

YOUR GUIDE TO

Asbestos



At Community Gateway, we are committed to ensuring our homes are safe and well-maintained. If you have any concerns or questions about asbestos, this guide will explain what you can expect from us and how we will help keep you safe in your home.

Asbestos is a material that was used in buildings from the 1950s until its use was banned in 1999.

Asbestos in the home

If you have asbestos containing materials in your home, extra care should be taken to not disturb these materials. When in good condition and not disturbed, asbestos materials pose little risk to health however, when materials that contain asbestos are in poor condition or become damaged, fibres can be released into the air, increasing risk of serious respiratory diseases.

Where asbestos-containing materials are present, they have been assessed as low risk and in good condition, meaning they are not a risk to tenants. In homes where these materials are present, it has been determined that the materials are safe to remain where they are as the likelihood of disturbance is low.

All tenants with asbestos-containing materials in their homes have been advised on the location and condition of the material.

What you can expect from us

As part of our commitment to providing safe and well-maintained homes, you can expect:

- We will ensure that your home remains a safe place to live without any risks to you or your family's health.
- If your home was built before the year 2000, we have carried out a survey to find any asbestos-containing materials which could be affected by the day-to-day use of your home. When you start your tenancy, we will provide you with a clear report showing whether asbestos is in your home and where it is.
- We will re-inspect any asbestos-containing materials within your home every five years to make sure they are still in good condition and pose no risk to your health. Asbestos materials identified as particularly low risk will be re-inspected every 10 years.
- Where the condition of asbestos-containing materials has changed, we will arrange for remedial works or removal of the items.
- All asbestos inspections are carried out by a qualified CGA member of staff.
- If you report any concerns about asbestos to us, we will act quickly.

- We will adhere to all relevant legislation and best practice in relation to identifying and managing asbestos materials in any of our properties.

What you need to do

If you have been informed that asbestos-containing materials have been identified in your home, take extra care not to disturb these materials when doing any DIY tasks. You should also advise tradespeople accordingly when they are in your home.

Asbestos-containing materials can look very similar to those not containing asbestos. If you are in any doubt, please contact us before carrying out any DIY tasks.

You must not drill, cut or disturb any asbestos containing materials. You must not scrape or sand asbestos-containing materials before painting and decorating.

If you disturb any asbestos-containing materials in your home, this may have the potential to become a risk to you, your household and any Community Gateway staff who might attend your property. It is important that you report any damage to asbestos-containing materials to us quickly.

How to report concerns

If you have any questions or concerns about asbestos in your home, please contact our Repairs Team using any of the following options:

- Email: repairs@communitygateway.co.uk
- Phone: **0800 953 0213 (option 1)**
- Visit us: **Harbour House, Portway, Preston, PR2 2DW**

Give us your feedback

We welcome your compliments, complaints and comments to help us improve our services. We will make sure that your feedback is addressed fairly, effectively and promptly. Submit your feedback via any of the methods below:

- Online: complete the form at www.communitygateway.co.uk/complaints-and-compliments
- Email: complaints@communitygateway.co.uk
- Phone: **0800 953 0213 (option 6)**
- Visit us: **Harbour House, Portway, Preston, PR2 2DW**
- Write to us at: **FREEPOST RTSY-EKRT-ASKR - Service Improvement Team, Community Gateway Association, Harbour House, Portway, Preston, PR2 2DW.**



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