

Taunton Deane Borough Council

Tenant Services Management Board – 17th December 2012

Gas Safety Policy and Procedure Asbestos Management Policy Housing Property Service Standards

Report of the Property Maintenance Manager – Steve Esau
(This matter is the responsibility of Executive Councillor Jean Adkins)

Executive Summary

This report has been produced to propose the new Gas Service Policy and Procedure, Asbestos Management Policy, and Housing Property Service Standards for Taunton Deane Borough Council Housing Property Services.

It outlines the strategic overview that tenants in council housing can expect from Housing Property Services on managing Gas Servicing and Asbestos Management. The service standards show the minimum standard that tenants can expect from Housing Property Services in relation to certain works carried out in their homes.

It provides details of the specific elements of the service and will show how Housing Property Services will deal with Gas Servicing and Asbestos Management for council tenants.

The Policies and Service Standards are living documents and will be reviewed on a regular basis to reflect changes in legislation and people's behaviour.

1.0 Purpose of the Report

Housing Property Services' priority is to improve the quality of life for people and communities now and in the future. Part of that vision is that we are committed to being responsive to the needs of our tenants and to ensuring that all our tenants can access our services easily and on equal terms. Through these policies and service standards we can ensure that all staff in Housing Property Services adopts a common approach to giving advice, guidance and assistance to tenants.

2.0 Background to this report

Housing Property Services are responsible for maintaining and repairing TDBC's housing stock, ensuring tenants can reside safely within their homes and that TDBC complies with the legal requirements.

The policies and service standards will show to tenants the minimum standard they can expect from Housing Property Services in relation to the below:

Policies

- Gas Servicing Policy and Procedure
- Asbestos Management Policy

Service Standards

- Gas Servicing and Maintenance
- Asbestos Management
- Kitchen Replacement
- Bathroom Replacement
- External Refurbishment
- Rewiring of tenants homes

3.0 Aim of the Policies

- To meet the legal requirements of Gas Servicing, and Asbestos Management.
- To give tenants clear information on what they can expect from Housing Property Services, and the support and assistance available to them.

A full copy of the policies is attached to this report. The policy for Gas Safety is attached as Appendix 1 and the policy for Asbestos is attached as Appendix 3.

3.1 Aim of the Service Standards

The service standards are designed to be sent out to tenants when they are informed about the proposed work to be done on their property. Each one is about a specific item of work. They are to give tenants clear information on what they can expect from Housing Property Services, and the support and assistance available to them. A full copy of the service standards are attached to this report in leaflet format.

4.0 Approximate Costs

The cost of implementing these policies will be met within existing budgets. It is the intention that the policies will be incorporated into the Housing Property Services SharePoint site (TDBC's internal website) that is available for all staff. The service standards will be incorporated onto the Taunton Deane Website.

5.0 Impact on Tenants

Tenants will be better informed on what to expect from Housing Property Services.

6.0 Equalities Impact

An equalities impact assessment (EIA) has been carried out for each policy. Feedback has been obtained from members of the Tenant's Forum. Each EIA is attached as Appendix 2 and Appendix 4.

7.0 Risk Management

No identified risks.

8.0 Diversity

Some people may need specific help to fully access the policies. Additionally information may be required in different formats:

- Large Font
- Audio Version
- Different Languages
- Website page

9.0 Timetable

On the 17th December 2012 –The Tenant Services Management Board will be asked to consider the proposed new policies and service standards and provide a response.

The documents will be presented to Councillor Jean Adkins – Housing Portfolio Holder for approval.

Subject to agreement and approval by all of the above the policies and service standards will be implemented with effect from the 2nd January 2013.

10.0 Recommendation

Tenant Service Management Board is requested to consider this report and indicate whether they support the new policies and service standards.

11.0 Contact Officers:

Steven Esau, Housing Maintenance Manager, 01823 356593
<mailto:s.esau@tauntondeane.gov.uk>

Steven Clarke, Tenant Services Development Officer, 01823 356327 Ext 2400
<mailto:s. Clarke@tauntondeane.gov.uk>

GAS SAFETY POLICY AND PROCEDURE

This policy is intended to provide guidance to ensure that Housing Property Services manages gas safety and repairs without compromising the obligations imposed by the Gas Safety (installation & use) Regulations 1998 which places specific duties on landlords, and applies best practice.

This policy will be underpinned with a comprehensive and robust gas safety procedure.

1.0 Information

Gas Safety Checks

Landlords are responsible for carrying out an annual gas safety check to their properties and must provide evidence of this by issuing a Landlord Gas Safety Certificate. A registered Gas Safe engineer must carry out these checks. Taunton Deane Borough Council (TDBC) Housing Services also requires a Gas Safety Check to be carried out every time the status of a property or its tenancy changes. This is usually when a property becomes empty (void) or when a mutual exchange takes place.

Gas Servicing

The safety checks will include full servicing of all the appliances owned by the landlord. This will be recorded on the Landlord Gas Safety Certificate. Servicing and checks must be carried out on or before the expiry date of the current certificate. Servicing dates are planned for at least eight weeks before expiry of the current certificate to ensure that adequate time is allowed for missed appointments, no access and, if necessary, legal action.

Gas appliances are not the biggest cause of deaths or injury in the home (approximately 30 deaths per year) but they probably have the highest profile and the area is the most highly regulated. There are severe penalties for landlords who do not comply with the regulations.

The main safety hazards associated with gas appliances are:

- carbon monoxide poisoning (especially serious for appliances in bedrooms)
- explosion (most high profile in blocks of flats)
- General burns and fires associated with the use of gas cookers.

Failure to adequately maintain, test for gas safety or repair gas pipe work, appliances and associated flues can result in the following consequences:-

- Death or injury
- Destruction or damage to TDBC property
- Exposure of TDBC to prosecution and fine

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- Exposure of individuals employed by TDBC to prosecution and imprisonment.

The most significant legal obligation is contained in the Gas Safety (Installation and Use) Regulations 1998 where Regulation 36 states that "...ensure that each appliance and flue to which a duty extends is checked for safety ...at intervals of no more than 12 months".

The greatest challenges to achieving this are:

- arranging access with tenants
- robust record keeping
- contractor resources

Other significant obligations from these Gas Regulations are:

- to ensure records are kept of gas safety checks
- to provide copies of the gas safety check to tenants within 28 days of a service
- to provide copies of the gas safety check to tenants at each change of tenancy, which TDBC interprets as including changes of occupancy for mutual exchanges.

TDBC will also comply with other relevant legislation and regulations, principally:

- The Health and Safety at Work Act 1974 as amended
- The Management of Health and Safety at Work regulations 1999 as amended 2002
- Gas Safety (Installation and Use) Regulations 1998
- Gas Safety (Management) Regulations 1996
- Gas Appliances (Safety) Regulations 1995
- Gas Safety (right of Entry) Regulations 1996
- Reporting of injuries, diseases and dangerous occurrences regulations 1995 (RIDDOR 95)

Under the terms of the Gas Safety (Installation and Use) Regulations 1998, every home rented from TDBC must have a valid Gas Safety Certificate (CP12). Each certificate is valid for a period of 12 months.

The obligation to provide this certificate lies with the landlord. Our Gas Contractor will issue a valid Gas Safety Certificate completed in accordance with Regulation 36 of the Gas Safety (Installation & Use) Regulations 1998. The Gas Safety Regulations do not place any obligation on the resident to provide access for the safety inspection.

Part of our 'duty of care' and good practice is to carry out an annual service of the gas fired heating appliances at the same time as the safety inspection. To assist us in achieving our statutory obligations we will operate a 10 monthly cycle. This will give us 2 months to gain access to properties where there have been, or are difficulties in gaining entry.

At the change of tenancy and for every new tenancy, to include mutual exchanges, we will undertake a gas safety check, irrespective of when the last gas safety check was carried out.

Whether new or replacement due to the additional risks associated with open flue appliances, housing property services with the exception of communal plant rooms, will

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only install room sealed balanced flue appliances in domestic dwellings. Existing open flue boilers and fires will be removed and not reinstated when they reach the end of their economic life. Where a gas fire has been removed the tenant will be offered a replacement electric fire.

Not all TDBC properties have appliances that use gas. Properties not covered by the gas contract or this policy will have their heating systems maintained via other planned maintenance programmes, though the same safety principles will apply.

2.0 Intention

We will ensure that every rented home we manage has a valid Gas Safety Certificate. When we carry out the safety inspection, any domestic smoke detectors in the home will also be cleaned and overhauled.

We will keep accurate records for each home. We will programme the annual safety inspection before the expiration of the current Gas Safety Certificate. We will inform residents, at the earliest opportunity, when their boiler is due to be serviced.

Where we know that it has been difficult to arrange access for the gas safety inspection and service in the past we will contact the resident well in advance of the Gas Safety Certificate expiring. We will give all other residents at least eight weeks notice.

Any new contract for the provision of the gas safety inspection and servicing shall require the contractor to agree an appointment with the resident. Appointments will be offered as AM, PM, "School Run", weekend, or early evening.

We will seek feedback about the contractor from our residents. This will be fed into the contractor's annual Performance Review.

The gas operative, utilised to complete the work, will be suitably qualified and will hold a valid Gas Safe Registration.

Enforcing Access (also refer to gas servicing procedure)

We will always try to gain access with the co-operation of the resident. However, where such co-operation is not forthcoming, all reasonable attempts will be made to contact the resident to try to establish a mutually convenient time for the gas safety inspection and service. This will include sending letters and text messages, making phone calls and personal visits to the property by the Housing Officer.

Equal Access to Services

Residents who have not provided access for a Gas Safety Inspection will not be penalised if their boiler should breakdown.

Emergency

If there is a suspected gas leak then the tenant must immediately call the National Gas Emergency Service on 0800 111 999. However, we may also look to 'forcing entry' in an

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emergency situation, but would look to seek approval from relevant bodies such as Police, Environmental Agency etc.

Void Properties

When a property becomes void it shall be our policy to remove any open flue gas fire, whether belonging to housing property services or left in place by the previous occupant, and disconnect and cap the gas supply as close as practically possible to the gas meter. The fire opening will be sealed and made good.

Any gas cooker left by the previous occupant shall be removed and the gas point capped. Under no circumstances will a gas cooker be 'gifted' to an incoming tenant.

3.0 GAS SERVICING – PROCEDURE FOR GAINING ACCESS

To ensure we have an effective procedure to deal with annual gas services and gaining access to properties where, previously, access has been denied.

3.1 Properties to be serviced

The Technical Admin Assistant will provide the Gas Servicing Contractor with an up to date list of all the properties that need to be serviced.

We will also run a report from our Housing database, Academy, and carry out a comparison of all properties with gas against our spreadsheet. We will also carry out a two way analogy, with the gas contractor, to ensure both client and contractor has the same number of properties which require servicing.

3.2 Making Appointments

The Gas Servicing Contractor will plan in the services and send out appointment letters eight weeks in advance of the planned service date

If the planned appointment is not suitable for the resident, they have the opportunity to phone, text, and email or call in person at The Deane House and arrange an alternative appointment.

A copy of the no access calling card will be forwarded to the Technical Admin Assistant. The no access calling card will be filed in the current gas certificate workflow file. The Gas Servicing Contractor will keep a record of the no access date.

3.3 On Receipt of the CP12 (the certificate)

Where the Gas Servicing Contractor has successfully gained access, they will forward an electronic copy of the CP12 to the Admin Assistant. The CP12 will be checked for clarity, and to see if there are any defects reported. The Gas Servicing Contractor will carry out any defects that are reported on the CP12.

3.4 Problems with gaining access

The Gas Servicing Contractor will make best endeavours to obtain access to the property during the service month, leaving a calling card, if no access has been gained. A second contact letter is left with new appointment details and sticker placed over the keyhole. A third letter is left instructing the tenant to contact Housing Services. On a regular basis outstanding properties access attempts made will be reported to Housing Property Services.

Housing Property Services

Housing property services send out a further letter to gain access for the gas safety check. Contact by telephone attempted once followed by a check on the type of door and lock fitted. Weekly updates passed to the housing estate officers for them to attempt to gain access for the gas safety check.

A formal letter requesting access hand delivered to the property followed by the estate officer attempting to gain access to the property to arrange the gas service check. A legal action letter, hand delivered together with keys for a new lock. A minimum of five days before a forced entry has to be made.

Entry is then obtained by an estate officer, carpenter, gas engineer and police if required. A SI clock and replacement smoke detectors are fitted if required. A spare set of keys are held at the out of hours call centre at Kilkenny house, Taunton.

Identity of engineers and officers leaving contact cards or letters at the property should be recorded in as well as time and date at all stages.

4.0 Monitoring the process

On a Monthly (KPI's) basis, the Housing Property Maintenance Manager (HPMM) will measure compliance and liaise with the Technical Admin Assistant to ensure the appropriate action has been taken for the no access properties. The Technical Admin Assistant Administrator will also ensure that all CP12's are filed appropriately.

The HPMM will also review compliance and performance at the formal monthly contractor meetings and discuss any issues which arise.

At the end of each month the HPMM will provide a report to the Executive members on all properties where there is no longer a valid CP12 (12 months or more since the last service). This report will detail the circumstances of each cases and what action is being taken to ensure that the service is carried out.

On a rolling six month basis a third party audit check will carry out post-inspections of the gas servicing works carried out by the Gas Servicing Contractor. This will cover approx 20% of Tab's total stock and will take place, where possible, within one month of the CP12 being issued. The results of this exercise shall be reported to the Gas Servicing

Contractor.

5.0 Legislation

Any engineer who carries out a gas service and gas safety check at TDBC's properties will be Gas Safe Registered.

TDBC and our Gas Contractor will conform to the Gas Safety (Installation and Use) Regulations 1998.

6.0 Review

TDBC will review the policy every 3 years to ensure that it is effective and complies with current good practice. This will be completed by a nominated Officer from housing services.

Policy Published Date		
Policy Review Date		
Responsible Officer		

Equality Impact Assessment – pro-forma

APPENDIX 2

Responsible person	<i>Steven Esau</i>	Job Title Housing Property Services Manager
Why are you completing the Equality Impact Assessment? (Please mark as appropriate)	Proposed new policy/service	Gas Servicing Policy and Procedure
	Change to Policy/service	
	Budget/Financial decision – MTFP	
	Part of timetable	
What are you completing the Equality Impact Assessment on (which, service, MTFP proposal)	Housing Property Service	
Section One – Scope of the assessment		
What are the main purposes/aims of the policy/decision/service?	<i>Introduction of Policy and guidelines to support the statutory gas servicing requirement for Taunton Deane Borough Council. To make best use of housing stock and give re assurance to tenants that we are complying with legislation..</i>	
Which protected groups are targeted by the policy/decision/service?	<i>No groups are specifically targeted as a result of this policy</i>	
What evidence has been used in the assessment - data, engagement undertaken – please list each source that has been used	<i>Data from gas servicing satisfaction surveys has been scrutinised and the Tenants Forum have reviewed the document against the protected characteristic criteria.</i>	
The information can be found on....	<i>All the info is available on sclar\$ on 'ltosrv' u drive held by Taunton Deane</i>	
Section two – Conclusion drawn about the impact of service/policy/function/change on different groups highlighting negative impact, unequal outcomes or missed opportunities for promoting equality		
<i>No negative impact, unequal outcomes or missed opportunities identified</i>		

I have concluded that there is/should be:	
No major change - no adverse equality impact identified	No Major Change to policy
Adjust the policy/decision/service	
Continue with the policy/decision/service	
Stop and remove the policy/decision/service	
Reasons and documentation to support conclusions	
Section four – Implementation – timescale for implementation	
Policy to go to the Tenants Service Management Board on the 17 th December and then if agreed to the portfolio holder with a plan to introduce on the 2 nd January 2013.	
Section Five – Sign off	
Responsible officer Steven Esau Date 5 th December 2012	Management Team Housing Property Services Date 5 th December 2012
Section six – Publication and monitoring	
Published on	
Next review date	Date logged on Covalent

Action Planning

The table should be completed with all actions identified to mitigate the effects concluded.

Actions table					
Service area				Date	
Identified issue drawn from your conclusions	Actions needed	Who is responsible?	By when?	How will this be monitored?	Expected outcomes from carrying out actions

Draft

Asbestos Management Policy

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1. AN INTRODUCTION TO TAUNTON DEANE BOROUGH COUNCIL HOUSING STOCK

1.1 Information

Taunton Deane Borough Council (TDBC) manages the Council's Housing stock of approx. 6000 rented dwellings, leasehold properties, and other properties (Inc shops and garages).

Tenants' Needs

Housing and Property Services deliver the following key housing management functions:-

Estate and Tenancy Management services, cleaning and housing related support services under the Supporting People programme;

- Sheltered Housing and Extra Care schemes for vulnerable people;
- Rent accounting, collection and enforcement;
- Leasehold Management and shared ownership;
- Enforcement of tenancy conditions including the management of anti-social behaviour
- Managing lettings, voids and under-occupation.
- Resident involvement and promoting tenant participation, ensuring tenant involvement in monitoring and reviewing service standards;

Response Repairs and Planned Maintenance

Carrying out surveys to Tenanted and Empty (void) properties.

Managing and delivering an annual investment programme for our stock, to maintain the Decent Homes Standard, other capital programmes, repairs and sustainability issues.

2. Background to the Policy

Asbestos describes a group of fibrous minerals including iron, magnesium, calcium, sodium and aluminium that are strong and resistant to heat and chemicals. There are six different types of asbestos, as follows:

Chrysotile (White asbestos)

Amosite (Brown asbestos)

Crocidolite (Blue asbestos)

Anthophyllite

Tremolite

Actinolite

Asbestos is a highly hazardous naturally occurring mineral widely used in building construction and has been used in a wide range of building materials and products, often as fireproofing. Asbestos based materials were so commonly used between 1950 and 1985 that the majority of properties built in this period contain some form of asbestos.

If asbestos fibres are breathed in they are likely to give rise to respiratory disease, this can lead to a fatal condition. Death rates associated with Asbestos are currently estimated at around 4000 deaths per year. Consequently there is considerable legislation and guidance aimed to eliminate, as far as possible, airborne asbestos fibres to prevent them being breathed in.

It is not illegal to have asbestos within a building, however there are legal duties covering general safety. The condition of any asbestos within a building may affect safety and therefore it must not be in a condition that results in (or is likely to result in) airborne contamination.

It is important to maintain effective management of any asbestos present; therefore a competent person should be nominated to oversee all aspects of asbestos.

THE CONTROL OF ASBESTOS REGULATIONS 2006 (CAR)

These Regulations are supported by a number of Approved Codes of Practice (ACOP) with the requirements of Regulation 4 being set out in numerous published documents and on the HSE web site. HSE have also published some guidance on where Regulation 4 will apply, which confirms that the common areas of blocks of flats and sheltered housing schemes are within the scope of Regulation 4 and its' requirements therefore need to be adopted.

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Asbestos Management Policy

More detailed guidance on Regulation 4 can be found in both HSG227, "A comprehensive guide to managing asbestos" and "HSG 264 – The Survey Guide" published by the Health and Safety Executive. However, in its basic form Regulation 4 requires Duty Holders (The term used to define those in control of the premises) take the following steps:

Identify asbestos materials through surveying by either sampling or presumption.

- Record the presence of these materials and their condition
- Make this information available to those who may disturb the material
- Review the condition of the material on a regular basis.

For management purposes, asbestos materials can be split into two defined groups: these are:

Those where the use of a licensed asbestos contractor is necessary

Those where a non-licensed contractor complying with the CAR 2006 can be employed.

The difference between these materials is largely judged by the fibre release potential of the material when disturbed during removal operations

The form in which the asbestos is present is more important in determining the risk to health as some forms of asbestos release fibres into the atmosphere more readily than other forms. The use of asbestos coatings, insulation and most types of asbestos is now illegal.

Many thousands of tons of asbestos have previously been used in buildings of all types, and much of it is still present.

The most common uses of asbestos within buildings are, in descending degree of risk:

Spray coating - used for fire protection and/or thermal and acoustic insulation to structural steelwork, concrete walls and soffits /ceilings

Insulating - used as general thermal insulation for pipe work, boilers, pressure vessels and ducting

Asbestos rope/cloth - used as part of gaskets and seals to boilers & flues, fire blankets and protective curtains

Asbestos Insulating Board (AIB) - used for fire protection, insulation and as a general building board (under various trade names, e.g. Asbestolux) within wall partitions, ceiling tiles, ducts, wall linings, fire breaks, fire protection on doors and panels to storage heating units & electrical switchgear units

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Asbestos Cement - produced as profiled and flat sheeting, and moulded products for use within roofs, partitioning, shuttering, soffits, rain water goods, water tanks, flue pipes, roof tiles/slates and decorative finishes

Other Uses including in roofing felt and damp-proof material, within vinyl floor tiles and some textured coatings (Artex)

If any alterations or construction works are planned within a building the risk of asbestos contamination should be considered. The presence of any asbestos within the building must be known and that information passed to the persons carrying out the work. Damage to asbestos can affect the person carrying out the work as well as the building occupants.

3. Policy Statement

The risks associated with exposure to asbestos are well documented, especially in relation to the construction and maintenance industries. In recognition of these risks and to fulfil its duties under the Health and Safety at Work Act and other relevant legislation, TDBC Property Services is committed to minimising any risk to the health of its employees, tenants, contractors and the public from asbestos in its properties and offices.

TDBC Property Services will manage asbestos in a responsible manner, ensuring that it is safe. Where this cannot be achieved with confidence a Licensed Contractor will remove the asbestos.

Prior to any intrusive works and before any refurbishment or minor work necessary to the fabric of a dwelling, TDBC Property Services will make guidance available to Employees, Contractors and others so that no person is knowingly exposed to the dangers of asbestos.

Licensed work is currently carried out through Contractors

These are products where the risk is deemed sufficiently high to warrant those who work upon these materials to hold a license issued by the HSE.

Examples of licensed materials include;

- sprayed asbestos,
- asbestos
- Insulations and asbestos insulating boards. All operatives involved with the work will need to be trained in accordance with Regulation 10 of CAR 2006.

Some of the basic requirements in place for this type of work include the need to notify enforcing authorities prior to commencement of works, the need for enclosures to prevent fibre release, and the monitoring of the working environment during and following work.

Taunton Deane will only employ fully licensed contractors from their approved list to remove licensed Asbestos

Non-Licensed Materials

This group covers all items that contain asbestos. Generally, these materials are of a lower risk but must still be treated with care, although the controls required are not as onerous as those for licensed asbestos materials.

CAR 2006 within Regulation 10 has for the first time introduced specific training requirements for all of those who are involved in the removal of non- licensed items. The changes implemented in CAR 2006 have meant that the materials based cut off between licensed and non-licensed work has been withdrawn and replaced with a definition based upon risk assessment.

Examples of these products that can be treated as non-licensed are:

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Asbestos Management Policy

Thermoplastic floor tile

Sink mats, such as those often found on the underside of the kitchen sink tops

Materials such as asbestos cement such as that found on garage / outbuilding Roofs.

Textured ceilings such as Artex.

It is important to ensure that non-licensed contractors undertake work in accordance with the requirements of CAR 2006. Taunton Deane Borough Council only uses;

Its own Direct Labour Organisation (DLO) and Main Contractors that can demonstrate that they meet these requirements detailing the training undertaken within their own Asbestos Management Plan (AMP).

Where materials suspected of containing asbestos are discovered during the course of work, work will stop immediately and a Competent person will be informed at the earliest opportunity.

In order to assess the material(s) a qualified P402 Surveyor or a specialist UKAS accredited Asbestos Consultant or another Competent Person, as determined by the Duty Holder, Asbestos Consultant or another Competent Person, as determined by the Duty Holder, will assess the situation and provide advice before work continues.

Property Services will expect any person contracted to, or authorised to undertake work on its properties to:

Fulfil the duty to provide site-specific advice to those undertaking work. This usually means providing information on known or suspected ACM (asbestos containing materials) where it has or is likely to be found. This will take the form of the Property Services Asbestos Register and/or survey data, details of which are given to DLO and all contractors each month.

.
Raise awareness of the Asbestos Policy & Procedures contained in this Asbestos Management Plan.

Ensure that all Contractors undertaking asbestos works are competent.

.
Ensure that where suspected ACM are discovered, a relevant Competent Person undertakes an assessment of the risk to Tenants, Employees, Contractors and the Public.

Property Services expects all Contractors working on its premises to:

Read and understand asbestos information provided by them
Prior to commencing work and to plan the work accordingly, this will be an agenda item on the **Pre Contract meeting**.

.
Ensure that all operatives carrying out work on site have been made aware of the

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Asbestos Management Policy

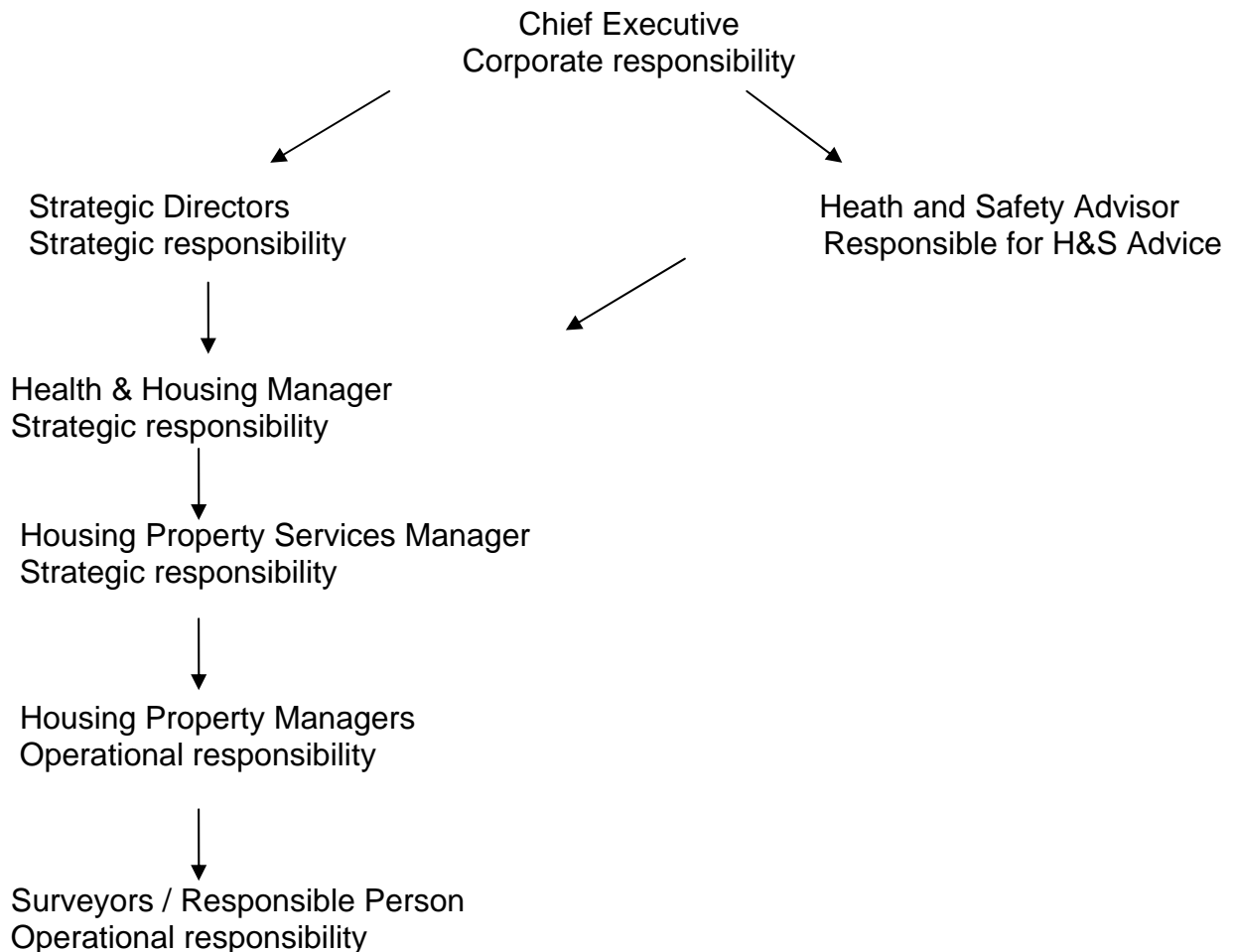
Asbestos Register and any relevant additional survey information.

Demonstrate that all operatives, inclusive of sub-contractors, have been given adequate asbestos awareness training and induction, and update training as required by the Regulations and associated Approved Codes of Practice (ACoP)

Cease work upon discovery of suspected ACM (Asbestos Containing Materials), wherever possible leave the area in a safe condition, withdraw Operatives from the affected area, secure the area to access and report immediately to the Manager.

Await the outcome of the results of any asbestos surveys undertaken to identify the materials and the instruction of the Duty Holder prior to re-entering the area.

Taunton Deane Borough Council Asbestos Management Structure



DLO Out of Hours process

- *Out of Hours Team telephone no 01823 356356*
- *They take initial call*
- *Tradesmen given job*
- *Presume that it contains Asbestos until tested and proven otherwise*

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Asbestos Management Policy

- *If in doubt make safe only and do not disturb suspected material*
- *Supervisor informs Competent person ASAP in normal working hours*
- *In Emergency contact Duty Standby Officer*

3.1 Management Surveys

Property Services has a plan in place to carry out a Management Survey of all their domestic properties with in 3 years.

Property Services has carried out a 100% Management Survey of all their non domestic properties with a re inspection programme to carry out a 10% annual inspection based on the algorithm risk score.

A management survey is the standard survey and its purpose is to locate, as far as reasonably practicable, the presence and extent of any suspect ACMs??? in the building which could be damaged or disturbed during normal occupancy, including foreseeable maintenance and installation, and to assess their condition.

Management surveys should cover routine and simple maintenance work.

Management surveys will often involve minor intrusive work and some disturbance. The extent of intrusion will vary between premises and depend on what is reasonably practicable for individual properties, i.e. it will depend on factors such as the type of building, the nature of construction, accessibility etc.

A management survey should include an assessment of the condition of the various ACMs and their ability to release fibres into the air if they are disturbed in some way. This „material assessment“ will give a good initial guide to the priority for managing ACMs, as it will identify the materials that will most readily release airborne fibres if they are disturbed.

The survey will usually involve sampling and sending for analysis to confirm the presence or absence of ACMs. However a management survey can also involve presuming the presence or absence of asbestos.

A management survey can be completed using a combination of sampling ACMs and presuming the presence of Asbestos. Any materials presumed to contain asbestos must also have their condition assessed (i.e. a material assessment and description of material).

3.2 Refurbishment and Demolition Surveys

A refurbishment and demolition survey is needed before any refurbishment or demolition work is carried out.

This type of survey is used to locate and describe, as far as reasonably practicable, all ACMs in the area where the refurbishment work will take place or in the whole building if demolition is planned.

The survey will be fully intrusive and involve destructive inspection, as necessary, to gain access to all areas, including those that may be difficult to reach. A refurbishment and demolition survey may also be required in other circumstances, e.g. when more intrusive maintenance and repair work will be carried out.

Refurbishment and demolition surveys are intended to locate all the asbestos in the building (or the relevant part), as far as reasonably practicable. It is a disruptive and fully intrusive survey, which may need to penetrate all parts of the building structure. Aggressive inspection techniques will be needed to lift carpets and tiles, break through walls, ceilings, cladding and partitions, and open up floors. In these situations, controls should be put in place to prevent the spread of debris, which may include asbestos.

Refurbishment and demolition surveys carried out in tenanted properties should only be conducted in unoccupied areas to minimise risks to the householder or employees on the premises. For minor refurbishment, this would only apply to the room involved or even part of the room where the work is small and the room large. In these situations, there should be effective isolation of the survey area, and furnishings should be removed as far as possible or protected using sheeting. The surveyed area must be shown to be fit for reoccupation before people move back in. This will require a thorough visual inspection and, if appropriate air monitoring test. Under no circumstances should the householder or employees remain in rooms or areas of buildings when intrusive sampling is performed.

4.0 Relevant Legislation

Asbestos Management

This Asbestos Plan and Procedures document have been prepared to give direction on dealing with asbestos safely and efficiently, and to ensure Taunton Deane Borough Council meets its legal obligations. The Policy and Appendices make reference to publications that supplement this document.

It is impossible and impractical to rid all properties of all asbestos containing materials. Where asbestos is found, a Risk Assessment will be carried out which will indicate how the asbestos will be managed. This will include:

Recording details of where asbestos is found and what type of asbestos it is

- Actively managing any asbestos found and the risks which go with it
- Sealing asbestos to prevent dust being released
- Encapsulation, or
- Removal

Asbestos containing materials (ACMs) in good condition are generally considered as low risk and can be managed. How Property Services assesses asbestos materials is described in detail earlier in this document.

Where the material is in good condition, no immediate action is required and details will be included in the asbestos register for future inspection.

There are many products that were used in the building industry that contain asbestos, and it is not possible to tell in many cases by looking at them whether a product is asbestos based or not.

Sampling of asbestos containing materials for laboratory analysis should only be undertaken by a trained and competent person in order to minimise any potential fibre release. A UKAS accredited laboratory should carry out any testing.

Property Services will only employ contractors to remove asbestos who are licensed by the Health and Safety Executive (HSE).

Property Services will follow the requirements of the „duty to manage asbestos in non-domestic premises“, first contained in Regulation 4 of the Control of Asbestos at Work Regulations (CAWR) 2002, which have been revoked and replaced with the **Control of Asbestos Regulations (CAR) 2006 (Asbestos Regulations, SI No. 2739)**.

The responsibility for this duty rests with whoever is in control of the maintenance of the non-domestic premises. This will often be stated in an existing contract or tenancy agreement, but when this is not the case the duty will fall to whoever is in control of the property.

Where there are several contractors working in a single property, the different employers must be aware of their duty to co-operate under the Management of Health and Safety at Work Regulations 1999.

The duties also apply to landlords of domestic rented properties which have common areas such as staircases, foyers etc. The individual flats or houses are covered by the requirements of the Defective Premises Act 1972 Government (Landlords have to take

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reasonable care to see that tenants and other people are safe from personal injury or disease caused by a defect in the state of the premises under this Act.

The key requirements of the Regulations are:

To assess a property to identify whether asbestos is present and what condition it is in. If there is any doubt as to whether a material contains asbestos, we must assume that it does until further information is available.

To record the results of the assessment.

A plan of the property should be used so that the location of the asbestos containing materials can be clearly located. This information must then be provided to anybody who is liable to work on or disturb the material.

Once the risk associated with the materials has been assessed, a written plan must then detail how that risk will be managed. This may be to do nothing or to fully remove asbestos, depending on the nature of risk. We must put the plan into action and review it as necessary to keep it up to date.

No asbestos based material will be used in any new buildings or in any refurbishment works undertaken by Property Services - we will always use a suitable alternative.

[HSE Asbestos Essentials Task Sheets](#) set out the correct ways to work with asbestos containing materials.

5.0 HSE Guidance

Introduction

In February 2010 the Health & Safety Executive produced new guidance (Asbestos: The Survey Guide) that builds on and updates MDHS100 Surveying, sampling and assessment of asbestos-containing materials, which it replaces. It also contains a specific section, which outlines the survey strategy to use when surveying large numbers of similar properties (e.g. domestic housing).

The guidance is aimed to:

Help people carrying out asbestos surveys and those with specific responsibilities for managing the risks from asbestos in non-domestic premises under **regulation 4 of the Control of Asbestos Regulations 2006 (CAR 2006)**, and to

Provide guidance in situations where surveys may be carried out for other purposes, e.g. for “managing” asbestos in domestic premises under wider health and safety legislation and for meeting the requirements of the **Construction (Design and Management) Regulations 2007 (CDM)**.

The guide complements and supports other guidance on managing asbestos.

Survey types

The guidance describes two different survey types: management surveys and refurbishment and demolition surveys. The type of survey will vary during the lifespan of the premises and several may be needed over time.

A management survey will be required during the normal occupation and use of the building to ensure continued management of the Asbestos-Containing Materials (ACMs) in situ.

A refurbishment or demolition survey will be necessary when the building (or part of it) is to be upgraded, refurbished or demolished. Where there are large numbers of properties (e.g. domestic houses) or internal units (e.g. hotels), only particular rooms may be specified for upgrading, e.g. kitchens, bathrooms and bedrooms. Refurbishment surveys would only be necessary in these locations

Contact Us

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If you would like any part of this document explained, translated or provided in another format such as large print, audio or Braille, please contact our Customer Services Team on 01823 356356

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Document Control

The following table is a history of updates for this Asbestos Management Plan. The most current and up to date version should be the most recent version number.

Re-issues must be controlled by the Housing Property Services Manager and circulated throughout the organisation.

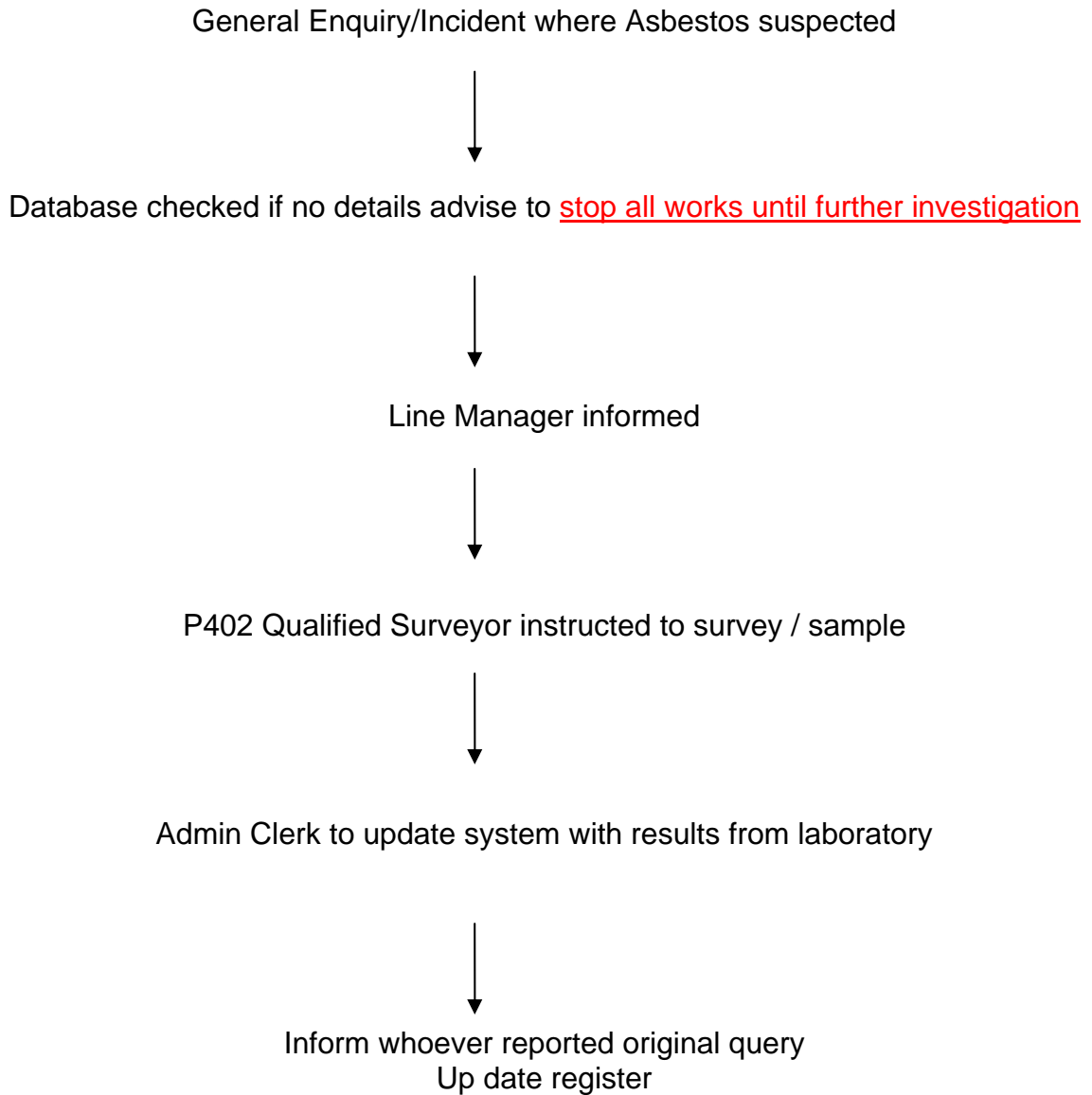
Date	Version number

I confirm that the above version number has been published to all necessary personnel, staff or contractors

Name	
Position	
Signed	
Date	

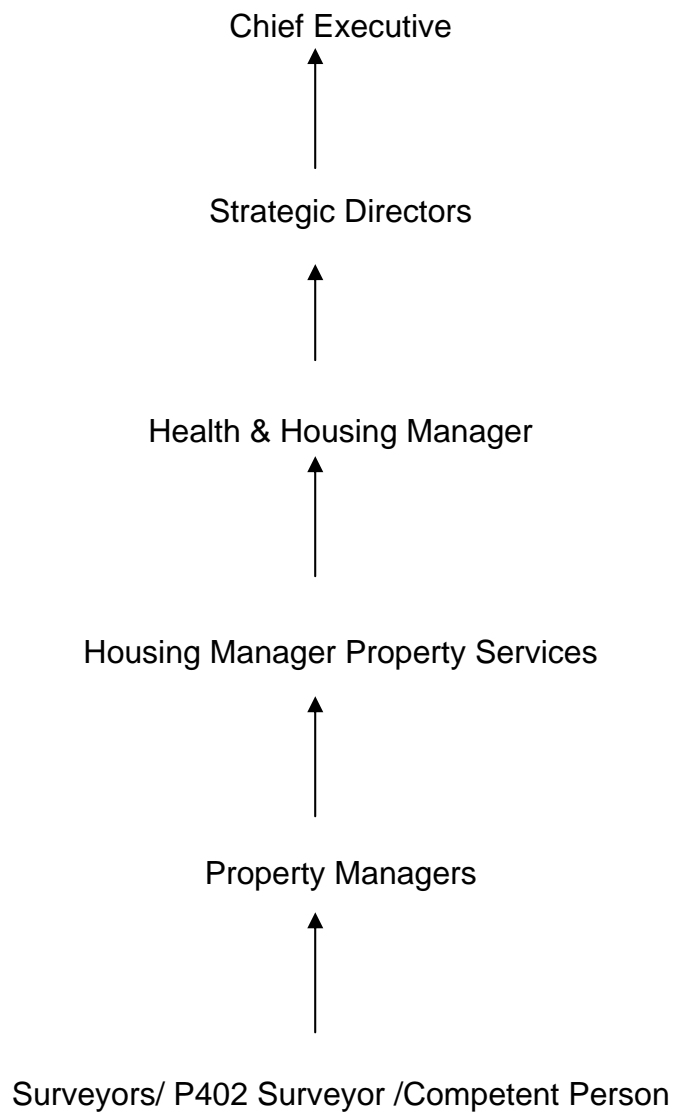
Appendix 1

In Case of Emergencies flow chart



Appendix 2

Escalation Process



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Appendix 3

Training Matrix

ASBESTOS TRAINING FOR TDBC STAFF 2012 /2013						
	In House training	Asbestos Awareness	P402 Surveying & Bulk samples	P405 Management of Asbestos in Buildings	P407 Duty Holder	Working with Asbestos (Non Licensed)
LENGTH OF COURSE	2 Hours	Half Day	3 Days	4 Days	3 Days	Half Day
Internal/External Trainer						
Frequency						
Executive Team						
Chief Executive	x					
Strategic Directors	x					
Heath & Housing Manager		x				
Operations Management Team						
Housing Property Services Manager		x		x	x	
Housing Property Service Manager Maintenance	x	x	x	x		
Housing Property Service Manager Capital		x	x	x		
Building Surveyors	x	x	x			
Clerk of Works	x	x	x			
Administrators	x					
DLO						
Community/Commercial Manager		x				x
Building Services Manager		x				x
Works Supervisors		x				x
Tradesmen	x	x				x
Repairs Assistants	x					
Health & Safety Advisor		x			x	x

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Housing Team						
Head of Housing Management	x					
Housing Managers	x					
Housing Officers	x					
Housing Assistants	x					

Equality Impact Assessment – pro-forma

APPENDIX 4

Responsible person	<i>Steven Esau</i>	Job Title Housing Property Services Manager
Why are you completing the Equality Impact Assessment? (Please mark as appropriate)	Proposed new policy/service	Asbestos Management Policy
	Change to Policy/service	New
	Budget/Financial decision – MTFP	
	Part of timetable	
What are you completing the Equality Impact Assessment on (which, service, MTFP proposal)	Housing Property Services	
Section One – Scope of the assessment		
What are the main purposes/aims of the policy/decision/service?	<i>Introduction of Policy and guidelines to support the Asbestos Management Policy requirement for Taunton Deane Borough Council. To make best use of housing stock and give re assurance to tenants that we are complying with legislation..</i>	
Which protected groups are targeted by the policy/decision/service?	<i>No specific groups are targeted by the policy</i>	
What evidence has been used in the assessment - data, engagement undertaken – please list each source that has been used	<i>Data from Asbestos inspection surveys has been scrutinised and the Tenants Forum have reviewed the document against the protected characteristic criteria.</i>	
The information can be found on....	<i>All the info is available on sclar\$ on 'ltosrv' u drive held by Taunton Deane</i>	
Section two – Conclusion drawn about the impact of service/policy/function/change on different groups highlighting negative impact, unequal outcomes or missed opportunities for promoting equality		
<i>No negative impact, unequal outcomes or missed opportunities identified</i>		

I have concluded that there is/should be:	
No major change - no adverse equality impact identified	✓
Adjust the policy/decision/service	
Continue with the policy/decision/service	
Stop and remove the policy/decision/service	
Reasons and documentation to support conclusions	
Section four – Implementation – timescale for implementation	
Policy to go to the Tenants Service Management Board on the 17 th December and then if agreed to the portfolio holder with a plan to introduce on the 2 nd January 2013.	
Section Five – Sign off	
Responsible officer Steven Esau Date 5 th December 2012	Management Team Housing Property Services Date 5 th December 2012
Section six – Publication and monitoring	
Published on	
Next review date	Date logged on Covalent

Action Planning

The table should be completed with all actions identified to mitigate the effects concluded.

Actions table					
Service area				Date	
Identified issue drawn from your conclusions	Actions needed	Who is responsible?	By when?	How will this be monitored?	Expected outcomes from carrying out actions