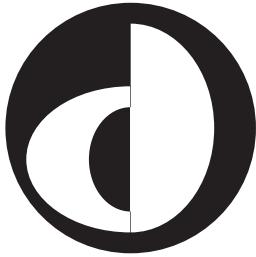




Your guide to asbestos in your home





DIRECT
D e b i t

Rent payments made easy...

- No cheques to write
- No paperwork or postage
- No queuing

Payments are made for you, by your Bank or Building Society. You simply complete and sign a Direct Debit authorisation then send it back to us and we take care of the rest.

**Take the hassle out of paying your rent.
Sign up for Direct Debits today...**



**Ring the Rents Hotline
on 01670 542121
for more information.**

Introduction

This leaflet gives important information about asbestos in your home. Please read the leaflet and keep it in a safe place – you may need it later.

Providing services fairly

We aim to ensure that our customers can use our services regardless of age, race, sex, disability, religion or sexuality.

We do this by ensuring our staff are trained to understand the different needs of customers and by monitoring our services to make sure they are provided fairly to everyone.

Our staff will:

- help you fill in forms
- provide an interpretation service if your first language is not English
- give you information, on request, in different languages or in different formats such as large print, Braille, CD or audio tape
- use plain English
- take account of any special needs you may have
- provide you with support if you need it
- welcome calls using Typetalk
- arrange for you to speak to or be visited by a member of staff of the same sex as you, if you wish
- provide induction-loop systems
- visit you at home if you can't get to our office
- provide you with a sign-language service.

What is asbestos?

Asbestos is a natural mineral that is strong and resistant to heat and chemicals.

Asbestos has been used in building materials for many years, but properties built since the mid 1980s are very unlikely to contain it.

Asbestos is present in many buildings and is perfectly safe if it is not damaged.

Asbestos only becomes dangerous when it gets damaged or is disturbed during work to your home. When damaged, fibres are released into the air; high levels of these fibres can cause harm.

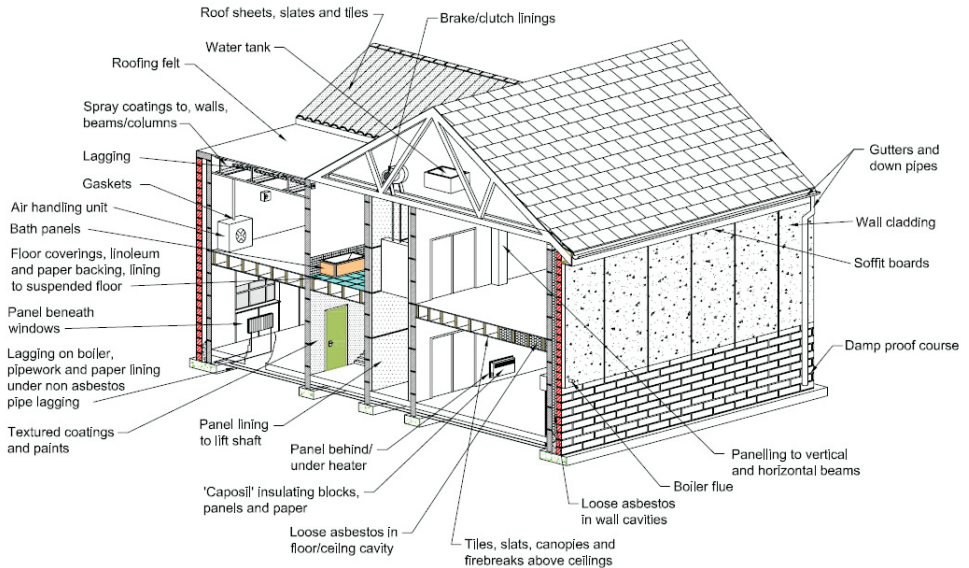
Where might I find asbestos in my home?

Building materials containing asbestos were widely used from 1930 to around 1980, so homes that were built or refurbished at this time may contain asbestos.

Asbestos can be found in the following materials:

- corrugated roofing sheets, roof slates and tiles
- roofing felts made from bitumen
- guttering and rainwater pipes
- external wall cladding and panels
- soffit boards under roof fascia
- panels in the lower half of large window frames
- insulating pads fitted beneath stainless-steel sinks
- cold-water tanks in loft spaces
- central-heating boiler flues
- tiles, slats, canopies and firebreaks above ceilings
- wall boarding to internal partitions, airing cupboards, shelving or ducts
- decorative textured coatings ('Artex'-type paints)
- heat-insulating gaskets, seals and panels behind or under heaters
- panels on or inside fire-resisting doors
- toilet cisterns
- bath panels
- floor tiles and linoleum or cushion-floor sheeting.

Building materials that contain asbestos and are in good condition will not be a risk to anyone living in the property.



How will we deal with asbestos?

If we are planning improvements or major repair work for your home, we will arrange an inspection before the work takes place.

If we think there may be asbestos-containing materials in your home, a specialist company will arrange with you to come and take a sample for testing.

It is important to take a sample before any work begins. Not allowing access may stop any planned work taking place in your home.

If you think there is asbestos in your home, don't try deal with it yourself - contact us immediately.

After taking and testing the sample, we will act as follows, depending on the results:

1

If the type, location and condition of the asbestos is considered a high risk, we will immediately remove the material.

2

If the type, location and condition of the material is considered a much lower risk:

- a) we will remove the material as part of a larger maintenance plan, or
- b) we will seal and bond the material to stop it releasing asbestos fibres, or
- c) if the material is in good condition, sealed and not exposed, and therefore not likely to break up – we will record what type it is and where, and take it into account when making any changes.

Your guide to asbestos in your home - our promise to you

We are committed to providing you with excellent services. These are the standards of service all our customers can expect us to meet.

We will regularly review and publicise our performance against these standards to make sure that we continue to provide a high level of service to our customers.

We will take action to improve our service where we do not meet these standards.

- we will keep a register of where asbestos is in our homes
- if we are planning major repair work to your home, we will arrange an inspection before work starts
- if we suspect there may be asbestos in materials where we want to do any work, we will ask a specialist company to test a sample
- we will tell anyone we send to work on your home where any asbestos is.

Spending money wisely

We aim to get the most out of the money we have available.

You can help us by:

- telling us if you suspect there is damaged asbestos in your home
- following any advice we give you
- contacting us first if you are planning DIY or maintenance work that could involve drilling, cutting, scraping, sanding or disturbing any materials
- keeping any appointment we make with you.

Improving our service

We will always try to provide the best services that we can so we make sure we learn from any complaints and compliments.

If you are not satisfied with our service, please let us know and we will try to sort out your complaint immediately. Our complaint leaflet explains how to complain.

We also welcome your comments and suggestions and regularly ask for your views on our services.

For more information, please contact us at:



Homes for Northumberland
Dinsdale House
75 Marine Terrace
Blyth
Northumberland
NE24 2LN



Phone: 01670 542430 (Blyth Office)



Phone: 0800 0461 431 (Alnwick Office)



RNID Typetalk service –
prefix numbers with 18001



Text: 07950 080908



Fax: 01670 542420 (Blyth Office)



Fax: 01665 510352 (Alnwick Office)



Email: repairs@hfn.uk.com



www.hfn.uk.com

Visit any Northumberland County Council Information Centres:

- Avenue Road, Seaton Delaval
- Keel Row Centre, Blyth
- Forum Way, Cramlington
- Greenwell Lane, Alnwick
- The Fourways Centre, Amble.

We can provide this information in alternative formats and languages. If you would like information in another format or language, please contact one of our offices.

Arabic

يمكننا تقديم هذه المعلومات بتنسيقات ولغات أخرى. إذا كنت ترغب في الحصول على هذه المعلومات بتنسيق أو لغة أخرى، برجاء الاتصال بمكاتبنا

Bengali

আমরা এই তথ্য বিকল্প ফরম্যাট ও ভাষায় প্রদান করতে পারি। আপনি যদি এই তথ্য বিকল্প ফরম্যাট বা ভাষায় পেতে চান, তাহলে অনুগ্রহ করে আমাদের যে কোনো একটি অফিসে যোগাযোগ করুন

Chinese (simplified)

我们可以提供此资料的其它格式和语言版本。如果您希望获取其它格式或语言版本，请与我们的任一办事处联系。

Chinese (traditional)

我們備有此資訊的其它格式和語言版本。若您需要其它格式或語言版本，請聯絡我們的辦事處。

Hindi

हम यह जानकारी वैकल्पिक फार्मेटों और भाषाओं में मुहैया करा सकते हैं। अगर आप अन्य फार्मेट या भाषा में जानकारी चाहते हैं तो कृपया हमारे कार्यालयों में से किसी एक में संपर्क करें

Polish

Możemy udostępnić Państwu te informacje na różnych nośnikach i w różnych językach. Gdyby chcieli Państwo otrzymać informacje na innym nośniku lub w innym języku prosimy skontaktować się z jednym z naszych biur.

Portuguese

Podemos disponibilizar esta informação em formatos e línguas alternativas. Se gostasse de receber informação noutro formato ou língua, por favor contacte um dos nossos escritórios

Punjabi

ਅਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਬਦਲਵੇਂ ਫਾਰਮੈਟਾਂ ਅਤੇ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਪ੍ਰਦਾਨ ਕਰ ਸਕਦੇ ਹਾਂ। ਜੇ ਤੁਸੀਂ ਜਾਣਕਾਰੀ ਨੂੰ ਕਿਸੇ ਹੋਰ ਫਾਰਮੈਟ ਜਾਂ ਭਾਸ਼ਾ ਵਿਚ ਪਸੰਦ ਕਰੋਗੇ, ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਦਫਤਰਾਂ ਵਿਚੋਂ ਇਕ ਨੂੰ ਸੰਪਰਕ ਕਰੋ

Slovak

Môžeme poskytnúť tieto informácie v ďalších formátoch a jazykoch. Ak budete chcieť informácie v iných formátoch a jazykoch, prosím, kontaktujte jednu z našich kancelárií.

Turkish

Bu bilgiler başka formatlarda ve dillerde sağlayabilemekteyiz. Bilgiyi başka bir formatta veya dilde almak isterseniz, lütfen ofislerimizden biriyile irtibat kurunuz.

Urdu

ہم یہ معلومات متبادل شکلوں اور زبانوں میں فراہم کر سکتے ہیں۔ اگر آپ کو یہ معلومات کسی دیگر شکل یا زبان میں مطلوب ہو تو، براہ کرم ہمارے کسی دفتر سے رابطہ کریں

