



LIFT
POLICY

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1. Policy Statement

- 1.1** This Lift Policy ensures that Eastlight Community Homes (hereafter ‘Eastlight’) meets its legal, statutory and regulatory requirements under UK legislative and regulatory obligations.
- 1.2** The Policy applies to employees, involved residents, consultants, Non-Executive Directors, volunteers, representatives of Eastlight and contractors (third parties) engaged to carry out Eastlight duties and manage our data on our behalf and by our instructions. This will be monitored through our procurement and annual contractor reviews.
- 1.3** It also serves as a reference document for employees and third parties on the responsibilities of meeting our obligations as a landlord and ensuring lifting equipment is adequately inspected, serviced and maintained for the safety of our residents and those visiting our properties or offices.
- 1.4** Lifting equipment includes any passenger lifts, through floor lifts, stairlifts and any hoists and assisted baths in our properties.

2. Scope

- 2.1** In principle, the Policy applies to all properties, communal areas and offices owned and managed by Eastlight.
- 2.2** This Policy covers lifting equipment owned by Eastlight in both domestic and commercial settings.
- 2.3** This Policy should be read in conjunction with, but not limited to, the following Eastlight policies:
 - Repairs Policy
 - Asbestos Policy
 - Complaints & Resolutions Policy
 - Compensation Policy
 - Letting Standards
 - Empty Homes & Lettings Policy
 - Disposal Policy.

3. Our Commitments

3.1 Statutory & Regulatory Reference

- 3.1.1** This Policy is designed to ensure Eastlight meets its obligations under the following legislative and regulatory requirements:

- Construction Design & Management Regulations 2015
- Lifting Operations & Lifting Equipment Regulations 1998 (LOLER)
- Provision & Use of Works Equipment Regulations 1998 (PUWER)
- Health & Safety at Work Act 1974
- The Management of Health & Safety at Works Regulations 1999
- The Lift Regulations 2016
- The Landlord & Tenant Act 1985
- The Equality Act 2010
- The Housing Act 2004
- The Homes Standard
- The Building Regulations 2010
- The Control of Asbestos Regulations 2012.

3.2 Any contractor undertaking lift installation or refurbishment work for Eastlight must be registered through the Lift & Escalator Industry Association or other accredited body.

3.3 Roles and Responsibilities

3.3.1 Eastlight will assign regulatory duties to suitable positions within relevant departments, ensuring individuals responsible for fulfilling these duties receive proper training and have the necessary authority to execute an inspection, servicing and remediation programme for lifts, baths and hoists specifically.

3.3.2 The roles with responsibilities under this Policy, the Lifting Operations & Lifting Equipment Regulations 1998 (LOLER) and Provision & Use of Works Equipment Regulations 1998 (PUWER) are:

3.3.3 Duty Holder: Overall responsibility for health and safety at Eastlight sits with the Board & Executive Management Team.

3.3.4 Competent Person: The appointed external company.

3.3.5 Responsible Person: Head of Landlord Compliance & Assurance.

3.4 Our Commitments

3.4.1 Eastlight will complete thorough, six-monthly examinations and monthly servicing of lifts, telephone voice lines and lift motor plant rooms by a “Competent Person”.

3.4.2 We will consider further examinations after damage or modifications.

3.4.3 We will ensure any defects which are or could become dangerous are assessed and passed to the appointed servicing contractor to rectify, within the stated timeframe.

3.4.4 In addition, we will ensure records of inspections and thorough examinations are accurate and remain available for at least two years or until the next report, in accordance with Health & Safety Executive (HSE) Guidance. These will be made available to customers.

- 3.4.5 Eastlight will assess the impact of all breakdowns likely to not be remedied within 48 hours and take appropriate action to identify and support vulnerable residents who cannot manage without the lifting equipment in question, potentially providing temporary accommodation.
- 3.4.6 In case of a major injury or fatality, we will keep the lift isolated and locked until after a Reporting of Injuries, Diseases & Dangerous Occurrences Regulations (RIDDOR) Report has been made and the lift has been inspected by the HSE. We will notify insurers promptly, and will only reinstate the lift following written authorisation from the HSE.

4. Think Customer

- 4.1 At Eastlight, we exist to provide the best possible homes and services for residents.
- 4.2 Our ‘Think Customer’ approach aims to guide and support colleagues whenever they make decisions that affect our residents, directly or indirectly.
- 4.3 ‘Think Customer’ ensures our people fully consider how residents will experience and be impacted by the service we provide. Before acting, our people must think about:
- The short and long-term effects of their actions
 - The residents’ individual needs and preferences
 - Whether their communication is clear, respectful and appropriate
 - If they can draw on any past insights or experiences to help them when making tough decisions
 - Whether they, themselves, would be happy with the service being provided.
- 4.4 The ‘Think Customer’ model is designed to complement and work alongside all Eastlight policies and procedures, including this Lift Policy.

5. Assurance, Oversight & Continuous Improvement

- 5.1 The organisation maintains a clear “golden thread” of information to ensure landlord compliance and health and safety requirements are managed from operational delivery through to Board oversight.
- 5.2 The effectiveness of this policy is monitored through defined KPIs, agreed and overseen within the Performance Framework, with Board and the relevant oversight bodies determining the measures needed to support effective scrutiny. This aligns with the Board-approved Governance Framework which sets out roles, responsibilities and oversight arrangements for the areas covered by this policy.
- 5.3 An established assurance framework supports the delivery of risk-based assurance plans agreed annually and mapped across first, second and third lines of defence.

These plans are reviewed and approved by the Audit & Risk Committee which retains oversight of their delivery and outcomes.

- 5.4** Findings from audits and reviews are reported through appropriate governance routes, including operational groups, Executive Management Team and the Audit & Risk Committee, ensuring timely visibility and accountability.
- 5.5** The organisation is committed to continuous improvement, using insights from audit findings, performance data, complaints, incidents and wider lessons learned to strengthen controls and processes.
- 5.6** This policy will be reviewed periodically, both at defined intervals and in response to emerging risks or changes in regulatory expectations, to ensure it remains effective, up to date and aligned to organisational objectives.

6. Equality Impact Assessment

- 6.1** An Equality Impact Assessment (EIA) for this Policy was conducted. As a result, actions have been put in place to mitigate any negative impacts.

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