

Aster Group is the overarching brand name of Aster Group Ltd and all of its subsidiaries.

1 Scope

- 1.1 This policy applies to all Aster colleagues, contractors, customers and visitors to Aster premises.
- 1.2 This policy extends to properties owned and/or managed by entities of the Aster Group except leasehold.
- 1.3 The term “lift” in this policy means any fixed passenger or goods lift, platform lifts, hoists, stair lifts, and assisted bathing equipment.

2 Policy Statement

- 2.1 We will ensure, so far as is reasonably practicable, that our customers, visitors, colleagues, and contractors are properly protected from the risks arising from the operation of lifts.
- 2.2 We will ensure we are compliant with all relevant legislation, principally by following the Lifting Operations and Lifting Equipment Regulations 1998. Approved Code of Practice and guidance L113.
- 2.3 To achieve this, we will;
 - 2.3.1 Carry out servicing and maintenance at the intervals prescribed in the Appendix via suitable contract arrangements with competent contractors.
 - 2.3.2 Complete a Thorough Examination [LOLER] of communal lifts, carried out by a competent inspector at the intervals prescribed in the Appendix
 - 2.3.3 Complete an inspection of domestic lifts, carried out by a competent inspector at the intervals prescribed in the Appendix
 - 2.3.4 Log any defects identified from the above and correct within the timeframes prescribed in the Appendix.
 - 2.3.5 Where a communal lift does not have a current Thorough Examination (LOLER) record, carry out a risk assessment and take the lift out of service where there is a risk to customers and colleagues.
 - 2.3.6 Aster is committed to carrying out the above steps for all lifting equipment in its dwellings regardless of ownership of the equipment except where a third party or a customer has taken responsibility for inspections and servicing. In these cases, where Aster has been notified of the presence of the equipment, Aster will request, audit and store evidence of completion as an alternative to carrying out additional inspections/ visits. Where adequate evidence of completion is not available, all reasonable steps will be taken to carry out the inspections and/or servicing by Aster’s competent contractor or inspector, where the customer allows access.
 - 2.3.7 Aster will, as part of granting permission for proposed installations, will advise customers on appropriate technical standards and take all reasonable steps to inspect equipment post-installation.

Competencies

- 2.4 We will only employ Service Providers from our Approved Suppliers List for lift servicing, maintenance and Thorough Examination services, who are members of a relevant competent person's scheme.
- 2.5 We will only allow inspectors to complete thorough examinations if they have sufficient appropriate practical and theoretical knowledge and experience of the lifting equipment to enable them to detect defects or weaknesses and assess risks in relation to the safety and continued use of the lift.

Roles and Responsibilities

- 2.6 The Chief Executive Officer retains overall accountability for this policy.
- 2.7 The Health & Safety Director is accountable for ensuring the policy is reviewed and updated.
- 2.8 The Property Services Director is responsible for policy implementation and ensuring adequate resources are available to meet the policy objectives (CEO for EBHT).
- 2.9 The Property Safety Director is accountable for delivery of the key policy objectives and for achieving the associated targets (Director of Housing Services for EBHT).
- 2.10 The Head of Compliance is responsible for delivery of the key policy objectives and for achieving the associated targets. (The Building Safety and Compliance Manager and the Customer Services Manager for EBHT).
- 2.11 The Contracts Manager (lifts) takes day-to-day responsibility for managing lifts by implementing the Lifts Procedures. (The Building Safety and Compliance Manager and the Customer Services Manager for EBHT).
- 2.12 The Head of Workspace & FM is responsible for delivery of the key policy objectives and for achieving the associated targets, in Corporate Real Estate.
- 2.13 Where access into dwellings is required Housing and Independent Living colleagues will support staff & contractors, where it becomes necessary, to gain access.
- 2.14 Customers are expected to report repairs and grant access when requested.
- 2.15 At the discretion of the Executive Board, responsibilities may be otherwise delegated, for example during the integration stage of newer entities to the Aster Group.

3 Monitoring and Review

- 3.1 Assurance measures will be applied as set out in the current version of the Property Compliance Plan. In any event all records relating to servicing, inspection and examination will be checked before acceptance.
- 3.2 Aster will monitor implementation of this policy using monthly performance measures as below:

Measure	Type	Reviewed by
%/No. lifts with current LOLER record	KPI	GHSP\EB\AGL Board+
%/No. of lifts serviced on time		
%/No. lifts with current LOLER record (Communal)	OPI	Director of Property Services\Director of Housing Services for EBHT
%/No. lifts with current Inspection record (Domestic)		
No overdue Lift Actions (Communal)		
No. overdue Lift Actions (Domestic)		

- 3.3 The effectiveness of this policy will be continuously monitored, and the embedding of the policy scrutinised after 12 months by the *The Operational and Scrutiny Panel (OSAP)*.
- 3.4 This policy will be reviewed every 3 years unless business need, regulation or legislation prompts an early review.
- 3.5 The particulars of how this policy will be implemented are in outlined in the Lifting & Lifting Equipment Procedure.

4 Related Policies and Procedures

- 4.1 Lift & Lifting Equipment Procedure
- 4.2 Aster Group Health & Safety Policy
- 4.3 Property Compliance Plan

5 Governance

Effective From:	01/09/2022	Expires:	31/05/2026
Policy Owner:	Health & Safety Director		
Policy Author:	Director of Property Safety		
Approved by:	<i>Group Health & Safety Panel</i>		
Delegation Matrix Reference:	R065.7	Version Number:	v2.3

Aster Group is our overarching company brand and comprises the following companies and charitable entities. Aster Group Limited, Aster Communities, Synergy Housing Limited, Aster Treasury plc, East Boro Housing Trust Limited, Central and Cecil Housing Trust, Enham Trust, 55 London, Aster Foundation, Aster Living, Aster 3 Limited, Aster Homes Limited, Aster LD Limited, Aster Property Limited, Aster Solar Limited, Silbury Housing Holdings Limited, Silbury Housing Limited, Central & Cecil Innovations Limited, and Central & Cecil Construction Services Limited.

Lift Policy

Appendix A – Timescales and intervals

Thorough Examinations\Inspections	
Property category	Max interval
Communal	6 months
Domestic	6 months
Servicing	
Property category	Max interval
Communal (passenger lifts)	2 months
Communal (except passenger lifts)	6 months
Domestic (stairlifts)	12 months
Domestic (except stairlifts)	6 months
Domestic (except stairlifts- managed by others)	12 months
Corrective action resolution	
Priority	Fulfilment time (working days)
Critical emergency	4 hours
Emergency	24 hours
Urgent	5 working days
Routine	20 working days
Planned	60 working days