Asbestos Policy

Resident Consultation Feedback Log

Item	Detail
Original Policy Name	Asbestos Policy
Feedback source	Resident Policy Focus Group and survey feedback received during the consultation period.
Survey feedback	Survey findings from online/paper form
Purpose	To record feedback, themes, response/action and status for this policy.
Consultation period	23 September 2026 - 19 October 2026
Number of responses received	10
Resident responses	10
Staff responses	0
Main themes raised	Clarity, consistency of definitions, scope, risk wording, inspection and monitoring, leaseholder responsibilities, asbestos records and communication routes
Changes made following consultation	7 feedback entries led to changes and are completed. The separate flow chart suggestion was addressed through alternative wording.
Feedback noted but no policy change required	2

1. Key themes from current feedback

Theme	No. of comments
Clear and easy to understand	2
Definitions and terminology	2
Scope and tenure clarity	2
Risk wording and consistency	1
Inspection and monitoring	1
Works and asbestos records	1
Leaseholder responsibilities and information rights	3
Communication routes / flow chart	1

2. Resident Policy Focus Group - Feedback log

Ref	Feedback source	Theme	Resident feedback	Response	Status
1	Resident Policy Focus Group	Clarity / positive feedback	Very clear and easy to understand.	Positive feedback noted; no policy change required.	Noted
2	Resident Policy Focus Group	Definitions / terminology	Some inconsistency in the use of “tenant”, “leaseholder”, “home” and “dwelling”. Terms should be defined and used consistently.	Wording reviewed and clarified throughout to improve clarity and consistency.	Completed

3	Resident Policy Focus Group	Scope / tenure clarity	Under “Who does this apply to?”, the references to homes and dwellings are not clear. The policy should make clear which parts apply to tenants, leaseholders and shared owners.	Clarified Portsmouth Homes’ responsibilities for homes and communal areas, and leaseholders’ and shared owners’ ownership and repairing obligations under their lease.	Completed
4	Resident Policy Focus Group	Risk wording / consistency	Under “Management of asbestos”, the wording about ACMs being in good condition and left undisturbed appears inconsistent with the risk-based approach, which refers to materials being damaged or deteriorating. “Deteriorating” should be reflected in both sections.	Added deterioration to the management wording, risk-based approach and management options.	Completed
5	Resident Policy Focus Group	Inspection and monitoring / scope	Under “Inspection and monitoring”, clarify whether “we inspect and monitor asbestos-containing materials” applies to non-leasehold homes, communal areas or both.	Clarified inspections and monitoring in homes and communal areas where we are responsible and Leasehold arrangements reflect the lease and law.	Completed
6	Resident Policy Focus Group	Works / leasehold responsibilities	Under “During and after works”, clarify how asbestos records will be updated following surveys or works in leasehold properties, including where window mastic may contain asbestos and Portsmouth City Council may be responsible.	Clarified record updates after our surveys, inspections and works, and review of information from leaseholders, shared owners or contractors.	Completed
7	Resident Policy Focus Group	Leaseholder responsibilities / wording	Under “Shared Responsibility”, the wording “where this is set out in their lease or agreement” should be changed to “subject to this being set out in their lease or agreement”.	Used alternative wording linking leaseholder and shared owner responsibilities to ownership and repairing obligations under their lease.	Completed

8	Resident Policy Focus Group	Asbestos reports / leaseholder rights	Under “Asbestos Register”, clarify leaseholders’ and shared owners’ rights to request an “Asbestos in Your Home” report.	Clarified that tenants can request an “Asbestos in Your Home” report before DIY or alterations. Leaseholders and shared owners cannot request this report and must arrange necessary surveys under their lease obligations. Portsmouth Homes manages communal asbestos where we are the dutyholder.	Completed
9	Resident Policy Focus Group	Communication / process clarity	Include a flow chart showing the separate tenant and leasehold routes for responsibilities and communications.	Responsibilities are explained in text, with the Customer Repairs Team as the contact for all tenures and onward referral where appropriate.	Addressed through alternative wording

3. All Survey feedback

Ref	Feedback source	Theme	Survey feedback	Response	Status
S1	Survey	Clarity / positive feedback	The policy is fully clear and easy to understand.	Positive feedback noted; no policy change required.	Noted

4. Draft You Said / We Did summary

You said	We did
You said the policy was clear and easy to understand.	We noted the positive feedback. No policy change was needed.
You said terms such as tenant, leaseholder, home and dwelling should be defined and used consistently.	We reviewed and clarified wording throughout to improve clarity and consistency.

You wanted the policy to make clearer which responsibilities apply to tenants, leaseholders and shared owners.	We clarified Portsmouth Homes' responsibilities for homes and communal areas where we have responsibility. We also linked leaseholders' and shared owners' responsibilities to their ownership and repairing obligations under their lease.
You wanted references to damaged or deteriorating ACMs to be consistent across the policy.	We included deterioration in the management wording, risk-based approach and management options. These sections explain how the condition of materials and the likelihood of disturbance inform the action needed.
You wanted clearer wording about inspections, works, record updates and access to asbestos information for leasehold homes.	We clarified inspection and monitoring arrangements and how records are updated following our surveys and works and receipt and review of information from leaseholders, shared owners or their contractors. We also clarified that the "Asbestos in Your Home" report is available to tenants, not leaseholders or shared owners, whose survey responsibilities depend on their repairing obligations under their lease.
You suggested a flow chart showing the separate tenant and leasehold responsibility and communication routes.	We considered the suggestion but did not add a separate flow chart. The policy explains responsibilities in text and gives the Customer Repairs Team as the contact for tenants, leaseholders and shared owners, with enquiries referred where appropriate.
"You said, We did" - Summary for Communications Team	
You said: The policy was generally clear, but you wanted greater consistency and clarity about terminology, tenure responsibilities, inspections, asbestos records and communication routes.	We did: We clarified responsibilities for homes and communal areas, linked leaseholder and shared owner responsibilities to the lease, included deterioration in the management wording, and explained inspections and record updates. We clarified who can request an "Asbestos in Your Home" report and how residents can contact us. Wording was reviewed and clarified throughout, and no separate flow chart was added.