

Do you need this document in another language or format? Tick the box next to the language you need and send it to the address below. This leaflet is also available in Large print, Braille, Audio and EasyRead formats. **This leaflet is about Asbestos.**

Arabic

هل تحتاج الى الحصول على هذه الوثيقة بلغة أخرى أو شكل آخر؟ ضع علامة في المربع بجانب اللغة أو الشكل الذي تحتاجه و قم بإرساله على العنوان المذكور أدناه.

هذه الوثيقة متعلقة بالأسبستوس

Bengali

আপনি কি এই কাগজটি অন্য কোনো ভাষায় বা ফরমাট চান? আপনি যে ভাষায় বা ফরমাটে চান তার নামের পাশে তার টিক চিহ্ন দিন এবং নীচের ঠিকানায় ফেরত পাঠান।

এই সিদ্ধান্তটি যখন প্রদানসময় সম্পর্কিত।

Gujarati

શું તમને આ દસ્તાવેજની આવશ્યકતા કોઈ અન્ય ભાષા અથવા શૈલીમાં છે? જે ભાષા અથવા શૈલી ની તમને આવશ્યકતા હોય એની આગળનાં બોક્સ પર ટિક ક્લિક કરો અને નીચે આપેલાં સરનામા ઉપર માકલો.

આ પુસ્તિકા એસ્બેસ્ટોસ વિષે છે.

Hindi

क्या आपको इस दस्तावेज की किसी अन्य भाषा या प्रारूप में जरूरत है? जिस भाषा या प्रारूप की आपको जरूरत है उस के आगे दिए बॉक्स पे टिक करें और नीचे दिए पते पर भेजें।

यह पुस्तिका एस्बेस्टोस के बारे में है।

Polish

Czy potrzebują Państwo niniejszy dokument w innym języku lub formacie? Jeśli tak, prosimy o zaznaczenie okienka obok wymaganego języka lub formatu i odesłanie na poniższy adres.

Niniejsza ulotka zawiera informacje na temat azbestu.

Punjabi

ਕੀ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਵਿਚ ਜ਼ਰੂਰਤ ਹੈ? ਜਿਸ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਦੀ ਤੁਹਾਨੂੰ ਜ਼ਰੂਰਤ ਹੈ ਦੇ ਅੱਗੇ ਦਿੱਤੇ ਗਏ ਬਾਕਸ 'ਤੇ ਟਿਕ ਕਰੋ ਅਤੇ ਹੇਠਾਂ ਦਿੱਤੇ ਪਤੇ 'ਤੇ ਭੇਜੋ।

ਇਹ ਲੀਫਲੈਟ ਐਸਬੈਸਟੋਸ ਦੇ ਬਾਰੇ ਹੈ।

Slovak

Potrebujete tento dokument v inom jazyku alebo formáte? Zaškrtnite okienko vedľa jazyka alebo formátu ktorý potrebujete a zašlite na nižšie uvedenú adresu.

Tento leták je o azbeste.

Somali

Miyaad dhokomentigan ugu baahan tahay af kale ama qaab kale? Calaamadee sanduuqa ku xiga afka ama qaabka aad rabto oo ku soo dir cinwaanka hoose.

Xaashidan waxay ku sa'absan tahay Maddada Asbestos.

Urdu

کیا آپ کو یہ دستاویز کسی دیگر زبان یا شکل میں مطلوب ہے؟ اپنی مطلوبہ زبان یا شکل کے سامنے والے خانے میں نشان لگائیں اور ذیل کے پتے پر بھیجیں۔

یہ کتابچہ ایسبیسٹس کے بارے میں ہے۔



Tel: 0300 111 7000 **Fax:** 0121 358 9011 **Email:** customerfirst@accordgroup.org.uk
Customer First, Accord Group, 178 Birmingham Road, West Bromwich, B70 6QG

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Asbestos

ensuring your home is safe



THE ACCORD GROUP



Asbestos

This leaflet explains the Service Standard that you can expect from us in dealing with Asbestos in your home.

The Accord Group comprises 7 organisations which work together: Accord, Ashram, Caldmore and Moseley & District housing associations, bchs, Fry Housing Trust and Redditch Co-operative Homes. This leaflet applies to all of these organisations.



The way we work

We aim to **Put People First**, which means responding to any concerns you might have. We aim to deliver **Excellence Through Innovation** and will use new ways and technology to deal with problems which arise. We want to **Make a Difference** and ensure that you are safe in your home. We are **Committed to Communities** and ensuring the risks to people are minimised.



We welcome your views and feedback.

You can contact us by phone, fax, email or letter on:

Tel: 0300 111 7000 **Fax:** 0121 358 9011

Email: customerfirst@accordgroup.org.uk

Customer First, Accord Group, 178 Birmingham Road,
West Bromwich, B70 6QG

*You can also contact the individual associations within the Accord Group directly and through our websites at **www.accordgroup.org.uk**. Individual offices addresses and opening hours are on the inside back cover of this leaflet.*



What is asbestos?

Asbestos is a naturally occurring mineral. It was commonly used in buildings before 1987 because it is extremely resistant to fire and corrosion and is a good insulator against noise and heat. Asbestos was still used until 1999.

Because it has been so widely used, it is impractical to remove asbestos from all of our properties

Where am I likely to find it in my home?

Asbestos can be found in most privately-owned, local authority and housing association homes which were built before the late 1990s. You are most likely to come across asbestos in the places listed below, although this does not mean they will definitely contain asbestos:

Thermal Insulation:

- Boilers
- Water heaters
- Pipes and pipe joints
- Textured coatings like artex

Asbestos composites:

- Floor tiles (9")
- Bath panels
- Garage roofs
- Gas appliances
- Flues
- Pipe boxing
- Water tanks
- Fascias and soffits

Fire resistant boards:

- Ceiling tiles
- Door linings
- Fire doors
- Fire Breaks
- Partition walls
- Storage heaters
- Insulation

Any new material fitted to your home by us, or our contractors, will be free from asbestos.



What are the risks?

Asbestos can be dangerous if dust from asbestos is breathed in, as tiny fibres can reach the lungs and cause serious health problems such as asbestosis or cancer. There is usually a very long delay between breathing in asbestos dust and becoming ill, anything from 15 to 60 years.

Asbestos is NOT a risk if it is in good condition and is not disturbed by drilling or sawing, for example.

What if I find asbestos?

Contact us for advice.

DO NOT REPAIR OR REMOVE MATERIAL THAT YOU BELIEVE MAY CONTAIN ASBESTOS.

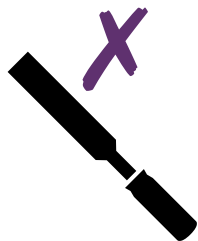
It is important that you **DO NOT** cut, break, saw, drill, sand or otherwise disturb any material that you suspect may contain asbestos.

SERVICE STANDARDS: Removing Asbestos from your home

Our policy is to carry out a risk assessment for each individual case. A trained surveyor will evaluate the case and make a decision on whether to:

- If it is in good condition, leave it in place and make a record of where it is
- Seal it to stop it breaking down
- Encapsulate it with a special coating
- Remove it and replace it with an asbestos-free material

Please remember, all landlords are in the same position with regard to managing asbestos and it may not always be necessary or practical to remove everything that contains asbestos. Some material will have to be managed, not removed.



Who can remove asbestos?

We will only use special contractors licensed with the Health and Safety Executive to deal with asbestos.

If you are a Shared Owner, or leaseholder you may be responsible for the cost of any work needed.

If in doubt about whether a material contains asbestos, contact us and we will check our asbestos register.

This register contains information on all of our properties that have been checked for asbestos. Where there is no record, we can arrange to have the material inspected, analysed or carry out a risk assessment.



What if I am not happy?

We welcome feedback, good and not so good, on the services we deliver. It helps us put right any problems or improve the way we do things.

It also helps us compliment our people if they have delivered a good service. If you are happy, or unhappy, with the service you have received please tell us. We will give you details of our Compliments and Complaints policy and we will look into your comments and respond to you.

CONTACT DETAILS

Accord Group Central Services

178 Birmingham Road,
West Bromwich, B70 6QG

T: 0300 111 7000

E: customerfirst@accordgroup.org.uk

Open: 9am – 5pm Monday to Friday

Accord Housing Association

37 King Street, Darlaston
Walsall, WS10 8DE

T: 0300 111 7001

E: customerfirst@accordgroup.org.uk

Open: 9am – 5pm Monday to Friday

Closed: 12.30pm – 1.30pm
on Wednesdays

Ashram Housing Association

Fairgate House, 205 Kings Road
Tyseley, Birmingham, B11 2AA

T: 0300 111 7000

E: customerfirst@accordgroup.org.uk

Open: 9am – 5pm Monday to Friday

Ashram Coventry Office

4 Longford Road, Coventry, CV6 7AW

T: 0300 111 7000 and 02476 667 314

E: customerfirst@accordgroup.org.uk

Open: 9.30am – 4.30pm Tuesday
and Wednesday

GROUP WEBSITES:

www.accordgroup.org.uk

**Emergency Out of Hours calls
about Anti-social Behaviour
and Repairs can be made on
0300 111 7000**

bchs

Fairgate House, 205 Kings Road
Tyseley, Birmingham, B11 2AA

T: 0300 111 7000 and
0121 764 3808

E: customerfirst@accordgroup.org.uk

Open: 9am – 5pm Monday to Friday

Caldmore Area Housing Association

18 Caldmore Green, Caldmore
Walsall, WS1 3RL

T: 01922 614505

E: Info@caldmorehousing.co.uk

Open: 9am – 5pm Monday to Friday

Fry Housing Trust

43 Rowley Village, Rowley Regis
West Midlands, B65 9AS

T: 0121 559 6406

E: admin@fryha.org.uk

Open: 9am – 4.30pm
Monday to Friday

Moseley & District Housing Association

106 Alcester Road, Moseley
Birmingham, B13 8EF

T: 0121 442 5000

Textphone: 07900 912728

E: frontdesk@moseleyha.org.uk

Open: 9am – 4pm Monday,
Wednesday and Friday and 9am –
1pm Tuesday and Thursday

Redditch Co-op Homes

Britten House, Britten Street
Redditch, B97 6HD

T: 01527 591 170

E: hazel@rch.coop

Open: 10am – 4.30pm
Monday to Friday