



Lift Management Policy

1. Introduction

Citizen owns and manages communal passenger lifts and domestic lifting equipment across its stock and has a legal responsibility to ensure that these are safe to use and are maintained on a regular basis.

This policy sets out how Citizen will meet its obligations under the requirements of the Lifting Operations and Lifting Equipment Regulations (LOLER) 1998 and other associated legislation and regulation.

This policy supports our vision of “home is our foundation for life” by defining our commitment to providing an efficient and effective lift management service ensuring that we are adhering to our pledge to be “looking out for our citizens”.

This policy and its supporting procedures and guidance ensure that we meet the requirements of the following regulation and legislation.

- Citizen Health & Safety Policy
- Health and Safety at Work etc. Act 1974
- The Management of Health and Safety at Work Regulations 1999
- Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)

2. Scope

Citizen will service and maintain communal passenger lifts and domestic mobility lifts and lifting equipment owned and/or managed by us at regular intervals as specified in this policy which aligns with LOLER Regulations

3. Policy Detail

Lifts and lifting equipment have a ‘LOLER thorough examinations’ either on a half yearly or annual basis, as defined in LOLER Regulation 9.

A LOLER through examination is a systematic and detailed examination of the equipment and safety-critical parts, carried out at specified intervals by a competent person who must then complete a written report.



A detailed register of properties and associated records (certificates, surveys, maintenance records etc.) will be held on Citizen data systems and kept up to date.

It is an industry requirement and good practice to also undertake Safety Assessment Federation (SAFed) testing. This type of test covers the safety critical aspect of the lift that is not regularly intrusively checked in LOLER thorough examinations. These supplementary tests may be requested by the competent person undertaking the LOLER thorough examination.

Citizen will also undertake supplementary testing annually and every 10 years.

3.1 Planned Preventative Maintenance and Repairs

Planned preventative maintenance (PPM) will be carried out on all lifts and lifting equipment by competent contractors, in accordance with statutory requirements, manufacturer's instructions and specifications, and relevant codes of practice.

The frequency of planned preventative maintenance is set out in the table in 3.2 below.

Service sheets will be provided by the lift contractor and stored by Citizen.
SAFed (LG1) yearly and 10 yearly (LG10) examination and certification of hydraulic and electrical traction lifts will be undertaken.

A 24-hour repairs service will operate 365/366 days a year to cover faults and failures to systems and equipment.

3.2 LOLER Remedial Actions (A, B and C Defects¹)

A Defects (Immediate) – Where immediate actions are identified; the inspector will isolate the lift to prevent further use until the defect is rectified and notify Citizen so emergency attendance by the lift contractors can be instructed.

A Defects (Timed) – Where timed defects are identified, Citizen will instruct attendance by the lift contractors to rectify within the specified timescale. If rectification cannot be achieved with this timescale, the lift will be isolated and taken out of service until rectified.

¹ A defects – This status indicates that a defect that poses (or could pose) a risk of injury to persons has been identified.

B defects - This status indicates that a defect has been identified but that, in the engineer surveyor's judgement, it does not pose a specific risk of injury to persons as defined in the respective regulations to which this item has been identified.

C Observations – This status is an observation and is not a recommendation to undertake remedial action

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B Defects – Where B Defects are identified, these will be rectified as soon as reasonably practicable.

C Defects – (Observations) – Where C Defects are identified, these will be reviewed and considered, though will not necessarily be undertaken.

3.2.1 LOLER and PPM Frequency

Equipment Type	LOLER frequency	PPM Frequency
Passenger Lifts	6 months	Frequency based on passenger usage, age and condition, ranging between 2 weekly to quarterly.
Through Floor Lifts	NA	6 months
Platform Lifts	6 months	6 months
Stairlifts	NA	6 months
Slings / hoists	6 months	6 months
Anchorage, suspension points, fixing bolts	NA	Test before use
Runways	Prior to use	n/a before use

3.3 Reporting and Record Keeping

Citizen will maintain an asset register detailing all lifts and lifting equipment in both our communal areas and dwellings.

Citizen will maintain a record of all defects identified during LOLER thorough examinations to allow performance to be measured against timescales for repairs.

4. Roles, Responsibility and Governance

It is the responsibility of the Board to ensure that this policy is successfully implemented, and the procedures followed. The Senior Leadership Team and Heads of Service are responsible for ensuring that all staff understand the importance of this policy and the related procedures and comply with them.

Managers are responsible for ensuring that their reports have undertaken the appropriate policy eLearning by utilising reports produced by Learning and Development

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Version: 3.0

Date: Feb 2022

Policy Owner: Head of Health and Safety

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Approved at/by: BOARD

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Any changes to this policy must be made in line with the requirements set out in Citizens Standing Orders and our Policy framework.

5. Monitoring and review

This policy will be reviewed every 3 year/s, unless legislation, service delivery or sector developments require otherwise ensuring the policy continues to meet its objectives and take account of good practice developments.

Legal advice will be taken to ensure compliance with legal, regulatory and contractual responsibilities.

Where appropriate service delivery reports in respect of this policy as incorporated into our quarterly reporting suite.

6. Equality impact assessment

This policy has been subject to an Equality Analysis. Staff working across Citizen have considered the impact of this policy on different groups and communities that we work with. In framing this policy, our staff are committed to not discriminate adversely against any group and will respect the diversity of the communities we are working within.

The EIA and any actions identified as needing to be implemented are in Appendix 1

7. Version control

VERSION	DATE	AMENDMENTS	APPROVED AT/BY	REVIEW
V 1.0	March 2020	New policy	Citizen Board	April 2023
V 2.0	Feb 22	Updated to correct policy format and wording changes	Citizen Board	Feb 2025
V3.0	January 2025	Edit to policy format, no content changes	Policy Analyst	February 2025

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