



# ASBESTOS SERVICES

TAILORED TO  
SUIT YOUR NEEDS



# CONTENTS

- WHY CHOOSE PENNINGTON CHOICES 04
- WHAT MAKES US EXPERTS 05
- WHAT ASBESTOS SERVICES DO WE OFFER? 06
- OUR LABORATORIES 07
- HOW WE SERVICE YOUR CONTRACT 08
- WHAT DO OUR CLIENTS SAY ABOUT OUR WORK? 10
- WHO WE HAVE WORKED WITH 12
- FREQUENTLY ASKED QUESTIONS 14



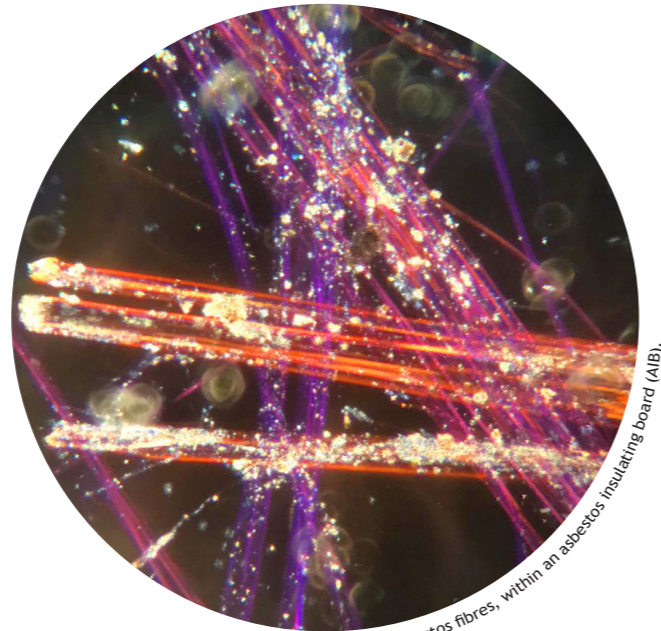
## WHY CHOOSE

# PENNINGTON CHOICES

Have you ever seen asbestos under the microscope before? Pretty, isn't it?

But don't be drawn into thinking that this substance is anything less than a silent killer that requires the utmost care. Whether it be in the walls, roof or floor, it is important that you bring in experts if you suspect your property may have asbestos.

At Pennington Choices we have worked with asbestos for over 30 years, and have helped clients from across a host of sectors including; healthcare, transport, local government, blue light services, social housing, construction and retail. We are experts in asbestos management, not by our own words but by our clients.



Amosite asbestos fibres, within an asbestos insulating board (AIB).



## WHAT MAKES US

# EXPERTS



- We are ranked number one for asbestos surveying and consultancy on the Fusion21 framework.
- We are also ranked on SEC, LHC and NHC frameworks.
- We have dedicated UKAS accredited laboratories across the UK.
- Our nationwide coverage means that, no matter where you are in the UK, our expert teams can help you.
- We provide easy to use, professional reports.
- Our software and web portal system (called TEAMS) allows clients to view live data on the progress of their projects, survey reports and access to all their historical reports and data.
- We are ISO17020 and ISO17025 accredited by UKAS and UKATA accredited for training.
- Did you know we don't only help with asbestos? At Pennington Choices, we offer fire risk assessment services, electrical and gas auditing, legionella services, stock condition surveys, energy performance certificates (EPCs), strategic consultancy and chartered building surveyor services, making us the complete property services consultancy.



WHAT

# ASBESTOS SERVICES

DO WE OFFER?

SURVEYING

AIR  
MONITORING  
AND  
FOUR STAGE  
CLEARANCE  
TESTING

SAMPLING AND  
LABORATORY  
ANALYSIS

PROJECT  
MANAGEMENT  
AND  
REMEDIATION

AUDITING

PROCUREMENT

CONSULTANCY

ASBESTOS  
MANAGEMENT  
PLANS

TRAINING

OUR

# LABORATORIES



- Over the past year our laboratories have analysed almost 100,000 samples.
- Our experienced team of authorised laboratory technicians operate across the UK.
- We can also provide water absorption testing when required.
- Our laboratories operate Monday to Friday from 7am to 7pm.
- We provide an emergency out of hours asbestos service, which operates 24/7.
- Our fully equipped, modern laboratories are UKAS accredited to EN ISO17025.
- Mobile vans - our UKAS accredited fleet operate across the UK and are equipped with state of the art surveying, microscopy and air sampling equipment.

## HOW WE

# SERVICE YOUR CONTRACT



Our friendly service delivery team is an essential part of our nationally recognised asbestos service. They are the fuel which powers our ability to provide clients with an efficient, versatile and high quality service.

- Over the past year our teams have scheduled 20,000 appointments across the country.
- We offer complete flexibility in our appointments, whether it be weekday, weeknight or weekend, we will work around your needs.
- Dedicated schedulers are assigned to every contract, providing consistent communication at all times.
- We can compile, quality-check and issue asbestos reports in 48 hours.
- Appointments are grouped geographically, enabling us to work more efficiently and be more flexible, whilst also reducing our surveyors' carbon footprint.
- Our work is completely transparent; we show clients every point of contact with us, every communication and every booking in the form of a live feed so they can monitor the progress of their projects.

# WHAT DO OUR CLIENTS SAY

## ABOUT OUR WORK?



We have found Pennington Choices to be reliable and flexible in their approach to working with us. They provide information in an efficient manner and communicate effectively with us to achieve the best outcomes.

LONDON BOROUGH OF SUTTON



Due to the nature of the housing industry, a tight programme is necessary to minimise disruption, and Pennington Choices have always delivered to enable us to remain on schedule. Their work has been consistently to a high standard and fully accurate, with timely responses to queries and great access to senior management.

THE REGENDA GROUP



Highly professional organisation to work alongside, providing high levels of assurance and pragmatic advice.

PINNACLE GROUP



Competitive pricing and good turnaround times, their staff are always on hand to answer any queries and quick to let us know if they have any queries themselves.

MCP ENVIRONMENTAL



Pennington Choices provide an extremely professional service with excellent turnaround times. They are quick to respond to urgent requests and are constantly improving their services. For instance, they have introduced a secure web based portal for their asbestos surveys and sample reports that can be downloaded by council employees and contractors as soon as they are ready. This removes the waiting time associated with large sized reports.

LONDON BOROUGH OF SOUTHWARK

### Net Promoter Score : 65

(which is aligned with Apple (47), Microsoft (45) and Intel (52)), with 100% of clients happy to refer our work and services (survey undertaken April 2018).

# WHO WE HAVE WORKED WITH

**NHS**  
Brighton and Sussex  
University Hospitals  
NHS Trust



MARCH 2016 - MARCH 2017

- Royal Sussex County Hospital is undergoing a £500 million transformation that will see two new state of the art facilities replace the hospital's aging buildings.
- Pennington Choices were appointed to support the construction works by providing refurbishment and demolition surveys, and also to collaborate with on-site asbestos removal contractors.
- Our surveyors worked alongside the hospital's engineers to safely survey all

aspects of the buildings - all samples taken were then analysed in our UKAS accredited labs.

- Comprehensive asbestos reports were produced, and we continued to provide air monitoring and 4-stage clearance services on-site, to ensure that asbestos-free areas were returned to the client, on-time.

**MILLENNIUM  
HOTEL**  
LONDON MAYFAIR



NOVEMBER 2017 - JULY 2018

- Pennington Choices were appointed to provide surveys and consultancy during major refurbishment works at this prestigious hotel located in central London.
- Working alongside engineers, our asbestos consultants conducted intrusive asbestos surveys in the areas affected by the construction.

- We also assisted in asbestos remedial works to ensure that any asbestos removed was done to the approved safety and compliance standards.

# ZARA



ONGOING PROJECT

- Pennington Choices were appointed by Inditex (the group that owns Zara) to undertake asbestos management surveys across their UK stores.
- Our surveys include material and priority assessments along with a combined asbestos register to assist Zara in their management of asbestos contained materials.

- We have also been appointed to provide asbestos consultancy services to Zara Fashion, Zara Home and various other fashion retail units.



## FREQUENTLY

# ASKED QUESTIONS

Answered  
by Joe, our  
expert surveyor



### WHEN DO I NEED AN ASBESTOS SURVEY?

- Primarily, if you are about to conduct building works (either minor or major) on a property built before the year 2000. However, it is also worthwhile undertaking a survey if you own a property built before the new millennium for reassurance. It is better to be safe than sorry.

### WHAT ARE THE HEALTH RISKS IF I HAVE ASBESTOS IN MY PROPERTY?

- Asbestos in good condition, and that is not going to be disturbed, does not usually present a problem. However, if this is not the case, then exposure to damaged asbestos could be extremely harmful. Especially as the substance is capable of causing cancer, and is responsible for around 5,000 deaths each year in the UK.

### WHAT CAN I DO IF I THINK I MAY HAVE ASBESTOS IN MY PROPERTY?

- If you suspect that your property may contain asbestos then it is important that you take the necessary action and bring in a UKAS accredited company to provide advice and potentially a survey if needed.

### HOW DO I KNOW IF ASBESTOS IS IN MY PROPERTY?

- Sometimes asbestos is quite obvious and sometimes it is concealed, but for absolute confirmation, sampling and laboratory analysis is required. As a basic guide, it is most commonly found in floor tiles, textured coating, roofing sheets, roof tiles, soffits, flues, cold water tanks as well as panels lining doors and stairs or forming walls and boxing. Very occasionally it might also be found as insulation, including on pipes and on very old boilers or hot water tanks, or as a form of sprayed insulation.

### WHAT SHOULD I DO IF THE SURVEY TESTS COME BACK POSITIVE?

- If the tests come back positive, then this does not immediately mean that the substance has to be removed. In fact, if the asbestos is in good condition and it will not be disturbed, then it can usually be safely managed. If the material is damaged it may need to be removed and if so, a health and safety executive (HSE) licensed removal contractor should be able to do this competently.

### HOW LONG WILL AN ASBESTOS SURVEY TAKE?

- There is no fixed amount of time that a survey can take, as this can vary on the size of each building and the amount of suspected asbestos materials. However, we work with clients to minimise disruption, including working outside of operational hours on a range of projects to suit our client's needs.

### WILL MY PROPERTY CONTAIN ASBESTOS?

- If built or refurbished before the year 2000 (prior to the asbestos ban), there is a possibility that your property will contain asbestos in some area.

### WHAT SHOULD I DO IF I HAVE AN ASBESTOS RELATED EMERGENCY OUT OF NORMAL WORKING HOURS?

- Should asbestos be damaged or disturbed during the early hours of the morning or night, it is important that you act quickly to reduce the risk of people becoming exposed to the fibres. In instances such as this, we have a 24/7 out of hours asbestos service along with expert surveyors across the country who are on hand to help.

Should you have any  
other questions, don't  
hesitate to contact  
one of our experts.

 0800 883 0334

 [asbestos@pennington.org.uk](mailto:asbestos@pennington.org.uk)

 [pennington.org.uk](http://pennington.org.uk)



## OUR SERVICES



Asbestos



Gas and Electrical Compliance



Fire Safety



Consultancy



Training



Energy and Sustainability



Recruitment Services



Building and Quantity Surveying

Contact us for expert advice  
or a FREE quotation



0800 883 0334



[info@pennington.org.uk](mailto:info@pennington.org.uk)



[pennington.org.uk](http://pennington.org.uk)