

Water safety

We carry out checks to make sure that your water supply is not contaminated with legionella, the bacteria that causes Legionnaire's Disease.

What is Legionnaire's Disease

Legionnaires' Disease is a potentially fatal form of pneumonia. Around 500 cases are reported in the UK every year. Not everyone who is exposed becomes ill, but people who are elderly or who have chest or lung problems are most at risk.

Legionnaires' Disease is caused by the inhalation of small water droplets from contaminated sources containing legionella bacteria.

You can't get Legionnaire's Disease from drinking water. However, legionella can be found in all hot and cold water systems, in the following ways.

- If the water temperature in all or part of the system is between 20-45°, this suits the growth of legionella bacteria.
- Contaminated, breathable water droplets can be created and dispersed from showers and taps.
- The bacteria can grow where water is stored and/or re-circulated, for example in cold water tanks or hot water heaters.
- Where there are solid deposits, such as rust, sediment or scale, this can provide a rich source of nutrients for bacteria growth on shower-heads and filters, as well as in cold water storage tanks and water heaters.

Water checks

We carry out regular servicing of water tanks in the common parts of the building you live in. We will contact you if we need to gain access to your home to do this.

Water safety do's and don'ts

- **DO** check that two minutes after putting the taps on, your cold running water is under 20°C and your hot running water is above 50°C. If it isn't, contact us straight away and don't use your water supply.



- **DO** run taps or other water outlets for two minutes every week if you haven't used them for a week.
- **DO** flush through any showers or taps for 10 minutes after a period of non-use.
- **DO** keep shower-heads and taps clean and don't allow limescale, mould or algae to build up.
- **DO** flush toilets with the lid down following a period of non-use.
- **DO** drain hose-pipes after use and keep out of sunlight.
- **DON'T** change any pre-set water temperatures in your home.

Your questions answered

How do I clean my shower?

We recommended that you dismantle, clean, descale and disinfect your shower every three months.

Make sure you include any removable parts, including shower heads, inserts and hoses.

How can I test water temperatures?

You can get a low-cost thermometer from many high street or DIY stores to monitor your water temperature. Call us if the temperatures aren't right.

What are the symptoms of Legionella's Disease?

The symptoms are very similar to the flu – they include a high temperature, tiredness, fever or chills, muscle pain, headache, nausea or a dry cough.