

Asbestos Safety Policy

Our Vision

Building better lives through social care and housing in local communities.

Our Mission

We co-design and deliver services that offer innovative social care solutions and support people to thrive.

Our Values



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Look Ahead
CARE, SUPPORT AND HOUSING

1. Introduction

- 1.1 This policy sets out our approach to asbestos safety and how we will meet our responsibilities and duties as a landlord for ensuring the effective management of asbestos in our properties.
- 1.2 This policy applies to:
- Unsupported rented properties
 - Supported housing
 - Market rented properties
 - Temporary accommodation
 - Stock owned, but not managed by Look Ahead
 - Communal areas
 - Commercial properties (offices, depots etc)
 - Stock managed by us on behalf of a third party
 - Remote plant
 - Curtilage
- 1.3 This policy aims to:
- Ensure as far as reasonably practicable that residents, employees and visitors to our properties are not exposed to any risks to their health, safety or wellbeing in accordance with legislative requirements in relation to asbestos.
 - Provide clear lines of responsibility across the organisation for the management of asbestos.
 - Specify individual responsibilities for the management of asbestos.
 - Clarify our approach to inspection and management of Asbestos Containing Material ('ACM').
 - Clarify the method for reviewing and monitoring the compliance of Asbestos.

2. Definitions

- 2.1 The term 'customer' refers to our tenants, leaseholders and licensees as well as members of their household.
- 2.2 The Statutory Duty Holder is the Executive Director of Asset & Property.
- 2.3 The 'operative' is a competent person qualified to undertake asbestos related works to the required standard.

3. Policy Statement

- 3.1 This policy aims to protect the health, safety and well-being of our customers, staff, contractors and all visitors to the properties to which this policy applies. We

will ensure that asbestos does not become an unacceptable risk by undertaking inspections, surveys and risk assessments.

- 3.2 We are committed to meeting our obligations as a Responsible Person under all relevant legislation and statutory guidance to provide safe homes for our residents, safe workplaces for our employees and ensuring safety for visitors.

4. Our Commitments

- 4.1 We will ensure, as far as reasonably practicable, that customers and all lawful visitors to our properties are not exposed to any risks to their health or safety in relation to asbestos. We will carry out our individual and collective duties by:
- Developing and maintaining an Asbestos Register for all stock that we own and make appropriate information available to colleagues and contractors where applicable. Regular reviews of our Asbestos Policy, Asbestos Management Plans ('AMPs') and procedures will take place to ensure that identified ACMs are managed, as set out in AMPs (non-domestic).
 - We will carry out monthly reconciliations to ensure all properties that are on the current programme match against properties listed on our in-house management system (True Compliance). We will monitor and manage ACMs in non-domestic buildings and common parts of domestic buildings, such as blocks of flats, foyers, corridors, lifts and lift shafts, staircases, boiler houses, vertical risers, gardens, yards and outhouses.
 - We will keep and maintain an up-to-date record of the location, condition, maintenance and removal of all ACMs on premises. This information will be held on the Master Asbestos Register. ACMs will be repaired, sealed or removed if there is a risk of exposure due to their condition or location. ACMs in a good state of repair will be maintained and their condition monitored as per the re-inspection programme, or as a minimum on an annual basis.
 - Arrangements are in place so that work which may disturb ACMs complies with the Control of Asbestos Regulations and this will be reviewed at regular intervals and changes will be made if circumstances change.
 - We will 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.
 - Arrangements will be made to deal with asbestos during construction, refurbishment and demolition. These arrangements will be site specific and details will be made available prior to work commencing.
 - Surveys will be undertaken by a competent surveyor to establish the location, condition and risks posed by ACMs and suspected ACMs. Risk assessments will be undertaken to assist in deciding on any appropriate action and formulating a management plan for ACMs.

- Our property staff and neighbourhood staff will be trained to be aware of potential ACMs and to report the presence of these to their line manager. Surveys will identify and record the location, extent, condition and product type of any known or presumed ACMs.
 - The surveying regime will be carried out in line with the Asbestos Management Procedures. We will appoint suitably qualified staff or engage professional services to carry out surveys and to facilitate asbestos removal requirements.
- 4.2 The duties set out in Regulation 4 of CAR 2012 Regulations will rest with the person in control of the premises and maintenance activities in non-domestic premises and to those common areas (non-domestic areas) of properties providing rented or licensed accommodation.
- 4.3 Under our 'Duty to Manage' the Duty Holder will provide information on the location and condition of the materials to anyone who is liable to disturb them. This duty extends to our customers who may inadvertently disturb ACMs which may be present in their home.
- 4.4 We are committed to extending our duty to contractors working in domestic premises under regulations concerning working safely with asbestos - as far as domestic premises become a place of work - whenever a repair or refurbishment work is carried out.
- 4.5 Actions taken in the event of an asbestos related incident are set out in our Asbestos Management Procedures.
- 4.6 Appointing contractors that hold one of the relevant British Occupational Hygiene Society (BOHS) qualifications S301, P402, and P405 with three to five years' experience undertaking asbestos surveys.
- 4.7 Using external consultants or organisations accredited by UKAS and accreditation ISO 17025 for surveying and analytical service.
- 4.8 Asbestos removal and remedial works will be carried out by approved removal contractors working to Guide HSG 247. When asbestos removal or remedial works have been completed and the area thoroughly cleaned and visually inspected, an independent UK Accreditation Service (UKAS) accredited analyst will be engaged to carry out a visual inspection and air sampling to ensure that the work area is ready for re-occupation and appropriate records of the inspection will be retained. Safety Certificates are held on True Compliance and a copy is sent to the relevant service.
- 4.9 The requirement for removal and remedial works in relation to asbestos are set out in our Asbestos Management Procedure.
- 4.10 All staff will have regard to the needs of our customers when delivering asbestos management services. We will develop a process to provide staff and customers with information concerning the presence of ACMs within their property or workplace following the completion of an asbestos management survey and following void re-let.

- 4.11 The Repairs and Voids Team will work closely with the Neighbourhood and Operations Teams to identify any vulnerable customers and to ensure that their property is appropriately and adequately adapted to ensure their safety.
- 4.12 We have a legal right to access customers' properties to view the condition and state of repair and to carry out safety checks and associated remedial works provided that the customer is given at least 24 hours' written notice.
- 4.13 We will always assess and take account of customers' vulnerabilities and maintain records of contact and attempted contact with them for the purpose of gaining access to carry out these works. Where we are unable to gain access, we will seek legal intervention which may include requesting a Court Access Order or a Committal Injunction.

5. Owned, Leased and Managed Properties

- 5.1 Where we own and manage properties we remain the Responsible Person in relation to asbestos and, as such, we accept our legal duty to risk assess these properties and complete any works within our control.
- 5.2 Where we own properties, including properties that are not managed by us, we remain the Responsible Person in relation to asbestos safety. We will undertake our legal duty to carry out and survey the building and complete any works within our control. The only exception to this is where it is explicitly specified as otherwise in the lease and this will be recorded, and the managing party will be informed. Where the named person (or organisation) is our managing agent (including commercial property) they are the Responsible Person.
- 5.3 Where we manage properties that are not owned by us the Responsible Person is set out in the terms of the management agreement. If we are not the Responsible Person we will seek assurance from the Responsible Person that all legislative requirements are being met regarding the management of asbestos.
- 5.4 Where we own a property on a full repairing lease, we will be the Responsible Person unless otherwise specified in the lease. However, the Lessee retains responsibility for maintenance and safety under the terms of the lease and is legally responsible for the management of asbestos in relation to all matters under their control. Where we are not the Responsible Person we will seek assurance from the Responsible Person that all legislative requirements are being met regarding the management of asbestos.
- 5.5 Where we seek assurance from the Responsible Person and do not receive an adequate response, we will take reasonable further steps to follow this up, commensurate with the level of risk to customers. These further steps may include:
 - Further, follow-up correspondence seeking the involvement of enforcing authorities, such as the local authority or the Health and Safety Executive

to establish the position and compel a full and adequate response from the Responsible Person.

- Explore possible legal action/proceedings to compel a response.
- Give consideration, on an exceptional, one-off basis (and by doing so in no way accepting future responsibility/liability from the Managing Agent for the involved activity/requirement) to completing the activity/requirement involved in our over-riding health and safety interests of our customers– in such circumstances the costs of completing such an activity/requirement will be recharged to the Managing Agent via their Responsible Person.
- Records will be kept for the current and previous year in relation to all responses received from Managing Agents and their Responsible Person.
- It is the responsibility of the Service/Contract Manager to request copies of certificates from the relevant landlord.

6. Roles and Responsibilities

- 6.1 The Chief Executive has overall responsibility for the implementation of this policy
- 6.2 The Executive Director of Asset & Property is accountable for the implementation of this policy, ensuring adequate resources are provided for its successful implementation. They will ensure there are effective processes in place to implement this policy in relation to the function of asset management, repairs and maintenance where we are responsible.
- 6.3 The Head of Compliance and Building Safety is the Responsible Person where we are responsible and will ensure this policy and associated procedures are adhered to by staff and contractors. They are responsible for keeping this policy up to date. They are responsible for the Asbestos Registers and management of ACMs where we are the Responsible Person.
- 6.4 The Compliance Contracts Manager is responsible for the day-to-day management and will organise the routine inspection of ACMs and maintain Asbestos Registers where we are the Responsible Person. Where we own properties where we are not the Responsible Person they will seek assurance from the Responsible Person that all legislative requirements are being met regarding the management of asbestos.
- 6.5 The Director of Housing and Customer Experience is the Responsible Person where we manage properties where we are not the Responsible Person and will seek assurance from the Responsible Person that all legislative requirements are being met regarding the management of asbestos.
- 6.6 The Senior Health & Safety Manager will ensure that all health and safety requirements are met, and that this policy is updated to reflect any new and/or emerging legislation and regulatory requirements and will ensure compliance with the Policy in our Schemes.

- 6.7 All members of staff have a responsibility to ensure they have sufficient knowledge to work safely around any ACMs and to identify and report any dangerous ACMs. Training will be provided, as appropriate, to improve asbestos awareness throughout the organisation and in accordance with the Training Matrix.
- 6.8 Customers' tenancy/occupancy agreements require customers to ask us for permission before carrying out any improvements to enable us to check for any risk of disturbing ACMs.
- 6.9 Contractors and subcontractors must comply with the arrangements set out in this policy and demonstrate competency in the management of their work activities in relation to asbestos.
- 6.10 An appropriately competent member of staff - or appointed UKAS accredited contractor - will provide advice and guidance on the appropriate methods of risk assessment and control measures arising and the management of works, as appropriate, relating to asbestos safety.

7. Measuring compliance

- 7.1 Performance reports in relation to Asbestos Compliance Programmes will be reviewed as follows:
- Weekly Compliance Team Meetings
 - Monthly Compliance Meetings
 - Monthly by the Senior Management Team
 - 3 Monthly by the Audit and Risk Committee
 - 6 Monthly by the Board
- 7.2 These reports are in accordance with approved Key Performance Indicators (KPIs) which shall include:
- Communal Asbestos inspection Programmes
 - Asbestos remediation outstanding actions against an action plan for completion.
 - Asbestos remediation actions that are overdue against an action plan for completion.

Record Keeping and Confidentiality

We will comply with our Data Protection and Confidentiality Policy which can be found by clicking [Here](#) or visiting our website at www.lookahead.org.uk

Records will be kept and maintained, as required, in accordance with our Asbestos Management Procedures and our Retention & Disposal Schedule. The Senior Compliance Officer will have responsibility for the overall maintenance of the Asbestos

Register/Database. All asbestos records, procedures, training, and safe systems of works will be regularly monitored and reviewed.

Records of staff training will be maintained by the Learning & Development Team.

Policy Sign Off and Ownership	
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Who was consulted?	N/A. Our duty in relation to asbestos safety are set out in legislation and regulations and, as such, there is no requirement to consult.
Approved By/Date	Policy Group, 15 April 2026
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Author	Head of Compliance & Building Safety
Owner (if different)	Executive Director of Asset & Property
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Compliance Measures	See policy
Related Policies/Procedures	Archive, Retention and Disposal Policy Asbestos Management Plan
Relevant Legislation and Regulatory Requirements	• Health & Safety at Work Act 1974 • The Management of Health & Safety at Work Regulations 1999 • The Control of Asbestos Regulations 2012 • Approved Code of Practice L143, Managing & Working with Asbestos – The Control of Asbestos Regulation 2012 • L127 (The management of asbestos in non-domestic premises) and L143 (Work with materials containing asbestos) have been consolidated into this single revised ACOP – December 2013 • HSG 264: The Survey Guide • The Construction (Design & Management)

Regulations 2017 and 2015

Version History

Version	Date	Description of Changes	Author
3.3	15.04.2026	No change following update in 2025	██████████ and ██████████
3.2	08.04.2025	Updated reconciliation procedure highlighted by Audit. Updated the roles to reflect current structures.	██████████ Compliance Contracts Manager and ██████████ Head of Compliance
3.1	08.11.2022	Updated contractor training provisions highlighted by audit.	██████████ Head of Compliance
3.0	23.05.2022	Programmed re-fresh	██████████ Head of Compliance
2.0	Jan 2017	Comprehensive rewrite to ensure all Look Ahead staff customers; staff and contractors are aware of their responsibilities and actions needed to effectively manage asbestos.	██████████ Senior Property Manager