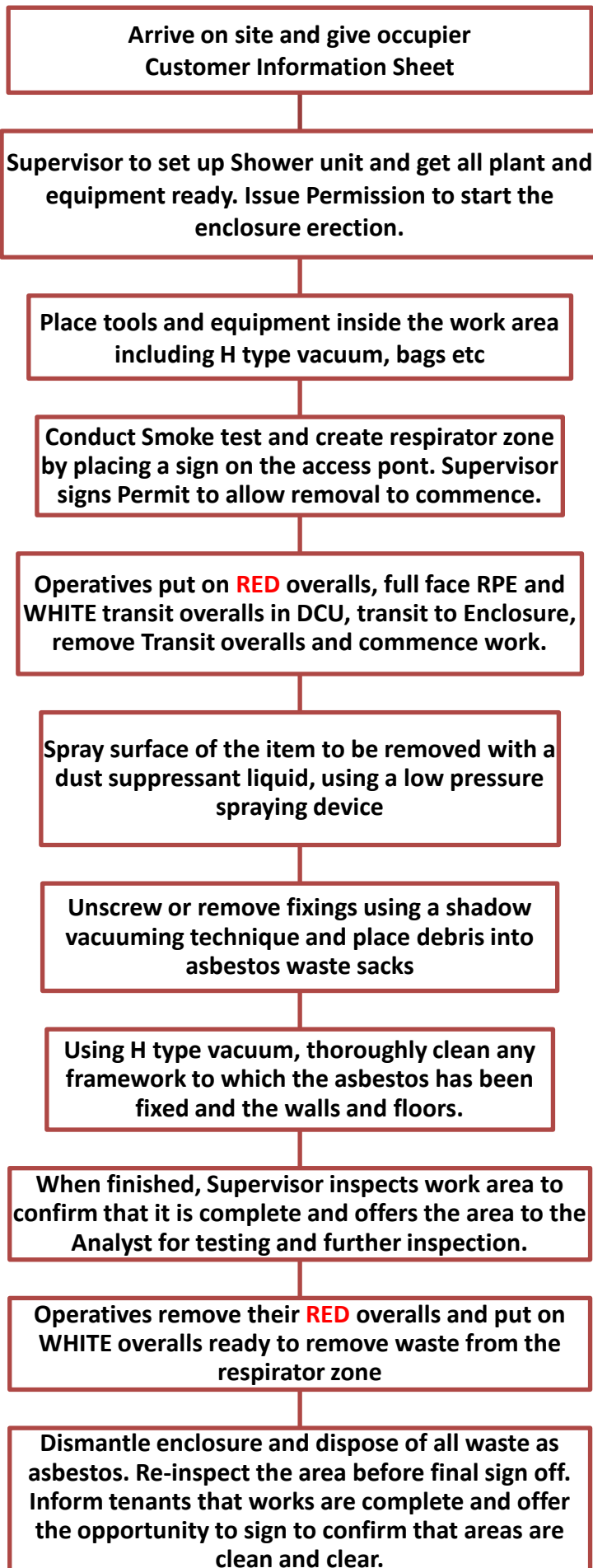


# CUSTOMER INFORMATION SHEET



## REMOVAL OF ASBESTOS INSULATING BOARD, (AIB) EXTERNAL SOFFITS



In this flow chart we have outlined what you can expect to see during the asbestos removal process in your property. Please feel free to discuss the work with our removal team prior to commencement if there is anything you are unsure of.

We have added a list of **Frequently Asked Questions** on the other side of this sheet, together with responses.

If you are unhappy about any aspect of the works, or see operatives not working in accordance with this description, please call our office on 020 7538 8721 and ask for our Asbestos Removal Division, or the Health and Safety Department, where someone will assist you and make contact with site directly.

# Asbestos Removal

## Frequently Asked Questions



Our company has been asked to remove asbestos containing materials from your property. These materials can be removed safely by almost anyone, with a bit of training, but we are a fully licensed removal company which should give you confidence that the work will be done properly and safely. However, we know that asbestos can be a bit worrying so we have prepared this document to answer some of the more common questions you may be tempted to ask. There is a lot of information on the HSE web site that you may wish to look at and a lot of the information here is taken straight from their guidance. See this address for more detail:

<http://www.hse.gov.uk/asbestos/faq.htm#asbestos-removal>

### What are you removing?

Today we are removing the external soffit boards from your property, these are Asbestos Insulating Board, which is a material that can only be handled by a Licensed Contractor.

### Will the asbestos become airborne?

It will, which is why we go to so much trouble. We will enclose our work area in polythene as much as we can and our operatives will wear red protective overalls (red for danger) and full face respirators. They will shower on completion of the work to ensure that they cannot be exposed. We damp the surface of the asbestos during the removal, reduce breakage to a minimum and remove fixings with the nozzle of an H-type vacuum cleaner adjacent. This is a specially designed vacuum which has a filter that removes asbestos fibres from the air.

You must not enter the general working area at any time. We may use a "partial enclosure" if the work is of fairly short duration in which case we will also sheet over the floor beneath the work area so that any debris can be safely collected. Do not walk in this area, and, if at all possible, please ensure pets are kept safely inside in case they walk over the work area and pick up debris which could then be taken into your house.

### Why are you doing the removal?

Most asbestos containing materials will not release the dangerous fibre unless they are disturbed. The time when there really could be a risk is if say a builder came to do work in your house and didn't know that the panels contained asbestos. In many cases they have been decorated over, obscuring what they are. He might cut or drill though them releasing small dust particles, which he and you could breathe in. He might also not clear the dust away meaning you were exposed to the dust for many days. Our works will make sure that cannot happen because we are removing the materials before the builders move in.

### Why are you wearing masks and overalls?

We do this kind of work every day so we wear the protection to be sure we minimise our exposure to asbestos over a long period of time.

### Shouldn't I have a mask and overalls, too?

You will not be allowed to stay in the area where the work is taking place so, no, you will not need a mask or overalls. Please do stay out of the area after they put the warning tape or sign forming the respirator zone.

### What happens when you are finished? Is it safe to go back in the area?

Yes it will be. The removal supervisors have a checklist to complete every day and before they are finished, they will check to make sure that all the debris has been removed. We have also arranged for an independent airtest to be conducted before the protection is removed. Our Supervisor should also give you the opportunity to check that the work has been done properly and may ask you to sign a form to confirm. When they do, have a good look around to see that you are satisfied. If you aren't, ask them to put it right before they go.

### Have I been at risk all these years?

Not really. The only risk would be if someone did work to the asbestos products to break them into really small pieces. You won't get dust generated from asbestos products that remain generally untouched.