



## Asbestos Policy and Management Plan

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# Asbestos Policy and Management Plan

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Appendix 1

## **1.0 Introduction**

- 1.1 Cadder Housing Association ('The Association') is a registered social landlord. The Association was formed in 1993 and was successful in acquiring stock from Scottish Homes in 1994 with the aim to improve the living conditions for residents in the Cadder area in the north-west of Glasgow. It operates on a 'not for profit' basis and is run by an elected Management Committee consisting mainly of local residents who employ a staff team to manage the Association on a day to day basis.
- 1.2 Asbestos is the collective name given to a group of fibrous materials that are flexible, mechanically strong and resistant to stretching, heat and chemicals. It has been used in various building products and materials for some considerable time, but was more commonly used in building construction in the periods between 1950 and 1980.
- 1.3 We recognise the possible presence of asbestos within some of the properties under our control. To help manage this risk an effective asbestos management policy and associated plan need to be in place to manage the risks to tenants, residents, contractors and staff.
- 1.4 The presence of Asbestos Containing Materials (ACMs) does not in itself represent a danger. However, asbestos is hazardous when damaged or disturbed and must be treated accordingly. Activities which give rise to airborne dusts e.g. breaking, sawing, cutting, and drilling asbestos containing materials are the most likely to present risks.

## **2.0 Policy aims and objectives**

- 2.1 This document sets out our policy for how The Association identifies and manages Asbestos Containing Materials (ACM's) in our properties.
- 2.2 The purpose of this policy and management plan is to effectively manage all ACM's across the property portfolio and to reduce the asbestos related risks to as low a level as is reasonably practicable. It also seeks to ensure all asbestos works are scoped, serviced and managed in accordance with legal requirements and best practice.
- 2.3 The overall aim of the policy is to ensure the health, safety and wellbeing of all people in properties owned by The Association which may have ACM's within the fabric of the property. This also includes the fabric of any common areas of multi-tenure buildings managed by The Association. We aim to protect the occupants and visitors to our properties including staff and contractors as far as is reasonably practicable.

### **3.0 Equal Opportunities**

3.1 We will not unfairly discriminate against any person within the protected characteristic groups as contained within the Equality Act 2010. To ensure equal access to the information contained in this policy for all, we are happy to provide copies in Braille, in larger print, translated into other languages or on tape to you or anybody that you know upon request and where practicable.

3.2 The Association through the Asbestos Policy and Management Plan, Will act to provide services in a manner that encourages equal opportunities and complies with all relevant equal opportunities requirements.

3.3 As with all Association policies and practices, the Association will adhere to Outcome 1 of the Scottish Social Housing Charter (*Equalities*):

‘Social Landlords perform in all aspects of their housing services so that every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services’.

### **4.0 Legal and Good Practice Framework**

The Asbestos Policy and Management Plan meets with relevant legislative and good practice requirements, which includes:

4.1 The Scottish Social Housing Charter sets the standards and outcomes that tenants and other customers who use our services can expect. The first charter came into effect on the 1<sup>st</sup> April 2012 and was reviewed during 2016. The revised charter was approved by Parliament and has been in effect since the 1<sup>st</sup> April 2017. The relevant Outcomes associated to this policy are:

- Outcome 1 (*Equalities*)  
As section 3.0 (Equal Opportunities) in this policy
- Outcome 2 (*Communication*):  
‘tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides’.

### **5.0 Strategic Aims & Association values**

5.1 This Policy is aligned and informed by the Association’s Strategic Aims for 2016-19 and its Values. These are:

5.1.1 Strategic Aims:

- Provide a high quality housing service that is continually responsive to the expectations of our tenants and other customers

- To engage and build relationships with our customers to ensure our service and activities meet their needs and aspirations of our tenants and other customers;
- To invest in our people to ensure they have good knowledge and skills to excel in their role within the Association;
- Pursue development, regeneration and wider role initiatives in close working with key partners with the aim of improving Cadder, as well as the quality of life and living conditions of tenants and residents in Cadder; and
- Maintain the financial viability of the Association through sound business planning, control and achievement of best value in all that we do.

#### 5.1.2 Association Values:

The Association identified core values associated with our commitment to improve the 'customer journey' in our services, which was integral to our achievement of Investors in People (Silver) accreditation in July 2015. These values (Our 4 'Cs') are:

- ✓ Customer Focussed
- ✓ Communication
- ✓ Caring
- ✓ Commitment

## **6.0 Control of Payments and benefits**

6.1 There are seen to be no control of payment and benefit implications associated with this policy.

## **7.0 Policy Context**

7.1 Asbestos is the single greatest cause of work-related deaths in the UK. Cadder Housing Association is committed to achieving the highest possible standards in safety, services, accommodation and customer care that we can provide to our customers.

7.2 Regulations controlling asbestos materials have evolved from regulations concerning the manufacturing and processing of asbestos into regulations related to the control of the material.

7.3 Under current regulations The Association is required to have a sound Asbestos Policy and Management Plan to ensure everyone who either works for or on behalf of the Association, or who may use any facility provided by the Association, is not exposed to asbestos materials in a condition which may expose them to asbestos fibres.

7.4 The Association is committed to conducting our business in a way that protects the health, safety and welfare of its employees, tenants, residents of Cadder, contractors and visitors. It recognises its responsibility to prevent exposure to the hazards associated with asbestos containing materials (ACMs). Consistent with this, we will:

- Ensure that all ACMs are effectively managed and associated risks reduced to as low as reasonably practicable.
- Develop and implement an effective, robust and efficient Asbestos Management Plan so that appropriate measures such as monitoring, labelling, encapsulation, inspection or removal of ACMs is undertaken.
- Maintain an up to date Asbestos Register.
- Meet or exceed legislative requirements.
- Promote awareness of the hazards associated with ACMs, the contents of this Asbestos Policy and the associated Asbestos Management Plan.
- Freely provide information on ACMs to appropriate personnel and third parties.
- Review this Asbestos Policy and Asbestos Management Plan every two years.
- Have a standard notification within our work orders notifying contractors to assess our Asbestos Register if required.
- Implement an effective management plan and ensure all persons who are required to disturb, repair or remove asbestos are competent and/or licensed.

## **8.0 Legislation & Regulation of Asbestos**

### **8.1 Control of Asbestos Regulations 2012**

8.1.1 Control of Asbestos Regulations 2012 updating previous asbestos regulations (2006) to take account of the European Commission's view that the UK had not fully implemented the EU Directive on exposure to asbestos (Directive 2009/148/EC). The Regulations set out a specific requirement to monitor and manage asbestos containing materials

(ACMs) in communal areas and common parts of non domestic and domestic buildings such as blocks of flats, foyers, corridors, lift shafts etc.

- 8.1.2 The changes now mean that some non-licensed work needs to be notified to the relevant enforcing authority, written records should be kept of notified non-licensed work and by April 2015 all workers engaged in notified non licensed work must be under health surveillance by a doctor.
- 8.1.3 All of the previous requirements under the 2006 regulations remain the same and the changes will not make any difference to the standards of control for asbestos work.
- 8.1.4 A new category of Notifiable Non-Licensed Work (NNLW) was been created which now gives a three tier system:
- Licensed Work: High risk, high fibre release e.g. removing loose insulation
  - Non Licensed Work: Low risk, low fibre release e.g. cleaning up small quantities of loose/ fine debris containing ACM dust
  - New category (NNLW): Medium risk e.g. minor, short duration work to remove asbestos insulating board as part of a refurbishment project

The definitions to these categories are contained in the Guidance to the Control of Asbestos Regulations 2012.

## 8.2 2010 Health & Safety Guidance (HSG) 264 guidance

- 8.2.1 The 2010 Health & Safety Executive publication Guidance (HSG264) guidance replaces Methods for the Determination of Hazardous Substances (MDHS) 100 guidance to ensure the effective monitoring and management of asbestos in all domestic properties provided by The Association. Health and Safety at work regulations also mean that domestic properties are covered by our Asbestos Management Policy to ensure The Association employees and tenants are not exposed to health risks in going about their work.
- 8.2.2 HSG264 deals with the specific responsibilities for managing the risks from asbestos in non-domestic properties under the Control of Asbestos Regulations 2012.
- 8.2.3 These regulations place responsibilities on Duty Holders (Cadder Housing Association), Employers, Surveyors and those who commission surveys as well as landlords. The requirements placed on the duty holders are to ensure that:



- All reasonable steps are taken to determine the location of materials likely to contain asbestos
- All suspicious materials are presumed to contain asbestos, unless there are good reasons not to do so
- A written record of the ACM's is made and maintained
- The condition of the ACM is assessed and monitored annually
- The risk of exposure from ACM's is assessed and necessary measures to manage the risk implemented
- All necessary steps are taken to see that the actions are carried out.

8.2.4 The Association (the duty holder) must manage the risk in the following ways:

- Keep and maintain an up to date record of the location, condition, maintenance and removal of all the ACMs on the premises;
- Repair, seal or remove ACMs if there is a risk of exposure due to their condition or location;
- Maintain ACMs in a good state of repair and regularly monitor their condition;
- Have arrangements in place so that work which may disturb ACMs complies with the Control of Asbestos Regulations 2012;
- Review the plan at regular intervals and make changes if circumstances change.

### 8.3 Health and Safety at Work Act etc. 1974

Under this Act, employers must conduct their work so their employees will not be exposed to health and safety risks. Employers must also provide information to other people about their workplace which might affect their health and safety. Thus there is a requirement to pass information regarding asbestos to employees and contractors when working in our premises/properties.

### 8.4 Management of Health and Safety at Work Regulations 1999

These regulations require employers to assess health and safety risks to employees and third parties, such as residents who may be affected by our activities and make suitable arrangements to protect them. The regulations stipulate the need to:

- Carry out a suitable and sufficient assessment of the risks for all work activities
- Record the assessments
- Implement the necessary control measure
- Appoint competent persons
- Set up emergency procedures
- Provide information and training
- Work with others sharing the workplace

## 8.5 Construction Design and Management Regulations (2015)

These stipulate that arrangements should be in place to deal with asbestos during construction, refurbishment and demolition. These arrangements must be site specific and available prior to work commencing.

## 8.6 Reporting of Injuries, Diseases or Dangerous Occurrences (RIDDOR)

All employees and contractors of Cadder Housing Association are duty bound to report an uncontrolled release of a substance that could be harmful to people under the requirements covered by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)

## 9.0 Asbestos survey and removal contractors

9.1 Only those contractors registered with and licensed by the HSE, and approved by the board of the HSE, will be permitted to carry out Asbestos survey and removal works in The Association properties or communal areas managed by The Association during reactive, cyclical and programmed works.

9.2 No staff of The Association will be permitted to handle or carry out works on ACM's

## 10.0 Information and instruction

The Association will make arrangements to ensure the following:

- Any relevant risk assessments, method statements and statutory notices are in place before works commence
- Copies of all test certificates, surveys and evidence of correct waste disposal are received and stored within the Asbestos Register
- That all employees are adequately informed and instructed regarding the identification, management and risk from exposure to ACMs
- Any maintenance/refurbishment contractors are adequately informed and instructed regarding the identification, management and risk from exposure to ACMs
- All tenants/residents are adequately informed and instructed regarding the identification, management and risk from exposure to ACM's
- So far as is reasonably practicable, other people who are not employees but who may be at risk from the danger of exposure to ACMs also receive adequate information and instruction

## 11.0 Tenant improvements

Prior to a tenant carrying out an improvement within a property owned by The Association which will interfere with the fabric and/or services of the property, tenants will be required to seek advance permission before beginning works. Before issuing permission the asbestos register will be consulted.

- Where ACM's are identified within the proposed work zone the Repairs Co-ordinator will liaise with the tenant to ensure all appropriate actions are taken.
- Where the asbestos data is inconclusive, The Association will review the request and decide whether to refuse permission or to arrange for a survey to be carried out.
- In the event the tenant's works are liable to disturb ACM's The Association will make a decision on the appropriate course of action, ensuring all asbestos works are subject to the policy and management plan and appropriate legislative guidance
- Permission may be refused should the proposed works result in the removal of ACM's being required where previously they were maintained by monitoring the condition of the material. Related costs to carry out this work and potential exposure to the release of asbestos fibres will be considered in the review of the request.

## **12.0 Development and training**

- 12.1 Staff involved in the delivery, procurement and organisation of works on behalf of The Association will be suitably trained to carry out their role in line with the requirements of this policy
- 12.2 The Association will ensure all contractors carrying out Asbestos related works are suitably qualified to work in a safe and appropriate manner

## **13.0 Confidentiality and General Data Protection Regulations (GDPR)**

The Association is fully committed to compliance with the requirements of the General Data Protection Regulations (EU) 2016/679 (GDPR), which came into force on 25 May 2018. The Association will therefore follow procedures that aim to ensure that all employees, Committee members, contractors, agents, consultants, partners or other persons involved in the work of the Association and who have access to any personal data held by or on behalf of the Association, are fully aware of and abide by their duties and responsibilities under GDPR.

## **14.0 Complaints**

- 14.1 The Association aims to provide a first class service to all of its tenants and customers. We will therefore strive to keep service complaints to an absolute minimum, but when these are received, will also consider if we can learn from these to help improve service.
- 14.2 If you find the delivery of service does not meet the Asbestos Policy or Management Plan you should initially contact The Association to discuss matters. This will then be assessed at stage 1 of The Association's

complaints' procedure. Stage 2 of our complaints procedure will attend to complaints that require further investigation on issues that customers continue to be unhappy with after completion of stage 1. We will investigate stage 1 and stage 2 complaints within 5 and 20 working days respectively.

- 14.3 Not all investigations will be able to be completed within 20 working days. For example, some complaints may be so complex that they require careful consideration and detailed investigation beyond the 20 day limit. However, these would be the exception and we will always try to deliver a final response to a complaint within 20 working days. We will notify customers if we require more than 20 working days to complete our investigations.
- 14.4 Once the investigation stage has been completed, the customer has the right to approach the Scottish Public Services Ombudsman (SPSO) if they remain dissatisfied.
- 14.5 The SPSO considers complaints from people who remain dissatisfied at the conclusion of our complaints procedure. The SPSO looks at issues such as service failures and maladministration (administrative fault), as well as the way we have handled the complaint.

14.6 SPSO Details:-

In person: SPSO  
4 Melville Street  
Edinburgh  
EH3 7NS

By post: SPSO  
Freepost EH641  
Edinburgh  
EH3 0BR

Freephone: 0800 377 7330

Online contact: [www.spsso.org.uk/contact-us](http://www.spsso.org.uk/contact-us)

Website: [www.spsso.org.uk](http://www.spsso.org.uk)

Mobile site: <http://m.spsso.org.uk>

- 14.7 You can obtain a copy of our complaints procedure by telephoning 0141 945 3282, e-mailing – [enquiry@cadderhousing.co.uk](mailto:enquiry@cadderhousing.co.uk) or by calling into our office

## 15.0 Asbestos Management Plan (AMP)

The purpose of the Asbestos Management Plan (AMP) is to assist with the control and management of ACMs in The Associations properties and premises. All properties constructed prior to 2000 will be subject to the AMP.

### 15.1 Identification of Asbestos

15.1.1 The Association will increase the intelligence of our stock with regards to asbestos by carrying out surveys to establish the presence, location and type of asbestos contained within a property owned by the Association.

Surveys will be carried out as follows:

- Management survey on void properties (built before 2000) when major works are being carried out and ACMs are suspected
- Management or Refurb/Demo survey\* on properties due for major repairs (built before 2000) where ACMs are suspected
- Management or Refurb/Demo survey\* on properties due for medical adaptations (built before 2000) where ACMs are suspected
- A 10% sample of stock not subject to any of the above.
- 20% sample of all common areas within closes that we manage
- Use of cloned data based on stock type, date of construction, refurbishment works carried out and previous survey information.

15.1.2 The survey type is determined by the scale of the work:

#### Management survey

- An asbestos management survey is a non-intrusive survey, which should be completed by a competent person and meet the criteria specified in Asbestos: The Survey Guide (HSG264). The surveyor completing this work is expected to be capable of determining the number of samples necessary in any given room based on the material, location and their experience.
- Management Surveys sample all readily accessible suspect materials and are generally commissioned in order to develop general information on the incidence of ACM's across housing stocks and office/commercial premises.

#### Refurbishment and demolition survey

- If down-taking or intrusive maintenance work is planned, then a Refurbishment and Demolition Survey should be completed instead of a Management Survey.

- Refurbishment and demolition surveys are undertaken where significant disruptive works will be carried out in properties. While this typically relates to demolition and major refurbishment works, the HSE have issued guidance stating that this type of survey should be undertaken in advance of planned improvement project e.g. kitchen and bathroom replacement projects. (Refurbishment & Demolition surveys sample all suspect materials, and are intrusive leading to damage to wall panels, floors, service risers etc.).
- Where improvement programmes are to be undertaken in the housing stock for example: kitchen and/or bathroom replacement programmes, a representative sample number of Refurbishment & Demolition surveys will be carried out on each property type included in the project.

15.1.3 Surveys will be undertaken by a UKAS Accredited surveyor/organisation.

15.1.4 Surveys will identify and record the location, extent, condition and type of any known or presumed ACM.

15.1.5 Surveys can be instructed by any member of the Technical Services team but all completed surveys must be copied to the Technical Services Officer.

## 15.2 Management Strategy

15.2.1 The Association will appoint a suitably qualified contractor to carry out asbestos surveys and assess the risk in relation to ACMs by carrying out a material risk assessment and detailing:

- Property code
- Property address
- Material type
- Location
- Damage
- Surface treatment
- Asbestos type
- Recommendations to remove/monitor/label/manage

15.2.2 Each ACM is assigned a score to reflect its asbestos type, condition and surface treatment. This informs the categorisation of the potential for fibre release. The survey makes recommendations and assigns a priority category to the ACM.

15.2.3 The asbestos register forms the basis of the asbestos management plan. Survey results (including negative results) will be recorded on the

asbestos register by the Technical Services Officer/Repairs Co-ordinator and a copy of the report saved in common drive – J/Maintenance/Maintenanceserver/Asbestos. Where no information regarding ACMs is available e.g. areas that could not be accessed during a survey it must be presumed that ACMs are present and the register will reflect this.

15.2.4 It is not the policy of the Association to remove ACMs that are in good condition and present insignificant risk to the health of the building occupants, however we recognise the need for flexibility where there is a case made for specific removal.

15.2.5 If the Association decides to leave the asbestos in situ then it will:

- Log the details on the register and refer user to survey which will include a floorplan of the property with ACM areas highlighted.
- Ensure that all tenders for planned and cyclical works include reference to the Control of Asbestos Regulations 2012 and the Associations asbestos register.
- Work orders for reactive repairs will highlight areas of ACM.

Damaged ACMs will be made safe either by sealing, encapsulating or by removing the ACM entirely. The asbestos register will be updated to reflect the action taken.

### 15.3 Works carried out by trade team

15.3.1 Prior to any work being instructed and carried out in properties owned or managed by The Association, the Asbestos register must be consulted. This will be a standard line on our work orders.

15.3.2 Trade team members who are carrying out work and suspect the presence of ACMs should immediately halt work and report their concerns to the Technical Services Officer or Maintenance Manager. The area should be closed off where reasonably practicable and persons removed from the immediate vicinity if the suspected ACM has been disturbed. Works will be suspended until a survey has been carried out to determine the level of risk and to put management measures into place.

### 15.4 Communicating with our Contractors

Prior to any work being instructed and carried out in properties owned or managed by The Association, the Asbestos register must be consulted and information in relation to ACMs communicated to contractors. This will be a standard line on our work orders.

## 15.5 Contractors Responsibilities

15.5.1 Contractors (including sub-contractors) working for The Association are responsible for ensuring that all employees under their control reference the Asbestos Register and understand its content and actions required. They are also responsible for ensuring all employees under their control work in line with the Associations Asbestos policy and management plan.

15.5.2 Prior to starting a job if a contractor suspects the presence of asbestos they must not start it and contact the Association for advice. If the property has not been previously surveyed and was constructed prior to 2000 the job must be postponed until a survey is carried out.

15.5.3 When, during the course of any work, asbestos or material suspected of being asbestos, not identified by the asbestos register is discovered, the contractor will ensure that:

- All work is stopped in the area;
- All persons are removed and kept out of the immediate vicinity without causing undue concern,
- The area is closed, sealed or locked off (where practicable.)
- Any equipment or materials are left in place. These will require to be disposed of as special waste depending on the result of sampling.
- A warning sign(s) with the following, or similar, wording: 'POTENTIAL ASBESTOS HAZARD - KEEP OUT' is prepared and prominently displayed. Where this is not deemed appropriate to use this type of wording alternative strict entry prohibition notices will be used.
- The Technical Services Officer/Maintenance Manager is immediately notified.
- Arrangements are made for the suspected ACM to be sampled by a competent Asbestos Surveyor and analysed by a UKAS Accredited Laboratory.

The above may vary depending on the particular circumstances involved. Contractors should refer any queries to The Association at the earliest opportunity.

## 15.6 Communicating with our Tenants

Where asbestos materials are identified, are in good condition and remain in situ, tenants will be provided with an information leaflet including FAQ (see example at appendix 1). The information leaflet will be included in sign up packs for new tenants or hand delivered to existing tenants where asbestos has been found. The information leaflet will include the following:

- Location of ACM
- Plan to inspect and manage the material in situ



## 15.7 On-Going Monitoring

15.7.1 All asbestos records and procedures must be regularly monitored and reviewed. It is imperative that all asbestos documents are kept up to date and are accessible. The asbestos register is an excel spreadsheet located on the common drive: J/Maintenance/Maintenanceserver/Asbestos.

15.7.2 The register is set up to be read only for the majority of staff. Editing permissions are set for the Repairs Administrator, Repairs Co-ordinator, Technical Services Officer and Maintenance Manager.

15.7.3 Any changes to the condition and location of any known or suspected ACM's must be recorded on the asbestos register and associated files. Similarly any removal work must be recorded.

15.7.4 The Asbestos Regulations also include the 'duty to manage asbestos' in non-domestic premises. This part of the regulations will not apply to us as at this time as the only non-domestic premises we have is the newly built community centre, built in 2016 which will be free from any asbestos containing materials.

We should however have an awareness of the duty, should the acquisition of any non-domestic premises in the future be considered.

## 15.8 Identification of damaged or disturbed suspect material

It is the responsibility of staff and contractors to report to The Association if they suspect that disturbed or damaged ASB's may be present in a building owned or partly owned by The Association. Where this is suspected the following applies:

- Immediate contact with a licensed asbestos survey contractor to identify if the material contains ACM's
- Where damage to any material known to contain asbestos has taken place and is likely to give rise to airborne respirable fibre release, the area must be isolated pending air monitoring tests being carried out. Air monitoring tests will determine the level of any potential contamination, or provide reassurance that unacceptable contamination has not occurred.
- Details of air test results will be made available for record purposes
- Remedial action will only be required when airborne fibre levels exceed levels as stated in the 2010 Health & Safety Guidance (HSG) 264 guidance
- When remedial action becomes necessary after exposure, the relevant facts may have to be reported to the HSE in accordance with RIDDOR. Advice may be sought from a licensed asbestos survey contractor to determine whether the incident is in fact RIDDOR reportable.

## **16.0 Review of the Policy and Management Plan**

16.1 The Policy and Management Plan will be reviewed in June 2020 or earlier to take into account:

- Legislative, regulatory and good practice requirements
- Association performance
- The views of Committee, tenants and staff
- The corporate Risk Register
- Association Aims and Objectives

## Appendix 1 – Example Tenant Info & FAQ Leaflet



### Asbestos in the Home

#### General Advice and Information

##### Introduction

This information leaflet addresses questions and answers about asbestos in the home, primarily in surfaces with an artex coating which is a common feature in domestic properties. It explains what it is, why it might be a problem and how to deal with it.

Asbestos is a mineral and its fibres are strong and resistant to heat and chemicals. This has led to its use in a wide variety of building materials and products particularly between the 1950's and the 1980's.

##### Why may asbestos be a problem?

When asbestos materials become damaged or disturbed they can release fibres into the air. These fibres can be breathed deep into the lungs where they can stay for a long time and may cause damage. Asbestos fibres and dust are potentially dangerous if inhaled in higher concentrations over a period of time when they can cause serious lung diseases including cancer. However, in order for these levels to be reached, the asbestos containing materials have to be significantly disturbed by scrubbing, sanding, scraping or cutting/drilling.

##### **A survey has revealed the presence of Asbestos in your property in the following locations:**

[Insert location]

##### **The Association will manage this material in the following way:**

[Insert plan to regularly inspect and monitor condition of ACM}



### Frequently Asked Questions

Question	Can I stick drawing pins into the wall or ceiling to hang decorations etc?
Answer	Yes, this is acceptable.
Question	Can I paint over the ceilings?
Answer	Yes this is good practice as it seals the material.
Question	Can I remove, drill, scrape or sand down the material?
Answer	No, under no circumstances should this be done, if removal or disturbance is necessary you must contact Cadder Housing Association as this work will require a specialist contractor.
Question	Can I plaster over the existing textured coating?
Answer	No, in some cases this work may also require a specialist contractor; contact must be made with Cadder Housing Association.
Question	Can I change light fittings/fixtures or sockets?
Answer	No, contact must be made with the Association as permission will need to be obtained first. Light bulbs can be changed safely.
Question	What if the ceiling is damaged by an accident/leak etc?
Answer	Contact Cadder Housing Association who can the necessary remedial works.
Question	What if I am have concerns in relation to possible asbestos containing materials in my property?
Answer	Contact Cadder Housing Association who will arrange to inspect the area of concern and if required arrange for an asbestos survey to be carried out by a specialist contractor.