

Lift Safety Policy

Summary

Portsmouth Homes' Lift Safety Policy outlines our responsibilities and procedures for ensuring the safety and maintenance of lifts across our residential and communal properties. It focuses on our legal compliance, responsibilities, risk management, resident safety and transparent communication with residents to maintain safe and reliable lift operations.

Effective date

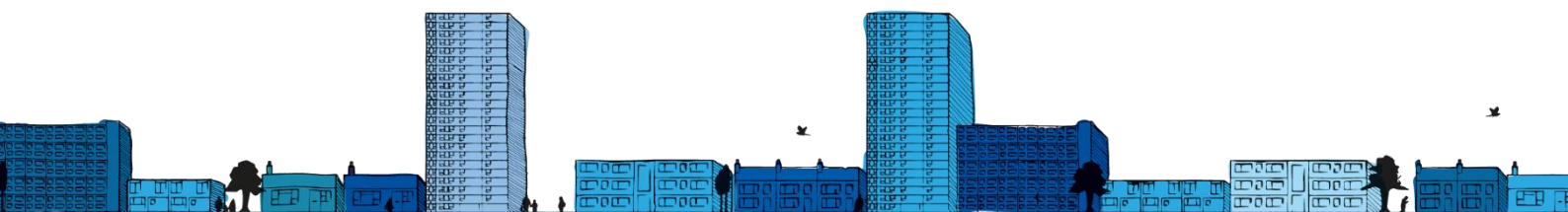
10 March 2026

Review

We will review this Policy every 3 years or when there has been an update to legislative, regulatory, best practice or operational changes.

Version

1.0



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Scope

This policy outlines how we maintain lift safety in properties and communal areas we manage. It outlines our safety measures, your responsibilities, and what you can expect from us as your landlord under your Tenancy or Lease agreement.

The policy covers all residential buildings with lifting equipment installed by us, including passenger lifts, stair lifts, through-floor lifts, hoists, and other specialist devices installed by us.

It ensures we meet our legal and regulatory duties around health and safety assessments, and the provision of safe and quality homes is carried out in appropriate timescales. It ensures that resident's homes and communal areas are well maintained, safe and that our records are maintained.

It does not apply to:

- lifts that are not owned by Portsmouth Homes and owned or installed by residents or others



Any reference in this policy to 'we', 'our' or 'us' refers to Portsmouth Homes.

Any reference in this policy to 'tenant', 'customer' or 'resident' refers to a Portsmouth Homes tenant leaseholder or shared owner.

Purpose

This policy aims to ensure compliance with statutory, contractual, and regulatory requirements regarding lift safety. It seeks to maintain a safe environment for residents, staff, and visitors, and provide assurance to stakeholders that lift safety is effectively managed.

It is essential that we maintain accurate and up-to-date records regarding the lift safety of the homes and communal areas under our management and provide clear information about the safety of lifts you use. This practice ensures these environments remain safe and properly maintained for residents, and this allows us to identify any necessary investments required.

Our responsibilities

We are responsible for maintaining and conducting thorough examinations of passenger lifts and adapted domestic lifting aids (e.g. stair lifts, through-floor lifts) to ensure safe operation and independent living.

Relevant roles managing lift safety will ensure that they stay updated on changes in legislation and best practice regarding the management of lift safety.

We appoint qualified contractors to undertake all maintenance, servicing and repairs and relevant examinations. The contractors are suitably trained and training records are held.

Examinations will be carried out every 6 months for passenger lifts and every 12 months for other lifting equipment.

All lifting equipment will receive routine servicing, either in line with manufacturer guidance or at a frequency determined by its overall condition and usage. Maintenance will either be carried out as per the manufacturers guidance, Industry standards or recommendations from our qualified lift engineers.

Records of inspections and maintenance, and EC declarations of conformity must be retained and accessible. The repairs and maintenance database is utilised to record compliance and maintenance.

We will ensure that any follow-up works identified during a thorough examination or servicing and maintenance inspection are completed where they cannot be carried out at the time of the assessment or check.

Lifts will be taken out of service for examinations and servicing. If an engineer determines that a lift is unsafe, it will remain out of service until it is made safe.

If defects are identified during the thorough examination, they will be addressed within the required timescales.



We will maintain a core asset register of all properties we own or manage, setting out which properties have lifts which require a thorough examination. We will also set out which properties have lifts which require ongoing servicing and maintenance.

In 18m+ buildings, where a passenger lift is out of service for over 24 hours or more this will be reported to Hampshire and Isle of Wight Fire and Rescue Service as per the Fire Safety (England) Regulations 2022.

Where lifting equipment is installed in your home, you will be briefed on safe usage and safety measures specific to them.

We will assess additional needs of residents with care and support needs who may be affected by lifts that are not working in blocks we own and manage. We will work to ensure we manage and mitigate any known risks of safety and wellbeing.

Repairs will be undertaken in line with our Repairs and Maintenance Policy. Repairs for lifting equipment will generally be raised as an emergency repair category, examples include:

Repair Category	Element	Timeframe
Emergency Repairs	Passenger lifts where the only lift to a block of flats or stairlifts breakdown.	Completed or made safe within 24 hours of being reported.
Emergency Repairs	Passenger lifts where someone is stuck in the lift	Aim to arrive on site as soon as possible.

Your responsibilities

Your tenancy or lease agreement requires you to help keep your home safe, this includes but not limited to:

- Reporting any lift safety concerns as soon as possible.
- Allow access for inspections and repairs when reasonable notice has been given, except in emergencies.
- Where Lifting equipment is installed in your home you will need to inform us of any changes in condition which may affect the safe usage of the lifting equipment.
- Report any faults or damage that fall under our responsibility as soon as possible.
- Use lifts safely, they should not be overloaded or obstruct lift doors.

Any lift repairs should be reported to the Customer Repairs team by email to CustomerRepairsTeam@portsmouthcc.gov.uk or calling 023 9284 1311.

Lifts should not be used in the event of a fire.



Process for Arranging Access

We will take all reasonable and practicable attempts to contact you to arrange a mutually convenient appointment time in order to carry out a lift inspection.

Should our initial 3 attempts to reach you be unsuccessful, we will conduct a visit to your home to discuss any challenges or barriers in arranging access. In these situations, we will follow our Working Together - Portsmouth Homes Access Policy.

When access to your home is required, only the data necessary for relevant purposes is shared with staff or contractors who provide services and interact with you and the household.

Lift safety certificates

Upon completion of a satisfactory inspection or test, the certificate or inspection report completed will be issued and provided to us.

We will ensure that appropriate records are kept and records will be securely held and will be retained throughout the period they remain current and for a minimum two years after that period.

The most recent safety certificate or report for your lift / lifting equipment is available upon request, please contact the Customer Repairs team by email to CustomerRepairsTeam@portsmouthcc.gov.uk or calling 023 9284 1311.

HNB Safety and Quality Strategic Group

We have regular meetings to ensure we coordinate and communicate response to lift safety with the contractors and across all Housing, Neighbourhood and Building teams to ensure servicing and risks are managed consistently and are appropriately resourced, complying with all legislation and providing appropriate information to residents, staff and contractors.

The strategic group will oversee the process, monitor changes to legislation, and review the effectiveness of the Lift Safety Policy. In addition, lift safety is reported through:

- GASC reporting
- Returns to Regulator of Social Housing
- Statistics are discussed at the Safety and Quality Strategic group which is the escalation of all other safety panels.

The strategic group will review the following key areas and implement changes required to processes, policies or communication to residents as appropriate.

Your voice

We provide residents a wide range of meaningful opportunities to engage, influence and scrutinise the Landlord Strategies, policies and services, to include participation in regular



resident meetings and give feedback on services and policies.

If you would like to be included in future resident engagement focus groups and would like to know how to get involved, please contact us for more information:

You can contact our team by:

- Email: housing.engagement@portsmouthcc.gov.uk
- Phone: 02392 834835
- Website: visit the [Resident engagement and community resources on our website](#)

What have we done to make sure this Policy is fair?

We completed an Integrated Impact Assessment (IIA) to consider the positive and negative impacts this Policy may have on people with protected characteristics under the [Equality Act 2010](#). This Policy should have direct and positive equality and diversity impacts.

Regulation and legislation

We recognise the variety of legislation, and we will continue to monitor relevant legal guidance. The list below reflects some of the existing legal framework and relevant publications:

- The Fire Safety (England) Regulations 2022 (FSER)
- Lifting Operations and Lifting Equipment Regulations (LOLER) 1998
- Supply of Machinery (Safety) Regulations 2008.
- The Provision and Use of Work Equipment Regulations 1998 (PUWER)
- The Workplace (Health Safety and Welfare) Regulations 1992
- The Building Regulations 2004 – Part M
- Construction (Design and Management) Regulations 2015
- Disability and Discrimination Act 2005
- Data Protection Act 2018
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- Homes (Fitness for Human Habitation) Act 2018
- [Housing Act 2004](#)
- [Social Housing \(Regulation\) Act 2023](#)
- [Landlord and Tenant Act 1985](#)
- [Health and Safety at Work etc. Act 1974](#)



- [The Management of Health and Safety at Work Regulations 1999](#)
- [Housing and Planning Act 2016](#)
- [Building Safety Act 2022](#)
- [Decent Homes Standard: review](#)
- Equality Act 2010
- BS EN 81-20/50 for new installations
- BS7255 for safe working on lifts
- Lift Regulations 2016

Related documents

This policy should be read in conjunction with:

- [Portsmouth Homes policies, strategies and reports](#)
- Tenancy Agreement / Leasehold Agreement

How to feedback

If you have any questions around the policy or would like to know more about its application, please contact the relevant service in the first instance.

You can get this policy in large print, braille, audio or in another language by contacting your Housing Office. More information is available [translation, interpreting and audio information](#).

Compliments

To help us provide the best service we can. We would like to hear customer views on the services that they use. If the customer is pleased with a member of staff or service, please let us know.

- Telephone: 02392 606383
- Email address: HNBLandlordComplaints@portsmouthcc.gov.uk

Complaints

If a customer is unhappy, they can refer to our Landlord Complaints Policy.

- Online complaint form at [Make a housing complaint](#)
- Telephone: 02392 606383
- Email address: HNBLandlordComplaints@portsmouthcc.gov.uk



Housing Ombudsman Service

If a customer is unhappy, they can contact the Housing Ombudsman Service for advice and guidance at any time.

- Online complaint form on [the Housing Ombudsman Service website](#)
- Telephone: 0300 111 3000
- For more information, visit [Housing Ombudsman's Complaint Handling Code](#)

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