

Lift Safety Policy

1. Introduction

- 1.1. This policy applies to all operations, Property Managers and contractors of ReSI Homes Limited (or the **Company**), and all properties owned or managed by ReSI Homes. The aim of this policy is to ensure the safety of people that use passenger lifts within, or operate lifting equipment at, all properties owned or managed by ReSI Homes.
- 1.2. ReSI Homes aims to protect the occupants of its properties, visitors, staff, contractors and the general public as is reasonably practicable, and will provide sufficient resources to ensure this. This relates to ReSI Homes obligations under the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
- 1.3. This Policy applies to all passenger and platform lifts within properties owned or managed by ReSI Homes and any lifting equipment (e.g. hoists, stairlifts, goods lifts) for which ReSI Homes has maintenance responsibility.
- 1.4. ReSI Homes currently owns or manages a very small number of buildings with lifts but we do have a duty of care to ensure all lifts are safe when needed.

2. Responsibilities

- 2.1 The Board have the overall duty to ensure that the organisation has sufficient resourcing and processes in place to achieve and maintain statutory compliance to manage lift inspections and the use of lifts safely. gas installations and the use of gas systems safely. This includes ensuring effective maintenance is being undertaken, and taking any remedial action.
- 2.2 ReSI Homes may employ external contractors to carry out this work on its behalf, however, ReSI Homes will remain responsible for ensuring lift safety compliance .

- 2.3 The appointed responsible person is responsible for taking day to day responsibility for controlling any identified risks and managing repairs. They will ensure statutory inspection of all passenger lifts at least every six months, completed by a competent person. Also, after any significant changes or following damage or long periods without use.
- 2.4 Ensure all thorough reports are kept for a minimum of two years at least.
- 2.5 Appoint a competent lift contractor to undertake periodic maintenance inspections in line with the lift manufacturer's instructions.
- 2.6 Make sure that if any defects are identified during these inspections, they shall be rectified accordingly. If serious defects are noted to any passenger lifts, it shall be taken out of service until the fault has been remedied.
- 2.7 Keep detailed electronic information of all landlord inspections, maintenance, and statutory safety inspection records.
- 2.8 Provide a comprehensive service to deal with all passenger lifts repairs.
- 2.9 Make sure that all passenger lifts, maintenance, and safety checks are conducted by a suitably qualified and registered engineer.
- 2.10 Where a longer-term repair is required to a lift, provide regular updates on the progress of the repair and works to our customers and sign-post to any support they may need, taking their individual needs into account.
- 2.11 Our customers will have access to lift safety information, including what to do in the case of lift trap-ins, breakdowns, and safe working loads, within the lift itself.
- 2.12 Periodically inform residents of the lift emergency and maintenance procedures, through the provision of information via our website, newsletters, and leaflets.
- 2.13 Residents are responsible for reporting any concerns with their lift installation.

3 Competence and Training

- 3.1 The appointed 'responsible person' needs to have sufficient authority, competence and knowledge of the installation to ensure that all operational procedures are carried out in a timely

and effective manner. If the duty holder is competent, they may appoint themselves as the responsible person.

4 Monitoring and Reporting

4.1 The named person with responsibility for electrical safety will undertake monitoring sufficient to determine the extent to which the processes and procedures are adequate and being appropriately applied.

4.2 Compliance with our obligations will be reported to the Board quarterly.

5 Related Documents

5.1 Legislation and Guidance:

- Lifting Operations and Lifting Equipment Regulations 1998
- Fire Safety (England) Regulations 2022.
- Provision and Use of Work Equipment Regulations 1998

6. Equality and Diversity

We are committed to make sure all services are accessible to all our residents. Our staff will be trained to communicate appropriately with you, and they have the relevant information and access to translation services to make sure they fully understand our you. . This policy will be applied in a way which makes sure we treat all customers with fairness and respect. We recognise our duty to advance equality of opportunity and prevent discrimination or victimisation on the grounds of age, sex, sexual orientation, disability, race, religion or belief, gender re-assignment, pregnancy and maternity, marriage and civil partnership and any other protected characteristics defined within the Equality Act 2010.. On request we will provide translations of all our documents, policies and procedures in various languages and formats including braille and large print. Our website also has accessibility tools allowing you to personalise each web page to make it easier to read and to download content as audio

7. Policy Review

7.1 This policy will be reviewed as required or at least every two years to incorporate any changes in legislation or good practice.

24 November 2025