

Information for leaseholders

If you are a leaseholder, you have a legal responsibility to conduct a risk assessment and review it if you make changes to the water systems. It is advisable to have a documented water hygiene risk assessment if you sub-let the property. This may be required by the Health and Safety Executive in the event of a problem.

A guide to Water Hygiene

This leaflet explains our responsibilities as a housing provider and your responsibilities as a customer.



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Why water hygiene is important

There is a very low risk that Legionella bacteria can develop in stored or stagnant water. Legionella bacteria can cause Legionnaires' disease, a serious lung infection which must be treated with a course of antibiotics when contracted.

It becomes more active in stagnant or stored water within the temperature range of 20 to 45°C.

Anyone can become infected with Legionnaires' disease, however some people are at increased risk:

- Those aged 50 or over
- Those who smoke or have smoked heavily in the past
- Those who have an alcohol dependency
- Those with an impaired immune system

More information on Legionnaires' disease is available on the NHS website at www.nhs.uk/conditions/legionnaires-disease

Water hygiene in your property

Our responsibilities

Ensuring the health and safety of customers is really important to us. Therefore we will be visiting all of our properties to complete a water hygiene risk assessment and any necessary works.

During a visit we will use qualified surveyors and consultants to assess the risks and identify any works required to reduce the likelihood of bacteria living in your water system.

Your responsibilities

We advise that you follow these simple steps to keep your home's water supply clean and healthy.

Each week:

- Run your taps for three to five minutes
- Run your shower for three to five minutes
- Flush the toilet twice with the lid down to ensure fresh water is circulated through the system and that the cistern is regularly emptied.*

*If you have a Clos-o-mat bidet toilet, switch it off at the wall if you intend to be away from the property for more than one week so warm water is not left in the cistern.

In addition

Clean showers/spray taps of scale and debris every three to six months, or earlier if scaling is evident. If you have a spa bath or hot tub, clean as per the manufacturer's instructions.

If you have an electric hot-water tank, it is advised that you fully heat the water to 60°C at least twice per week.

