

# Lift Safety Policy

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## 1. Policy statement

- 1.1. We are committed to ensuring the safety of everyone living in our homes.
- 1.2. To meet the requirements of all relevant legislation and regulation for homes under our control, we will:
  - Make sure that all communal lifts/lifting equipment have a statutory inspection and thorough examination completed by a competent person at least every six months.
  - Make sure that all domestic lifts/lifting equipment have a statutory inspection and thorough examination completed by a competent person at least every twelve months
  - Appoint a competent lift contractor to undertake periodic maintenance inspections
  - Make sure that if any defects are identified during these inspections, they will be rectified accordingly. If serious defects are noted to any lifts / lifting equipment, it shall be taken out of service until the fault has been remedied
  - Undertake monthly checks of any lifts that are designed to be used by fire fighters in our 18m+ blocks
  - Notify the relevant local fire & rescue service if the firefighting lifts (that are designed for their use in our 18m+ blocks) are out of service or have a fault that cannot be rectified within 24 hours.
  - Keep detailed electronic information of all landlord inspections, maintenance, and statutory safety inspection records.
  - Provide a comprehensive service to deal with all lift and lifting equipment repairs.
  - Make sure that all lift and lifting installation, maintenance, and safety checks are conducted by a suitably qualified and registered engineer.



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- 1.3. Where a longer-term repair is required to a lift, we will provide regular updates on the progress of the repair and work with residents to access any support they may need, taking their individual needs into account.
- 1.4. We will make sure all newly acquired properties have evidence in place to demonstrate that all lift and lifting equipment installations meet the required standards and regulations.
- 1.5. Our customers will have access to lift safety information, including what to do should they find themselves trapped inside the lift, breakdowns, and information on maximum/safe working loads which will be displayed within the lift itself.
- 1.6. Our tenancy agreement includes specific terms and conditions for access to be given to undertake essential works. If access is not given, we will look at other options to make sure that we meet our legal obligations and keep our residents safe, this may include the use of forced access injunction.
- 1.7. Residents are responsible for immediately reporting any concerns with their lift installation.
- 1.8. We will periodically inform residents of the importance of safety and emergency procedures through the provision of information on our website, in newsletters, and leaflets.
- 1.9. The Director of Building Safety and the Head of Building Services will be responsible for actions and repairs, which will be monitored by the Group's compliance team.

## **2. Scope of this policy**

- 2.1. This policy applies to all properties owned and managed by A2Dominion, including shared areas in those buildings and any other properties where A2Dominion has a legal interest.
- 2.2. Where A2Dominion does not hold responsibility for completing the lift safety maintenance and inspections e.g., where such obligations (legally or contractually) sit with a Managing Agent or a third party, we will use all reasonable options available to us to obtain evidence of compliance and will retain copies within our electronic records.

## **3. Equality, diversity & inclusion statement**

- 3.1 A2Dominion Group, colleagues, partners, stakeholders, and contractors are committed to providing services, which are relevant and appropriate to the needs of people. We will treat others fairly and without discrimination.

- 3.2 We will make sure that all our services relating to this policy are accessible and available for all customers as set out in the requirements of the Equality Act 2010.
- 3.3 An Equality Impact Assessment has also been undertaken for this policy with no further changes or actions needed.

## **4. Data protection statement**

- 4.1. The protection of personal data is of great importance to A2Dominion Group and more than just a legal obligation.
- 4.2. A2Dominion Group and affiliate organisations are the data controllers registered with the ICO with the following registration numbers:
- A2Dominion Housing Group Limited: Z4843307
  - A2Dominion Homes Limited: Z9799978
  - A2Dominion South Limited: Z7835340
  - A2Dominion Housing Options Limited: Z5412073
  - A2Dominion Residential Limited: Z3391351
  - A2Dominion Developments Limited: ZA103931
  - Pyramid Plus London LLP: Z3594227
  - Pyramid Plus South LLP: Z3594230
- 4.3. Our data protection policy and procedures are governed by the Data Protection Act 2018. We collect and process personal information to provide housing services and to meet our contractual and legal obligations. All persons authorised to receive personal data are obliged to handle personal data in accordance with applicable laws and regulations at all times.
- 4.4. For information on how we collect, store, process, and use customers' personal data, please visit our website on .
- 4.5. For employee related privacy statement, please contact our HR team at [people.support@a2dominion.co.uk](mailto:people.support@a2dominion.co.uk). You can also contact the Data Protection Officer / Data Compliance team at [governance@a2dominion.co.uk](mailto:governance@a2dominion.co.uk)

## **5. Policy review**

- 5.1. We will review this policy at least once every 2 years to make sure it remains relevant and accurate or more frequently where:

- Legislation/regulation or industry changes require otherwise, making sure that it continues to meet our aims and industry best practice.
- We identify any problems or failures in this policy as a result of customer and/or stakeholder feedback, complaints, or findings from any independent organisations.
- We become aware of any other circumstances which may affect the content of this policy.

## **6. Associated documents**

- 6.1. This Lift Safety Policy will operate in conjunction with relevant site or departmental policies and procedures.
- 6.2. This policy is supported by the Health and Safety Management System which sets out our operational and procedural activities.