other lifting equipment)
- Keeping accurate safety, inspection and maintenance records
- Taking lifts out of service if they are unsafe and completing follow-up works within required timescales
- Treating lift breakdowns as emergency repairs where appropriate
- Assessing and supporting residents who may be affected if a lift is out of service

Lift breakdowns and repairs (See policy: Our responsibilities & Repairs priorities, p3-4)

- Lift breakdowns are treated as emergency repairs
- If someone is trapped, attendance will be prioritised as soon as possible
- Where the only passenger lift in a building is out of service, repairs will be made safe or completed within 24 hours of being reported where possible

Resident responsibilities (See policy: Your responsibilities, p.5)

Residents are asked to:

- Report lift faults or safety concerns as soon as possible
- Allow access for inspections and repairs, with reasonable notice
- Use lifts safely and avoid overloading or obstructing doors
- Not use lifts in the event of a fire

Access and inspections (See policy: Process for Arranging Access, p.5)

Reasonable attempts will be made to arrange access for inspections or repairs. Where access cannot be agreed, this will be managed in line with the Working Together, Portsmouth Homes Access Policy.

Lift safety certificates (See policy: Lift safety certificates, p.5)

Lift safety certificates and inspection reports are kept and maintained. The most recent certificate for a lift can be requested from the Customer Repairs Team.

Working together and oversight (See policy: HNB Safety and Quality Strategic Group, p.6)

Lift safety is monitored through internal safety and quality governance arrangements to ensure risks are managed consistently, legal duties are met and improvements are made where needed.

Further information

This is a summary only. For full details, including inspections, repairs, responsibilities and reporting concerns, please refer to the Lift Safety Policy or contact Portsmouth Homes. Information is available in alternative formats on request.

Link: [Lift Safety Policy](#)

