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# Lift Safety Policy

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**February 2026 | This policy relates to Elmbridge Borough Council Residential Properties**

## 1. Introduction

This policy sets out Elmbridge Borough Council's approach to the management of communal lifts in residential properties, ensuring resident safety, compliance with statutory requirements, and effective engagement with freeholders or managing agents where the council does not hold direct responsibility.

It also provides a framework for developing a comprehensive Lift Maintenance and Repair Policy should the council acquire properties where it assumes responsibility for lift assets.

## 2. Scope

This policy applies to all residential properties owned by Elmbridge Borough Council, that contain communal lifts.

## 3. Current Position

At present, we own one residential property which contains a communal lift. However, the council is not the freeholder, and holds no responsibility for the maintenance, servicing, or repair of the lift installation.

All statutory obligations, including routine maintenance, emergency callouts, and inspections, fall to the freeholder or their appointed managing agent.

EBC's managing agent will:

- Maintain regular communication with the managing agent responsible to monitor the performance and condition of the lift.
- Promptly escalate any issues reported by residents and following them through to resolution.
- Seek updates from the managing agent, and request evidence of remedial action.
- Advocate on behalf of residents to ensure repairs or maintenance are carried out in a timely and to a satisfactory standard.



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## 4.Future Property Acquisition and Responsibilities

Should Elmbridge Borough Council acquire any additional buildings where it becomes the freeholder or assumes responsibility for a communal lift, we will:

- Review this policy in full, and
- Develop a comprehensive Lift Safety Policy to ensure the ongoing safety, legal compliance, and operational reliability of all lift systems under our management. In addition, ensure there are clear procedures for emergency response and reporting.

## 5.Legal Requirements

The following legislation and regulations apply to communal lifts in the UK:

- **The Lifts Regulations 2016 (SI 2016/1093)** – sets out essential health and safety requirements for lifts and safety components, including conformity assessment and ongoing compliance
- **The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)** – requires lifts used in workplaces or communal settings to undergo **thorough examination by a competent person at least every six months** for passenger lifts, or annually for goods-only lifts
- **The Provision and Use of Work Equipment Regulations 1998 (PUWER)** – applies where lifts are considered work equipment, requiring them to be safe, maintained, and inspected regularly
- **Building Regulations (Approved Document B – Fire Safety)** – requires lifts in residential buildings to meet fire safety and evacuation standards

Other Legislation:

- The Health and Safety at Work Act 1974.
- Approved Code of Practice (ACoP)
- The Management of Health and Safety at Work Regulations
- The Landlord and Tenant Act 1985
- The Equality Act 2010

## 6. Review

This policy will be reviewed and updated if Elmbridge Borough Council becomes responsible for any building with lift assets, or if relevant legislation changes.