
Asbestos Policy



February 2026 | This policy relates to Elmbridge Borough Council Residential Properties



Elmbridge
Borough Council

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1. Introduction

We care about our tenants and want to ensure that everyone lives in a safe and healthy environment.

We are committed to protecting tenants, staff, contractors and visitors from the risks associated with asbestos. Although asbestos was banned in the UK in 1999, many properties built before 2000 still contain asbestos-containing materials (ACMs). When left undisturbed, ACMs do not present a risk. However, if damaged or disturbed, they can release fibres that cause serious and long-term health conditions.

This policy explains how we manage asbestos across our properties, how tenants can expect to be supported, and how we ensure full compliance with legal and regulatory requirements.

Most of the services you receive are delivered by a Managing Agent. This is currently Pinnacle, www.pinnaclegroup.co.uk. We provide planned maintenance and improvements to your home and are your landlord.

Where a service is not provided directly by us, we remain responsible for ensuring it meets all Regulatory and legal standards, delivers the level of service that our tenants can expect and is actively monitored to maintain those standards.

2. Scope

This policy covers all residential properties built before 2000, as well as communal areas, garages and outbuildings. It applies to voids (empty homes), planned maintenance, responsive repairs, refurbishment and demolitions. It extends to all staff, contractors and visitors who may come across asbestos during their work or visits.

3. Aims of this Policy

Our aim is to make sure asbestos is managed safely and responsibly. We do this by keeping an accurate Asbestos Register, maintaining a clear Asbestos Management Plan (AMP), and ensuring that asbestos is only handled by qualified professionals. We will provide tenants with clear information, make sure staff and contractors are competent, and monitor performance to achieve 100% compliance.

4. Legal and Regulatory Framework

- Control of Asbestos Regulations 2012 (CAR)
 - Health and Safety at Work Act 1974
 - Management of Health and Safety at Work Regulations 1999
 - Housing Act 2004
 - Landlord and Tenant Act 1985
 - Social Housing (Regulation) Act 2023.
 - Regulator of Social Housing Safety and Quality Standard
 - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
 - Health and Safety Executive (HSE), including ACOP L143, HSG264 (The Survey Guide) and HSG248 (Analysts' Guide)
 - Data Protection Act 2018
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5. Understanding Asbestos Risks

Asbestos fibres are strong, durable and resistant to heat. These qualities meant asbestos was commonly used in insulation, floor tiles, roofing, artex, pipe lagging and many other materials. The risk to health arises when fibres are released into the air, which happens if materials are cut, drilled, damaged or disturbed. We will ensure that asbestos in our homes is managed in a way that keeps it safe and undisturbed or is removed if necessary.

6. Roles and Responsibilities

Overall accountability for compliance sits with the Head of Housing Services.

Elmbridge Borough Council acts as the Duty holder under Regulation 4 of CAR 2012

Head of AMPS responsible for keeping the Asbestos Register and AMP up to date.
Delegated to the Managing Agent.

Managing Agent ensure their contractors trained to British Occupational Hygiene Society (BOHS) P405 standard, oversee day-to-day management.

Responsible Person at Elmbridge Borough Council is the Lead Asset Surveyor.

All surveys must be carried out by UKAS-accredited surveyors, and asbestos removal must only be undertaken by HSE-licensed contractors.

Staff who may come into contact with asbestos receive asbestos awareness training.

Tenants are expected to allow access for surveys and works, and to report any damage or concerns promptly.

7. Asbestos Management Plan (AMP)

The AMP sets out how asbestos is managed across our homes. It includes roles and responsibilities, survey results, risk assessments, control measures, communication processes and emergency procedures. The AMP is reviewed annually by the Managing Agent and monitored through performance reporting to the Housing Contracts and Compliance Manager. It is updated whenever new information about asbestos is obtained.

8. Asbestos Register and Data Management

We maintain a live Asbestos Register which records the location, type, condition and risk assessment of all known ACMs. It is updated within five working days of any new survey or remedial action. Contractors are provided with the Asbestos Register

information before beginning any work, and tenants can request information about their homes at any time.

9. Surveys and Re-Inspections

Different surveys are carried out depending on circumstances:

- Management Surveys are undertaken to locate ACMs during normal occupation.
- Reinspection's are carried out once ACM has been located as per the risk level.
- Refurbishment and Demolition Surveys are mandatory before any intrusive work or demolition.
- Void Surveys are carried out before homes are re-let, unless a valid survey already exists.

All ACMs are subject to re-inspection based on risk:

- high risk materials are inspected annually
- medium risk every two years
- low risk every three years
- very low risk every five years

All surveys and re-inspections are carried out by UKAS-accredited surveyors.

10. Management of Works

Before any work begins, staff and contractors must check the Asbestos Register. If asbestos is identified or suspected and not on the register, work will stop immediately until a survey is completed.

Responsive repairs will not proceed until asbestos status is confirmed.

Void properties will be surveyed and any remedial works completed before re-letting.

Planned investment projects must include asbestos surveys and risk assessments as part of their design.

Refurbishment and demolition surveys are always completed before major works.

11. Emergency Procedures

If asbestos is disturbed unexpectedly, the following steps are taken immediately: work is stopped, the area is evacuated and isolated, and the Responsible Person is notified.

Emergency testing and clean-up are arranged through a UKAS-accredited analyst, and the Health and Safety Executive is notified under RIDDOR if exposure is suspected.

Tenants are informed quickly, with clear advice and support. Each incident is logged, investigated and reviewed by senior management to ensure lessons are learned.

12. Communication with Tenants, Staff and Contractors

We will provide tenants with information about asbestos at tenancy sign-up and whenever surveys are carried out. Survey results are available on request, and tenants will be notified before any asbestos-related work takes place. Staff receive training to answer tenant questions, and contractors receive asbestos awareness training and register access as part of their induction.

13. Monitoring, Assurance and Performance

We measure our performance using clear indicators. Our aim is for:

- 100% of pre-2000 properties and communal areas to have valid surveys
- 100% of re-inspections to be carried out on time

Performance is monitored by the Housing Contracts and Compliance Manager and the Head of Housing. Performance is reported to Members every 6 months.

Independent audits are carried out to verify compliance, and any non-compliance is escalated immediately.

14. Training and Competence

Responsible Persons are trained to BOHS P405 standard. All staff who may come into contact with asbestos receive annual asbestos awareness refresher training.

Contractors carrying out asbestos work must hold the appropriate HSE license, be UKAS-accredited where applicable, and demonstrate competence through annual checks of training and insurance.

15. Equality, Accessibility and Vulnerabilities

We will make sure that all information about asbestos is provided in accessible formats. This includes translations, large print and easy-read documents if needed. We will also take account of tenants' individual circumstances and vulnerabilities when arranging access for surveys or works, ensuring that safety is never compromised. All data recorded will be in compliance with relevant Data Protection Legislation.

16. Policy Review

This policy is reviewed every two years, or sooner if laws, regulations or best practice change. We will consult tenants where appropriate, and their feedback will help us improve how we manage asbestos in our homes.