

## Asbestos Related Matters

<p>This service covers requests for further information on the possible locations of asbestos in buildings and services and advice on possible solutions to problems this may be causing. Note that all type 2 asbestos surveys are available in pdf format on MICAD.</p> <p>The service will be provided by the Appropriate Maintenance Team for the area.</p> <p><b>NB:</b> In the case of an “Asbestos Incident” and no members of the Team being available then the Maintenance Manager (MM) Members of another Maintenance Team Or the Head of Maintenance &amp; Improvements should be contacted.</p>	<p>In order to provide an audit trail this service should be requested in any one of the following ways (except in the case of urgent issues which case contact should be made by telephone or in person):</p> <ol style="list-style-type: none"> <li>1) By Letter.</li> <li>2) By Electronic Mail.</li> <li>3) By Fax.</li> </ol> <p>A written (email) reply confirming estimated response times will be given by the Maintenance Team.</p>
<p>Each ‘Asbestos Related Matter’ will be considered and classified into one of the groups given below. The response will depend on the classification given.</p>	

Category	Performance Target	Target Rate %
Information	8 working days	95%
Site Visit	8 working days	100%
Emergency Situation	Immediate (as far as is reasonably practical)	100%

### Our Obligations to You

1. We will endeavour to meet the target response times given above for which we are budgeted, and which are approved by the University.
2. If your request is not going to be responded to within the Performance Target, the reply you receive from the Team will confirm this.
3. In the event of any complaint or query you should first contact the appropriate Maintenance Officer. The MO. will try to resolve the problem to your satisfaction. If necessary you will be notified of whom you can contact to progress the matter. In the event of a query the M.O. must be approached in the first instance.

## **Your Obligations to Us**

- 1.** You should give a contact name and telephone number along with times when you can be reached. All personal contact details should be shown in all correspondence.
- 2.** You should as far as is reasonably practical agree to the times, dates and venues given in respect to any meetings or site visits.
- 3.** If the work is rechargeable you should indicate before work starts if there is any cost limit to which we have to work and you should raise a defect notification which includes the appropriate account code
- 4.** You should give a clear and concise description of the nature of the information required, the exact location(s) it is required for and why.