



The LOLER Experts



Statutory LOLER Examination of Passenger Lifts | Provision of Engineering Insurance  
Lift Consultancy



Royal Waterside, London

*Engineering expertise  
dedicated to ensuring  
lifts in residential  
property management  
settings are LOLER  
compliant and safe*

Independent Safety Evaluation (ISE) delivers statutory lift examinations to the residential and commercial property management sectors to comply with the Lifting Operations and Lifting Equipment Regulations (LOLER) 1998.

As leading lift examination surveyors, we are dedicated to ensuring that lifts within residential and commercial settings are legally compliant with the LOLER regulations.

Working specifically within the residential property management sector, ISE is generally instructed by property management companies and lift owners to assess and deliver statutory LOLER reports for both passenger lifts and goods lifts.

Clients throughout London and the South of England, trust our LOLER expertise and, as part of the Engineer Surveyor Inspection Network (ESiNet), a national network of LOLER surveyors, we can also provide our LOLER examination service nationwide.

*“The ‘independent competent person’ requirement, outlined in LOLER is very important. In effect it stipulates that it is not appropriate for incumbent maintenance providers to ‘mark their own homework’.”*

Christopher Dello, ISE

## The LOLER Requirements

The Lifting Operations and Lifting Equipment Regulations (LOLER) 1998 apply to all businesses in the UK that have lifting plant.

Residential management companies (RMCs) or duty holders are responsible for ensuring that periodic [every six months] thorough examinations of these lifts are carried out.

LOLER stipulates that these periodic examinations are conducted by an ‘independent competent person’.

ISE supplies accredited engineer surveyors that meet the independent competent person requirements.



Armidale Place, Bristol



Poole, Dorset

At Qdime, our large portfolio of prestigious residential developments and hundreds of blocks of flats, throughout London, the South of England, and Wales, requires a highly professional and trustworthy passenger lift LOLER examination specialist. We use ISE – every time.

Chris and his team at ISE are our 'go to' LOLER specialist for our entire portfolio of residential property lifts – completing in excess of 800 examinations for us p.a. They are exceptional at what they do, providing a professional, value for money examination service that we continue to rely on year after year.

Through our Qdime Lift Maintenance contracts, ISE's LOLER service also provides us with the added benefit of additional specialist lift expertise and advice when we need it. This has been immensely useful over the years. ISE is 'top of their game' when it comes to responsive, meticulous and expert LOLER examinations in residential property developments.

Highly recommend

Nigel Burnand, Managing Director, Qdime

## Our LOLER Inspection Service

Six monthly examinations of your lifts(s), by an independent competent person such as ISE, are essential to fulfilling the legal obligations stipulated by LOLER.

While it may seem onerous, this requirement doesn't have to be a burden. We are here to assist with that responsibility so you can focus on other aspects of managing the property or portfolio of properties.

As the LOLER experts for residential and commercial properties, you can be assured that we carry out exceptionally thorough independent LOLER examinations – keeping your lifts safe and compliant at all times.

# What Makes Our LOLER Service Exceptional

ISE's LOLER examination service has been developed exclusively to meet the needs of the residential property management sector.

As specialists in this sector, we know the bug-bears, little niggles and time issues involved in maintaining statutory compliance for in-service lifts. That's why we provide a number of value added benefits with our examination services.

To make life easier our annual LOLER examination contract (2 x 6 monthly examinations) comes with key added value benefits.

These include:

## ▲ Free 24/7 telephone support

We are available to help and support you throughout the year, not just at the time of examinations. For any queries or advice, our telephone hotline is available to our clients 24/7.

As an example, some customers have used our telephone support line to query issues arising from new or existing regulations, others need advice or have questions on unexpected servicing or repair costs from maintenance companies. Whatever the query, we are here to help.

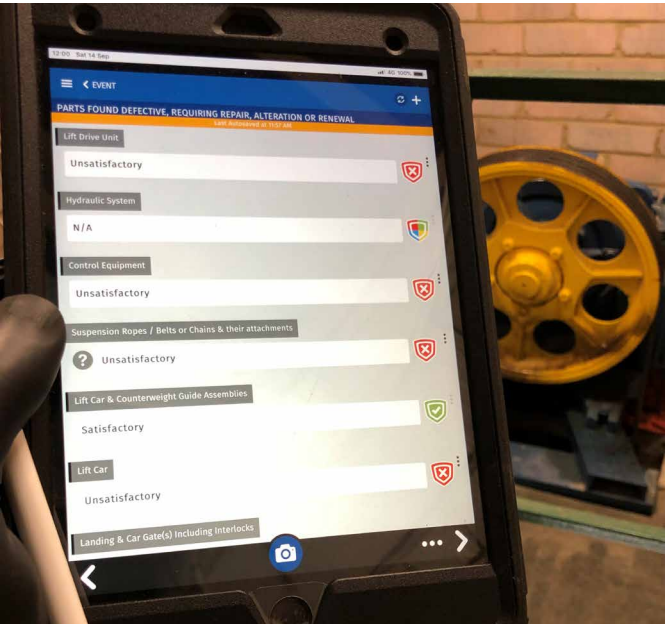
## ▲ We assist you with the burden of responsibility

Our LOLER service provides clarity and assurance to our residential property management clients. It helps lighten the burden of responsibility on the property management teams – after all it is our area of expertise.

As part of this service, we track and monitor your maintenance and service schedules. This ensures that planned preventative maintenance visits are carried out in a timely manner to the correct standard.

Should a defect be identified during our LOLER examinations, we can then also act as the mediator (i.e. your authorised person) between the lift duty holder and the incumbent maintenance provider if requested.

On your behalf, we also evaluate and consider any proposals for additional works suggested by a maintenance provider. This will guarantee that your clients' money is spent wisely and appropriately to maintain the safe and efficient operation of the lift(s). Our aim is always to balance 'cost vs risk and maintain risk to 'as low as reasonably practical'.



## ▲ We work around you.

If you'd prefer a long-term plan of examinations, we can do that. If you need our LOLER service in a hurry we can accommodate that too. When you need examinations completed out of working hours – whenever that maybe for you - that's no problem. The important thing is that we never stop focusing on the safety of your lifts.

We have an absolute commitment to adhere to market leading examination standards and quality. Whether complex or straightforward, we have the technical expertise and experience to handle your lift engineering examinations.

This is backed by our unrelenting pursuit of exceptional client care. We like to think that we are personable, exacting and efficient.

## ▲ Our reports are instantly accessible

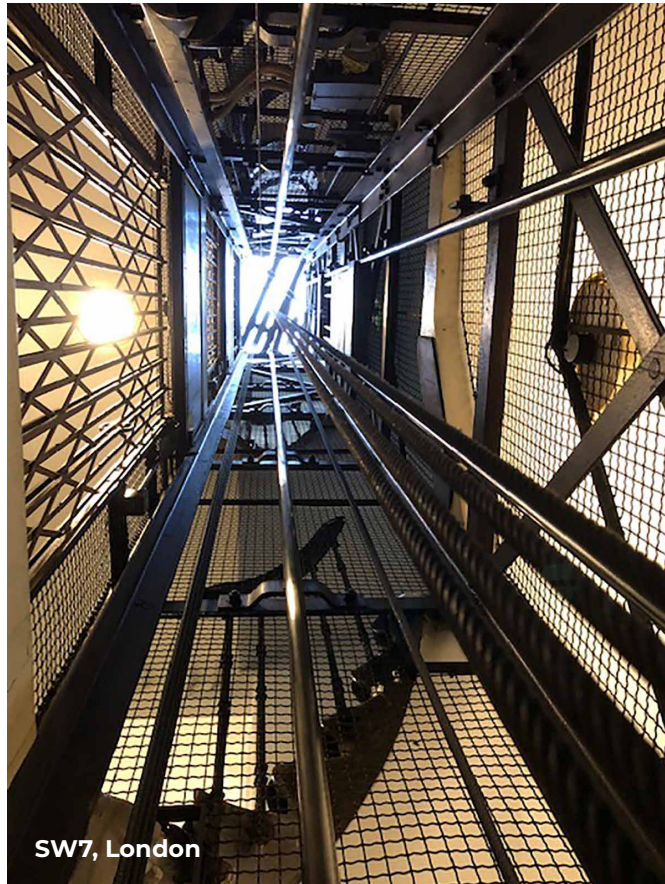
We don't make you wait for your statutory LOLER reports. Our cloud-based reporting means all examination reports and site records are accessible at a click within 24 hours of examination.

We can submit our findings while on site, and our e-reporting platform means you can access current and historic PDF reports at anytime, from your desktop or free mobile app. It's that easy.

As a matter of course, we email all reports to both the lift maintenance incumbents and the property management companies. On your behalf, we request that immediate attention is given to any safety critical deficiencies found and that quotations are submitted for non-contract works. This is of huge benefit to our busy property management clients.

Our reports also contain photographic evidence so clients can see 'the what, where and why' of our examination findings.

ISE's market leading technology gives our clients access to the data they need, when they need it. As a result, our clients never need to worry about finding that all-important report or any lift related documents as we have them securely stored on our online portal ready for instant access.



SW7, London



Sandbanks,  
Poole,  
Dorset

## Engineering Insurance

While engineering insurance for sudden and unforeseen breakdown is not a legal requirement, it can be an insurance product that is nice to have and brings with it a certain 'peace of mind'.

We can supply engineering breakdown insurance that covers unforeseen loss that leaves your lift out-of-service (excluding general wear and tear items and misuse). The insurance is underwritten by Aviva.

Independent Safety Evaluation (ISE) is an appointed representative of Residentsline and Financial Conduct Authority (FCA) regulated.



Harrow, London

## Consultancy

Working with leading vertical transportation consultants, **PJD Lift Consultancy Ltd**, we are also able to provide independent lift consultancy services to meet the requirements of The Landlords & Tenant Act.

This includes advising on the current condition and through-life expectancy of in-service lifts. Producing modernisation specifications and assisting with the management tender process for both lift refurbishment and renewal where required. This service extends from condition surveys through to managing capital lift expenditure projects, witness testing and client handover.

*Town & City Management has used the services of ISE, and in particular Chris Dello, for the past five years. The property management team has been blown away by their in-depth knowledge of lifts of all shapes and sizes as well as their consistent professional approach to dealing with any issues on safety reports.*

*We have always been impressed that they communicate with the lift servicing companies directly, taking that strain and awkwardness away from the property managers. We have also consulted ISE in regards to lift refurbishments and complex situations, where their advice and professionalism has been invaluable.*

Laura McGill, Associate Director & Head of Property Management



## Our Expertise & Pedigree

Led by Christopher Dello, ISE offers decades of professional lift engineering expertise. Chris initially trained in the Royal Navy and worked in the submarine service as a marine engineering artificer.

ISE was established in 2008 to offer wide-ranging engineering risk solutions to clients in all sectors. Now 13 years on, ISE leads the way in providing a dedicated LOLER examination service to the property management sector.

This is where ISE's exceptional customer service combined with expert engineering experience and supporting technology brings best value to clients.

*“ISE and its LOLER expertise is a godsend for residential property management companies. Professional, experienced and amazingly helpful - throughout the year. It really is a superb service, developed specifically with the residential property sector in mind.”*

## Professional Memberships and Qualifications Include:

Member of the Society of Operations Engineers

Member of the Bureau of Engineer Surveyors

Associate Member of the Safety Assessment Federation (SAFed)

Member of the Institute of Leadership and Management

Technician of the Institute of Occupational Safety and Health

Associate Member of the International Institute of Risk and Safety Management

Graduate of the City & Guilds Institute

Christopher Dello is registered by the Engineering Council as an Incorporated Engineer (No 550328)

ISE is an Approved Contractor of Safety Management Advisory Services (SMAS) / Safety Schemes in Procurement (SSIP) (No 88330)



EC3, London

*“The team at Independent Safety Evaluation has now been supporting our clients for a number of years. Chris Dello, Principal of the Company, could not be more professional, helpful, approachable, or affable.*

*During ISE's tenure as our advisors, my clients have received exemplary levels of service, communication, and attentions. Directly as a result of ISE's involvement several of my clients have made very significant cost savings as a result of ISE's professional handling of our lift companies and the lift companies advised works. ISE has also been instrumental in achieving the best outcomes in some significant upgrades and overhauls of lift equipment.*

*ISE's reports are head and shoulders above any previous reports I have received in the many years that I have been involved in property management. ISE work with our clients to ensure the lift contractors fulfil their contractual obligations and that lifts are safe, reliable and working as they should.*

*ISE has gone above and beyond the call of duty to help our clients with a number of recent situations and problems. As a direct result of ISE's involvement, the issues have been resolved more expediently and cost efficiently than would otherwise have been the case.*

*When I talk with my team about works and contractors, I always ask them: “would you use them at home or recommend them to a family member?”, my answer with ISE would be a resounding “Yes, without any hesitation whatsoever”*

*Jonathan Sunderland BSc (Hons)  
Associate Director Fell Reynolds*



*As an independent specialist in residential property management, we stake our 30-year reputation on delivering exemplary management services throughout the South of England.*

*As part of this service, we manage the maintenance and structure of buildings, communal areas, grounds and facilities such as lifts and entrance gates. For the last 12 years, to include two and half years at Woodley & Associates, I have relied on the expertise of ISE and Chris Dello to ensure all the lifts within our large property portfolios are safe and legally compliant at all times. The service and engineering expertise of Chris and the team at ISE in the specialist lift sector is faultless. They are easily contactable, reliable and utterly professional at all times.*

*I have no hesitation in recommending their services.*

Tom Woodley MIRPM Assoc. RICS  
Director, Woodley & Associates



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