

Lift Safety Policy

Version Number: 6.0

Effective From: September 2025

Applicable To: This policy applies to all properties Bernicia owns and manages.

Associated Documents:

The following resources support the Lift Safety policy and Bernicia colleagues to deliver safe, compliant, and consistent services in line with legal requirements, regulatory standards, and best practice. These can be found in resources, documents, and policies section in WorkVivo:

- Lift Safety Management Plan
- Lift Safety Operational Guidance
- Dampness & Condensation Management Plan
- Dampness & Condensation Management Policy
- Repairs and Maintenance Policy
- Repairs and Maintenance Procedure
- Health and Safety Policy
- Housing Management Compliance Access Policy
- Customer Services Excellence Policy
- Compliments, Comments and Complaints Policy
- Identifying Diverse Needs of Customers Policy
- Aids and Adaptations Policy

Equality, Diversity & Inclusion: An ED&I Assessment was completed in November 2025. Please contact the Governance team if you require a copy.

Approved By: Executive Director, Assets and Growth

Policy Author: Head of Compliance

Policy Owner: Director of Assets and Growth

Next Review: September 2026

Reference Number: POL-0013

1. Policy Scope

At the time of policy approval, Bernicia owns and manages approximately 14,000 tenanted properties. Passenger lifts with non-domestic properties and other lifts and lifting equipment within flat blocks and in individual dwellings need to be inspected and kept under safe use and be regularly maintained.

This policy explains how Bernicia's commitment to lift safety will be met. It is supported by the Lift Safety Management Plan and Operational Guidance document, which provides detailed operational guidance and procedures.

The key objective of this policy is to demonstrate how Bernicia will meet the required statutory, contractual, and regulatory requirements in relation to lift safety. It will also cover how the board, as Duty Holder, will receive assurance.

The scope of this policy includes, passenger lifts, lifting equipment, stair lifts, vertical (through floor) lifts, ceiling track hoists, mobile hoists, bath lifts, and slings.

The Lift Safety policy will be implemented in line with all relevant legislation including but not limited to:

- LOLER (Lifting Operation and Lifting Equipment Regulations) 1998 – places duties upon persons and organisations who own, operate, provide, or have control over lifting equipment.
- PUWER (Provision and Use of Work Equipment Regulations 1998 – places duties on persons and organisations who own, operate, provide, or have control over work equipment.
- The Lifts Regulations 2016 – a legal framework for the marketing of products in the EU.
- Health and Safety at Work etc. Act 1974 (HASAWA) - overarching duty to ensure the health and safety, and welfare of employees, contractors, and the public.
- Management of Health and Safety at Work Regulations 1999 – requires risk assessments, safe systems of work, and monitoring of contractors.

PUWER and LOLER apply in workplace and in non-workplace communal parts that may be used by workers. They may also apply in properties that contain equipment used by people in a work capacity. Bernicia will assess each situation within individual dwellings and decide if it has become a workplace if support services are being provided.

Housing and Building Regulations

- Housing Act 2004 – includes the Housing Health and Safety Rating System (HHSRS), which helps identify and address hazards that could cause harm to occupants or visitors.
- Awaabs Law (guidance) 2025

- The Landlord and Tenant Act 1985.
- Housing Health and Safety Rating System (HHSRS) - specific requirement to assess risks to health and safety in residential properties.
- Regulatory Reform (Fire Safety) Order 2005 – applies to non-domestic premises and common parts or multi occupied properties which includes lifts and lift shafts in the communal areas.
- Regulator of Social Housings (RSH) Homes standard – requires landlords to ensure the health and safety of tenants.

Industry Standards

- BS EN 81-20 (Safety rules for the construction and installation of lifts).
- BS 7255:2023 (Code of practice for safe working on lifts).
- BS 5776:1996 (design, construction, installation, and safety requirements for powered stairlifts)

It is essential to ensure that tenants, residents, employees, and visitors remain safe in Bernicia' premises (both individual homes and offices). Failure to properly discharge our legal or regulatory responsibilities may also result in:

- Prosecution by the Health and Safety Executive under Health and Safety at Work Act 1974
- Prosecution under Corporate Manslaughter and Corporate Homicide Act 2007
- RSH's intervention judgement
- Reputational damage
- Loss of confidence by stakeholders in the organisation

To comply with all relevant regulatory standards and legal obligations, and to safeguard the health and safety of its tenants, staff, contractors, and visitors, Bernicia is committed to ensuring that the standards set out in this policy are fully implemented and maintained.

2. Policy Standards

Standard 1: Process

At Bernicia, we have clear lines of responsibility for the management of lift safety supported by written guidance in the Lift Safety Management plan. Our colleagues are supported by well-defined procedures and guidance to ensure compliance and safe working practices.

We will work with tenants to arrange convenient appointment times for safety checks and will use any information our tenants have given us (like preferred contact times) to make appointments easier.

If access to a property cannot be gained after several reasonable attempts, we may use legal powers to enter the home to conduct these safety checks. This is always a last resort and is done to protect the health and safety of everyone in the property and surrounding homes.

Standard 2: Safety Checks

Bernicia are committed to keeping tenant's homes safe. We will ensure a Thorough Examination is undertaken, where applicable, to all lifts and all its associated equipment by a competent person.

A Thorough Examination will be undertaken throughout the lifetime of the equipment as follows:

- Before use for the first time.
- After assembly and before use at each location.
- Regularly, whilst in service.
- Following exceptional circumstances (damage or failure/major changes etc.)

We will ensure the Thorough Examination report contains information compliant with LOLER Schedule 1 in accordance with The Lifting Operations and Lifting Equipment Regulations 1998 and will undertake supplementary testing in accordance with the Safety Assessment Federation (SAFed) guidance if requested by the competent person.

A six-monthly Thorough Examination to all passenger lifts, lifting equipment, through the floor lifts, ceiling track hoists, mobile hoists, bath lifts, and slings will be completed to ensure all equipment is maintained for continued safety of staff, tenants, contractors and visitors and that it remains in good repair.

An annual Thorough Examination to all domestic stair lifts and a six-monthly Thorough Examination will be completed to all communal stair lifts to ensure all equipment is maintained for continued safety of staff, tenants, contractors and that it remains in good repair.

The frequency and nature of servicing will be based on a risk assessment which considers the following:

- The manufacturers recommendations.
- The intensity of use.
- The operating environment
- The risk to health and safety from foreseeable failure or malfunction

New passenger lifts will be installed to BS EN 81-20 and 81-50 and the Equality Act 2010.

All equipment under our management will be maintained in a safe and serviceable condition. Where defects, faults, or safety concerns are identified during routine maintenance or LOLER examinations, they will be recorded and assessed.

Equipment presenting as an immediate risk will be isolated from use, and repairs will be prioritised according to the level of risk. All remedial works will be carried out by competent persons using appropriate materials, or replacement parts, and will be verified upon completion to ensure compliance with legal and safety requirements.

When a property that contains aids and adaptations (such as grab rails, stairlifts, level-access showers, or ramps) becomes void, our approach is to ensure the home is made safe, compliant, and suitable for future allocation, while retaining or removing adaptations in a way that maximises value and meets the needs of future tenants.

Standard 3: Additional Safety Measures

We may require tenants, licensees, or occupiers to obtain written permission from the landlord or managing agent before installing any equipment, aids, adaptations, or making alterations to the property. No changes or structural modifications may be carried out without prior approval.

This protects tenants by ensuring any installations are safe, suitable, and compliant with legal and regulatory requirements, and protects property owners by preserving the integrity, safety, and value of the property. Any unauthorised work may be removed or reversed at the tenant's expense, and the property must be returned to its original condition upon request.

Where lifting equipment such as stairlifts, platform lifts, or hoists has been privately installed and owned by a resident, responsibility for its safe use, maintenance, inspection, and insurance remains with the resident. Bernicia must be notified of any such installations so that records can be updated and safety risks managed appropriately. Permission must be obtained before installation to ensure works are carried out safely and by competent persons. If privately owned equipment is found to be unsafe or poses a risk to occupants, visitors, or staff, Bernicia reserves the right to isolate or request its removal to protect health and safety.

Standard 4: Competency

All engineers and contractors working in tenants' homes are competent and properly qualified. For all Thorough Examinations and supplementary testing, Bernicia will only engage with companies and engineers that are UKAS accredited to ISO/IEC17020 standard.

We will ensure that all lifting equipment works will be undertaken by trained and competent contractors with appropriate practical and theoretical knowledge and experience of the lifting equipment and have an element of independence and

impartiality. We will use Lift and Escalator Industry Association (LEIA) affiliated contractors for all repairs, servicing, and new installations.

Bernicia will regularly assess that contractors are competent and have right knowledge and skills. We do this with a formal review each year and whenever there is a change of contract or contractor, as detailed in the Lift Safety Management Plan. This ensures all work is conducted safely and to the highest standards.

Bernicia ensures that internal staff involved in the delivery of this policy are appropriately trained and competent to carry out their roles. We maintain a skills and training matrix to track role-specific requirements and ensure staff receive the necessary development. Regular reviews and appraisals are conducted to assess competency, identify training needs, and support continuous improvement in safety and compliance standards.

Standard 5: Data Management

Bernicia will maintain a master database of all properties where we have a responsibility to provide lift safety checks and maintenance.

We will record and maintain up to date data confirming which lifting systems and appliances within the scope of the policy exist and do not exist and the organisations associated responsibility.

Where a requirement exists, we will hold data and certification as defined within the legislation, which is for the lifetime of the equipment. Where a requirement does not exist, we will hold appropriate evidence.

If any repairs or remedial work are needed, we track these carefully from identification through to completion. Our records include details such as the appliance, property address, work description, priority, responsible person, completion date, who signed it off, and proof that the work was done.

Standard 6: Assurance

Bernicia ensures that everyone working on lifting systems and appliances is professionally trained and accredited. We verify that all work has been completed correctly through inspections and audits, some of which are carried out by independent external experts.

We keep our Lift Safety Policy and Management Plan up to date, with the Head of Compliance responsible for overseeing and actioning the policy to ensure ongoing compliance and effectiveness.

Standard 7: Communication

Bernicia is committed to providing clear and straightforward information to help tenants understand the importance of safety checks and encourage their cooperation in allowing access for these essential visits.

We ensure that staff, contractors, and tenants can easily communicate with one another, to share important safety information.

We have established simple and accessible ways for tenants to provide feedback or raise concerns. These routes are designed to be user-friendly, and feedback is taken seriously, with all issues addressed promptly and appropriately.

Standard 8: Monitoring

Bernicia maintains a detailed performance management suite, as defined in the Lift Safety Management Plan, to regularly monitor how well we are meeting our safety responsibilities. We track key performance indicators (KPIs), including how often we gain access to homes for service and inspection and when access is not obtained, along with any actions taken to address these issues.

For any properties with overdue service and inspection, we provide comprehensive commentary that includes the date the check became overdue, how many days have passed, and the property's status within our access process to restore compliance. We also highlight any outstanding overdue actions.

Our reporting includes information on the proportion of safety activities completed before and after their due dates within the reporting period, offering additional insight into our performance.

To ensure compliance and quality, we undertake a range of assurance activities, including internal audits, non-negotiable compliance checks, strategic reviews, and third-party assurance inspections. Spot checks and audits verify that our records are accurate, and contractors are performing their duties to the required standard.

Findings from these assurance activities are regularly shared with senior management, the Board, and relevant committees. When areas for improvement are identified, we take prompt action to address them and closely monitor progress.

The insights gained from these monitoring and assurance processes are used to continuously improve our Lift Safety Management Plan and ensure the highest safety standards across our housing portfolio.

3. Definitions

Word/Phrase	Definition
Lifting Equipment	Lifting equipment is any work for lifting and lowering loads and includes any accessories used in doing so. Lifting accessories are pieces of equipment that are used to attach the load to lifting equipment, providing a link between the two.

4. Change Control

Version Number	Effective Date	Amendment made by	Version approved by	Description of changes
1.0	September 2020	Head of Compliance	Executive Director, Assets and Growth	Scheduled review
2.0	September 2021	Head of Compliance	Executive Director, Assets and Growth	Scheduled review
3.0	September 2022	Head of Compliance	Executive Director, Assets and Growth	Scheduled review, role profile changes
4.0	September 2023	Head of Compliance	Executive Director, Assets and Growth	Scheduled review, role profile changes
5.0	September 2024	Head of Compliance	Executive Director, Assets and Growth	Scheduled review, role profile changes
6.0	September 2025	Head of Compliance	Executive Director, Assets and Growth	Scheduled review, transferred to new policy template, additional legislation added, policy statement changed to standards.