

A GUIDE TO WATER HYGIENE



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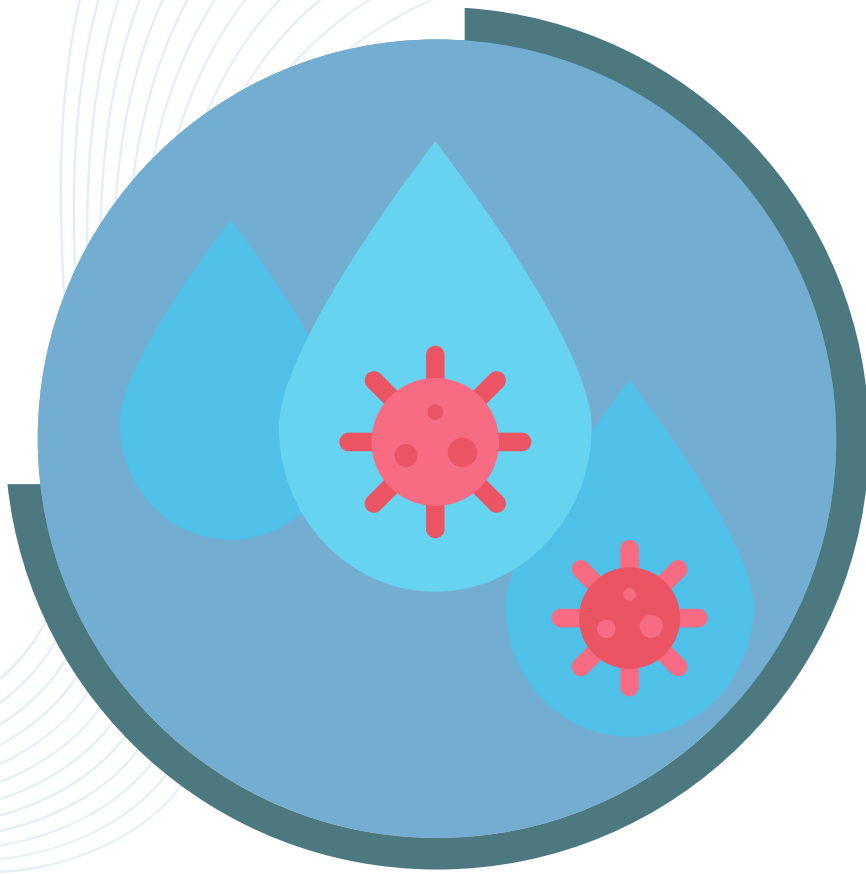
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English	If you would like this document translated or require an accessible format such as large print or braille, please call 0300 123 4000, and select option 3.
Kurdish	ئەگەر دەتەرئیت ئەم بەلگەنامەییە وەر بگێڕ درئیت یان پێویستت بە شێوازێکی دەستگەیشتن هەیە وەك چاپی گەورە یان نووسینی نابینایان braille، تەكایە پەیوەندی بکە بە 0300 123 4000، و بژاردەى 3 هەلبژێرە.
Polish	Jeśli chcesz, aby ten dokument został przetłumaczony lub potrzebujesz innego dostępnego formatu, takiego jak duży druk lub alfabet Braille'a, zadzwoń pod numer: 0300 123 4000 i wybierz wewnętrzny 3.
Portuguese	Caso pretenda esta informação traduzida, ou em formato acessível como impressão grande ou braille, por favor ligue para o número 0300 123 4000 e selecione a opção 3.
Pashto	که چېرې ددغه سند ژباړه غواړئ یا پې لویې چاپې یا بریل بېې ته اړتیا ولرئ، مهربانې وکړئ 0300 123 4000 ته زنګ ووهئ او 3 اېشن یا غوراوی وټاکئ.
Romanian	Dacă doriți ca acest document să fie tradus sau dacă aveți nevoie de un format accesibil, cum ar fi caractere mari de tipar sau Braille, vă rugăm să apelați 0300 123 4000 și să selectați opțiunea 3.



Water hygiene in your home

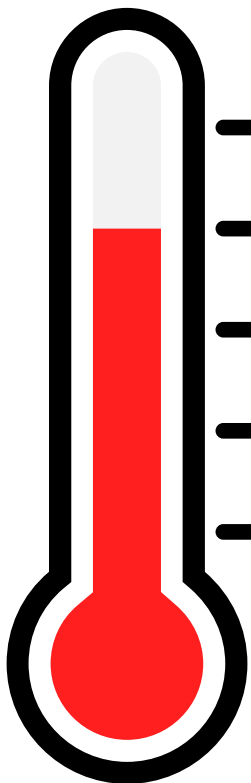
As a landlord, we are required by law to deal with risks associated with Legionella bacteria, within the communal area properties that we own or manage. As far as we can, we will introduce measures to reduce and/or control exposure to the bacteria – this includes managing the conditions in water systems which support its growth.

We will carry out risk assessments and implement control measures, every 2 years, such as water temperature checks, flushing, descaling, water sampling and tank cleaning.

What is Legionella?

Most water systems contain bacteria and other organisms. If these are allowed to multiply, they can cause people to become ill. The most common bacteria which can be naturally present in your water supply is Legionella. Legionella is transmitted via aerosols – the inhalation of mist droplets containing the bacteria. Legionella can lead to Legionnaires' disease which is a pneumonia-like illness which can affect anybody, but you will be more at risk if you are elderly and/or have a compromised immune system.

Is my home at risk from Legionella bacteria?



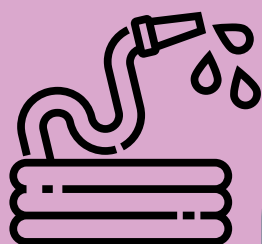
- The risk in your home is low because your water is usually stored in small quantities at temperatures above 45°C and is used daily. This means the bacteria do not usually have time to grow to significant levels.
- Risk can increase if a property has been empty for long periods of time, such as when tenants leave and the property is not immediately re-let.
- Risk can also increase when you go on holiday for a week or more.

Steps to keeping your water clean and safe



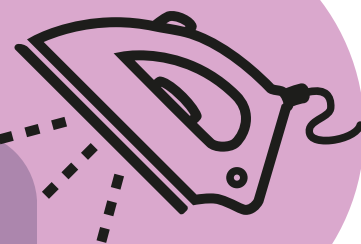
When rinsing food or other items do not allow them to come into contact with the spout of the taps.

If your home has been empty for several days you should turn on your boiler/water heater and run the hot water tap for 10 minutes. This does not apply to homes with combination boilers.



Don't forget your outside taps and hoses, flush through your garden hoses prior to use and clean hose head every three months.

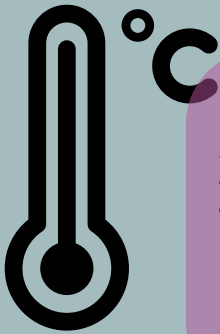
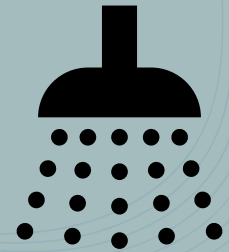
Empty out the water from your steam irons after each use, before storing away, especially if you don't use it very often.



Steps to keeping your water clean and safe

Remove and clean showerheads every three months and clean taps to prevent limescale building up.

After cleaning showerheads and taps always run the water for a moment to remove any cleaning product residue.



Store hot water at between 50°C and 60°C. The thermostat on your hot water cylinder (where applicable) will have been set to this temperature when you moved in. Combination boilers provide hot water directly to the taps without the need for a storage cylinder.

In periods of hot weather, typically during the summer months, stored cold water temperatures can rise. In these circumstances, extra attention should be given to more frequently turning on taps to increase the water flow through the system and lower temperatures.

Reporting water hygiene concerns in your home

If you think you have an issue with water hygiene in your home please report it to us as soon as possible after noticing a problem. You can report an issue by calling the number below, or via email to the address below.



0300 123 4000



compliance@baberghmidsuffolk.gov.uk

We value your feedback

We would love to hear your feedback on this guide to water hygiene. Please email us at housinghealthandsafety@baberghmidsuffolk.gov.uk with your thoughts.

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