

1. Purpose

This policy sets out how RMHS manages the safety, servicing, and inspection of stairlifts installed in its properties, ensuring compliance with legal responsibilities and safeguarding residents who use this equipment.

2. Legal and Regulatory Framework

The following legislation and guidance inform this policy:

- The Health and Safety at Work etc. Act 1974
- The Provision and Use of Work Equipment Regulations 1998 (PUWER)
- The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) – where applicable
- The Equality Act 2010 (duty to make reasonable adjustments)
- Manufacturer guidance and servicing schedules
- BSEN 81-40-2020

LOLER applies to lifting equipment provided for use at work where there is a risk of the equipment lifting people. In the context of social housing, stairlifts in individual domestic properties generally fall outside the scope of LOLER unless used in a communal or staff-operated setting. RMHS follows LOLER principles and best practice for safety and maintenance regardless of whether formal LOLER inspections are required.

3. Policy Statement and Approach

We are committed to ensuring that:

- All stairlifts are safe to use and regularly inspected and maintained in line with manufacturer recommendations.
- Residents are supported to report faults, and any issues are addressed promptly.
- Equipment is installed and serviced by competent, qualified contractors.
- Compliance and safety data is recorded and reviewed regularly.

The Chief Executive Officer (CEO) is the designated Responsible Person for ensuring the organisation complies with this policy and meets all relevant regulatory requirements.

4. Principles

- Safety First: Stairlifts must be maintained in a condition that is safe for continued use.
- Competency: Only trained and competent contractors may install or maintain stairlifts.
- Responsiveness: Repairs or concerns are prioritised and resolved quickly, especially where mobility is impacted.
- Inspection: All stairlifts are subject to a minimum of annual servicing and visual safety checks.
- Documentation: All maintenance, repairs and safety checks must be recorded and monitored.
- Clarity: Residents receive clear written guidance on how to use and report issues with their stairlift.

5. Operational Specifics

- All stairlifts will be serviced at least annually, in line with the manufacturer's requirements.
- If a stairlift is reported as faulty or unsafe, it will be inspected within 5 working days (sooner if the resident is vulnerable or has no other access).
- Residents will be provided with instructions on use, including safe use and restricting use by non-residents, and how to report problems.
- Records of servicing, inspections and repairs will be logged in Homemaster.
- Stairlift will be removed prior to the sale of a property.
- If a property is to be re-let, removal of the stairlift will be reviewed on a case-by-case basis.
- Appointments will be proactively managed by our contractor(s), with reminders, rebooking attempts, and escalation protocols for no access.

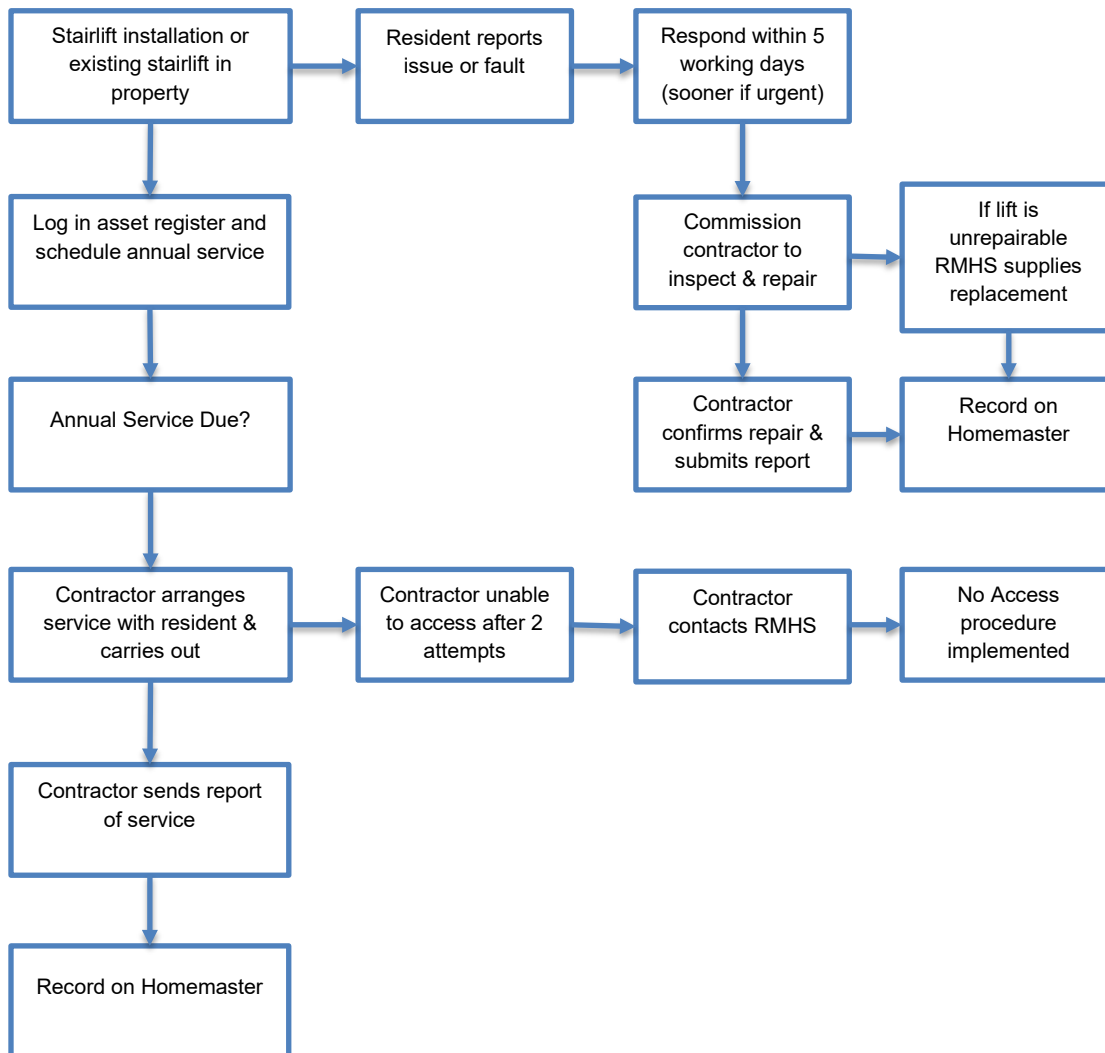
6. Monitoring and Record-Keeping

- All stairlifts are recorded centrally with installation and servicing dates.
- Quarterly reporting to Board on compliance.
- High-risk or repeat failure cases will be escalated and reviewed for further action or replacement.
- Repairs & Maintenance Coordinator requests Service Report on receipt of invoice.
- All certificates, servicing records, and repair logs will be kept for a minimum of 6 years.

7. Approach to No Access

- Appointments for stairlift safety checks will be booked at least 8 weeks before the due date.
- Residents will receive a telephone call or email confirming the appointment and the importance of access.
- If access is not gained, up to two further appointment attempts will be made.
- If access is still not gained, the case will be escalated to the RMHS Housing Management Team for investigation and discussion with the resident.
- Where non-access issues are ongoing, the Housing Management team will work with the resident, their family or carers if appropriate and the Property Services Team, to put in place measures to support access in the future.
- A legal Notice of Seeking Access will be issued where appropriate.
- Where all efforts fail, RMHS will apply to court for an injunction or warrant to gain access.
- All steps will be clearly recorded, and properties with overdue inspections flagged for senior review within 24 hours.

8. Procedure (Flowchart)



9. Version Control

Version: 1.0

Review cycle: Every 3 years unless there is a significant incident or a change to regulations

Approval Date: September 2025

Review Date: September 2028