

Asbestos Management Policy

Review: 2019/20
Next Review: 2024/25



250 PEAT ROAD, GLASGOW, G53 6SA
Tel No. 0141 881 0595, Email: admin@rosehillhousing.co.uk

1. Introduction

- 1.1 This policy sets out Rosehill's position in relation to identifying and managing asbestos.
- 1.2 Rosehill recognises 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. 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.
- 1.3 The objectives of this policy are to:
- Effectively manage and control all ACMs across our properties
 - Reduce the asbestos related risks to as low as possible
 - Ensure the health, safety and welfare of any persons visiting, working in or living in our properties

2. Legal and Regulatory Framework

- 2.1 Whilst this Policy sets out to explain Rosehill's approach to asbestos management it must do so in the context of legal and regulatory requirements. Therefore the following relevant legislation has been taken into account in the development of this Policy:
- Control of Asbestos Regulations 2012
 - Health & Safety at Work Act 1974
 - Management of Health & Safety at Work Regulations 1999
 - Construction (Design and Management) regulations 2015

The following guidance documents have also been taken into account in the development of this Policy:

- HSG264 Asbestos: The Survey Guide
- HSG210 Asbestos Essentials
- L143 Managing and working with Asbestos

2.2 The Scottish Social Housing Charter

2.2.1 The Social Housing Charter came into effect in April 2012 and this sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. The Charter replaces the Performance Standards and the outcomes relevant to this Policy are:

1. Equalities

Social Landlords perform 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.

2. Communication

Social landlords manage their businesses so that 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.

3. Participation

Social landlords manage their businesses so that tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.

4. Quality of Housing

Social landlords manage their businesses so that tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015 and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair.

5. Repairs, maintenance and improvements

Social landlords manage their businesses so that tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

2.2.2 Social landlords are responsible for meeting the standards and outcomes set out in the Charter. The Scottish Housing Regulator is responsible for monitoring, assessing and reporting on how well social landlords, individually and collectively, achieve the outcomes.

2.2.3 In line with the regulatory principles, the Regulator's approach to monitoring landlords' achievement of the outcomes and standards in the Charter will be based on each landlord's performance information and their own assessment of their performance. Therefore, for each year ending on 30th September, we will be expected to:

- Measure and assess our performance in progressing towards or achieving the Charter outcomes and standards
- Provide the Regulator with some key performance information on our achievement of the outcomes and standards
- Report our performance to tenants and other service users who use our services.

3. Rosehill's Responsibilities

3.1 Guidance HSG264 deals with the specific responsibilities for managing the risks from asbestos in non domestic properties along with common parts of domestic buildings such as closes, bins stores etc. under the Control of Asbestos Regulations 2012. These regulations place responsibilities on Rosehill as a 'Duty Holder'. The requirements placed on the Duty Holder 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 ACMs is made and maintained
- The condition of the ACM is assessed and monitored as required
- The risk of exposure from ACMs is assessed and necessary measures to manage the risk implemented
- All necessary steps are taken to see that the actions are carried out.

- 3.2 The Duty Holder (Rosehill) 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 within our stock
 - 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
- 3.3 The Control of Asbestos Regulations 2012 places a duty on Rosehill for non domestic properties along with common parts of domestic buildings such as closes, bins stores etc. while the Health and Safety at Work Act 1974 places the responsibility of employers having to 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 any of our stock.

4. Asbestos Management Plan

- 4.1 In order to assist with the control and management of ACMs within our stock an Asbestos Management Plan has been developed. This is appended to this Policy.
- 4.2 All properties constructed prior to 2000 will be subject to the Asbestos Management Plan.

5. Asbestos Survey and Removal Contractors

- 5.1 Rosehill will only employ UKAS Accredited surveyor/ organisation to undertake any surveys or removal works.

6. Training

- 6.1 Staff involved in the delivery, procurement and organisation of works on behalf of Rosehill will be suitably trained to carry out their role in line with the requirements of this policy and the AMP.

7. Performance Management

- 7.1 An annual summary of the number of properties known to contain asbestos along with the number and types of surveys carried out and details of any asbestos removal within the year be prepared.

8. Equal Opportunities

- 8.1 We are committed to ensuring equal opportunities and fair treatment for all people in its work. In implementing this Policy, we will provide a fair and equal service to all people, irrespective of factors such as gender, race, disability, age, sexual orientation, language or social origin, or other personal attributes.

9. Tenant Participation

- 9.1 We are a tenant focussed organisation and as such we are committed to involving tenants in all aspects of our work and ensuring that tenants are included, informed and consulted about decisions that have an impact on the way their homes are managed.
- 9.2 As part of this commitment we will involve our tenants in the development of our policies and seek feedback where appropriate. We will ensure that any significant changes to this Policy and other Policies which will affect our tenants will be the subject of consultation.

10. Risk Management

- 10.1 In all the key areas of our business we need to consider any risks which may arise. To this end we have in place a robust Risk Management Policy and from this flows our Risk Register. We have identified our "Top 10" risks which are regularly monitored by our Management Team and Audit Sub-Committee.

- 10.2 Key to the mitigation of the risks associated with asbestos is having a comprehensive policy in place to undertake the management of asbestos. This policy sets out Rosehill's approach to the undertaking the management of asbestos.
- 10.3 To ensure we continue to manage the associated risks we will periodically review this Policy to ensure compliance with all legislative requirements and regulatory and best practice guidance.

11. Complaints Procedure

- 11.1 We aim to get things right first time and provide a good quality service to our tenants and other customers. However, we acknowledge that things can go wrong and that some tenants or other customers may be unhappy with the service provided.
- 11.2 We promote our Complaints procedure through our website and periodic articles in our newsletters. In addition, we initially issued all of our tenants with a copy of the new Procedure introduced in October 2012. This information leaflet is also issued to all new tenants as part of the signing up pack.
- 11.3 We are required to report specifically to both our Management Committee and the Scottish Housing Regulator on any complaints concerning equalities issues.

12. Data Protection

- 12.1 On the 25th May 2018 the legislation governing data protection changed with the introduction of the General Data Protection Regulation (GDPR).
- 12.2 We hold a variety of Personal Data relating to individuals including tenants, waiting list applicants, factored owners, other service users, employees and Committee Members. Our Privacy Policy sets out the basis on which we can process and share such data with third parties, it also sets out how we will securely store individuals' data, whether electronically or in paper format. It also provides information on individuals' rights under GDPR including: to view personal data held about them by us; to request a restriction of processing of their data; the right to be forgotten and a right to object to us processing their data. In terms of the rights to be forgotten and to restrict or object to processing of Personal Data, any such requests will require to be considered on their own merits and legal advice will need to be obtained in some

circumstances. We have the responsibility for accepting or refusing such requests and will do so in writing.

- 12.3 Under GDPR we are required to provide all customers whose Personal Data we hold with a Fair Processing Notice (also known as a Privacy Notice). The Notice sets out the Personal Data we process and the basis for doing so.
- 12.4 We will only keep and process Personal Data for the original purpose we gathered it for and we will not keep it for any longer than necessary. Attached to our Privacy Policy is a table of Retention Periods for Personal Data held and processed by us. We recognise that not all Personal Data can be processed and kept for the same period of time, and this will vary depending on the individual circumstances of each person whose Personal Data we hold.
- 12.5 The Privacy Policy sets out what should happen in the event of a Data breach e.g. does the breach require reporting to the Information Commissioner's Office and whether the individual affected should be notified. Timescales are set out for dealing with data breaches.
- 12.6 Full copies of our Privacy Policy are available upon request at our office or from our website www.rosehillhousing.co.uk

13. Policy Review

- 13.1 This Policy will be reviewed at least every five years or sooner to ensure it continues to reflect current thinking and practice and to comply with legislative requirements and regulatory guidance.

Asbestos Management Plan (AMP)

The purpose of the Asbestos Management Plan (AMP) is to assist with the control and management of Asbestos Containing Materials (ACMs) within Rosehill's stock. All properties constructed prior to 2000 will be subject to the AMP.

1.0 Identification of Asbestos

1.1 Rosehill will increase the information held on our stock with regards to asbestos by carrying out surveys to establish the presence, location and type of asbestos contained within our properties.

1.2 Two different types of survey are available and the type is determined by the scale and type of work:

1.2.1 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 ACMs across housing the stock

1.2.2 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.

1.3 Surveys will be undertaken by a UKAS Accredited surveyor/ organisation and will identify and record the location, extent, condition and type of any known or presumed ACM.

1.4 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
- All common areas within closes/pend that we own/ manage
- Use of cloned data based on stock type, date of construction, refurbishment works carried out and previous survey information.

2.0 Management Strategy

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

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.

- 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 Repairs Coordinator/ Customer Services Officer and a copy of the report saved in the relevant housefile. 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. Details are also logged onto the pop ups warning screen of OMNI.
- 2.4 It is not the policy of Rosehill 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.
- 2.5 If Rosehill decides to leave the asbestos in situ then it will:
- Log the details on the register/ pop up 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 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.

2.6 Communicating with our Contractors

Prior to any work being instructed and carried out in properties owned managed by Rosehill, 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.

2.7 Contractors Responsibilities

- 2.7.1 Contractors (including sub-contractors) working for Rosehill 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 Rosehill's Asbestos Policy and Management Plan.

2.7.2 Prior to starting a job if a contractor suspects the presence of asbestos they must not start it and contact Rosehill 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.

2.7.3 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 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 Rosehill at the earliest opportunity.

2.7.4 Communicating with our Tenants

Where asbestos materials are identified, are in good condition and remain in situ, tenants will be provided with relevant information.

2.8 On-Going Monitoring

2.8.1 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 within the electronic files and individual asbestos reports are kept within the relevant electronic housefile.

2.8.2 The register is set up to be read only for the majority of staff. Editing permissions are set for the Customer Services Officer, Repairs Coordinator, Technical Services Officer and Technical Services Manager.

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

2.9 Identification of damaged or disturbed suspect material

It is the responsibility of staff and contractors to report to Rosehill if they suspect that disturbed or damaged ASBs may be present in a building owned or managed by Rosehill. Where this is suspected the following applies:

- Immediate contact with a licensed asbestos survey/ contractor to identify if the material contains ACMs
- 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.

3.0 Review

3.1 The AMP will be reviewed annually to ensure it continues to reflect current thinking and practice and to comply with legislative requirements and regulatory guidance.

Rosehill Housing Co-operative Equality Impact Assessment

Name of policy to be assessed	Asbestos Management Policy	Is this a new policy or a review	Review
Person completing the assessment	Sandra Hunter - Technical Services Manager	Date of Assessment	17/01/2020

1. Briefly describe the aims, objectives and purpose of the policy	The purpose of this policy is to effectively manage and control all asbestos containing materials across our properties.
1. Who is intended to benefit from the policy? (eg staff, applicants, tenants, staff, contractors)	Staff, tenants, contractors
2. What outcomes are wanted from this policy? (e.g. benefits to customers)	Compliance with legislation

3. Which protected characteristics could be affected by the policy (tick all that apply)

Minority Ethnic : ✓
 Age:
 Gender:
 Religion/belief:
 Disability: ✓
 Transgender:
 Sexual Orientation:
 Maternity/Pregnancy:
 Marriage/civil partnership:

4. If the policy is not relevant to any of the protected characteristics listed in part 4. State why and end the process here.

	Positive Impacts	Negative Impacts
5. Describe the likely positive or negative impacts the policy could have on the groups identified in part 4		Minority Ethnic/ Disability (Tenant) – Communication regarding asbestos may be difficult for tenants with learning disabilities or English is not their first language. Disability (Tenant) – Decant arrangements / H&S during any asbestos works

6. What actions are required to address the impacts arising from this assessment?	1. Have a process in place to ensure that communication can be made effectively 2. Have a process in place to ensure that if a decant is required suitable accommodation is selected
---	---

Signed: Sandra Hunter

Date: 17.01.2020