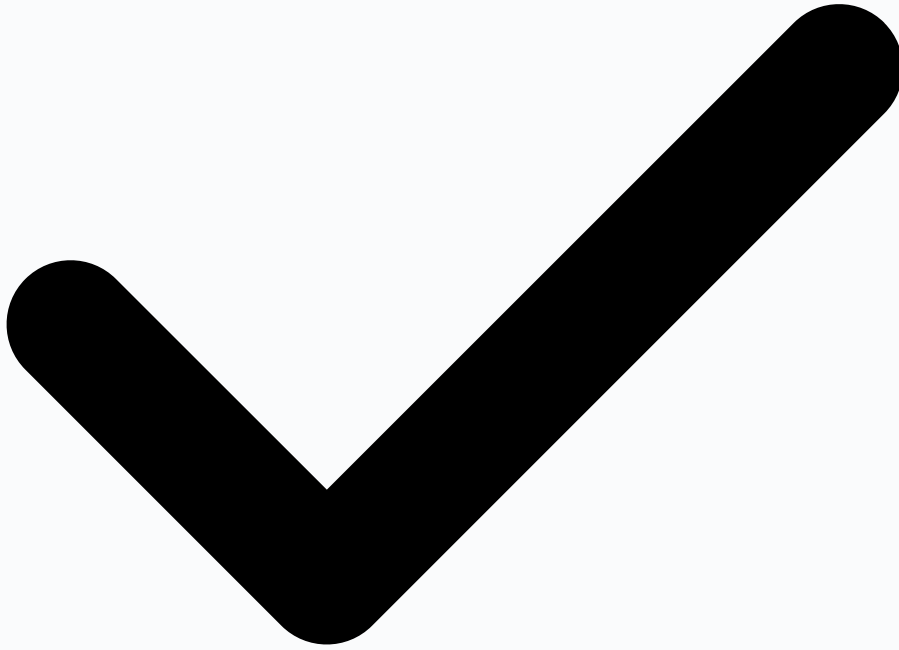


# **Openreach Asbestos Register Requirements**

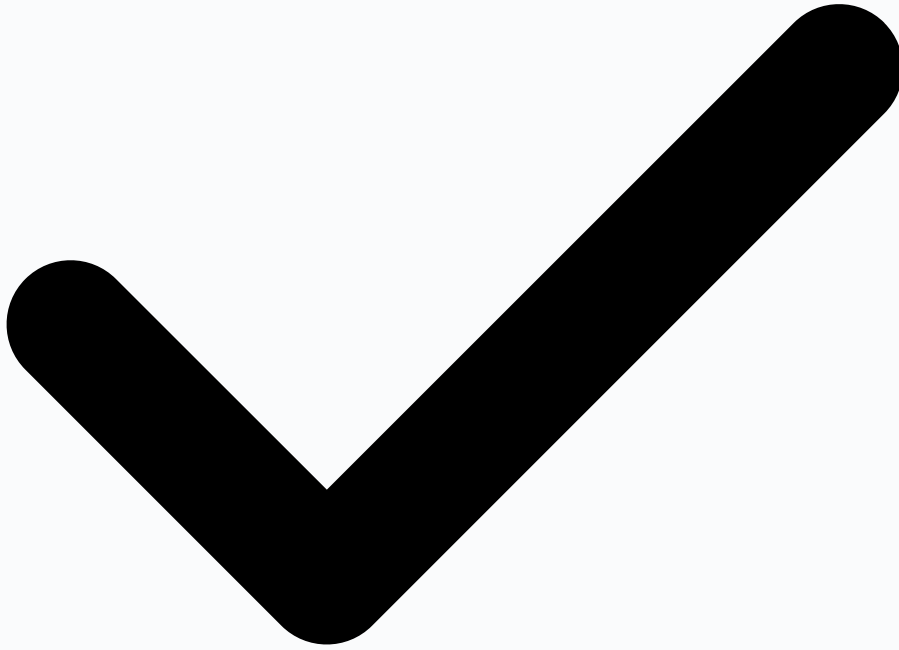
## **Overview**

Before any engineering work begins in non-domestic properties or multi-dwelling units (MDUs), an asbestos register must be available and presented to the engineer. This is a legal requirement.

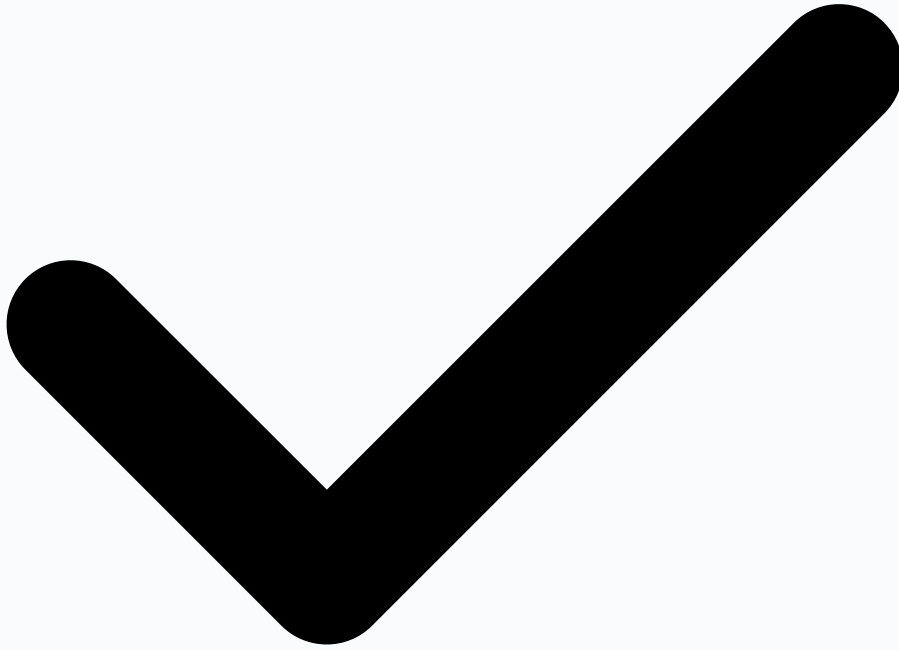
## **Asbestos Register - Quick Checklist**



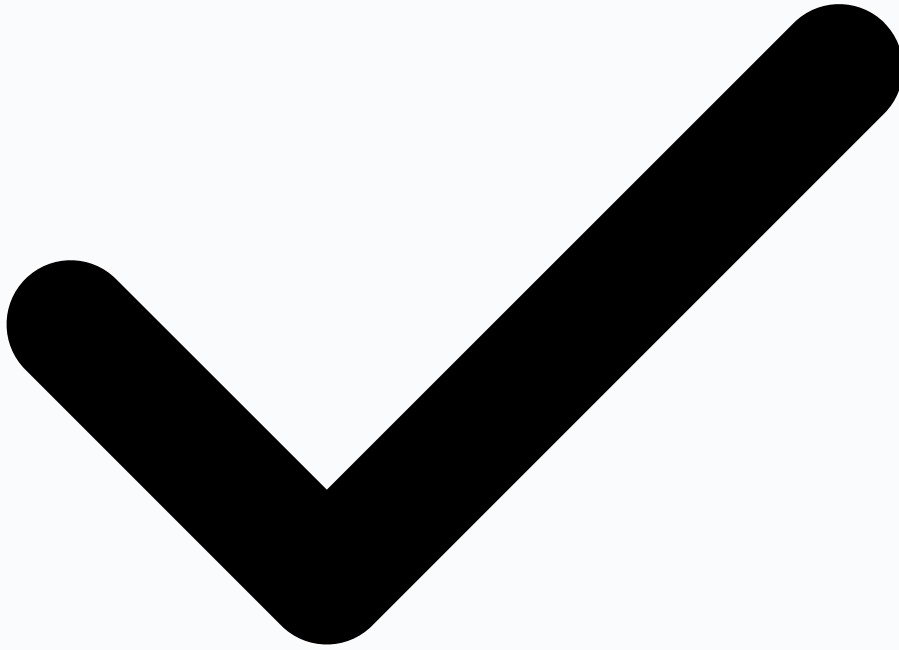
- Property is non-domestic or multi-dwelling unit (MDU)



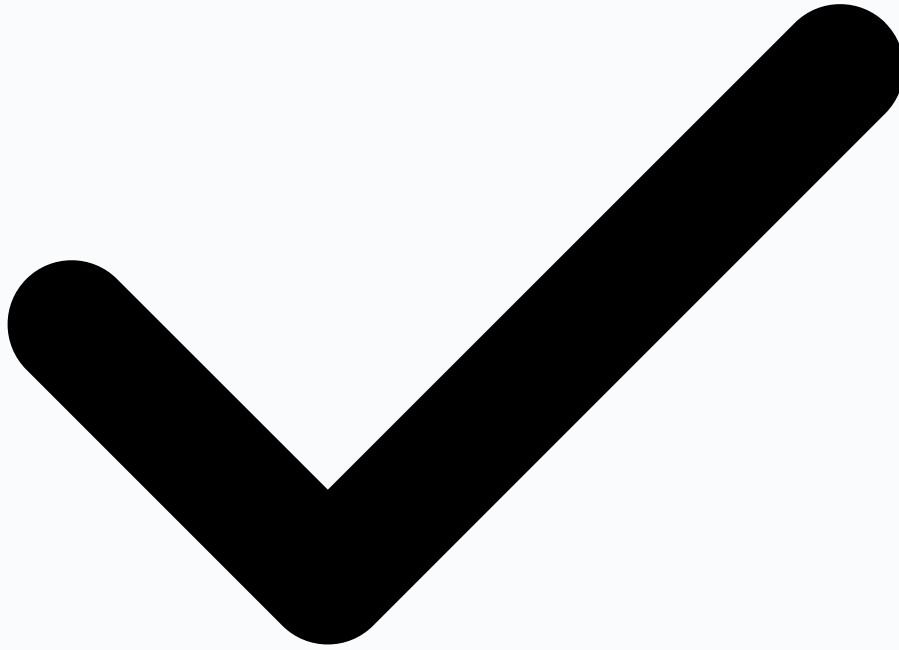
- Building constructed or refurbished before 2000



- Asbestos register is available



- Register is accessible (physical or digital)



- Confirmed: No register = installation cannot proceed

## Legal Background

Under the Control of Asbestos Regulations 2012 (Regulation 4 - Duty to Manage), anyone responsible for maintenance of a building must identify and manage asbestos-containing materials (ACMs). The asbestos register must be made available to anyone likely to disturb asbestos before work begins.

# When an Asbestos Register is Required

An asbestos register is required for:

- Non-domestic (commercial) buildings
- Communal areas of residential buildings (MDUs)
- Any property built or refurbished before 2000

## Examples of Applicable Properties

### **Non-domestic:**

- Offices
- Shops and supermarkets
- Factories and warehouses
- Schools, hospitals, libraries

Multi-occupancy domestic:

- Blocks of flats
- Converted houses
- HMOs
- Student accommodation
- Supported living

## Examples of Communal Areas

- Stairwells
- Corridors
- Lift shafts
- Roof spaces
- Service risers
- External communal areas

## End Customer Responsibility

Communication Providers must inform end customers that:

- An asbestos register must be available before work starts

- This is required for any intrusive work in communal areas
- Failure to provide the register will delay installation

## Engineer Requirements (Openreach POV)

- Engineers must see a physical or digital asbestos register before starting work
- If unavailable, work cannot proceed
- The job will be delayed and rescheduled
- The end user must arrange for the register to be created or located

## How to Check if a Register is Needed

Step 1: Check age

- Pre-2000: Assume asbestos present
- Post-2000: Generally not required

Step 2: Check building type

- Commercial or communal residential areas require a register

Step 3: Check existing documentation

- Previous asbestos surveys
- Lease agreements
- National Asbestos Register (UKNAR)

## What to Do if No Register Exists

- Arrange a management asbestos survey
- Use a UKAS-accredited surveyor
- Upgrade to a refurbishment & demolition survey if work is intrusive

## Who Should Provide the Asbestos Register

The asbestos register should normally be provided by the person or organisation responsible for managing the building. This may include the building owner, landlord, managing agent, facilities

management team, or end customer. Where the work is being arranged through a Communication Provider, the customer should be advised to obtain the register before the engineer appointment.

## **What the Asbestos Register Should Contain**

The register should identify any known or presumed asbestos-containing materials, where they are located, their condition, and the level of risk. It may also note areas that were not surveyed or could not be accessed. The register should be current, accessible, and suitable for the areas where work is expected to take place.

## **Escalation Route if the Register is Missing**

If the asbestos register is not available, the engineer must not begin work. The customer should contact the landlord, managing agent, building owner, or facilities team to request the register. The Communication Provider should be informed that the appointment cannot proceed until the register is available, and the job may need to be delayed or rescheduled.

## **Asbestos Register vs Asbestos Survey**

An asbestos survey is the inspection used to identify asbestos-containing materials within a building. The asbestos register is the record created from that survey and is used to show where asbestos is known or presumed to be present. Engineers are not expected to carry out an asbestos assessment themselves; they only need to confirm that the register is available before starting work.

## **Customer-Facing Script**

Before Openreach can complete the work, the engineer must be able to view the asbestos register for the building or communal area. This is required for safety and legal compliance. If the register is not available at the time of the appointment, the engineer will not be able to proceed and the work may need to be rescheduled.

## Engineer Reminder

Engineers should not attempt to identify, assess, or confirm asbestos-containing materials themselves. Their responsibility is to check that the asbestos register is available before work begins and to stop work if the register is missing, unclear, or does not cover the required work area.

## Key Takeaway

No asbestos register = No work. Providing the register ensures safety, compliance, and avoids delays.