

M&G Affordable Living RP Limited (“MAL”)

Passenger Lift Safety Policy

Landlord: MAL Affordable Living RP Limited “MAL”

Version: MAL 1.0

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Authors: Director Asset Management

1. Our policy statement

- 1.1 MAL acknowledges and accepts its responsibilities to ensure the safety of people that live in the properties we own.
- 1.2 To meet the requirements of all relevant legislation and regulation for properties under our control, we will ensure that managing agents acting on our behalf:
 - Carry out a statutory inspection and examination of all lifts/lifting equipment every 6 months.
 - Appoint a qualified and competent lift contractor to undertake periodic servicing and maintenance inspections of the passenger lift installations.
 - Make sure that any defects or recommendations identified during these inspections shall be rectified in accordance with the lift engineers’ recommendations. In the event of a serious defect, the lift will be taken out of service until the fault has been rectified.
 - Undertake monthly checks on any lifts in buildings over 18m or contain lifts specifically designed for use by fire fighters.
 - In the event that passenger lifts or fire fighters lift are out of service for more than 24 hours, the managing agent will notify MAL and, in the case of fire fighters lift, notify the relevant fire and rescue service.
- 1.3 We will ensure that all equipment, maintenance, and safety checks are conducted by a suitably qualified and registered engineer and that the managing agents have a comprehensive service agreement in place to deal with lift and lifting equipment repairs.
- 1.4 We will ensure that managing agents keep electronic copies of the Lifting Operations and Lifting Equipment Regulations (LOLER) inspection certificates, servicing records and records of any remedial works carried out within the blocks they manage on our behalf.
- 1.5 We will ensure all newly acquired blocks have a passenger lift commissioning certificate in place to demonstrate compliance with the Lift Regulations 2016 and the design and specification standards relevant to each block.
- 1.6 We will ensure that managing agents provide customers with lift safety information including what to do in the event of entrapment and/or break downs within the lift itself and encourage customers to report any concerns with their lift installation.
- 1.7 We will ensure that that managing agents periodically inform customers of the lift emergency and maintenance procedures through the provision of information via their website, newsletters and customer information leaflets.

2. Legal Framework

- 2.1 The Lifting Operations & Lifting Equipment Regulations (LOLER) places a duty on landlords to maintain the safety of passenger lifts and lifting equipment installed within the common parts in the buildings in which they are located.

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2.2 2.2. This policy should be read in conjunction with:

- Lifts Regulations 2016.
- The Management of Health and Safety at Work Regulations 1999.
- The Building Regulations (Approved Documents) in England & Wales.
- Construction, Design and Management Regulations 2015.
- Homes (Fitness for Human Habitation) Act 2018
- General Data Protection Regulations and Data Protection Act 2018
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013

3. The scope of this policy

- 3.1 This policy applies to all properties that are owned and managed by MAL, the common parts of the buildings in which they are located, and any other properties or parts where MAL has a legal interest.
- 3.2 MAL employs managing agents to ensure the buildings are safe and that thorough lift inspections and examinations are carried out periodically. Where MAL does not hold responsibility for completing these inspections and examinations (e.g. where such obligations legally or contractually sit with a managing agent, managing company or superior landlord), we will use all reasonable endeavours to obtain documentary evidence of compliance and will retain copies within our management systems.
- 3.3 We do not undertake testing, maintenance, and/or replacement of any personal lifts, stairlifts, through floor lifts or hoists belonging to Shared Owners and Leaseholders, but we will periodically communicate with them to remind them of the importance of undertaking servicing and maintenance checks.
- 3.4 Where we have installed personal lifts, stairlifts, through floor lifts or hoists in individual dwellings let under an affordable rent tenure, we will ensure suitably qualified engineers to inspect, test, maintain and replace these installations in line with manufacturers recommendations and regulatory obligations.

4. Equality, diversity and inclusion

- 4.1 MAL is committed to ensuring all services are accessible to all our customers. Our staff will be trained to ensure they are communicating appropriately with our customers, and they have the relevant information.
- 4.2 This policy will be applied in a way which ensures we treat all customers with fairness and respect. We recognise our duty to advance equality of opportunity and prevent discrimination or victimisation on the grounds of age, sex, sexual orientation, disability, race, religion or belief, gender reassignment, pregnancy and maternity, marriage and civil partnership, and any other protected characteristic defined within the Equality Act 2010.
- 4.3 On request, we will provide translations of all our documents, policies, and procedures in various languages and formats including braille and large print.

5. Policy review

We will review this policy at least once every two 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 procedure as a result of customer and 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. Version Control

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Version	Checked by	Amendments	Date of Approval	Review date
V1.0	Director Fund Management	Policy adoption.	Feb. 2026	Feb. 2028