LUTON COUNCIL,
BUILDING AND TECHNICAL SERVICES
CENTRAL DEPOT
KINGSWAY
LUTON
LU4 8AU

Housing Asset Management Services

Lift Maintenance Policy

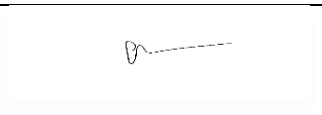
In Accordance with Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)

Issue 06

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Policy Control

DOCUMENT CONTROL			
PASSENGER LIFT SAFETY POLICY			
Author:	Mark Griggs, Michael Green/Mike Gower		
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Owned by:	Housing Asset Management Team		
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Authorised by or in behalf of Duty Holder Signature:		**Colin Moone**	**Service Director**
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Authorised by or in behalf of Duty Holder Signature:		**Colin Moone**	**Service Director**
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Authorised by or in behalf of Duty Holder Signature:		**Mark Fowler**	**Deputy Chief Executive/Corporate Director Population Wellbeing**
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Authorised by or in behalf of Duty Holder Signature:		**Roger Kirk**	**Service Director - Property and Construction**

Revision	Date	Description of changes	Was a consultation carried out ? Who	Reviewed by
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6.0	09/25	Amended/Reviewed	HA	AK

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2. Purpose

This policy outlines the objectives for the maintenance of passenger lifts and to ensure the following is undertaken;

- Manages the process of thorough examination, inspection, maintenance and repair of its passenger lift portfolio which consists of 48 passenger lifts of varying configurations and capacities.
- Luton Borough Council has suitable insurance to cover all of the lifts that it responsible for.
- Aim to minimise and respond promptly to the breakdown and repair of its lifts.
- Complies with all of the relevant regulations and requirements related to the supply and maintenance/management including the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER), Regulatory Reform (Fire Safety)Order 2005, Building Safety (England) Regulations 2022 and Health and Safety at Work Etc. Act 1974
- This Lift policy shall be implemented and maintained in alignment with the duties placed on duty holders under the Building Safety Act 2022. Any lift safety-related risks identified that could impact the structural or fire safety of a higher-risk building will be reported, managed, and, where applicable, escalated in accordance with the provider's Building Safety Policy, including Mandatory Occurrence Reporting requirements

3. Scope.

To ensure all stake holders are aware of how BTS manage the maintenance of the residential passenger lifts on behalf of Luton Borough Council.

4. Background

- BTS are responsible for the maintenance of the 49 residential passenger lifts on behalf of LBC.
- The detailed specification for the maintenance of the passenger lifts is contained in tender documentation and contract documentation which are available on reasonable demand.

5. Policy Detail

BTS will adhere to the following;

- The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
- Regulatory Reform(Fire Safety)Order 2005
- Building Safety(England) Regulations 2022
- Health and Safety at Work Act 1974
- Management of Health and Safety Regulations 1999

- Disability and Discrimination Act 2005
- Landlord and Tenant Act 1985

- Guidelines on the Supplementary Tests of in-service Lifts Safety Assessment Federation 2020

BTS is committed to ensuring the safety of its residents, contractors, employees and others, in regard to passenger lifts provided in our owned or managed properties. In particular, we are committed to complying with the relevant legislation and codes of practice, particularly:

BTS will;

- Ensure that only competent persons who have sufficient technical and practical knowledge of lifts carry out inspections and work on the lifts.
- Undertake an inspection/service of its lifts once a month and ensure it is carried out by a competent contractor appointed by BTS.
- Will ensure that monthly inspection and breakdown reports are correct and stored appropriately.
- Undertake monthly contract review meeting with the appointed contractor to review performance in line with the maintenance contract.
- That BTS will inform the Lift Contractor when a fault has been reported in a passenger lift. In the majority of instances the Contractor will return the lift to normal operation and the fault logged. Where a repair will take longer than 24 hours, BTS will notify and update residents and the fire service.
- It is the responsibility of BTS to demand for copies of thorough inspections from Luton Council in a timely manner.
- Where defects have been identified by the competent person, the manager will assess the possible risk of each item and priorities as necessary.
- If BTS are notified of any immediate defects following the thorough examination this information is passed on to the contactor appointed by BTS. The lift will be removed from service until the defect has been rectified.

6. Roles and Responsibilities

Lines of Responsibilities of each area of Compliance

Duty Holder

- The Duty Holder has a responsibility to support this policy by ensuring the allocation of resources including an adequate budget, suitable and sufficient equipment, personnel, time and training.
- In particular, they will:
- • Ensure that Luton council abides by the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)

- Appoint appropriate 'Responsible Persons' to oversee, control and coordinate the control of the Lift Policy.
- Ensure that there are adequate resources available to ensure that the lift compliance is kept.
- The Duty Holder is: **The Chief Executive**

The Responsible Person

- The 'Responsible Persons' have been given their authority by the Duty Holder. The position carries with it the authority to put into effect such measures as are required by the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) both as a matter of routine and in the event of a crisis. The 'Responsible Person' has a duty to ensure that relevant Guidance and all relevant legislation associated with the management and control of Lift safety are adhered to. The 'Responsible Person' also has a responsibility to ensure records are kept to confirm that this policy has been implemented.
- The 'Responsible Person' has the overriding authority for the control Lift safety. They have the authority to instruct and enforce where necessary the 'Jointly Accountable Responsible Person' to ensure that all Luton Council sites meet the requirements of Legislation and this policy. The 'Responsible Person' is required to ensure that 'Jointly Accountable Responsible Person's' are trained and competent to carry out the prescribed task on their behalf and to ensure that the 'Responsible Person's' tasks and requirements are duly met.
- The 'Responsible Persons' have the authority to appoint a 'Responsible Manager' and 'Jointly Accountable Responsible Manager'. The 'Responsible Manager' and 'Jointly Accountable Responsible Manager' has/have been given their authority by the 'Responsible Persons' to act on their behalf to oversee the day-to-day management of all Lift Safety for Luton Council's housing stock, designated by the 'Responsible Person'. The 'Responsible Person' is required to ensure that the 'Responsible Manager' is trained and competent to carry out the prescribed task on their behalf and to ensure that the 'Responsible Person' tasks and requirements are duly met.
- The 'Responsible Person' for the control of Lift Safety within Luton Councils '-housing property portfolio is: **The Corporate Director of Population and Wellbeing Department**.

Jointly Accountable Responsible Persons

- (Typically for the individual Service Areas within the Department)

- The 'Jointly Accountable Responsible Person' assumes the same duties as the 'Responsible Person' delegated by the Responsible Persons.
- The 'Responsible Person' is available to assist and offer advice to enable 'Jointly Accountable Responsible Persons' meet their duties.
- The 'Jointly Accountable Responsible Person' for the control of Lift Safety within Luton Councils '-Housing property portfolio is: **The Service Director of Housing**

Responsible Manager

- The 'Responsible Manager' has been given their authority by the 'Responsible Person' or by the 'Jointly Accountable Responsible Person' to act on their behalf to oversee the strategic management of Lift Safety for Luton Council, designated by the 'Responsible Person', has responsibility for overseeing and co-ordinating the Policy and Procedure. This position carries with it the authority to put into effect such measures as are required to control the lift safety both as a matter of routine and in the event of a crisis. The 'Responsible Manager' also has a responsibility to ensure records are kept to confirm that this policy has been implemented. They have the responsibility for the management including ensuring that the scheme of precautions to control the lift safety is implemented fully by competent persons, whether directly employed by Luton Council, contracted or subcontracted.
- In particular they will:
- Oversee the control and management of Lift compliance on behalf of the Duty Holder
- Ensure that LOLER inspections are carried out on behalf of the Duty Holder
- Arrange maintenance, monitoring and management of the precautions controlling the risk, including reviewing the risk assessment regularly, periodically or as required.
- Arrange the procurement of competent help, as required, including ensuring that the organisations and individuals deployed are competent and appropriately trained and experienced
- Keep records
- Manage the duties in respect to the implementation and management of this policy

The Responsible Manager is: **Service Head (Building and Technical Services Manager)**

Jointly Accountable Responsible Manager

- The 'Jointly Accountable Responsible Manager' assumes the same duties as the 'Responsible Manager' delegated by the Responsible Persons. They also have the duties to work more closely operationally to assist in fulfilling the requirements of the relevant legislation.
- The 'Responsible Manager' is available to assist and offer advice to enable 'Jointly Accountable Responsible Manager' meet their duties.
- The 'Jointly Accountable Responsible Person' for the control of Lift Safety within Luton Councils '-Housing property portfolio is **Housing Asset Manager**

Responsible Operator

- Responsible Operators have responsibility for ensuring the day to day compliance for Lift Safety and implementing the scheme of precautions and doing so using safe and responsible working practices.
- In particular, they will:
- Perform with integrity the given tasks that they have been trained to perform
- Maintain records as required by the legislations
- Inform the Responsible Manager of any problems, discrepancies or anomalies
- Attend regular training events to maintain the required level of competency to perform their given tasks

The 'Responsible Operator' for the control of Lift Safety Luton Councils '-Housing property portfolio is the **Building Services Manager**

Advisors

- Who are directly employed by Luton Council, provided by a contractor or appointed separately in an independent capacity, have responsibilities to supply relevant, accurate and up to date information within their field of expertise via the established lines of communication to facilitate and support the control of Lift Safety abiding by this policy and all council standing orders. The advisors for the Housing Portfolio is: Health and Safety Officer (Client), Project managers, Electrical and Mechanical Engineers, Technical Officers, Surveyors and Consultants, Contract Managers (Repairs, Voids, New Builds, Planned and Special Projects)

- Code Requirements **–**

All new works should fall within and comply with any of the relevant and any of the current BS/ EN codes relating to the replacement and refurbishment of passenger lifts. If this is not possible then reasonably practicable steps will be taken and recorded to ensure that there are no shortfalls as intended by the codes.

- **Equipment Details -** The preferred equipment/material to be installed in the programme will be identified within the BTS lift specification documentation.
- **Handover Documentation –** A Health and Safety File Including all necessary operations and maintenance manuals will be provided to BTS at the end of any new installation.

7.0 Monitoring

7.1 BTS will develop a set of Key Performance Indicators (KPIs) to ensure that the maintenance procedure is implemented and progress towards completing the necessary activities are monitored by the management team.

7.2 The measure of success of this policy are:

- BTS will not be investigated by the HSE in connection with a lift incident(s).
- BTS will meet its statutory duty of care in respect of Passenger Lift safety
- BTS will minimize the number of calls to the Fire Brigade in relation to persons trapped in lifts.

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Defective Lifts Callout

Residential lifts can call from lift alarm button in the lift car this is connected to an auto dialler on a phone line that will be set to dial the allocated response phone number. These residential lifts will be set to dial the same phone number allocated from control centre.

There may be times that a call from a mobile phone or landline of a tenant or interested party reporting faults with lifts. This will be treated in line with the procedure herein.

Out of hours Lift breakdowns are to be phoned through to Lift specialists limited they will need name of block, post code and a brief description of problem being reported, and our lift maintenance providers will need to log the contact details of the caller in order proceed.

Trappings in the lift car, Lift specialists should be on site within 1 hour of receiving the call.

For normal breakdowns they have 4 hours to get to site.

Defective Lift Callout (For Management purpose only):

If you receive a call for a lift Breakdown and trapping in work hours 8 – 4:30pm Monday to Friday excluding bank holidays, these are to be reported to BTS call centre **0800 0147 333** with site address of lift and brief description of the fault and BTS will contact lift specialists .

Any calls that you send to lift specialists out of hours, the details of these calls should be emailed straight away to the Housing Asset Management team so we can undertake any follow up for the repair, notify and update residents as well as the fire service and also monitor breakdowns for invoice requirements.

If you receive a call from a lift alarm, but have no verbal response please ignore this call and hang up**, if you receive a 2nd call** from the same number with no verbal response from the person pushing the alarm button please issue a call to lift specialists to attend and treat as a trapping.