

Lift Safety Management Policy

For council housing and other HRA properties

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Document Control

Governance

Table 1 – Policy information

Item	Response
Title	H&N Lift Safety Management Policy
Responsible officer	H&N Head of Assets and Building Safety
Author	H&N General Manager of Compliance and Building Safety
Approved by	Cabinet
Version approval date	8 th September 2026
Next review date	8 th September 2027
Review responsibility	H&N Head of Assets and Building Safety
Applicable to	Homes & Neighbourhoods staff and contractors. Homes & Neighbourhoods tenants, leaseholders and other residents.
IIA date	IIA-830941977 - 12/05/2026
Regulatory framework	Social Housing (Regulation) Act 2023 and associated RSH Regulatory Standards . Lifts Regulations 2016 (Product & Installation Safety) Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) Provision and Use of Work Equipment Regulations 1998 (PUWER)

Revision history

Table 2 – Revision details

Date	Version	Author	Authorised by	Revision details
08/09/26	V1.0	BH	Cabinet	First publication

1 Introduction

1.1 Purposes of this policy

- 1.1.1 Kirklees Council is responsible for the maintenance and repair of around 22,500 domestic and non-domestic premises owned through the Housing Revenue Account
- 1.1.2 Kirklees Council is committed to identifying and minimising the risks associated with lifting equipment, and ensuring that installation, maintenance and testing of equipment, are carried out in compliance with the Lifts Regulations 2016 (Product & Installation Safety), Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) and the Provision and Use of Work Equipment Regulations 1998 (PUWER), along with other regulatory and industry body requirements.
- 1.1.3 This policy sets out Kirklees Council's commitments to meeting its lift safety obligations as a landlord, and identifies key responsibilities within the organisation. The policy seeks to provide assurance that lifts and lifting equipment are effectively managed to ensure the safety of employees, contractors, tenants, leaseholders, and members of the public.
- 1.1.4 The policy should be read in conjunction with the Homes and Neighbourhoods Lift Safety Management Plan which provides further detail on the actions put in place to ensure compliance.

1.2 Legal context

- 1.2.1 This policy responds to the [Social Housing \(Regulation\) Act 2023](#) and the associated [Regulatory Standards](#) by addressing the following requirements:

Safety and Quality Standard

- Registered providers must use data from across their records on stock condition to inform their provision of good quality, well maintained and safe homes for tenants including:
 - a) compliance with health and safety legal requirements
 - Registered providers must identify and meet all legal requirements that relate to the health and safety of tenants in their homes and communal areas
 - Registered providers must ensure that all required actions arising from legally required health and safety assessments are carried out within appropriate timescales.
 - Registered providers must ensure that the safety of tenants is considered in the design and delivery of landlord services and take reasonable steps to mitigate any identified risks to tenants.
- 1.2.2 The following key regulations apply:

- **Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)**

As a landlord, we will comply with the Lifting Operations and Lifting Equipment Regulations 1998 by ensuring that all lifting equipment under our control, including passenger lifts, is suitable, safely installed, properly maintained and subject to statutory thorough examination by competent persons.

- **Provision and Use of Work Equipment Regulations 1998 (PUWER)**

As a landlord, we will comply with the Provision and Use of Work Equipment Regulations 1998 by ensuring that all work equipment under our control is suitable, safely installed, properly maintained and inspected, and used only by competent persons

1.2.3 This policy also aims to ensure compliance with the following legislation:

- Building Safety Act 2022 (Higher-Risk Residential Buildings)
- Construction (Design and Management) Regulations 2015
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013
- Housing Health and Safety Regulations 2005
- Housing Act 2004
- Management of Health and Safety at Work Regulations 1999
- Health & Safety (Safety Signs and Signal) Regulations 1996
- Workplace (Health, Safety & Welfare) Regulations 1992 (as amended)
- Electricity at Work Regulations 1989
- Health and Safety at Work etc. Act 1974

1.3 Definitions

1.3.1 For the purposes of this policy, the following definitions apply:

Table 3 – List of definitions used in this policy

Term	Definition
Homes & Neighbourhoods; H&N	Kirklees Council's housing management services, inclusive of all departments and teams.
Tenant	A person that rents a home from Homes & Neighbourhoods.
Leaseholder	A person that owns a home on a lease, within a council-owned building.
Resident	Any person that is registered as living in a council-owned home or other building, including tenants, leaseholders and others.
Staff; Officer; Employee	A person that works for Kirklees Council, including temporary or agency workers and apprentices.
Contractor	A company or person that works on behalf of Kirklees Council.

Pinnacle Housing	A company that manages some council-owned homes on the council's behalf. The homes are managed through a Private Finance Initiative (PFI) contract known as Excellent Homes for Life.
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2 Objectives and scope

2.1 Policy objectives

2.1.1 The aims of this policy are:

- The primary aim of this document is to ensure that Kirklees Council is compliant with statutory legislation relating to lifts and lifting equipment safety within all council homes and non-residential properties managed through the Housing Revenue Account.
- The policy aims to provide clarity on the council's overall approach to lifts and lifting equipment safety, assuring tenants and other stakeholders that our approach to maintenance and safety of all lifts and lifting equipment is robust and effective.

2.2 Policy scope

- 2.2.1 This policy applies to all Homes & Neighbourhoods staff and contractors who have responsibility for, or who may encounter lifts and lifting equipment during their normal work activities.
- 2.2.2 The policy should be read and understood by all parties who have responsibilities relating to Lifts Regulations 2016 (Product & Installation Safety), Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) and the Provision and Use of Work Equipment Regulations 1998 (PUWER), along with other regulatory and industry body requirements.
- 2.2.3 The policy applies to lifts and lifting equipment arrangements within all council homes and non-residential properties managed by Kirklees Council through the Housing Revenue Account and covers all properties within Homes & Neighbourhoods (H&N) through the Housing Revenue Account (HRA) that has a lift or lifting equipment.
- 2.2.4 The policy is relevant to all tenants, leaseholders and others who may live in, work in, visit or use homes or other premises owned and managed by Homes & Neighbourhoods.
- 2.2.5 Pinnacle Housing, who manage some homes on behalf of the council, are required to provide assurance that the landlord's lift safety obligations are being met. Separate arrangements are in place and maintained to ensure this.

3 Policy statement

3.1 Inspections, assessments and prevention

- 3.1.1 This policy is designed to ensure that Homes & Neighbourhoods meets its legal obligations and takes all reasonable and practical steps to eliminate, minimise and manage risks associated with powered lifting equipment that could cause harm to tenants, the general public, staff, or damage to property.
- 3.1.2 Powered lifting equipment, components and essential safety devices are subject to wear and tear, misuse, and vandalism. The ongoing maintenance and thorough examination of lifting equipment is essential to ensuring that the equipment remains safe for continued use as well as prolonging the working life of the equipment.
- 3.1.3 Homes & Neighbourhoods will work with tenants on an individual basis to understand their specific circumstances, including information about any communication needs, disabilities, or vulnerabilities. Lift safety services and arrangements will be delivered in a way that considers and respects tenants' individual needs, in line with the H&N Vulnerable Tenant Policy.
- 3.1.4 Homes & Neighbourhoods will assess each lift maintenance, upgrade and renewal scheme to ensure that the correct priority level is allocated. H&N will take specific account of vulnerable tenants' requirements during the prioritisation process for these works.

3.2 Competence

Homes and Neighbourhoods will:

- 3.2.1 Instruct a third-party competent person to undertake thorough examinations of all equipment in line with Regulation 9 of the LOLER 1998.
- 3.2.2 Appoint an appropriately competent maintenance contractor to carry out regular Planned Preventative Maintenance (PPM) visits to all lifting equipment, the frequency of which will be determined by equipment risk and volume of use.
- 3.2.3 Ensure that this policy and any subsequent amendments will be brought to the attention of staff and contractors through induction and training. Alternative formats and languages may be used, as and when necessary
- 3.2.4 Ensure all contractors undertaking the service, maintenance and repair are a member of the Lift and Elevator Industry Association or Lift Cert Accreditation
- 3.2.5 Ensure that all servicing, examination, maintenance and repairs are carried out by suitably qualified and competent persons.

3.3 Obligations

Homes and Neighbourhoods is required to:

- 3.3.1 Ensure that all items of powered lifting equipment are subjected to a thorough examination in line with the LOLER 1998.
- 3.3.2 Have a proactive approach to equipment maintenance in order to reduce the likelihood of failure and optimise the operation of the equipment
- 3.3.3 Ensure that appropriate and timely action is taken in the event of notification of equipment defects or failure.
- 3.3.4 Ensure that complete and accurate evidence is retained in relation to the servicing, examination, maintenance and repair of lifting equipment.
- 3.3.5 Put in place quality assurance and performance management arrangements to ensure that Kirklees Council Homes & Neighbourhoods meets its obligations.

4 Roles and responsibilities

4.1 Council responsibilities

- 4.1.1 Kirklees Council is the responsible legal entity and is accountable for ensuring implementation of this policy and the Lift Safety Management Plan.
- 4.1.2 The Chief Executive Officer has overall responsibility for monitoring the consistent implementation of this policy and the Lift Safety Management Plan.
- 4.1.3 Homes and Neighbourhoods Improvement Board is, on behalf of Cabinet, responsible for ensuring ongoing compliance with lift and lifting equipment legislation, and for escalating any key risks.
- 4.1.4 The Executive Director for Place is responsible for ensuring sufficient resources are in place to fulfil Responsible Person roles for all lifting equipment regulatory requirements.
- 4.1.5 The Service Director for Homes and Neighbourhoods is responsible for providing an effective performance management framework to strengthen risk control and provide greater levels of assurance in relation to lift safety.
- 4.1.6 The Head of Assets and Building Safety is responsible for managing the strategic implementation of this policy and the Lift Safety Management Plan and ensuring compliance with all regulations in relation to lift safety.
- 4.1.7 More detailed information on roles and responsibilities can be found in the Lift Safety Management Plan.

4.2 Tenant responsibilities

- 4.2.1 In line with the Tenancy Agreement, tenants must allow council staff, agents or contractors access to their homes to carry out LOLER checks and any required servicing and associated works.
- 4.2.2 Tenants are responsible for the reporting of any lift or lifting equipment breakdown within their homes or communal areas.
- 4.4.3 Residents are to cooperate with us when it comes to lift safety. Residents have responsibilities to avoid actions that could pose a risk to lift safety or other residents. Tenants, their households or visitors must not interfere or damage anything in communal lifts and/or, anything provided for health or safety purposes. This includes (but is not limited to) emergency lighting, CCTV, door entry. Lift doors must not be wedged open.

4.3 Reporting lift repairs

- 4.3.1 Tenants should report repairs as soon as possible to prevent further damage and ensure that their home remains in good condition.
- 4.3.2 The best way for tenants and leaseholders to report repairs, including lift repairs, is directly through their [My Kirklees account](#). This is available 24 hours a day, seven days a week.
- 4.3.3 For people that are unable to access this service online, other options are available:
 - Call Housing Repairs (Kirklees Direct) on [01484 414800](tel:01484 414800) between 8am - 6pm.
 - Email details of the repair to housing.direct@kirklees.gov.uk
 - Council staff can report repairs on behalf of tenants by using an [internal online form](#).
- 4.3.4 For out-of-hours emergency repairs (6pm onwards), please contact Housing Repairs on 01484 414850. This service is only available for situations that pose an immediate danger to tenants, other individuals, or risk serious damage to the property or neighbouring properties. In such cases, a temporary repair may be carried out to make the home safe, with any follow-up repairs scheduled as either urgent or routine, depending on the situation.
- 4.3.5 Information on [how to report repairs](#) is provided to new tenants at the start of their tenancies and is also available to view on the council's website.
- 4.3.6 If any council staff or contractors are made aware of any potential emergency or significant repair hazard in tenants' homes, they should immediately report it through the methods above.

5 Monitoring and review

5.1 Monitoring and improvement

- 5.1.1 The Lift Safety Management plan sets out monthly Key Performance indicators which are reported on a monthly basis via the BSAB.
- 5.1.2 Kirklees Council will ensure that all contractors engaged in the servicing, maintenance and repair of lifting equipment are appropriately qualified, competent, and operate in full compliance with relevant legislation, industry standards, and the Council's Lift Safety Management Plan

5.2 Policy review

- 5.2.1 The policy will be reviewed at least every year, or in response to relevant changes in legislation, regulation or organisational structures.
- 5.2.2 Any significant changes will be consulted on prior to implementation and relevant approvals sought.
- 5.2.3 This policy and future updates will be published on the council's website and internal staff site.

6 Associated policies and strategies

6.1 Homes & Neighbourhoods policies

- 6.1.1 The following Homes & Neighbourhoods policies and other documents are relevant:
 - Tenancy Agreement
 - Repairs & Maintenance Policy
 - Safety in Communal Areas Policy
 - Vulnerable Tenant Policy
 - Complaints Policy
 - Lift Safety Management Plan
 - Fatal/Serious Incident Protocol

6.2 Kirklees Council policies

- 6.2.1 The following Kirklees Council Policy is relevant:

- Corporate Health and Safety at Work Policy