

thirteen

Managing and building homes

Customer Engagement Policy Consultation Report

Introduction

Policy Review – Asbestos Management Policy

The current Asbestos Management Policy is due for renewal. In line with the Customer Involvement Framework involved customers who had expressed an interest in reviewing policies were provided with a copy of the policy and asked to read it prior to answering a series of questions. Involved customers were given the policy and questions on 17th October 2019 with a deadline for responses to be received by 23rd October 2019.

The majority of the questions were closed questions with the involved customers being given the opportunity to make comments on three occasions.

Findings

The policy was sent out to 36 involved customers (28 by email and 8 by letter) and 13 responses were received.

The responses received are as follows:

- | | Yes | No |
|--|-----|----|
| 1. Do you think the Asbestos Management Policy is clear and easy to follow? | 13 | 0 |
| 2. Do you think the wording in the Asbestos Management Policy is easy to understand? | 13 | 0 |
| 3. If you have answered NO to either of the above questions, please give details to explain why. | | |

No responses received.

- | | | |
|---|---|----|
| 4. Are there any changes you think should be made to the policy? | 2 | 11 |
| 5. If you have answered yes to question 4 please give details below to explain the reasons for this answer: | | |

Comment: If there is a finding of asbestos the tenants of that area should be informed of said findings.

Response: Informing the resident at point of finding asbestos is a procedural element which can be considered and included in the detailed procedural documents we are currently producing.

6. Do you have any other comments regarding the policy?

Comment: I find this a well put together document and easy to understand.

Response: No response required.

Comment: Naming the external company that is used to carry out the asbestos test.

Response: Companies we use change based on the requirement of works, and who is currently valid within our procurement framework, therefore we would not detail a contractor within a policy document as this can change.

Comment: A well written policy I found very easy to follow.

Response: No. response required.

Comment: To me Thirteen seem to have all the technology to deal with asbestos where ever.

Response: No response required.

Conclusion

Feedback was constructive and presented some valid points. The customers found the policy clear and easy to read.

Action

Feedback to all the comments has been provided by Thirteens Asset Service Standards Manager.

Customer consultation at point of identifying asbestos will be discussed and included in the detailed procedural document if deemed relevant.

This policy has now been approved and is available to view on the Thirteen website.

I agree that the Customer Consultation was carried out, the results agreed as above and the Asbestos Management Policy has now been shared with the customers involved.

Name V.A.L. Scollen

Signature V. Scollen

Date 11.3.2020