



Lift Safety Policy

1. Introduction

As a landlord, Rugby Borough Council (RBC) is responsible for the maintenance of, and repairs to, our homes, communal blocks, and other properties we own and manage.

The purpose of this policy is to ensure the safe installation, maintenance, and operation of lifts in all properties managed or owned by RBC.

The policy aims to safeguard the health, safety, and well-being of tenants, visitors, and staff by setting clear procedures for the safe use, inspection, and maintenance of lifts, ensuring compliance with relevant legislation, and addressing any risks associated with lift systems.

The policy covers both passenger lifts and service lifts and is designed to ensure compliance with statutory health and safety regulations, as well as best practices in lift maintenance and safety.

This policy forms part of our suite of landlord compliance policies, which include:

- Water Safety Policy
- Fire Safety Policy
- Asbestos Management Policy
- Gas Safety Policy
- Electrical Safety Policy
- Condensation, Damp and Mould Policy

2. Scope

- 2.1 This policy applies to Rugby Borough Council homes.
- 2.2 This includes domestic properties (houses, bungalows and flats), including RBC homes being used as temporary accommodation, communal areas of any blocks, independent living schemes and their associated offices or communal spaces.
- 2.3 This policy also applies to any corporate or operational premises which are owned or managed via the Housing Revenue Account (HRA).

- 2.4 This policy is applicable to all of our staff, tenants, contractors, stakeholders and others who may work on, occupy, visit or use our premises, or who may be affected by our activities or services.
- 2.5 Compliance with this policy is mandatory for all RBC staff members.

3. Terms and definitions

- 3.1 RBC is committed to ensuring compliance with all relevant legislation, including:
- Health and Safety at Work Act 1974.
 - The Lifting Operations and Lifting Equipment Regulations (LOLER) 1998.
 - The Provision and Use of Work Equipment Regulations (PUWER) 1998.
 - The Building Regulations 2010 (Part K – Protection from falling, collision, and impact).
 - The Electricity at Work Regulations 1989.
 - BS EN 81-20 & EN 81-50: European standards for the design and installation of lifts.
 - The Regulatory Reform (Fire Safety) Order 2005 (in relation to evacuation via lifts in case of fire).

These regulations require RBC to ensure that lifts are properly maintained, inspected, and used safely, and that any risks associated with their operation are identified and controlled.

4. Responsibilities

- 4.1 The Asset Maintenance Manager is responsible for overseeing the implementation of this policy. Their duties include:
- Ensuring that lifts are installed, operated, and maintained in compliance with applicable health and safety laws.
 - Overseeing regular inspections, testing, and certification of lifts.
 - Co-ordinating any emergency actions related to lift malfunctions or safety issues.
 - Keeping records of maintenance, inspections, and repairs.
 - Ensuring that tenants and staff are informed of lift safety procedures.
- 4.2 RBC staff are required to:
- Ensuring lifts are used in accordance with safety guidelines.
 - Reporting any lift defects, malfunctions, or safety concerns to the Asset Maintenance Team or relevant contractors.
 - Assisting tenants with lift-related queries, complaints, or concerns regarding accessibility or safety.
 - Co-operating with lift inspections and testing as required.

4.3 All contractors responsible for the installation, maintenance or repair of lifts are required to:

- Ensure all lift systems are installed and maintained in accordance with LOLER, PUWER, and other relevant regulations.
- Conduct thorough risk assessments when carrying out any lift-related work.
- Report any issues or defects identified during inspections or maintenance to the Asset Manager.
- Provide documentation of inspection, testing, and maintenance work performed on lifts.

4.4 Tenants of RBC are expected to:

- Use lifts safely and in accordance with any posted guidelines or instructions.
- Reporting any lift malfunctions, unusual sounds, or faults to RBC.
- Not overloading lifts and ensuring that the lifts' capacity is not exceeded.
- Ensuring that lift doors and panels are not obstructed, damaged, or tampered with.

5. Policy Statement

5.1 All lifts installed within RBC properties will be designed, installed, and certified in accordance with relevant British Standards (BS EN 81) and building regulations. This includes:

- Ensuring that lifts are appropriately sized for their intended use (e.g., passenger lifts for tenants, service lifts for goods).
- Installing safety features, such as emergency communication systems, door sensors, automatic return systems, and overload protection devices.
- Ensuring that lifts are accessible to individuals with disabilities, where required by law (e.g., lift size, controls, and alarms).

5.2 We will ensure that lifts are equipped with:

- Emergency communication systems that allow passengers to call for help in the event of a malfunction.
- Emergency lighting that activates when the lift stops, ensuring safe evacuation if needed.
- Overload sensors to prevent lift operation if the capacity is exceeded.

5.3 All lifts will undergo a thorough inspection by a qualified lift engineer at least every six months. Inspections will be in line with the requirements of the Lifting Operations and Lifting Equipment Regulations (LOLER) and British Standard BS EN 81-1.

- 5.4 All lifts will undergo load testing and operational testing at regular intervals to ensure safety.
- 5.5 Our contractors will provide preventative maintenance schedules for each lift, including checks on moving parts, safety devices, emergency systems, and electrical components.
- 5.6 Any faults identified during inspections; tenant reports or routine monitoring will be reported to the Asset Maintenance Team and resolved as soon as practically possible.
- 5.7 If a lift is deemed unsafe, it will be taken out of service immediately, and alternative arrangements (e.g., use of another lift or stairs) will be made for tenants.
- 5.8 In the event of a lift malfunction or breakdown, a clear procedure for emergency maintenance will be followed, which includes:
- Immediately removing the lift from service and informing tenants.
 - Contacting qualified engineers to conduct repairs or rectify faults.
 - Ensuring clear communication with tenants about when the lift will be operational again.
- 5.9 Tenants, visitors, and staff must adhere to the following safety guidelines when using lifts:
- Never exceed the maximum weight capacity of the lift, as indicated on the lift.
 - Wait for the lift to arrive fully at the floor before entering. Wait for the doors to close fully before the lift begins its journey.
 - Children should not use lifts without adult supervision, and lifts should not be used for the transportation of large or dangerous items (e.g., furniture or combustible materials) unless it is a service lift.
 - Flammable or hazardous materials should not be transported in lifts unless specifically designated as a service lift.
- 5.10 If passengers are trapped in a lift, the following actions should be taken:
- Do not attempt to open the doors or operate the lift manually.
 - Press the emergency button to alert lift operators or emergency services.
 - Stay calm and reassure others in the lift.
 - Wait for help to arrive and listen to any announcements or instructions from the emergency personnel.
- 5.11 Do not use lifts during a fire evacuation, as lifts can become inoperative or trap passengers in the event of a fire. The fire safety evacuation plan for

each building will clearly outline alternatives, such as using stairwells or designated fire exits.

- 5.12 All tenants will be provided with clear information on emergency evacuation procedures, including how to exit a building in the event of a fire when lifts should not be used.
- 5.13 Lifts used in buildings or residential areas where fire safety is a concern will be designed with fire-resistant features in compliance with fire regulations.
- 5.14 Any incidents related to lift safety, such as injuries or accidents, must be reported immediately to the Asset Maintenance Team.
- 5.15 RBC will conduct a thorough investigation into all lift-related incidents and take necessary actions to prevent recurrence.
- 5.16 We will regularly monitor the performance of lift systems, including analysing tenant feedback, contractor performance, and compliance with maintenance schedules. Any deficiencies will be addressed promptly to improve safety.
- 5.17 We will share data with other agencies in line with the appropriate data protection legislation to enable the safety and wellbeing of our tenants.

6 Monitoring and review

- 6.1 This policy will be reviewed on a three yearly cycle, unless there is a business need, change in legislation or regulation which prompts an earlier review.
- 6.2 We will publish this document on our website and our intranet to ensure visibility and access for staff and tenants.
- 6.3 We will provide training to staff who have responsibility for implementing the policy to ensure that it is understood.
- 6.4 As this is a tenant facing policy, we will review the effectiveness of the policy with our involved tenant one year from the implementation of the policy.

7 Related documents

- 7.1 Health and Safety Policy
- 7.2 Safeguarding Adults and Children Policy

8 Governance

Effective from	1 July 2025	Expires	30 June 2028
Policy Owner	Asset Maintenance Manager		
Policy Author	Communities and Projects Manager		
Consultation	Tenant Consultation – 4 June 2025 Technical Staff Consultation 29 May 2025		
Approved by	Chief Officer – Communities and Homes		
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