

Lift Safety Policy

Prepared by	Compliance Officer
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Date of last review	//
Date of current review	//
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Reviewed by	Operations Sub-Committee

Corporate Fit	Internal Management Plan	✓
	Risk Register	✓
	Business Plan	✓
	Equalities Strategy	✓
	Legislation	✓

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to help us achieve our strategic objectives.

Our Vision

Local people, local control.

By providing quality homes and services, we will create stronger communities and a better quality of life for our customers.

Our Values

- Focused on the needs of our customers and communities.
- Supportive of our staff and Committee members.
- Responsible, efficient, and innovative.
- Open and accountable.
- Inclusive and respectful.
- Fair and trustworthy.

Strategic Direction

Consolidation and improvement: Applicable to our core business as a landlord & property manager.

Growth: Through the new build opportunities, we are taking forward.

Partnerships: Where this can help to address shared goals and increase capacity and value.

Resilience: A key priority across all parts of our business.

Strategic Objectives

Services: Deliver quality, value for money services that meet customers' needs

Homes & neighbourhoods: Provide quality homes and neighbourhoods.

Assets: Manage our assets well, by spending wisely.

Communities: Work with local partners to provide or enable services and activities that benefit local people and our communities as a whole

Our people: Offer a great workplace environment that produces a positive staff culture and highly engaged staff.

Leadership & Financial: Maintain good governance and a strong financial business plan, to ensure we have the capacity to achieve our goals.

Our Equalities and Human Rights Commitment

We understand that people perform better when they can be themselves and we are committed to making the Association an environment where employees, customers, and stakeholders can be open and supported. We promote equality, diversity, and inclusion in all our policies and procedures to ensure that everyone is treated equally and that they are treated fairly on in relation to the protected characteristics as outlined in the Equality Act 2010.

Privacy Statement

As data controller we will collect and process personal data relating to you. We will only collect personal information when we need this. The type of information we need from you will vary depending on our relationship with you. When we ask you for information, we will make it clear why we need it. We will also make it clear when you do not have to provide us with information and any consequences of not providing this. We are committed to being transparent about how we collect and use your data, and to meeting our data protection obligations with you. Further information about this commitment can be found within our full Privacy Statements.

Policy Scope & Review

For the purpose of this policy the term Association will include all members of the Tollcross Housing Association Limited. Therefore, all employees, governing body members, volunteers, customers and other relevant stakeholders will be expected to adhere to this policy and/or procedure. All policies and procedures are reviewed every 3 years in line with best practice and current legislation. The Association reserves the right to make additions or alterations to this policy and procedure from time to time. Any timescales set out in this policy may be extended where required.

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1. Purpose

- 1.1. The aim of this Policy is to ensure the effective inspection, maintenance and management of all lifts controlled by the Housing Association.
- 1.2. The procedures detailed within this section have been written to ensure all reasonable steps have been taken to comply with the Lifts Regulations 1997, the Lifting Operations and Lifting Equipment Regulations (LOLER) 1998 and all other relevant legislation.

2. References

- 2.1.
 - The Equality Act 2010
 - Disability Discrimination Act 1995 and 2005
 - Health and Safety at Work Act etc.1974
 - Lifts Regulations 1997
 - Lifting Operations and Lifting Equipment Regulations (LOLER) 1998
 - Management of Health and Safety at Work Regulations 1999, as amended
 - Provision and use of Work Equipment Regulations 1998 (PUWER)
 - Scottish Housing Quality Standards (SHQS)
 - Supply of Machinery (Safety) Regulations 2008
 - INDG339 Thorough Examination and Testing of Lifts
 - Workplace (Health, Safety & Welfare) Regulations 1992 (as amended)

3. Definition of Lift

- 3.1. The Lifts Regulations 1997 define a 'lift' as:

“a lifting appliance serving specific levels, having a car moving along a rigid guides or a fixed course and inclined at an angle of more than 15 degrees to the horizontal, intended for the transport of:

- People
- People and goods
- Goods alone, if a person may enter without difficulty and fitted with controls inside the car or within reach of a person inside”

4. Installations of Lifts

- 4.1 The Housing Association will ensure that all lifts are manufactured and installed in accordance with the Lifts Regulations 1997 and have a current Declaration of Conformity.

5. Periodic Inspection and testing

- 5.1 The Housing Association will ensure that all lifts are subject to a formal inspection regime:
 - after substantial and significant changes have been made;
 - at least every six months if the lift is used at any time to carry people;
 - following "exceptional circumstances" such as damage to, or failure of, the lift, long periods out of use or a major change in operating conditions which is likely to affect the integrity of the equipment.
- 5.2 Formal Inspections will inspect the following:
 - Landing and car doors and their interlocks;
 - Worm and other gearing;

- Main drive system components;
- Governors;
- Safety gears;
- Suspension ropes;
- Suspension chains;
- Overload detection devices;
Electrical devices (including earthing, earth bonding, safety devices, selection of Fuses, etc.);
- Braking systems (including buffers and over speed devices);
- Hydraulics.

5.3 Formal inspections will be carried out by an Independent Inspection Company

5.4 In addition to the formal Inspection regime, simple routine safety checks of lifts will be carried out and recorded by the Housing Association on a monthly basis. These will be carried out from the safety of lift landings and will include:

- checks to ensure the bottom of the doors run smoothly in their channels and grooves and when a moderate force is applied to the bottom of the door it is not deflected into the lift car and shaft
- checks to ensure the build up of debris and grease in the channels is not adversely affecting safety
- checks to ensure the guide shoes on the bottom of the doors and the channels and grooves are not damaged

5.5 Should any lift be seen to be faulty, it will be immediately put out of use and the Maintenance Department will arrange for any necessary corrective actions to be taken. Advice will be sought from a competent person where there is any doubt over safety. Records will be filed by the FSA of all checks carried out, along with any documentation in relation to faults etc.

6. Routine Maintenance

6.1 The Housing Association will carry out routine maintenance on all lifts. This will include checking and replacing worn or damaged parts, lubrication, replacing time-expired components, topping up fluid levels, and making routine adjustments. This is to ensure the equipment continues to operate as intended, and risks associated with wear or deterioration are avoided.

7. Identifying Defects

7.1 If a defect is identified which is, or could become, dangerous, the lift will be immediately made out of use and the repair will be carried out within 24 hours. The lift will not be useable until the defect has been satisfactorily remedied

7.2 Minor defects which do not affect the primary function or the safety features of the lift will be actioned within 5 working days.

8. Documentation

8.1 The Housing Association will ensure a written and signed report is provided by the Independent Inspection Company within 28 days of the thorough Inspection being carried out.

- 8.2 Thorough Inspection reports will be retained for at least 2 years or until the next report is carried out, whichever is the later.

9. Emergency Equipment

- 9.1 All lifts will have a communication system which will include a telephone or a two-way voice system so that a person trapped inside can raise the alarm
- 9.2 All lifts will have adequate emergency lighting in the lift car

Appendix 1 – Equality & Human Rights Impact Assessment

Policy	Lift Safety		
EIA Completed by	Joe Wilson, Technical Director	EIA Date	31 March 2025
1. Aims, objectives, and purpose of the policy / proposal			
The aim of this Policy is to ensure the effective inspection, maintenance and management of all lifts controlled by the Housing Association.			
2. Who is intended to benefit from the policy / proposal?			
Tenants, staff, contractors and visitors.			
3. What outcomes are wanted from this policy / proposal?			
To keep tenants, staff, contractors and visitors safe while using the lift in either Methven Street or the main office at 868 Tollcross Road.			
4. Which protected characteristics could be affected by proposal?	<input type="checkbox"/> Age	<input type="checkbox"/> Gender reassignment	<input type="checkbox"/> Religion or belief
	<input type="checkbox"/> Disability	<input type="checkbox"/> Marriage & civil partnership	<input type="checkbox"/> Sex
	<input type="checkbox"/> Race	<input type="checkbox"/> Pregnancy and maternity	<input type="checkbox"/> Sexual orientation
5. If the policy / proposal is not relevant to any of the protected characteristics listed in part 4, state why and end the process here.			
Lift safety and inspections is a legislative and regulatory requirement. Although the protected characteristics are not relevant, the Association must ensure all reasonable steps have been taken to comply with the Lifts Regulations 1997, the Lifting Operations and Lifting Equipment Regulations (LOLER) 1998 and all other relevant legislation.			
6. Describe the likely impact(s) the policy / proposal could have on the groups identified in part 4			
7. What actions are required to address the impacts arising from this assessment? (This might include; collecting data, putting monitoring in place, specific actions to mitigate negative impacts).			
8. Consider the impact and actions to be considered for the following Human Right articles:			
Article 6: Right to a fair trial			
Everyone should be given the opportunity to participate effectively in any hearing of their case and present their side.			
Impact: N/A		Actions: N/A	
Article 8: Right to respect for private life, family life & the home			
Everyone has the right to access and live in their home without intrusion or interference.			
Impact: N/A		Actions: N/A	
Article 14: Prohibition of discrimination			
Everyone has equal access to the other rights contained in the Human Rights Act.			
Impact: N/A		Actions: N/A	