

Guidance on Water Safety



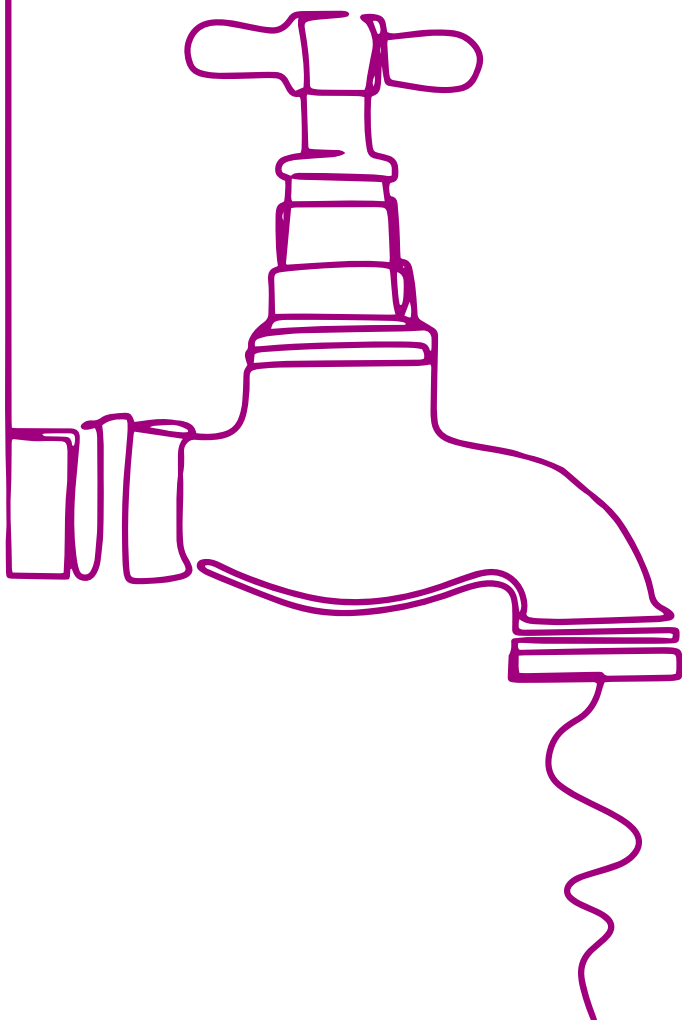
Domestic hot and cold water systems can provide an environment where harmful bacteria can grow. This can cause Legionnaires' disease which is a potentially fatal form of pneumonia caused by inhalation of small droplets of contaminated water containing Legionella bacteria.

Make sure that:

- Your hot water in the system remains hot.
- Your cold water is kept cold.
- Your water is kept circulated.

It is important that you:

DO NOT interfere with the setting on your boiler or hot water system. The hot water should be set so that the water is heated up to 60°C.



Tell us if:

- The cold water is still running warm after you have initially run off any water which may have collected in the pipes. The temperature should not exceed 20°C.
- There are any problems debris or discolouration in the water.
- The boiler or hot water tanks are not working properly, particularly if water is not coming out of the taps at a sufficiently high temperature. Water should come out at a temperature of 50°C after it has run for a minute at the most (unless a thermostatic mixing valve has been fitted).

Where showers are installed:

- If they are only used occasionally then flush them through by running for at least two minutes every week. Keep out of the way whilst this is being done as far as possible.
- Clean the shower head periodically, descale and disinfect it. This should be done at least every six months.

Here's some of the do's and don'ts to help reduce water leaks and floods, and things to remember ahead of holiday and winter seasons.

Do not:

- Ignore that dripping tap, report it to us as soon as you notice it so we can repair it – this will help you reduce your water usage too.
- Forget to isolate your water supply if you're going away for a long period of time.
- Discard nappies, wet wipes, or cotton buds down the toilet.
- Discard cooking fat down the sink.
- Stand on sanitaryware such as basins and toilets.
- Carry out bathroom or kitchen renovation without getting permission from us.

Do:

- Report any water leaks, blockages, repairs, or plumbing problems to us immediately.
- Know where your stopcock is and how to turn it off, test it works twice a year.
- Check for leaks in high-risk areas such as bathrooms, kitchen, boiler rooms etc. at least annually, ideally more regularly if you can.
- Check sealant and grout around shower trays, bathroom, and kitchen fittings.
- Ensure you prevent excessive quantities of water from spilling onto bathroom floors from washing, bathing, or showering, where the floor is not designed for such purpose.

