

ROYAL BOROUGH OF KENSINGTON & CHELSEA HOUSING MANAGEMENT
Asbestos Policy

July 2026

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1 Introduction

1.1 As owners and managers of homes, the Royal Borough of Kensington and Chelsea (RBKC) have a duty of care to ensure that residents and visitors can use its buildings safely. This policy sets out:

- How RBKC Housing Management will meet its statutory obligations to manage the risk from Asbestos Containing Materials (ACMs) at premises for which it is responsible.
- Our approach to identifying properties with asbestos
- The method of reviewing and monitoring asbestos compliance

2 Scope

2.1 This policy applies to the Council's housing stock in our role as landlord and to all employees involved with the management and maintenance of housing services including contractors or visitors to buildings for the purpose of carrying out their work duties.

2.2 Any properties subject to a management agreement will be managed as set out in the terms of the management agreement or lease.

2.3 Where RBKC Housing Management is not the duty holder but is involved with the site or service, it will cooperate as much as is reasonably possible with the duty holder.

2.4 Asbestos Policy should be read in conjunction with the RBKC Housing Management Asbestos Management Plan (AMP) which covers roles and responsibilities and all aspects of the asbestos management process.

3 Policy Statement

3.1 RBKC is committed to ensuring the safety of residents, staff, contractors and visitors. This commitment includes managing any risk associated with asbestos as far as reasonably practicable, in full compliance with the Health and Safety at Work Act 1974 and the Control of Asbestos Regulations 2012.

3.2 RBKC will:

- Identify and manage Asbestos Containing Materials (ACMs) in all properties under its control.
- Maintain an up-to-date Asbestos Register and Asbestos Management Plan (AMP).
- Ensure surveys are carried out by UKAS-accredited consultants in accordance with HSG264.
- Provide asbestos awareness training for staff and contractors.

- Implement emergency procedures for asbestos-related incidents.
- Review the AMP annually and following any significant change or incident

4 Related Documents

- Asbestos Management Plan
- RBKC Corporate Health and Safety Policy
- Fire Safety Strategy
- Repairs Policy
- Voids and Lettings Policy and Procedure
- Mutual Exchange Policy
- Tenancy Policy
- Tenant Handbook
- Data Protection Act and General Data Protection Regulation guide
- HHSRS Process

5 Legislative Context

5.1 Principle Legislation

- The Landlord and Tenant Act 1985
- Health and Safety at Work Act 1974
- Control of Asbestos Regulations 2012 (CAR 2012)
- Hazardous Waste (England and Wales) Regulations 2005
- Awaab's Law

5.2 Guidance and Codes of Practice

- L143 Managing and working with asbestos (2013)
- HSG 264 Asbestos: The Survey Guide (2012)
- HSG 247 Asbestos: The licensed asbestos contractor's guide (2006)
- HSG 227 A comprehensive guide to managing asbestos in premises
- HSG 53 – Selection, use and maintenance of respiratory protective equipment
- HSG 213 – Introduction to Asbestos Essentials
- HSG 248 – The analysis guide for sampling, analysis and clearance procedures
- HSG 210 – Asbestos Essentials
- Control of Asbestos Regulations 2012 Approved Code of Practice and guidance
- Control of Substances Hazardous to Health Regulations 2002

5.3 Additional Legislation

This policy also operates in the context of the following additional legislation:

- The Management of Health and Safety Regulations 1999

- The Workplace (Health Safety and Welfare) Regulations 1992
- The Housing Act 2004
- The Defective Premises Act 1972
- Construction Design and Management Regulations 2015
- Reporting of Injuries, Disease and Dangerous Occurrences Regulations 2013
- Occupiers Liability Act 1984
- Hazardous Waste (England and Wales) Regulations 2005
- Environmental Protection Act 1990

6 Our Commitments

6.1 Identification and Surveying; RBKC will take reasonable steps to find materials likely to contain asbestos by carrying out surveys and presuming these are ACMs unless strong evidence shows otherwise. Where no existing information is held:

- Non-domestic premises: RBKC will conduct a survey for ACMs once a year.
- Domestic premises: Surveys will be conducted where intrusive works are planned or at change of tenancy.
- Surveys will be carried out by UKAS-accredited Surveyor in accordance with HSG264.

6.2 Awaab's Law

In line with the principles of Awaab's Law, RBKC will ensure that any reports of suspected, damaged, or disturbed ACMs are investigated without delay. Emergency risks will be made safe within 24 hours, with further inspection, risk assessment, and remedial action carried out in accordance with the Control of Asbestos Regulations 2012 to protect residents, employees, and contractors.

6.3 Record Keeping and Risk Assessment

RBKC will maintain an up-to-date Asbestos Register, updated after surveys, removal work, or risk reassessment. A competent person will carry out risk assessments of ACMs and set priorities for removal or ongoing management.

6.4 Maintenance and Inspection

The Council will ensure damaged or at-risk ACMs are repaired, protected, or removed by a competent person. RBKC will conduct periodic inspections of all known or presumed ACMs, with frequency based on risk assessment, and record results in the Asbestos Register.

6.5 Information Sharing and Compliance

RBKC will provide contractors and relevant parties access to asbestos information before work begins. The Council will meet responsibilities under the Construction Design and Management Regulations 2015 and ensure all intrusive works have a suitable asbestos risk assessment in place.

6.6 Contractor and Removal Standards

The Council will use only HSE-licensed asbestos removal contractors for all ACM removal, regardless of whether the work is notifiable. RBKC will appoint a competent and adequately resourced 'Appointed Person' to oversee asbestos processes.

6.7 Training and Guidance

RBKC will provide asbestos awareness training for all employees involved in property management and maintenance and require contractors to demonstrate evidence of appropriate training for their staff.

6.8 Resident Communication

RBKC will inform residents about ACMs in their properties and provide advice on avoiding disturbance. RBKC will also maintain a written Asbestos Management Plan detailing roles, responsibilities, processes, and emergency procedures.

7 Contractor Responsibilities

7.1 Contractors carrying out works on RBKC properties, including those not directly related to asbestos works, are responsible for ensuring that:

- All RBKC relevant asbestos records are being checked prior to commencing works and all practicable measures are being taken to not damage ACMs in RBKC premises.
- Suitable and sufficient risk assessments and method statements are available to RBKC for the works that they are undertaking prior to commencement of works.
- Any suspected damaged asbestos hazards are reported immediately to the Asbestos Team and follow RBKC's asbestos emergency procedures in reporting to RBKC as soon as possible.
- All operatives are competent and suitably trained and qualified to undertake the work for which they are engaged and that their work is subject to regular inspection and audit.

8 Resident Responsibilities

8.1 Residents are responsible to ensure that reasonable practical access is given to undertake inspection, repairs & maintenance.

- 8.2 Where residents suspect Asbestos within their property, they are not to disturb the area and are to notify RBKC as soon as possible via the Housing Response Team – 0800 137 111 / 0203 617 7080. The Housing Response team may ask to hold a video call or for pictures of the affected area to provide the asbestos team with evidence to support diagnosis.

9 Leaseholder responsibilities

- 9.1 If asbestos is discovered in a leaseholder property, they are to arrange their own asbestos survey with their chosen provider. As per their leaseholder agreement, RBKC will not undertake any repairs or surveys within a leasehold property.

- 9.2 All leaseholder must comply with current building safety legislation.

10 Resident Engagement

- 10.1 Residents are informed on the management of asbestos upon request. Effective communication is central to our commitment to asbestos safety. RBKC will ensure to:

- Educate and Inform: Help residents understand what asbestos is, how to manage any potential risks in their homes, and how to report concerns.
- Reach All Residents: Make a special effort to engage vulnerable and hard-to-reach individuals through inclusive and accessible communication.
- Share Information Transparently: Provide clear updates through regular publications and maintain up-to-date resources on our website.
- Provide Survey Access: Where asbestos surveys have been conducted, residents are notified of the findings based on the risk in property.
- In non-domestic properties (*communal areas*) reports are managed by the Asbestos Team.

11 Complaints

- 11.1 If a resident has an issue about the service received during the reporting and removal of asbestos in their property, they can submit a complaint to the Customer Experience Team by emailing HM-Complaints@rbkc.gov.uk.

- 11.2 All complaints will be handled in line with the [Council's Housing Management Complaints Policy](#).

12 Equalities Statement

- 12.1 The Council is committed to promoting fair and equal access to services and equal opportunities in employment, the procurement of goods and as a community leader. The Council's policies, procedures and day to day practices have been established to promote an environment which is free from unlawful and unfair discrimination, while valuing the diversity of all people.
- 12.2 Discrimination on the grounds of race, nationality, ethnic origin, religion or belief, gender, marital status, sexuality, disability and age is not acceptable: the Council will take action to ensure no person using the council's premises or services receives less favourable treatment or is disadvantaged by requirements or conditions that cannot be justified. The Council will tackle inequality, treat all people with dignity and respect and continue to work to improve services for all service users.

13 The General Data Protection Regulation (GDPR) and the UK Data Protection Act 2021

- 13.1 As a directorate of RBKC, Housing Management shares the commitment to ensure that all data is:
- Processed lawfully, fairly and in a transparent manner
 - Collected for a specific and legitimate purpose and not used for anything other than this stated purpose, or as provided for in our privacy and fair processing notices
 - Relevant and limited to whatever the requirements are for which the data is processed
 - Accurate, and where necessary, kept up to date. Any identified inaccuracies will be amended or removed without undue delay
 - Stored for as long as required, as specified within RBKC's Records Retention policy
 - Secured with appropriate solutions, which protect the data against unauthorised or unlawful processing and accidental loss, destruction or damage.
- 13.2 For further information about the Council's commitment to GDPR, please see the Council's website at www.rbkc.gov.uk.

14 Monitoring and Review

- 14.1 This policy and associated procedures are subject to a review every 5 years. Additionally, the policy and associated procedures will be reviewed to respond to any legislative or regulatory changes that may occur.

14.2 The Asbestos Management Plan (AMP) will be reviewed annually and immediately following any significant change, incident, or legislative update. This review will ensure that all processes remain compliant with current regulations and reflect any changes in risk assessment or operational requirements.

14.3 This policy and associated procedures will also be reviewed following a significant incident (whether internal or external to RBKC) relating to the areas covered by this policy.

15 Appendix

Appendix 1 – Glossary

15.1 15.1 Glossary

Term	Definition
HMT	Housing Management Team
AAC	Approved Asbestos Consultant
Keystone	RBKC's Asset Management Database that holds RBKC's Asbestos Register.
Keystone Mini	Web-based application that provides access to RBKC's Asbestos Register data accessible on multimedia devices (smart phone/ PDA).
ACMs	Asbestos Containing Materials
ACoP	Approved Code of Practice produced by the Health and Safety Executive, e.g. ACoP L127 The Management of Asbestos in Non-Domestic Premises.
AMP	Asbestos Management Plan – required by legislation, a document that sets out the mechanism by which Asbestos Containing Materials are managed.
ARCA	Asbestos Removal Contractors Association
Asbestos	A group of fibrous natural materials composed chiefly of silicates. Large amounts of asbestos were used in new and refurbished buildings before 2000. Exposure to Asbestos fibres can cause several serious diseases, including cancer.
Asbestos Register	The survey data and information will be used to complete an asbestos register and building diagram(s) showing the Asbestos Containing Materials locations. It will also feed into the risk assessment, which will be used to develop the management plan. A key component of the Asbestos Management Plan formed of the information from the asbestos survey reports. The asbestos register must always contain current information, will need regular updating and must be readily accessible. The register can be paper or electronic, but they are increasingly held as electronic databases.

BOHS	British Occupational Hygiene Society
CAR	Control of Asbestos Regulations
CST / CSA	Customer Service Team / Customer Service Advisor
Duty Holder	CAR Regulation 4 defines “the duty holder” as: a) every person who has, by virtue of a contract or tenancy, an obligation of any extent in relation to the maintenance or repair of non-domestic premises or any means of access or egress to or from those premises; or (b) in relation to any part of non-domestic premises where there is no such contract or tenancy, every person who has, to any extent, control of that part of those non-domestic premises or any means of access or egress to or from those premises, and where there is more than one such duty holder, the relative contribution to be made by each such person in complying with the requirements of this regulation will be determined by the nature and extent of the maintenance and repair obligation owed by that person.” These parties might include owners of buildings, tenants, managing agents, etc. It is intended that the existing contractual arrangements for dealing with building related matters should be reflected in respect of the duty to manage Asbestos. The duty holder needs to establish clear lines of responsibility for asbestos management and implementation of the asbestos management plan.
HSE	Health and Safety Executive - HSE is the national independent watchdog for work-related health, safety and illness. They provide the authoritative web-based source of asbestos information: http://www.hse.gov.uk/asbestos/
HSG264	HSG 264 Asbestos: The Survey Guide. This document expanded on and replaced MDHS 100 on January 2010. It is aimed at those conducting surveys, those who commission surveys and those with specific responsibilities for managing Asbestos in accordance with Control of Asbestos Regulations.
MDHS	Methods for the Determination of Hazardous Substances (MDHS100) superseded by HSG264 (see above)
MA	The Material Assessment risk score calculated using an algorithm based on the type and condition of the Asbestos Containing Materials and the ease with which they will release fibres if disturbed.
Licensed Asbestos Works	If the risk of fibre release is high when the material is disturbed the work must be carried out by a Licensed Asbestos Contractor. Notifiable work (Form ASB5) on high grade material/exceeding control limits requiring 14day notice and method statement etc.

Notifiable Non-Licensed Asbestos Works (NNLW)	From April 2012, some non-licensed work, where the risk of fibre release is greater, is subject to three additional requirements – notification of work (Form ASBNNLW1), medical examinations and record keeping (the requirement for medical examinations does not come into force until April 2015).
Non-Licensed Asbestos Works	If the risk of fibre release is low when the material is disturbed the work can be carried out by a Non-Licensed Contractor. Non-licensed work includes work on asbestos-containing textured coatings and asbestos cement.
PA	The Priority Assessment risk score calculated using an algorithm based on the likelihood of someone disturbing the Asbestos Containing Materials.
ORA/RA	The Overall Risk Assessment or Risk Assessment for the Asbestos Containing Materials, (MA+PA)
Responsible Person	To help comply with the legal requirements and to ensure that Asbestos Containing Materials in premises are properly managed, duty holders should identify a person (and in some cases a deputy) within their organisation who will be responsible for that management. A responsible person will be essential where the duty holder has a large or complex building portfolio. The responsible person will need the resources, skills, training and authority to ensure that the Asbestos Containing Materials are managed effectively. Part of their responsibilities will include managing the survey, including contractual and reporting arrangements, quality and subsequent use of the data. (as defined in HSG264).
RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013. It is UK legislation requiring employers, the self-employed, and those in control of work premises to report certain serious workplace incidents to the Health and Safety Executive (HSE). Failure to report is a criminal offence and can lead to fines or prosecution.
UKAS	United Kingdom Accreditation Service which has developed accreditation schemes for organisations undertaking asbestos surveys, sampling and analysis of asbestos in materials.