

Lift Policy

Audience:	Customers, Colleagues, Contractors, Stakeholders, Board Members
Policy Owner:	Executive Director of Existing Homes
Policy Lead:	Head of Building Safety
Approved by:	Executive Team
Approved date:	June 2026
Next review date:	June 2029

1. Context, purpose and scope of the policy

Context

We provide homes, buildings and offices that may have passenger lifts, domestic lifts and lifting equipment.

We have legal and regulatory duties to ensure this equipment is safe to use and properly maintained. Lift safety is a core part of our wider building safety responsibilities and essential to protecting customers, colleagues and visitors from harm. Maintaining compliance with lift safety legislation and recognised industry standards is critical to delivering safe and decent homes.

Please note: this only applies to domestic lifts where the customer has signed a Servicing Agreement letter that makes us responsible for examining and maintaining the equipment.

This policy forms part of Moat's statutory building safety compliance framework covering Fire, Legionella, Asbestos, Gas, Electrical, Lifts (FLAGEL).

Purpose

This policy sets out how we manage lift safety across buildings and homes we manage. It establishes our approach to meeting legal and regulatory obligations, ensuring competent inspection and maintenance, managing lift-related risks, and maintaining oversight and assurance of compliance. It ensures lift safety risks are controlled so far as is reasonably practicable and that customers can use lifts in their homes and buildings with confidence.

Scope

This policy applies to:

- Passenger lifts and lifting equipment in communal residential and office buildings, which Moat are responsible for.
- Domestic lifts and lifting equipment where we hold responsibility through a signed Servicing Agreement.

This policy does not apply to:

- Buildings we do not own or manage (in these cases we seek written assurance from managing agents that lift safety duties are being met).
- Domestic lifts installed and managed by local authorities under Aids and Adaptations arrangements, where responsibility does not sit with us.
- Where customers have not signed a Servicing Agreement and wish to go with their own providers.

Operational detail is contained in the Lift Procedure.

2. Definitions

- **Passenger lift:** A lift located in a communal area serving multiple customers or visitors.
- **Domestic lift:** A lift installed inside an individual home, such as a stairlift, through floor lift or hoist
- **Thorough examination:** A detailed thorough examination of a lift or lifting equipment carried out by a competent person to identify defects and safety risks, as required under LOLER.
- **LOLER:** Lifting Operations and Lifting Equipment Regulations 1998, a UK law ensuring lifting equipment and operations are safe.
- **PUWER:** Provision and Use of Work Equipment Regulations 1998. It is a set of regulations aimed at ensuring the safety of workers by requiring that all work equipment is safe to use and properly maintained. PUWER outlines the responsibilities of employers and those in control of equipment to protect workers from unsafe machinery and equipment in the workplace.
- **Written scheme of examination:** A documented scheme produced by a competent person specifying the scope and frequency of thorough examinations where different from the default six-monthly interval.
- **Competent person:** A person with appropriate training, qualifications and experience to carry out lift inspections, safety assessments and regular maintenance.

3. How this policy supports our strategy

This policy supports the delivery of Moat's Corporate Strategy and related supporting strategies by ensuring that building safety risks are identified, controlled and monitored through robust compliance and assurance arrangements.

- Corporate Strategy
- Existing Homes Strategy
- Customer Strategy
- Building Safety Customer Engagement Strategy
- Value for Money Framework
- People and Culture Strategy

Reliable and safe lift services support accessibility and independent living.

4. Policy principles

We:

- Put the safety of customers, colleagues and visitors first in all decisions relating to lift safety.
- Manage lift risks proactively and take prompt action where safety concerns are identified.
- Work with competent, accredited specialists to deliver safe and reliable lift services.
- Ensure clarity and honesty with customers about lift safety responsibilities and service interruptions.

5. Aims and objectives

Aim: To ensure all lifts and lifting equipment under our responsibility remain safe, compliant and reliable, reducing the risk of harm and service disruption.

Objectives:

1. Maintain full compliance with statutory and regulatory lift safety requirements.
2. Ensure all lifts and lifting equipment are examined and maintained at appropriate intervals.
3. Assure the competence and independence of those inspecting and maintaining lifts.
4. Maintain accurate records to demonstrate compliance.
5. Provide effective monitoring, reporting and assurance to senior leadership and the Board.
6. Communicate clearly with customers about lift safety and service interruptions.

6. Policy actions

Objective 1: Maintain full compliance with statutory and regulatory lift safety requirements

- We will comply with all legal and regulatory obligations relating to lift safety, including LOLER, PUWER, Health and Safety legislation and relevant housing standards.
- We will ensure lifting equipment is not used where serious safety defects are identified until it is made safe.

Objective 2: Ensure all lifts and lifting equipment are examined, and maintained at appropriate intervals

- We will ensure all lifts and lifting equipment have a thorough examination carried out by a competent person before first use, after major modification or damage, and at regular intervals while in service.
- We will ensure planned examinations and servicing are carried out at frequencies appropriate to the type and use of each lift.
- We will ensure additional servicing is completed in void properties/empty homes before re-occupation.

Objective 3: Assure the competence and independence of those inspecting and maintaining lifts

- We will appoint only competent and appropriately accredited contractors to undertake lift inspection, examination and maintenance.
- We will ensure thorough examinations are undertaken by independent UKAS-accredited inspection bodies, separate from routine maintenance contractors.

Objective 4: Maintain accurate records to demonstrate compliance

- We will maintain central records of lift examination reports, servicing records and remedial works to evidence compliance and support assurance activity.

Objective 5: Provide effective monitoring, reporting and assurance to senior leadership and the Board

- We will operate internal and independent assurance arrangements to monitor lift safety compliance.
- We will report building safety compliance performance, including lift safety, to the relevant governance panel, or via the Executive Team, Audit and Risk Committee and Board where necessary.

Objective 6: Communicate clearly with customers about lift safety and service interruptions

- We will provide customers with information about lift safety responsibilities and how to raise concerns and repairs.

- We will notify customers when lifts in their building are out of service and display clear notices while repairs are underway.

7. Monitoring, reporting and review

The Executive Director of Property & Assets holds overall accountability for compliance with this policy.

The Head of Building Safety is responsible for ensuring appropriate monitoring arrangements are in place to oversee compliance.

Compliance is monitored through inspection programmes, action tracking, internal assurance reporting, contractor performance monitoring and periodic internal and external audit.

Building safety compliance performance is reported through the Keeping Our Customers Safe governance panel, with escalation through the Executive Team, Audit and Risk Committee and Board where required.

This policy will be reviewed every three years, or earlier if legislation, regulatory expectations or service delivery changes.

8. Equality, diversity and inclusion

This policy will be delivered in line with our Equality, Diversity and Inclusion Policy. An Equality Impact Assessment was completed for this policy and considered as part of the approval process.

9. Data protection

We use a risk-based approach to processing personal data to ensure that we assess any risks to privacy or to the rights and freedoms of people before commencing, commissioning or changing data processing activities. Our Data Protection Impact Assessment (DPIA) process was completed as part of the approval process.

10. Related legislation and regulations

- Lifting Operations and Lifting Equipment Regulations (LOLER) 1998
- Provision and Use of Work Equipment Regulations (PUWER) 1998
- Health and Safety at Work Act 1974
- Housing Act 2004
- Landlord and Tenant Act 1985
- Workplace (Health, Safety and Welfare) Regulations 1992
- Management of Health and Safety at Work Regulations 1999
- Lift Regulations 2016
- Construction (Design and Management) Regulations 2015
- Equality Act 2010

11. Related policies and procedures

- Gas and Heating Management Procedure
- Fire Safety Management Policy
- Asbestos Management Policy
- Gas and Heating Management Policy
- Electrical Safety Policy
- Legionella Management Policy
- Health & Safety Management Policy
- No Access Policy
- Contractor Management Policy
- Complaints Policy
- Temporary Moves Policy

12. Customer engagement

We engaged with customers through our Repairs Forum to seek feedback on these policies. Overall, customers felt the policies were clear and comprehensive but highlighted that they can be detailed and would benefit from a more accessible summary. Feedback also emphasised the importance of clear communication about what these policies mean in practice, particularly where works may affect customers in their homes.

In response, we have made minor clarity improvements where appropriate and will develop a short, customer-friendly summary to support understanding. Feedback has been shared with relevant teams and has informed how we communicate building safety more broadly. The feedback loop has been closed with customers.

Document revision history		
Date	Changes approved by	Details of changes made
Add your text here	Add your text here	Add your text here