



Managing asbestos

As a responsible landlord, your health and safety is our top priority. We will meet all our legal duties when it comes to managing, inspecting, and controlling asbestos.

What is asbestos?

Asbestos is a naturally occurring fibrous mineral that used to be a popular building material. It was used to keep heat in and cold out, and it offered good protection against fire and corrosion.

Unfortunately, asbestos is also dangerous. Long-term exposure can lead to serious diseases, including lung cancer and asbestosis. It was officially banned in the UK in 1999, so homes built after 2000 should not contain asbestos.

If your home is older than this, please do not worry. The important thing is to manage any asbestos safely, as we explain in this leaflet.

[SHADED BOX]

Where asbestos was used

Asbestos can be found in many building products inside and outside a home. Common examples are:

- roof tiles and roof felt
- gutters and rainwater pipes
- soffits and fascias
- cold water tanks
- pipe insulation
- textured coatings on ceilings and walls
- toilet cisterns
- gaskets and seals on gas appliances
- floor tiles
- partition walls
- panels on or inside fire doors
- panels behind and inside electrical equipment, and



CONTACT US

If you have further questions, please contact us.

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☎ **Phone:** 020 8607 7777

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We are also on social media at:

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- insulation in old electrical storage heaters.

[END]

How we manage asbestos

When materials containing asbestos are in good condition, they are not a threat to health. The important thing is to manage the materials to make sure they stay in good condition. This is because disturbing asbestos to remove it can be more hazardous than leaving it alone.

To keep everyone safe, we have an asbestos management plan for all our homes, which we review and update regularly.

We take all reasonable steps to identify materials that may, or are likely to, contain asbestos. So, for example, we get checks for asbestos carried out before doing any major work to your home.

We keep a register of the location and condition of any asbestos we find or suspect. We arrange for regular inspections to make sure the asbestos has not been disturbed.

We use only qualified specialists to carry out all our surveys, testing, monitoring, and inspections. If they report any changes to the condition of materials, we take specialist advice on what to do next.

If we need to get asbestos removed, we use licensed, competent, qualified, and experienced contractors to do the work involved.

What to expect from us

We will always inform you if we find asbestos in your home. We will provide you with information about asbestos and how to minimise any risk. For example, we will advise you to contact us if you are planning any DIY nearby, so that we can make sure you do not disturb materials with

asbestos. It is particularly important not to drill or sand these materials.

If we plan to remove asbestos from your home, we will give you warning and advise what safety measures to take.



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If you have questions about asbestos in your home, we will respond within 10 working days. If it is an emergency, we will get back to you within 24 hours.

How we monitor this service standard

We monitor and review our work against our asbestos management plan. We also report on our performance on asbestos every year to the Regulator of Social Housing.

We take feedback from residents on our asbestos management service. We will use our work with customer groups to assist us to improve services.

Translation

Please ask us if you would like us to translate this document. We will do all we can to meet your request.



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