

Asbestos Policy



We want you to feel safe in your home. Some of our homes built before the year 2000 may contain asbestos, but homes built after this date usually do not.

It's important to understand that asbestos is safe if left undisturbed.

Before you move into your home

You will receive a copy of an asbestos report for your home if it was built before 2000. We recommend you read this before you start to carry out any decoration works or hang any pictures etc.

Planned or repair works

If you report a minor repair in your home, we will always check the asbestos information to make sure we do the work safely.

We may need more information about the asbestos if planned improvements or major repairs are needed in your home. When this happens, we will complete a more detailed asbestos survey. Our contractors will take small samples from various areas including walls, floors, or ceilings and test them for asbestos.

If your home requires the removal or sealing of asbestos, this will only be carried out by a qualified professional. We will carry out repairs in line with the time frames set out in our [repairs and maintenance policy](#):

Emergency repairs: We will attend within **4** hours

Urgent repairs: We will attend within **5** working days

Routine repairs: We will attend within **10** working days

Scheduled: We will attend within **25** working days

We are committed to protecting you, your family and our staff from asbestos exposure with a robust system to identify dangerous situations quickly.



When an asbestos survey is needed, you must allow us to do this. If we cannot carry out the asbestos survey we will not be able to carry out your repair or improvement works. We will take

Legal action if you prevent us from carrying a survey out.

Please let us know if you or someone else in your household has any vulnerabilities.

If you think you have disturbed or damaged any areas of your home which contain asbestos, you can report it by phone, email, Live Chat or My Livin app.

What next?

[Read the full policy at livin.co.uk/policies](http://livin.co.uk/policies)

[Not satisfied with this service? Let us know at livin.co.uk/complaints](http://livin.co.uk/complaints)

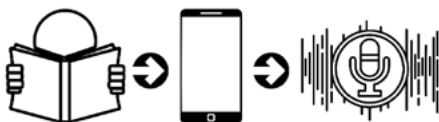
Contact us by phone if you need a copy of this policy or more information about feedback and complaints, we will be happy to post this out to you.

Please let us know if you need additional support to read this document.

We can provide this document in over 250 languages. Our most common are:

عربي (Arabic) Български (Bulgarian) Hrvatski (Croatian) čeština (Czech) پسراف (Farsi) Magyar (Hungarian) polski (Polish) Português (Portuguese) Română (Romanian) Español (Spanish) Український (Ukrainian)

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thebigword
Relay UK

Farrell House, Arlington Way DurhamGate,
Spennymoor, Co. Durham, DL16 6NL

- livin.co.uk
- contactus@livin.co.uk
- 0800 587 4538
- [wearelivin](https://www.facebook.com/wearelivin)
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