

Lift Safety Policy

Version Control

This is version 1 of the Electrical Safety Policy, effective from 19/05/2026

Approved by NewArch Homes Board: 19/05/2026

Next Review Date: 19/05/2028

Policy Owner: Georgia Kirby-Watt (Operations Director for NewArch Homes)

This policy applies to residents in NewArch rented homes

This policy has been written using recognised best practice and reflects our current approach at the time of publication.

Our approach to lift management

At NewArch Homes, your safety and wellbeing are our top priorities. We're committed to making sure every lift in our homes and communal areas is safe, reliable, and fully compliant with all legal and regulatory requirements. This policy explains how we manage lift and gate safety, so you know exactly what we're doing to keep you safe.

What this policy means for you

This policy applies to all rented properties and communal areas managed by NewArch, including leasehold and shared ownership blocks. Our trusted Management Partners and contractors are expected to follow this policy, ensuring a consistent and caring approach for all residents.

If there's ever a difference between this policy and your tenancy agreement, your agreement will always take precedence.

Where this policy uses the term 'we or us', it refers specifically to both Management Partners, who are responsible for putting this policy into practice on a day-to-day basis, and NewArch who will be ensuring this is happening as expected by seeking regular assurance and reporting.

If you need help, have a question, or wish to report an issue, you should always contact your Management Partner in the first instance, as they are your main point of contact for managing your home.

Key Roles & Responsibilities

Role	Responsibilities
Dutyholder (NewArch)	NewArch is responsible for making sure lift safety risks are managed in our buildings. We work closely with our managing partners, who help us deliver this service and keep us updated on compliance.
Everyone	All staff, partners, and contractors must cooperate to help us meet our legal duties.

How we manage lift safety

We hold information in our asset register about all homes that have stairlifts, hoists and all buildings that have communal lifts. We carry out regular inspections and servicing of all lifts and hoists in communal areas and homes, following the manufacturer's instructions and legal requirements. For example:

Domestic stair lifts, through-floor lifts, platform lifts, and hoists are tested annually

Communal passenger lifts are inspected or serviced every six months

If major works or new installations are planned, we'll make sure everything is fully compliant and safe before use.

What happens if a fault is found

If a lift or hoist is found to be faulty or unsafe:

Urgent faults: The equipment will be taken out of action immediately and remain out of use until it's safe.

Other faults: Repairs will be ordered and completed as soon as possible.

Recommendations: Improvements will be considered for future investment or actioned if appropriate.

If a lift is taken out of action, we'll let residents know. If it's the only lift in the building, we'll work with anyone who may need extra help, including arranging temporary support if needed.

If someone is trapped in a lift, the emergency system should be used. Our contractor will attend within one hour, or the fire and rescue service will be called if needed.

Keeping records and staying compliant

We make sure our managing partners keep accurate, up-to-date records, including:

- Record of properties that have lifts, stairlifts and hoists (communal/private homes)
- Inspection dates and outcomes
- Details of any remedial actions
- Records of any near misses

We regularly audit our partners to make sure they're following this policy.

Equality and diversity

We're committed to making reasonable adjustments to meet the diverse needs of our tenants, ensuring everyone has fair access and outcomes.

Appeals and complaints

If you're not happy with a decision made under this policy, you can appeal using our Complaints Policy.

Policy management and review

Our Board oversees this policy, which is reviewed every two years, or sooner if needed. We track performance using measures like:

- % of lifts and hoists compliant with inspection and servicing requirements
- Number of faults and near misses reported
- Repairs completed on time

Related policies and documents

This policy works alongside:

- The Regulator of Social Housing's Safety & Quality Standard
- The Landlord and Tenant Act 1985
- The Health and Safety at Work Act 1974
- The Management of Health and Safety at Work Regulations 1999
- The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
- The Provision and Use of Work Equipment Regulations 1998 (PUWER)
- The Supply of Machinery (Safety) Regulations 2008 and amendments
- Other relevant legislation and guidance