

EastendHomes

PASSENGER LIFTS, STAIRLIFTS, AND HOISTS MAINTENANCE POLICY

1. BACKGROUND

- 1.1 EastendHomes has a range of passenger lifts, stair lifts and disabled hoist type lifts that are maintained and repaired under a single term contract.
- 1.2 New and refurbished lifts are maintained by the installation or refurbishment contractor for the first twelve months of service. At the end of the Defects Liability Period the lifts are transferred to the responsibility of the EastendHomes maintenance and repairs contract.
- 1.3 EastendHomes lifts are fitted with EMU (Electronic Monitoring Units). This facility gives EastendHomes continuous data on the operation of the lift and any issues that may arise.

2. STATEMENT OF INTENT

- 2.1 The aim of the policy is to outline the actions that EastendHomes takes to ensure the safe and efficient operation of lifts and hoists for which they are responsible. These are:
 - To carry out the thorough examination, inspection and repair of its passenger lifts and associated equipment within its residential premises to ensure that the lifts are safe to use.
 - Arrange suitable insurance to cover all lifts that it owns.
 - Minimise and respond promptly to the breakdown and repair of its lifts.
 - Ensure the safety of residents and other building users by the use of CCTV in lift cars and lobbies where practical.
 - Minimise lift passenger entrapments and the attendance of the Fire Brigade. A passenger stuck in a lift can telephone the lift contractor directly to ensure a quick response. All new lifts are fitted with direct dialling alarms that telephone the lift repairs Services Provider directly when the car alarm is activated.
- 2.2 EastendHomes is committed to achieving compliance against all of its statutory and regulatory lift examination and testing standards.

3. Legislation

- 3.1 The following legislation relates to the use of lifts and hoists:
 - Health & Safety at Work etc. Act 1974 (HSWA)
 - Equality Act 2012
 - Management of Health & Safety at Work Regulations 1992 (MHSWR)
 - Workplace (Health, Safety & Welfare) Regulations 1992 (WPR)
 - Provision & Use of Work Equipment Regulations 1998 (PUWER)
 - Lifting Operations & Lifting Equipment Regulations 1998 (LOLER)

- Reporting of Injuries, Diseases & Dangerous Occurrences Regulations 1995 (RIDDOR)
- Management of Health and Safety Regulations 1999
- Landlord and Tenant Act 1985.

4. Risk Assessment, Programme and Management

4.1 The condition of all lifts is regularly assessed through surveys carried out to update the EastendHomes stock condition database. This enables EastendHomes engineers to assess the design life and schedule work in the programmes for replacement/refurbishment.

4.2 The EastendHomes building insurance company engage a lift engineer to carry out and provide an independent report of lift inspections (including stairlifts) at six monthly intervals.

4.3 Service Summary:

- The EastendHomes Service Provider shall attend all breakdown notification within one hour during working hours and outside of working hours.
- The EastendHomes Service Provider will endeavour to attend for lift entrapments within 30 minutes both during and outside working hours.
- The Service Provider shall carry out site specific Risk Assessment of the machine room and shaft. A current copy of the Risk Assessment will be available in the lift machine room.
- Only competent people who have sufficient technical and practical knowledge of lifts will undertake inspections and be issued work.

4.4 EastendHomes Lift inspection and service schedule:

Type	Servicing & Inspection Cycle
Maintenance of Passenger Lifts	Monthly
Stairlifts	Six Monthly
Through Floor Lifts	Six Monthly
Mechanical Hoists	Six Monthly

4.5 Service Records and records of inspections are kept available for at least two years or until the next report, whichever is longer.

4.6 When carrying out any major works on a building, EastendHomes will ensure contractor operatives do not use the lift in any way that may cause damage. This will involve the contractor taking necessary precautions to prevent any damage.

4.7 Where lift breakdowns are likely to take more than seven days to remedy and there are vulnerable residents residing in the building (usually elderly or those with a physical or mental disability), EastendHomes will carry out a risk assessment to determine the most appropriate course of action.

5. Key Performance Indicators

5.1 The performance of the Lift Services Provider is reviewed as a standing item at the EastendHomes bi-monthly internal performance review meeting and at the quarterly Service Review committee with residents. The following indicators will provide the core key performance information:

5.2 Key Performance Indicators (KPI)	Target
1. Availability of the lift service	97 %
2. Completion in target of all servicing and remedial repairs	100%

6. Responsible Person

To ensure the supervision and monitoring of standards is adequately carried out the EastendHomes Technical Services Manager is responsible for providing the service delivery records through supervision and monitoring of the relevant standards.

Review

April 2017	Next review date	March 2020			
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