



NLM Housing Association

Lift Safety Policy

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1 Introduction

- 1.1 This Policy outlines how NLM will comply with the Regulatory Framework for Social Housing in England. As a Registered Provider we must, under the Homes Standard, meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes.
- 1.2 NLM owns and manages properties which contain lifts and lifting equipment. From here on in we will refer to lifts and lifting equipment as 'lifts'. We have a duty of care to ensure all lifts are safe to use when needed.
- 1.3 The aim of this Policy is to protect the occupiers of our properties, visitors, staff, contractors, and the public, from the hazards associated with lifts so far as is reasonably practicable. This document sets out key policy objectives, performance measures and responsibilities to help protect those mentioned above from harm.
- 1.4 The terms 'you' and 'your' in this policy mean residents. The terms 'we', 'our', and 'us' mean NLM.

2 Scope

2.1 Where does this Policy apply?

- 2.1.1 This Policy applies to all the lifts in all properties and vehicles owned and or managed by NLM including those in non-residential premises. In some cases, NLM may not own or have the duty of care for lifts installed in our buildings. This must be clearly established before we exclude these lifts from the principles of this Policy (see section 2.3).

2.2 What lifts are included in this Policy?

The following lifts are covered by this Policy:

- Ceiling tracks
- Goods lifts
- Hoists (including mobile and bath versions)
- Passenger lifts
- Stair lifts
- Any other item of lifting equipment.

2.3 What lifts are excluded from this Policy?

NLM has no responsibility for lifts that are owned or installed by residents or funded by a Disabled Facilities Grant (DFG). We may offer a maintenance regime that residents will be responsible for paying.

2.4 What legislation has been considered when writing this Policy?

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This following legislation has been considered in the writing of this Policy:

- Health and Safety at Work etc. Act, 1974
- The Fire Safety (England) Regulations 2022 (FSER)
- Management of Health and Safety at Work Regulations 1999
- The Housing Act 2004
- Lifting Operations and Lifting Equipment Regulations (LOLER) 1998
- Provision and Use of Work Equipment 1998
- Supply of Machinery (Safety) Regulations 2008.

2.5 Who has responsibilities under this Policy?

- 2.5.1 The Assets Director over-sees sign off and agreement of all Health & Safety (H&S) policies and chairs the Health and Safety Group where new policies get agreed.
- 2.5.2 The Assets Director retains overall accountability for this Policy and implementation of the related management plan being a key instrument outlining specific processes and tasks by colleagues across the business.
- 2.5.3 The Executive Team is responsible for ensuring adequate resources are made available to meet the Policy objectives. NLM is the duty holder.
- 2.5.4 The Assets Director & Compliance manager is responsible for delivery of the key Policy objectives and for achieving the associated targets.
- 2.5.5 The Maintenance Manager is responsible for overseeing operational delivery, including the management of all contractors carrying out any works on lifts.
- 2.5.6 The Assets Director will direct NLM in meeting the requirements of relevant legislation and responsible for ensuring the Policy is reviewed and updated in line with legislation.
- 2.5.7 Colleagues across NLM will support those above and contractors in gaining access to carry out lift-related activity, where required.
- 2.5.8 Residents are responsible for allowing access to the lifts in their homes that NLM are responsible for maintaining. They must also pay any applicable service charges associated with lifts.
- 2.5.9 Residents are responsible for applying for a Disabled Facilities Grant if they need a new or replacement lift in their home. We'll provide appropriate support and guidance to do this. The lifts will be the resident's responsibility to maintain.

2.6 How will we reduce risk?

- 2.6.1 We will carry out thorough examination of lifts and lifting accessories at six-monthly intervals. The exception to this will be stairlifts in homes. Stairlifts in homes will not be subject to any thorough examination. Access permitting, we will look to take out of service any lift without a valid thorough examination certificate.

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2.6.2 We will ensure thorough examinations are undertaken by a competent person with UKAS Type A\C Inspection Body ISO/IEC 17020:2012 accreditation in accordance with The [Lifting Operations and Lifting Equipment Regulations 1998 \(LOLER\)](#) (UK)

2.6.3 We will prioritise, and complete, thorough examination defects identified within defined timeframes.

2.6.4 We will carry out planned preventative maintenance at appropriate intervals via suitable contract arrangements with competent contractors that ensure engineers have:

- NVQ L3 – lift engineering
- EOR 202 – basic lift safety
- NVQ L4 for lift testing & commissioning.

Description	PPM Frequency
Passenger Lifts in Communal Area	Monthly
Stairlifts in Homes	Annually
Other Lifts	Six Monthly

2.6.5 We will ensure detailed records of thorough examinations, planned preventative maintenance, and defect completions are kept and administered via an appropriate database.

2.6.6 We will ensure we have access to persons with the necessary skills, knowledge, and experience to ensure the safe operation, maintenance, and replacements of lifts.

2.6.7 We will ensure there are appropriate regimes in place to ensure the extra maintenance requirements for Fire Fighting and Evacuation Lifts. We will ensure any such lifts that are out of service for 24 hours or more are reported to the appropriate Fire and Rescue Service.

2.6.8 We will operate a suitable and sufficient audit and assurance programme. This will help to provide reassurance on the quality of work and data linked to maintaining lift safety.

2.6.9 We will maintain and execute an appropriate modernisation programme.

2.6.10 We will write and maintain a Lift Management Plan that will detail how we will achieve the aims of this Policy.

2.7 What can residents and staff expect?

2.7.1 NLM will appoint suitably qualified and competent contractors to do the thorough examinations of our lifts.

2.7.2 NLM will appoint suitably qualified and competent contractors to undertake the planned preventative maintenance and repairs on our lifts.

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2.7.3 Defects from thorough examinations shall be resolved in line with the timescales set out at section 2.8 so far as is practicable.

2.8 What timescales will we complete defects?

The response times for completing defects identified during a thorough examination are set out below:

Priority	Description	Timescale	Action taken if breached
A	Defects requiring corrective action before further use	Immediate response	The lift will be taken out of service and isolated by the examining person.
A	Defects requiring corrective action before a specified date	One day, two days, one week, one month	The defect must be remedied within the timeframe given by the competent person. If not completed on time, the lift will be taken out of service and isolated.
B	General defects	Within six months	The defect must be remedied within 6 months. We will not take a lift out of service for an overdue B defect.
C	Observations	No due date	The defect will be completed at the discretion of NLM. We will not take a lift out of service for an overdue C defect.

2.9 How will we report performance?

2.9.1 NLM will report compliance with this Policy using a set of performance measures as below:

Measure	Target	Reviewed by
No. of lifts with an in date thorough examination	100%	Executive Team (Monthly)
Number of outstanding and overdue A and B defects from thorough examinations	Zero	Property Health & Safety Group (Bi-monthly)
No. of lifts with an in-date PPM visit	100%	Board (Quarterly)

2.9.2 From April 2026 this will also include reporting on relevant Building Safety Measures as part of reporting TSMs.

3 What we've done to ensure this Policy is fair

3.1 We've carried out an Equality Impact Assessment to consider the positive and negative impacts this Policy may have on people with protected characteristics under the Equality Act 2010.

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- 3.2 We recognise some residents may need adjustments due to a language barrier, disability, cultural need, or vulnerability. we'll work with residents to ensure we consider their specific needs, on a case-by-case basis, provided it doesn't compromise health and safety to individuals or homes. This includes working in partnership with other agencies to ensure we manage and mitigate any known risks of safety and wellbeing.
- 3.3 We aspire to embed diversity and inclusion within the culture of our business activities.

4 Review

- 4.1 We will review this Policy to address legislative, regulatory, best practice, or operational issues.