Community Counts
Milnbank
Housing Association
53 Ballindalloch Drive, Glasgow G31 3DQ

TO:	MHA Board
PREPARED BY:	Mark Smith (Director of Asset Management)
SUBJECT:	LIFT SAFETY POLICY
DATE OF MEETING:	13 OCTOBER 2026
APPROVED BY:	Paul Martin (CEO)
VERSION NUMBER:	2026
DATE OF LATEST VERSION:	October 2026

LIFT SAFETY POLICY

HAPPY TO TRANSLATE

If you have difficulty with reading this policy, including any difficulties with sight or hearing, or if you require this document translated into another language, please contact us and we will be happy to provide this information in a format that suits your needs.

LS/AUGUST.2024/REF P85

LIFT SAFETY POLICY

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1 MILNBANK HOUSING ASSOCIATION (MHA) STRATEGIC OBJECTIVES

MHA's mission is to provide excellent homes and services in a thriving community. We believe that people living in the MHA community should:

- Have warm, safe, and affordable homes, and receive excellent services from MHA.
- Live in neighbourhoods that are clean and well cared for, with real community pride.
- Have access to opportunities and services that promote a good quality of life.

2 MHA's VALUES

Working as 'One Milnbank' so that we offer the same quality of services, support and housing to all tenants and residents.

3 LEGAL & REGULATORY COMPLIANCE

The Management Board leads and directs MHA to ensure good outcomes for its tenants and other service users. MHA is committed to ensuring that Lift Safety and practices comply with the current outcomes set by the Scottish Housing Regulator:

"Registered Social Landlords must meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes and comply with the Healthy, Safe and Secure elements of the Scottish Housing Quality Standard".

4. POLICY INTRODUCTION

This Policy sets out MHA's responsibilities for Lifts in properties under our control, as well as to provide guidance for ensuring the safety and wellbeing of tenants.

The guide is intended for all property types under the MHA's control that contain passenger lifting installations and any lifting equipment provided by the Landlord.

5. PRINCIPLES OF THE LIFT SAFETY POLICY

The overall aim of this policy, is to ensure the safety from lift failure for people living and working in properties, owned or managed by Milnbank Housing Association.

6. DEFINITION OF PASSENGER LIFTS

Under the Lifts Regulations 2016, 'lift' means "a lifting appliance serving specific levels, having a car moving along rigid guides or a fixed course and inclined at an angle of more than 15 degrees to the horizontal, intended for the transport of:

- People;
- People and Goods;
- Goods alone, if a person may enter without difficulty and fitted with controls inside the car or within reach of a person inside"

7. LEGISLATION

MHA as the landlord (Property Owner) and manager have a duty to their tenants and visitors to ensure the safe use of the relevant buildings and facilities, by taking all necessary steps to make sure all lift installations are maintained, inspected and repaired to the highest standard.

The legislation relating to lift safety is listed below.

- Health and Safety at Work Act etc.1974;
- Management of Health and Safety at Work Regulations 1999, as amended;
- Workplace (Health, Safety & Welfare) Regulations 1992 (as amended);
- Lift Regulations 1997;
- Lift Regulations 2016;
- Supply of Machinery (Safety) Regulations 2008;
- Lifting Operations and Lifting Equipment Regulations (LOLER) 1998;
- All relevant British and European standards including BS 5655-1:1986 (Electric Lifts), BS 5655-2:1988 (Hydraulic Lifts), BS EN 81-28:2022 (remote alarms on passenger and goods passenger lifts), BS EN 81-70:2021+A1:2022 (accessibility to lifts for persons including persons with disability), BS EN 81-73:2020 (behaviour of lifts in the event of a fire);
- Provision and use of Work Equipment Regulations 1998 (PUWER);
- INDG339 Thorough Examination and Testing of Lifts;
- ACOP L113 Safe use of lifting equipment
- Electrical Regulations 1989
- IET Wiring Regulations (BS 7671);
- Safe Working on Lifts (Code of Practice) BS 7255:2023;
- Disability Discrimination Act 1995 and 2005;
- Building Regulations (Scotland) Technical Handbook Domestic Properties (Vertical circulation in common areas of domestic buildings);
- Scottish Housing Quality Standards (SHQS);
- SAFed Guidelines on the Supplementary Tests of In-Service Lifts 2021.

8. LEGAL REQUIREMNTS

8.1 MHA Role

MHA are responsible for maintaining passenger lifts and for carrying out periodic thorough examinations and inspections to ensure those lifts operate safely

Under the regulations the person responsible for the safe operation of a lift is classed as the **"Duty Holder"** and has a legal responsibility to make sure that the lift is thoroughly examined and that it is safe to use.

Section 3 of the ***Health and Safety at Work Act 1974*** (HSWA) requires employers, such as landlords, to have responsibility for the health and safety of employees and people using or visiting their premises so far as reasonably practicable.

While the ***Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)*** do not apply directly to passenger lifts in domestic premises, businesses providing this equipment have responsibilities for its safety (i.e. it will require routine maintenance and inspection). A similar regime of maintenance, inspection and examination to that required under LOLER may be considered 'reasonably practicable' in managing the risks (i.e. the risks may be the same as using lifts in connection with work. In addition, insurers may impose demands for similarly stringent levels of risk management to cover public liability.

In Scotland, social landlords are required to meet the ***Scottish Housing Quality Standard (SQHS)***. Meeting the SQHS includes compliance with ***Technical Guide for healthy, safe and secure homes – Annex E***.

8.2 Periodic inspection and testing

The law requires that all lifts, when in use, should be thoroughly examined:

- After substantial and significant changes have been made;
- At least every six months if the lift is used at any time to carry people, or in accordance with an examination scheme; and
- Following "exceptional circumstances" such as damage to, or failure of, the lift, long periods out of use or a major change in operating conditions which is likely to affect the integrity of the equipment.

Note: When first installed, new lifts do not require initial thorough examination as long as they have been manufactured and installed in accordance with the Lifts Regulations 1997 or Lifts Regulations 2016 and have a current declaration of conformity, i.e. made not more than 12 months before.

A new lift is one where:

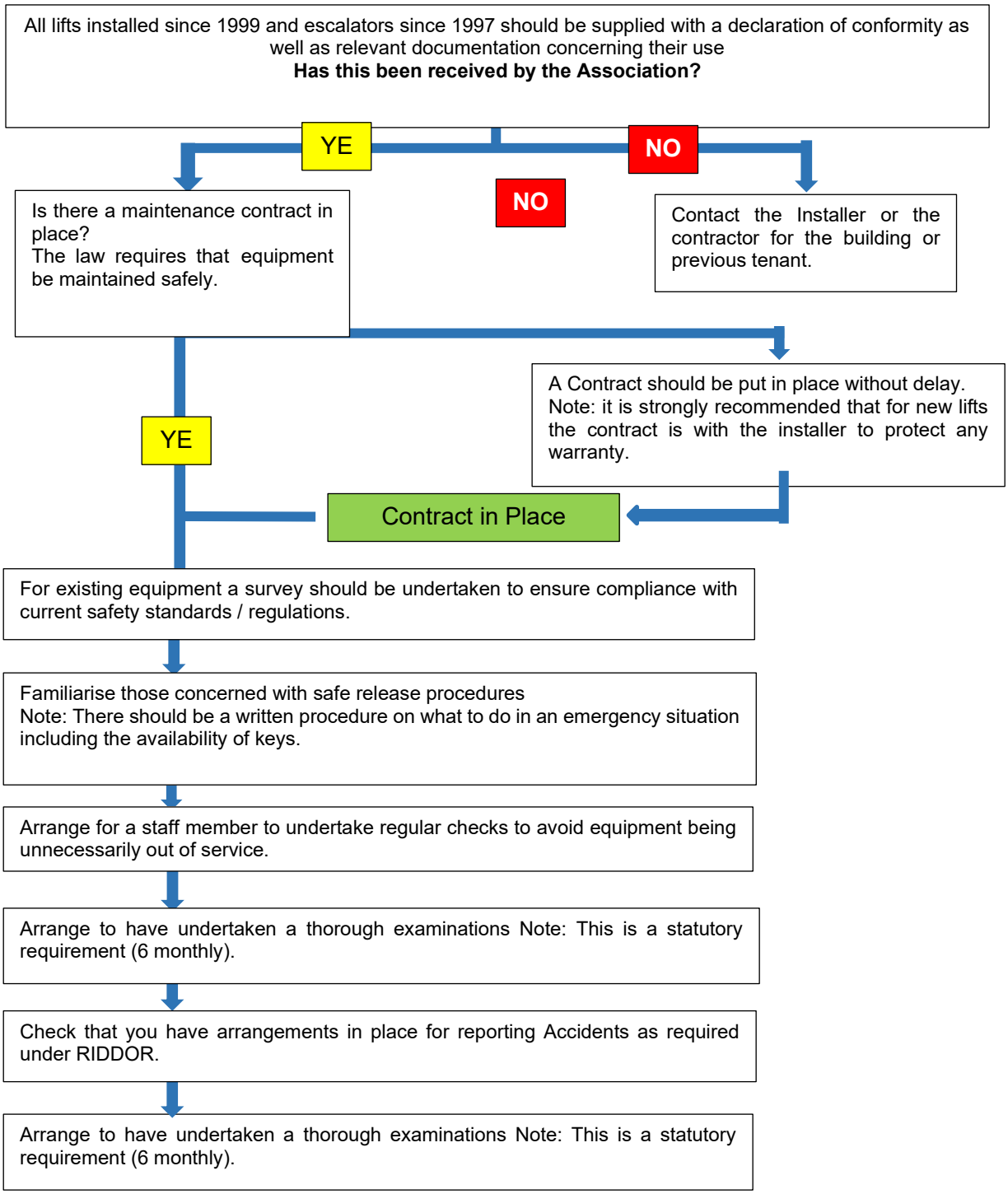
- No lift previously existed;
- An existing lift has been completely replaced; or
- Only the existing guide rails and their fixings or the fixings alone have been retained.

9. DUTIES AND RESPONSIBILITIES

9.1 Duty of Care

MHA will adhere to the below guidance provided by ACS Health and Safety Consultant for general duty of care for lift safety.

General Duty of Care Check List
When taking on responsibility for lifts and escalators



9.2 Competent person

Lift Safety inspection should be conducted by a **Competent Person** from an **Independent Inspection Company.**

A competent person is someone who…

"Has such appropriate practical and theoretical knowledge and experience of the lifting equipment to be thoroughly examined as will enable them to detect defects or weaknesses and to assess their importance in relation to the safety and continued use of the lifting equipment".

The HSE states:-

"It is essential that the competent person is sufficiently independent and impartial to allow objective decisions to be made"

"For this reason, it is not advisable for the same person who performs routine maintenance to carry out the thorough examination, as they are then responsible for assessing their own work".

Prior to employing a contractor to conduct routine inspection and maintenance on passenger lifts, it is important to ensure that individuals and the company they work for are competent to carry out the work correctly and safely, the company must have insurance cover, be a member of a recognised professional trade's body and have ISO9001 and / or ISO 45001 certification, approved by UKAS (the United Kingdom Accreditation Service) or a European certification body of equivalent status. Information on competent contractors can be obtained from the Lift and Escalator Industry Association (LEIA).

9.3 Thorough examination

A thorough examination is a systematic and detailed examination of the lift and all its associated equipment by a competent person. Its aim is to detect any defects which are, or might become, dangerous, and for the competent person to report them to the duty holder and, if appropriate, the enforcing authority (the Health and Safety Executive or local authority) so that appropriate remedial action can be taken.

To determine the extent of the thorough examination, the competent person will assess the risks, considering factors such as where the lift will be used, frequency of use, age and condition, the weight of loads to be lifted, etc.

Thorough examination should not be confused with preventive maintenance, although they have some elements in common. Preventive maintenance usually involves replacing worn or damaged parts, topping up fluid levels and making routine adjustments to ensure risks are avoided. Thorough examination may act as a check that maintenance is being carried out properly, but is not intended to replace it.

Thorough examination should include the following:

- Landing and car doors and their interlocks;
- Worm and other gearing;

- Main drive system components;
- Governors;
- Safety gear;
- Suspension ropes;
- Suspension chains;
- Overload detection devices;
- Electrical devices (including earthing, earth bonding, safety devices, selection of Fuses, etc.);
- Braking systems (including buffers and over speed devices); and
- Hydraulics.

9.4 Supplemented inspections

Thorough examination may also be supplemented by inspections. Inspections should be carried out at suitable intervals between thorough examinations and may be done 'in-house' by a competent, trained employee. Inspections would normally include visual and functional checks, e.g. that the alarm interlocks operate correctly and lift doors cannot be opened from the landing side.

9.5 Action following notification of defects

The competent person is legally required to notify the association as soon as possible, following a thorough examination, of any defects which are, or could soon become, dangerous. If association is notified of a serious and significant defect it should immediately take the lift out of service until the fault has been addressed.

If the association fails to take the lift out of service/operation it will be in breach of the law. The competent person may also notify the association of defects which need to be made good within a certain timescale. In this case, the association should take steps to have the defective equipment repaired or replaced within the specified time, and not use the lift after that time unless the defect has been satisfactorily remedied.

9.6 Preventative maintenance

Preventative maintenance usually involves replacing worn or damaged parts, topping up fluid levels and making routine adjustments. The thorough examination may act as a check that maintenance is being carried out, but it is not intended to replace it and the association will need its lift to be serviced at suitable intervals independent of the results of the thorough examinations.

Although there is no legislation that requires lifts to undergo regular maintenance, the Provision and Use of Work Equipment Regulations 1998 (PUWER) requires employers, the self-employed and others in control of work equipment to ensure that 'All work equipment is maintained in an efficient state, in efficient order and in good repair and where any machinery has a maintenance log that it be kept up to date.'

9.7 Documentation and Reporting

The competent person is legally required to send the association a written and signed report of the thorough examination as soon as practicable. This should

normally be within 28 days, but if there is a serious defect which needs to be addressed, the association should expect to receive the report much sooner.

If the competent person identifies a defect which presents an 'existing or imminent risk of serious personal injury' they are also legally required to send a copy of the report to the enforcing authority. By law, the report must contain certain information, specified in Schedule 1 of LOLER. In summary, it should:

- Identify the equipment examined (serial number, make, etc.), the employer and the premises;
- Give the date of the last thorough examination and specify when the next one should take place;
- Specify the safe working load of the lift;
- Give the reason for the thorough examination (e.g. following installation, according to an examination scheme, statutory interval, etc.);
- Identify any defect which is or may become a danger to people;
- Give the details of any repair, renewal or alteration required to remedy the defect and the date by which it should be undertaken;
- Give details of any tests carried out;
- Give details of the person carrying out the report and the person validating the report on their behalf.

9.8 Keeping Records

MHA is legally required to ensure that reports of **Thorough Examination** are kept available for consideration by health and safety inspectors for at least two years or until the next report, whichever is longer.

Reports may be kept electronically as long as the association can provide a written report if necessary. If associations have chosen to have their lift examined according to an examination scheme, they must ensure that they can produce a written scheme for inspection if necessary. If the association cannot, an inspector will assume that the lift is being examined at statutory intervals (every 6 months).

10.0 EMERGENCY PROCEDURES

10.1 MHA will comply with the below suitable arrangements for the routine release of people trapped in lifts include:

- Ensuring there are suitable communications in lifts so that a person trapped inside can clearly see how to raise the alarm and be reassured that help is on its way;
- Ensuring the emergency lighting in the lift car is working correctly;
- Providing a lift release service through a lift engineering or similar company;
- Distributing information to lift users so that they know what to do if they get trapped in a lift**.**

10.2 Correct Procedure

In the UK the procedure for the releasing of people trapped in lifts is detailed in British Standard 7255:2023. Pertinent clauses of that Standard are given below.

- Clause 4.1.3: All persons who are authorised to carry out safe release of trapped passengers should receive specific training.
- Clause 4.1.4: The competency of those trained should be documented and assessed annually. The competencies achieved and the type of equipment the training was carried out should be documented.
- Clauses 4.8 and sub clauses: This deals with general procedures for the safe release procedures.

10.3 Under no circumstances, will lifts or stairlifts be used as a means of escape in an emergency.

11. EQUALITY & HUMAN RIGHTS

MHA's is committed to equal opportunities, and we will respond to the different needs and service requirements of individuals, and we will not discriminate against any individual for any reason outlined in Equality & Human Rights Legislation.

12. DATA COLLECTION

MHA will manage all personal data in accordance with our obligations under the GDPR regulations and the Association's Policy.

13. POLICY MONITORING & REVIEW

The Lift Safety Policy will be reviewed by the Management Board on a triennial basis, in line with EVH updates, or as otherwise deemed necessary.

Milnbank Housing Association **Equality Impact Assessment Tool**	

Name of the policy / project proposal to be assessed	Lift Safety Policy	Is this a new policy /proposal or a revision?	Revision
Person(s) responsible for the assessment	Mark Smith, Director of Asset Management		
1. Briefly describe the aims, objectives and purpose of the policy / proposal	The policy sets out out MHA's responsibilities for Lifts in properties under our control, as well as to provide guidance for ensuring the safety and wellbeing of tenants.		
2. Who is intended to benefit from the policy/ proposal? *(e.g. applicants, tenants, staff, contractors)*	Tenants and visitors to any building managed by MHA that has a lift.		
3. What outcomes are wanted from this policy/ proposal? *(e.g. the benefits to customers / benefit to staff)*	Safe living and working arrangements.		

4. Which protected characteristics could be adversely affected by the proposal? (*tick all that apply*) **N/A**

☐ Age ☐ Race ☐ Disability ☐ Marriage & civil partnership ☐ Pregnancy / Maternity

☐ Religion or belief ☐ Sex ☐ Gender reassignment ☐ Sexual Orientation

5. Which other characteristics could be adversely affected by the proposal? (*tick all that apply*) **N/A**

☐ Socio-economic ☐ Geographic Location ☐ Literacy & Numeracy ☐ Carers ☐ Migrant Status

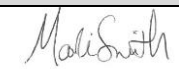
☐ Single Parents ☐ Families ☐ Other (including Human Rights), please state: Policy is inclusive of all individual needs

6. Have you consulted on the potential impacts of the policy/proposal? (this could be internally with other staff, or externally with customers, focus groups etc)

☐ Yes ☒ No

If yes, provide further details, of who was consulted:

	Positive impact(s)	**Negative impact(s)**
7. Describe the likely positive or negative impact(s) the policy/proposal could have on the groups identified in part 4 & 5.	The Policy should benefit the health and safety of any person living in an MHA home or working within a Commercial premise.	N/A
8. What actions are required to address / mitigate the impacts arising from this assessment? *(This might include; collecting additional data, putting monitoring in place, specific actions to mitigate negative impacts).*	N/A - no negative impact.	
Decision / Outcome (Pending Committee Approval)	☒ Approved, no changes required (no impact) ☐ Approved after changes made ☐ Approved with no changes (despite impact) ☐ Stop the Policy . Proposal	

Signed:  Job title: Director of Asset MAnagement

Date the Equality Impact Assessment was completed: 05/10/26